



Integrated Business Management System Manual

ISO 9001:2015

ISO 45001:2018



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ISO 9001:2015 & ISO45001:2018 Control Document

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1. INTRODUCTION

This document is the Business Management Manual (the Manual) of K A Watts Plumbing & Heating Ltd and for the purpose of this manual will be referred to as 'K A Watts'

The Manual is the property of K A Watts and is a controlled document.

The purpose of the Manual is to provide an overview of K A Watts, the activities it carries out and the quality standards of operation it conforms to.

It is not designed to act as a procedure's manual, although it does carry information about where procedures information is located and the detailed information on documentation requirements for the procedures required by the respective standards

This Manual is designed to meet the requirements of ISO9001:2015 and ISO 14001:2015 and ISO45001:2018.

1.1 THE ISSUE STATUS

The issue status is indicated by the version number in the footer of this document. It identifies the issue status of this Manual.

When any part of this Manual is amended, a record is made in the Amendment Log shown below.

The Manual can be fully revised and re-issued at the discretion of the Management Team.

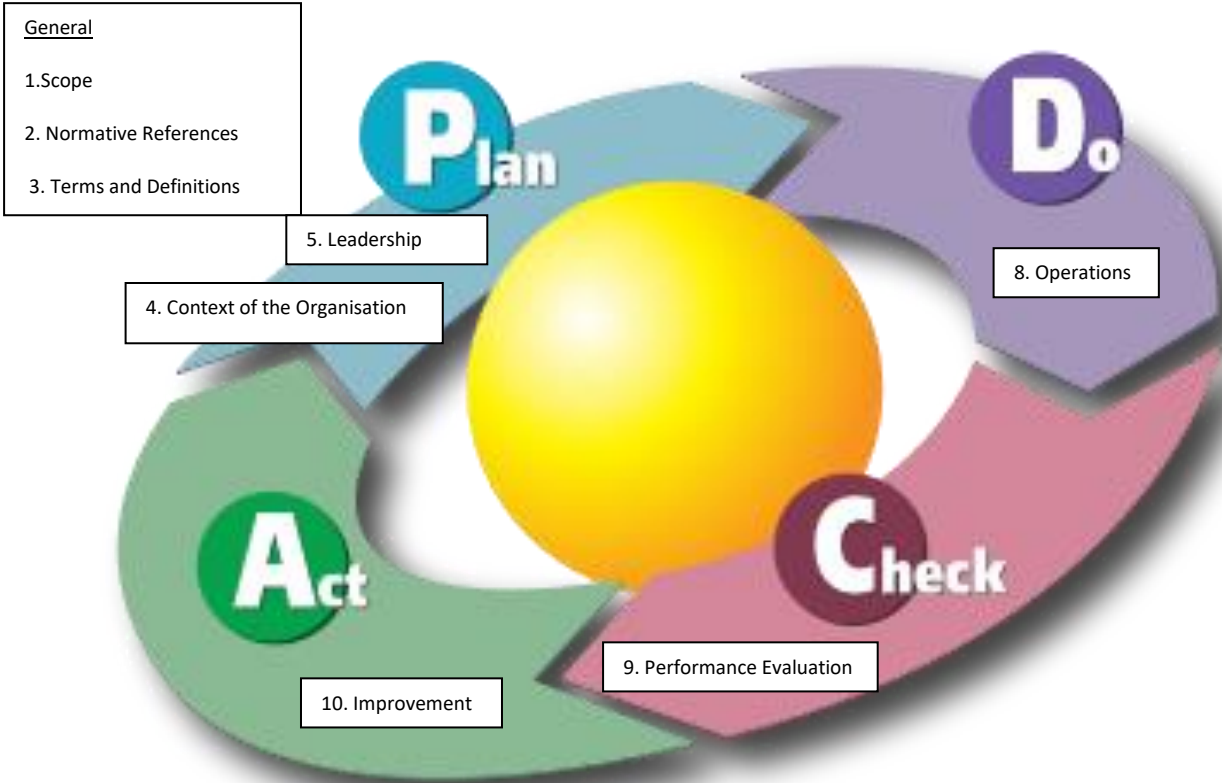
Please note that this Manual is only valid on day of printing.

Issue	Issue Date	Additions/Alterations	Initials
1.0	January 2021	Business Management Manual First Authorised Issue	DT
2.0	August 2021	Integrated ISO45001 into manual	DT



K A WATTS PLUMBING & HEATING LIMITED

1.2 PLAN-DO-CHECK-ACT Model





1.3 QUALITY, and OH&S POLICY

It is the policy of **K A WATTS** to maintain a quality system designed to meet the requirements of ISO9001:2015 & ISO45001:2018 in pursuit of our primary objectives, the purpose and the context of the organisation.

It is the policy of **K A WATTS** to:

- strive to satisfy the requirements of all of our customers, stakeholders and interested parties whenever possible, meeting and exceeding their expectations;
- comply with all compliance obligations, codes of practice and all other requirements applicable to our activities including the nature, scale and environmental impacts of its activities, products and services;
- ensure commitment to provide safe and healthy working conditions for the prevention of work related injury and ill health which satisfies the requirements of all of our customers, stakeholders and interested parties whenever possible and is specific to our OH&S risks and OH&S opportunities;
- reduce hazards, OH&S risks, prevention of injury and ill health;
- provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met;
- ensure that all employees are made aware of their individual obligations in respect of this policy, and ensure that consultation and participation of workers, to be actively involved in the management of the system and the activities supplied;
- provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met;
- maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on "risk".

This quality & environmental and OH&S policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Customer satisfaction forms an essential part of our objectives and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality, H&S and environment issues and their impact on customer service and of the products or service in which we provide.

To ensure the company maintains its awareness for continuous improvement, the management system is regularly reviewed by "Top Management" to ensure it remains appropriate and suitable to our business and is subject to both internal and external annual audits.

Kevin watts

A handwritten signature in blue ink, appearing to read 'K A WATTS', positioned above the printed name.

August 2021



2. OVERVIEW OF THE ORGANISATION

KA Watts Plumbing and Heating Limited were incorporated on 09-12-1999 and are based at Unit 9, M3 Trade Park, Manor Way, Eastleigh, Hampshire, SO50 9YA and maintain the plumbing enterprise built up by Kevin Watts 10 years earlier. KA Watts

services include:

- **Consultancy / Design and Build Service:**
 - Mechanical and Electrical Solutions
 - Team of Consulting Design Engineers
 - Installation Engineers for Large Scale Projects
 - Central Boiler Plants and HVAC
 - Dry Risers and Sprinkler Systems
 - Community Heating
 - Residential and Commercial Plumbing and Heating

- **Project Management:**
 - Project Management with Exacting Standards
 - Mechanical and Electrical Solutions
 - Delivering Projects on Time, Every Time
 - Projects Overseen by Quality Control
 - Fluid Communications with Clients
 - In House Teams Working Together

- **Renewable:**
 - Solar PV
 - Solar Thermal
 - Air Source Heat Pumps
 - Ground Source Heat Pumps
 - Biomass Boilers
 - Micro CHP Boilers
 - MCS Accredited

- **Customer Care:**
 - Dedicated Customer Care Dept.
 - 24hr Emergency Call Out
 - Planned Maintenance Contracts
 - Friendly and Knowledgeable Staff
 - Building on Client Relations

2.1 SCOPE OF REGISTRATION

The provision of plumbing & heating solutions encompassing consultancy, design, installation, maintenance, and support to the UK's major home developers



3. MANAGEMENT SYSTEM OBJECTIVES

We aim to provide a professional and ethical service to our clients. In order to demonstrate our intentions, Our Management Team will analyse customer feedback data, internal performance data, financial performance data and business performance data to ensure that our Quality Objectives are being met.

We have identified the following Quality Objectives in accordance with SMART (Specific, Measurable, Achievable, Realistic and Timed)

- We will endeavour to deliver our services to specification, on time and to the price quoted.
This is measured by Looking at Project stats on how well we did on each project, client feedback from each project
- We will conduct our business in an ethical and professional manner
This is measured by Customer feedback forms sent out and returned, how many Complaints received each quarter, these will then be discussed at every management meeting.
- We will endeavour to satisfy our clients' requirements and get things right first time. Should we make a mistake, we will admit it and rectify the situation as quickly as possible.
This is measured by No. of non-conformances, complaints, corrective action reports, customer feedback.
- We will comply with all compliance obligations, codes of practice and all other requirements applicable to our activities including the nature, scale of its activities, products and services
This is measured by..... (Compliance Review, Targets & Objectives & relevant key performance indicators..)
- We will reduce and mitigate the risk of accidents and incidents as far as reasonably practicable
This is measured by..... (Project stats, client feedback, accident & incident investigations...)
- We are committed to fostering a culture of strong behavioural OH&S through regular audits, training, toolbox talks, mentoring and to lead by example
This is measured by..... (Meeting Minutes, Toolbox Talks, Internal Auditing, Accidents & Incident performance)
- We are committed to reporting and investigating all accidents, incidents and safety observations.
This is measured by..... (Accident / Incident Performance...)
- We will ensure that continual improvement and development of the OH&S management system is in line with the PDCA (Plan, Do, Check, Act) process.
This is measured by.....(Internal Audits, Management Review, Accident / Incident investigations, consultation and participation of employees)



- We will ensure that all legal and legislation requirements are adhered to in line with our activities
(This is measured by Legal and legislative evaluation together with having the competence of the evaluation. This is documented in line with our context of the organisation)
- We are committed to communicate all performance and activities of OH&S
(This is measured by..... website etc)

Whilst the above company objectives are “high-level”, we have further analysed and categorised these into our Risk & Opportunities Matrix. In some cases, this may allow for specific objectives being set across different functions. This shows how we measure and set targets in meeting the “high level” objectives.



4. CONTEXT OF THE ORGANISATION

4.1 Understanding the organisation and its context

The context of the organisation is demonstrated within this Business Management System and all associated processes connected with the services / products offered.

List all Legal and Regulatory Legislation connected with the business	Hyperlink to Legislation etc
Employers Liability Act 1969	Employers Liability Act 1969
Companies Act 2006	Companies Act 2006
Health and Safety at Work etc. Act 1974	Health and Safety at Work etc. Act 1974
The Gas Safety (Installation and Use) Regulations 1998	The Gas Safety (Installation and Use) Regulations 1998
The Water Supply (Water Fittings) Regulations 1999	The Water Supply (Water Fittings) Regulations 1999
Modern Slavery Act 2015	Modern Slavery Act 2015
Bribery Act 2010	Bribery Act 2010
The Money Laundering and Terrorist Financing (Amendment) (EU Exit) Regulations 2020	The Money Laundering and Terrorist Financing (Amendment) (EU Exit) Regulations 2020
Equality Act 2010	Equality Act 2010
Data Protection Act 2018	Data Protection Act 2018
The Building Regulations 2010	The Building Regulations 2010
NHBC Standards	NHBC Standards
Control of Asbestos Regulations 2012.	Control of Asbestos Regulations 2012.
Control of Substances Hazardous to Health (COSHH) Regulations 2002.	Control of Substances Hazardous to Health (COSHH) Regulations 2002.
Electricity at Work Regulations 1989.	Electricity at Work Regulations 1989.
Health and Safety (Display Screen Equipment DSE) Regulations 1992.	Health and Safety (Display Screen Equipment DSE) Regulations 1992.
Management of Health and Safety at Work Regulations 1999.	Management of Health and Safety at Work Regulations 1999.
Manual Handling Operations Regulations 1992.	Manual Handling Operations Regulations 1992.
Personal Protective Equipment at Work Regulations 1992.	Personal Protective Equipment at Work Regulations 1992.
Provision and Use of Work Equipment Regulations (PUWER) 1998.	Provision and Use of Work Equipment Regulations (PUWER) 1998.
Regulatory Reform (Fire Safety) Order 2005.	Regulatory Reform (Fire Safety) Order 2005.
Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013.	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013.
Work at Height (Amendment) Regulations 2007.	Work at Height (Amendment) Regulations 2007.
Workplace (Health, Safety and Welfare) Regulations 1992.	Workplace (Health, Safety and Welfare) Regulations 1992.
Control of Noise at Work Regulations 2005.	Control of Noise at Work Regulations 2005.
Control of Vibration at Work Regulations 2005.	Control of Vibration at Work Regulations 2005.



Legal compliance is evaluated by the Health and Safety Manager, Financial Controller and the Operations Director. This is carried out by checking the laws and standards above for changes and ensuring that employees follow and implement the law, Audits are carried out to ensure that compliance is upheld

4.2 Understanding the needs and expectation of interested parties

Interested Parties	Information Requirements
Directors	Ensure that the business continues to function in a profitable manner without hindrance and bureaucracy.
Employees	Deliver on instruction and guidance given. Carry on work and performance in a professional manner
Clients	Ensuring the quality is maintained and performance to the required standard
Contractors	Deliver on instruction and guidance given. Carry on work and performance in a professional manner
Suppliers	Supply products on time and correct in a manner that enables the company to perform to the programme set by the developers
Accountants	Provide sound and professional advice, working with the financial controller to maintain management figures for the shareholders
Company Solicitors / Lawyers	Provide advice when required
Governing Bodies	Conforming to clear and correct legislative guidance
Regulatory Bodies	Ensuring the company perform its tasks within the regulations and these kept up to date
Shareholders	Ensuring the directors perform their duties and maintain profitability within the company

4.3 Determining the scope of the business management system

The scope of the system covers all the core and supporting activities of the company. The activities and arrangements of all personnel including any sub-contractors also fall within the scope of the system.



4.4 Part 1 –Our Management system and its processes

K A WATTS is responsible for the planning and management of our Management systems. We work closely with our workers, clients and partners to satisfy mutual requirements. We have a flow chart to illustrate the interaction of our core business processes, as shown below:

Project Procurement and Management Process Flow Chart				
Enquiries	Orders	Project Plan	Installation & Project Management	Handover
Receipt of Tender	Receipt of Order	Health & Safety Review	Project Overview to Site Team	Commission
↓	↓	↓	↓	↓
Internal Review of Tender	Finalise Design and Specification	Develop Site Specific Health & Safety Plan	Start Installation	Final Quality Checks
↓	↓	↓	↓	↓
Build Tender	Select Supply Chain Partners	Choose/Establish Contract Management Team	Compliance & Quality Checks	Protection of Completed Works
↓	↓	↓	↓	↓
Submit Tender	Prepare Material & Labour Schedules	Review Build Programme/Duration	Phased Stage Completion Sign Off Sheets	Activate Warranties & Registrations
↓	↓	↓	↓	↓
Pre-Order Meeting	Procurement/Place Orders	Site Set Up & Enabling Works	Regular Progress Reviews	Prepare/Present O&M Manuals
↓	↓	↓	↓	↓
Pre-Order Meeting Queries	Handover to Contract Team for Project Delivery	Start Phased Procurement of Materials	Regular Health & Safety Checks/Inspections	Agree/Submit Final Account
↓		↓	↓	↓
Final Submission of Tender		Select On Site Installation Team	Attend Regular Site Management Meetings	Project Handover & Close Out
↓		↓	↓	↓
Contract Awarded		Verify Installation Team Qualifications/Accreditations	Prepare/Submit/Sign Off Payment Applications	Hand to Customer Care for Warranty Period
		↓	↓	↓
		Complete Installation Team Site Inductions	Agree/Implement Contract Variations	Archive Project at End of Warranty Period
	↑	↑	↑	↑



5 LEADERSHIP

5.1 Leadership & Commitment

K A WATT'S Top Management Team are committed to the development and implementation of a Quality and OH&S Policy and a Management System which are both compatible with the strategic direction and the context of the organisation. This system is frequently reviewed to ensure conformance to the relevant standards. Responsibility has been assigned to ensure that the Quality, and OH&S Management systems conform to the requirements of the respective standards and the provision to report on performance to the top management team has been defined.

The designated senior Management Representative(s) will ensure that **K A WATT'S** staff are aware of the importance of meeting customer as well as statutory and regulatory requirements, and overall, to contribute to achieving our Management Policies and Objectives.

The Senior Management Team is responsible for implementing the Business Management System (BMS) and ensuring the system is understood and complied with at all levels of the organisation.

In summary, the Senior Management Team will ensure that:

5.1.1 Leadership and commitment for the Business Management System

- The company has a designated Senior Management Representative who is responsible for the maintenance and review of the Business Management Systems.
- The ongoing activities of **K A WATTS** are reviewed regularly and that any required corrective action is adequately implemented and reviewed to establish an effective preventative process.
- Measurement of our performance against our declared Objectives is undertaken.
- Resources needed for the BMS are available and employees have the necessary training, skills and equipment to effectively carry out their work.
- Internal audits are conducted regularly to review progress and assist in the improvement of processes and procedures.
- Objectives are reviewed and, if necessary amended, at regular Review meetings and the performance communicated to all staff.
- The BMS is integrated into the organisations business processes.
- Communication covering the importance of the effective BMS and conformance to the BMS requirements is in place.
- Continual improvement is promoted.
- The contribution of persons involved in the effectiveness of the BMS is achieved by engaging, directing and supporting persons and other management roles within their area of responsibility.

5.1.2 Customer Focus (Quality)

- Customer requirements and applicable statutory and regulatory requirements are determined and met
- The risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed
- The focus on consistently providing products and services that meet customer and applicable statutory and regulatory requirements is maintained
- The focus on enhancing customer satisfaction is maintained



5.2 Quality / OH&S Policy

The Policy of **K A Watts** is located within section 1.3 of this Manual.

5.3 Organisational roles, responsibilities and authorities

K A Watts has an organisation chart in place. Employee contracts together with job descriptions are in place to ensure that the appropriate personnel are in place to cover the whole context of the organisation and strategy of the business.

5.4 Consultation and participation of workers (OH&S)

A process is implemented for the consultation and participation of workers, contractors and other people e.g. volunteers. The Organisation encourages the two-way flow of information between the workforce and management. Consultation is about seeking workers views and considering them, before making a decision. Participation is about joint decision making e.g. jointly understanding a risk assessment and agreeing actions or being involved in deciding other factors of the OH&S management system.

This is primarily covered through OH&S meetings and involving employees of all functions of the organisation in developing risk and hazard assessments together with the operation of the OH&S system.

For contractors, a pre-start meeting is completed to ensure all areas of the activity to be undertaken is discussed and any potential issues are resolved, minutes of discussion points are kept for evaluation.

6 Planning for the Business Management System

6.1 Actions to address risk and opportunities

We have identified the risks and opportunities that are relevant to our Business Management system from an operational perspective. This also links to section 4.1 and 4.2 of this manual and also provides information on low-level objectives. This 'Context, Risk, Opportunities and Objectives' (CROO) document is separate to this manual. Within each of the areas the risks are identified together with a rating as to the importance of the risk. The associated consequence & mitigation of the risk is also noted together with any new opportunities that we have identified. Where applicable, we have identified measurable objectives and these can be found within a separate tab in the 'CROO' document.



6.1.2 Hazard Identification and assessment of risks and opportunities (OH&S)

6.1.2.1 Hazard Identification

K A Watts (in consultation with workers), identify all potential situations that may cause harm. In general, hazards are likely to be found in the following:-

- Physical work environment
- Equipment, materials or substances used
- Work tasks and how they are performed
- Work design and management

In order to identify hazards, the following are considered:-

- 1) Past incidents / accidents (internal or external to the organisation including emergencies and their causes) are examined to see what happened and whether the incident / accident could occur again
- 2) Employees be consulted to find out what they consider are safety issues, i.e. asking workers about hazards near misses they have encountered as part of their work.
- 3) How work is organised, social factors (including workload, work hours, victimisation, harassment and bullying), leadership and the culture in the organisation
- 4) Work areas or work sites be inspected or examined to find out what is happening now. Identified hazards are documented to allow further action. The work environment, tool and equipment as well as tasks and procedures should be examined for risks to Work Health & Safety.
- 5) Information about equipment (e.g. plant, operating instructions) and Material Safety Data Sheets be reviewed to determine relevant safety precautions.
- 6) Welcome creative thinking about what could go wrong takes place, i.e. what hazardous event could take place here.

The following "Risk rating" is applied from inception and then further analysed once controls have been put in place:-

Catastrophic	Death or permanent disability
Critical	Serious Injury, hospital treatment required
High	Injuring requiring medical treatment and some lost time
Moderate	Minor injury, first aid only required
Low	Injuries requiring no treatment or first aid



6.1.2.2 Assessment of OH&S risks and other risks to the OH&S management system

Effective risk assessment is based on a series of steps, involving identifying risks, assessing the extent of the risks, determining whether action needs to be taken to reduce the risk, and then taking action and evaluating the results of the action.

The risk assessment record must be reviewed every 12 months as a minimum to ensure that the hazards are still current and the control measures remain effective. They should also be reviewed upon any significant changes to the working environment or working practice and following any serious accident or incident. The Risk Assessment Record should be held locally for information purposes. All significant risk issues must be communicated to the appropriate Director / Senior Manager for monitoring purposes and inclusion on the risk register and the "CROO" document for "high level" further analyses. All staff that may be "at risk" must be informed of the significant hazards and any control measures they may need to implement as part of their work activity e.g. wearing of PPE etc.

The purpose of the "Risk Procedure" for identifying risks

- To ensure that a consistent approach to the application of risk assessment techniques is applied across all services within the organisation
- To create and maintain a culture of risk awareness within the organisation, which is reflected in both business planning and operational management
- To promote a risk aware organisation through risk assessment and proactive risk management across all services
- To set out training and support available for staff who undertake risk assessment.

6.1.2.3 Assessment of OH&S opportunities and other opportunities to the OH&S management system

Opportunities to the OH&S management system are covered in a variety of other clauses which are:-

- CROO Document
- Hazard Identification
- Risk Assessment
- Performance Evaluation

6.1. Determination of legal requirements and other requirements (OH&S)

Legal and other requirements are evaluated by a competent person to whom the job description relates for the experience required to carry out this task. Evaluation is undertaken regularly to ensure the organisation complies with legal and other requirements which include but not limited to, any codes of practice. The source for evaluation includes but is not limited to:

<http://www.hse.gov.uk/legislation/trace.htm>

This is interlinked with clause 4.1.



6.1.4 Planning Action (OH&S)

The Senior Management Team of **K A Watts** plan for actions which consider best practices, technological options, financial, operational and business requirements. This is closely interlinked with Clause 8.1.3 "Management of Change". A "research background" will be undertaken to determine the feasibility of the changes with regards to:-

- Purpose of the change (i.e. Design Change)
- Any potential consequences
- Integration of the OH&S system
- The availability of resources
- The allocation or reallocation of responsibilities and authorities
- Technical Skills
- Timescales
- Risks & Opportunities (including the Hierarchy of Control)
- Impact (including responding to Emergency Situations)
- Legal and Other requirements

Once completed this then forms part of the Management Review together with including within the internal audit schedule.

6.2.1 Objectives and planning to achieve them

Our Objectives (high level) and methods of achieving the objectives are located within section 3 of this Manual – Objectives.

6.3 Planning of Changes (Quality)

The Senior Management Team of **K A Watts** identifies any potential changes, this is then delegated to a responsible person as a "project manager". He or she will conduct a "research background" to determine the feasibility of the changes with regards to:-

- Purpose of the change
- Any potential consequences
- Integration of the quality management system
- The availability of resources
- The allocation or reallocation of responsibilities and authorities
- Technical Skills
- Timescales
- Risks
- Impact

Once completed this then forms part of the Management Review together with including within the internal audit schedule.



7 Support

7.1 Resources

7.1.1 General

K A Watts determines and provides the resources needed for the establishment, implementation, maintenance and continual improvement of the business management system.

We ensure that the below elements are taken into account when completing an evaluation:

- The capabilities of, and constraints on, existing internal resources;
- What needs to be obtain from external providers

7.1.2 People (Quality)

Operation and context of the organisation is taken into account when we determine the relevant persons necessary for the effective operation of the quality management system.

7.1.3 Infrastructure (Quality)

All of our administration is conducted at our Head Office. This includes:-

- Management of financial matters
- Handling of client orders
- Personnel records

In terms of equipment used to deliver our product / service, asset registers and maintenance records are kept for the following:

- Measuring equipment
- Utilities
- Hardware / software
- Technology
- Machinery
- Vehicles
- Plant equipment
- Etc...

NOTE: If you operate as a “multi-site” client (i.e. have various locations covered under certification), please also include details of how you monitor the above and how this is carried out in practice

7.1.4 Environment for the operation of processes (Quality)

The environment consists of a 720 square foot area with temperature controls in place and HVAC systems. All equipment is maintained and certificate evidence of maintenance for the HVAC system. The office space consists of 25 people whom all have undergone DSE evaluation and appropriate equipment is in place to alleviate any restraints on the employee. There are no psychological factors to take into consideration / we monitor our employees through appraisals and general meeting for their wellbeing which includes stress. Cleanliness is very good with an appointed office cleaner during higher levels of a pandemic, together with sub-contract cleaners visiting the site at least once a week. The ergonomic layout is very good minimising any impacts to the environment.



7.1.5 Monitoring and measuring resources (Quality)

We ensure that all relevant equipment and personnel are monitored and measured to ensure that equipment and personnel are effective for the services / products we offer:-

Equipment: We ensure that all equipment is serviced, maintained and where applicable calibrated to statutory and regulatory requirements (see documented evidence within our maintenance, service and calibration records).

Personnel: We ensure that all personnel are monitored on a regular basis (please see personnel records for training etc). We maintain a monitoring / training matrix as evidence.

7.1.6 Organisation Knowledge (Quality)

We ensure that "Job Specifications" are produced which include knowledge requirements for each individual role. Specific tests are implemented to ensure that persons are knowledgeable with the specific elements of the role. This could include telephone interview, tests, internal training or vocational certificates.

7.2 Competence

All employees have the training and skills needed to meet their job requirements. All employees are monitored on an ongoing basis to identify any training and development needs. Competences and training needs are identified / satisfied by using:

Please see below "hyperlinked documentation as demonstration of compliance:

- Job descriptions which set out the competences required
- Contracts of employment which set out contractual and legal requirements
- [Induction checklists to ensure / check understanding](#)
- [Appraisal reviews to monitor performance](#)
- [Development plans to set objectives](#)
- On the job reviews to ensure / check levels of competence
- Tests of understanding
- [A training / competency matrix](#)

7.3 Awareness

We ensure that all employees are aware of all policies and their contribution to the effectiveness of the Business Management System through:

- Notice Boards
- Employee Handbook
- Awareness Training
- Induction
- CPD



7.4 Communication

For internal staff the company intranet is a source of information and is updated regularly to ensure that all information is correct. This is accessible by all staff.

Any communication which is sent external to the intranet is designated through the appropriate line manager.

For external persons, the company internet is a source of information and is updated regularly to ensure that information is up to date. Client mail shots are sent out regularly to provide additional services etc

7.5 Documented Information

7.5.1 General

K A Watts demonstrates documented compliance to ISO 9001:2015 and ISO 45001: 2018(or any other standard in line with Annex SL Structure) through this Business Management System Manual (which includes processes& procedures) on an access drive to all employees . All information is read only and only accessible via the document owner for amendment.

7.5.2 Creating and updating

The creation of documentation to support the Business Management System is primarily the responsibility of the designated "Top Management Representative".

Identification will be sought by a document number, date and author. To aid the approval and suitability of documents, the Managing Director of **K A Watts** authorises the release and delegates any training required to the "Top Management Team".



7.5.3 Control of documented information

All documentation is controlled by version and date and is listed on a "Master Document List".

K A Watts has Altaro Backup software in place to avoid the loss of confidentiality, improper use, or loss of integrity of data housed on their servers. The servers are backed up daily and done to a local area and offsite usb drive.

Control of documents can be seen on the Master Document List and encompasses the following elements:-

- Distribution, Access, Retrieval and use
- Storage and preservation, including preservation of legibility
- Control of changes (e.g. version control)
- Retention and disposition

Documents can be retrieved by authorised personnel from the storage locations specified *and / or from folders on the network*. Customer records are identified by *customer name*.

On or after the retention period stated, the relevant records will be reviewed by Top Management and will either remain in-situ, be archived or destroyed.

If records are to be destroyed, they will be disposed of in a controlled manner; *sensitive hard copies will be shredded and soft copies will be deleted from the system*. If records are to be archived, they will be identified and stored appropriately

Please see below document as demonstration of compliance:
[Master Document List](#)

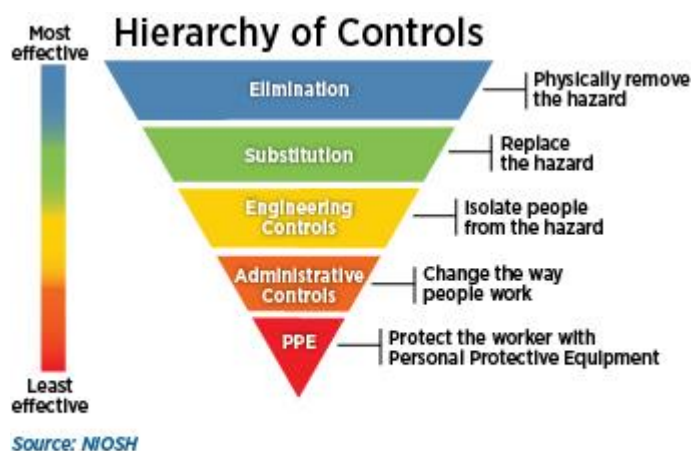
8 Operation

8.1 Operational planning and control (ALL)

K A Watts has determined the requirements and controls implemented for all processes detailed in section 4.4. Any planned changes and actions are controlled through sections 6.3 (Planning for Changes), 6.1.4 (Planning Action) and 8.1.3 (Management of Change)

8.1.2 Eliminating hazards and reducing OH&S risks (OH&S)

EXAMPLE has a process in place to eliminate hazards and reductions of OH&S risks taking into account the “Hierarchy of Control”, this is closely interlinked with clause 6 (risk). The hierarchy of controls table below is used to identify the level of control to be applied to each risk:



8.1.3 Management of Change (OH&S)

The control of planned temporary and permanent changes that impact the OH&S performance together with the consequences of unintended changes is interlinked with clause 6.1.2 & 6.1.4 above.

8.1.4.1 Procurement (OH&S)

K A Watts have controls in place to ensure that external provisions are approved before using the service or product. This is done via the Supplier OH&S Questionnaire together with the Supplier Visit Report.



8.1.4.2 Contractors (OH&S)

K A Watts has controls in place to ensure that “Contractors” are approved for knowledge, skills, methods and means. Consideration of the reporting of hazards and the coordination of the activities carried out by the external resource is undertaken and documented as necessary. Coordination methods include:-

- a) Reporting of hazards between **K A Watts** and its contractors
- b) Controlling worker access to hazardous areas and activities
- c) Reporting contractor or interested party injuries and / or ill-health
- d) Processes to follow in emergencies

Contractors are verified for the competence and capability of performing the tasks before being allowed to proceed with their work. Verification includes, but is not limited to:-

- a) Satisfactory OH&S performance records
- b) Qualification, experience and competence criteria for workers are specified and have been met (e.g. through training)
- c) Resources, equipment and work preparations are adequate and ready for the work to proceed.

8.1.4.3 Outsourcing (OH&S)

The Outsourcing, functions and processes should be controlled to make sure the external provider understands what is needed and also to ensure it is being done in an acceptable way.

There is a need to document the extent of the control over outsourced functions or process, based on technical competence, potential effect of the outsourced process or function, is this within the OH&S Management System.

Examples: Billing, printing, internal auditing, welding, plating, paint spraying etc.

The degree of control should be defined in the OH&S management system

NOTE: A process must be developed, implemented and maintained with appropriate records.



8.2 Determination of requirements for products and services (Quality)

8.2.1 Customer Communication

Capability, facility and service information is supplied to customers via web site, brochures, email and through direct sales / personal contact.

Communications such as enquiries, quotes, orders and amendment details are appropriately stored and identified by customer and reference number.

Any technical documentation required for products / services offered by **K A Watts** are forwarded to our clients on closure of the contract. The documentation is then filed within the client file.

Customer feedback is proactively sought via direct contact and satisfaction monitoring.

Complaints are documented and recorded.

8.2.2 Determination of requirements related to products and services (Quality)

K A Watts ensures that applicable statutory and regulatory requirements are met which can be evidenced within section 4.1 of this document.

Should we issue any legal documentation (i.e. calibration document – traced back to national standards) in connection with the products / services offered then this is forwarded to the clients at the closure of the contract. All documentation is filed within the client file for archive purposes.

8.2.3 Review of requirements related to products and services (Quality)

K A Watts has processes in place to ensure that client details are collected at “Contract Review”. This to ensure that all details are correct and any additional information is collected etc.

Any statutory and regulatory requirements applicable to the service / products offered are also documented within the contract review.

The contract review will be reviewed mid-way through the process to validate the client’s requirements.

Any change required either through client requirements or product / service design will be fully documented through the “Planning of changes” within section 6.3 of this document.



8.2 Emergency preparedness and response OH&S

K A Watts have established, implemented and maintained processes to prepare for emergency situations and to respond if they occur. Listed below are aspects of performing the organisation's functions in an emergency:-

- Establishing a planned response to emergency situation, including the provision of first aid
- Provide training for the planned response
- Periodically test and exercise the planned response capability
- Evaluate the performance and, as necessary, revising the planned response, including after testing and in particular after the occurrence of emergency situations
- Communication with relevant information to all workers on their duties and responsibilities
- Communication of information to contractors, visitors, emergency response services, government authorities and, as appropriate the local community
- Considering the needs and capabilities of all relevant interested parties and ensuring their involvement, as appropriate in the development of the planned response



8.3 Design and development of products and services (Quality)

K A Watts has detailed processes for the design and development of products / services. The following elements are detailed within flowcharts explaining the processes.

- Design and Development Planning – [Workload, Order book](#)
We keep an up to date tender log which lists all enquiries received complete with an overview of the project such as size, location, extent of details included within the enquiry. This log is used to forecast up and coming projects and assess the viability based upon current labour and material resources.
Once a project has been awarded we update our “Folder Checklist” which identifies all items that need to be produced prior to the project starting.
- Design and Development Inputs – [Site plans, Roll outs, phases](#)
All information relating to the phasing of sites and the distribution of products / services is decided by our client. We do not have any responsibility for this element of work.
- Design and Development Controls – [Continued house types and detailed any changes](#)
Our order and labour schedules which are produced for each project we are awarded list all materials and labour that is required to complete the project. These allow us to control what materials are delivered and what labour costs are paid. Should a change in specification affect either the order schedules (materials) or labour schedules, the relevant schedule is updated to suit.
- Design and Development Outputs – [Staff and contractors having drawings and site plans etc](#)
A site folder is produced at the beginning of a project which has all relevant information for the site team to use. The folders are produced based upon our tender allowances.
- Design and Development Changes – [Only authorised changes acted on \(process\)](#)
Should the specification change we will issue revised drawings to the contracts manager so that the folder can be updated and all information passed to site operatives. If there is a cost implication, the surveying department will contact the client surveyor for approval of the costs prior to proceeding with the works.

8.4 Control of externally provided products and services (Quality)

8.4.1 General

K A Watts ensures that externally provided processes, products and services conform to specified requirements and also reviewed as part of **K A Watts** CROO Document.

8.4.2 Type and extent of control of external provision (Quality)

K A Watts have controls in place to ensure that external provisions are approved before using the service or product. This is done via the Supplier Quality Questionnaire together with the Supplier visit report.

[Please see below document\(s\) as demonstration of compliance:](#)

[Supplier Quality Questionnaire](#)

[Supplier Visit Report](#)

[Supplier Approval List](#)



8.4.3 Information for external provision (Quality)

Communication of any applicable requirements which are deemed appropriate and are provided through the contract review with the provider. (i.e. T&C's, performance, competence etc)

8.5 Production and service provision (Quality)

8.5.1 Control of production and service provision

8.5.2 Identification and traceability (Quality)

All plots / kit stages should go out labelled.

Each plot should be palletised individually and then each item on the pallet clearly marked with the plot number. Kit bags (fittings) again will be labelled.

All site deliveries are made direct to site and will be either delivered direct to the plot or our site container – this is very much dependant on the plot status and will be at the plumbers discretion.

8.5.3 Property belonging to customers or external providers (Quality)

A visual risk assessment is carried out prior to starting each job when we arrive at the property to access what precautions are required

We use carpet & hard floor protector on all stairs and walk walls within the property .

Dust sheets are used to cover furniture

Loose items such as pictures etc are removed on stairways to prevent damage when carrying materials up and down

8.5.4 Preservation (Quality)

All materials are delivered to site by the supplier or taken by our own engineers in their own vans If Materials are left on site they are stored in as safe manner , generally in the clients garage or spare room.

8.5.5 Post-delivery activities (Quality)

Product warranties are registered with the various manufacturers on completion of the work with copies kept on file with the original given to the client along with and service manuals and instructions All recyclable material is brought back to the office , IE Cardboard , steel copper etc for recycling All material that can't be recycled is disposed of through a licenced waste removal company

8.6 Release of products and services (Quality)

K A Watts ensures that the appropriate documentation is provided to the client on release of the product / service and this is also retained for traceability.



8.7 Control of nonconforming process outputs, products and services (Quality)

The **K A Watts** Management Action Log is used to identify non-conformances and any actual or potential shortfalls in quality standards or internal processes/ procedures, suggest improvements and track any actions to ensure improvements have taken place, or potential problems are avoided.

These areas are reviewed within the agenda for the Management Review meetings and typically cover the action taken to control and correct any non-conformances noting any consequences of the action taken and themes which may be evident. In terms of continual improvement, we also review the suitability, adequacy, and effectiveness of our Business Management System.

K A Watts has various processes and procedures in place to ensure that preventative action against nonconformities can be introduced, documented, and seen through to completion in order to address the initial problem. The complex nature of the clients we work with demands that we have flexible, but effective, processes and procedures in place.

However, **K A Watts** also uses internal and external audits and risk assessments to continuously improve its service delivery, financial, HR and operational functions.

Steps

- The Management Representative maintains and monitors the Action Log.
- If any person discovers a shortfall, or potential shortfall in the written processes/procedures or a problem in the practical application of them, the details must be documented in the Action Log. The relevant person who is responsible for the action is informed. Action required as a result of Customer Feedback, Customer Complaint, Information Security incident or Management Review is also logged and tracked via the company Action Log.
- Each entry in the Action Log to include:
 - a. Sequential numbering
 - b. Category of issue
 - c. Person/Date recorded
 - d. Overview of the issue, problem, or concern
 - e. Person responsible
 - f. Action taken
 - g. Date completed
 - h. Initialled when complete

For products the following actions must be also followed: -

- Segregation, containment, return or suspension of provision of products

The Senior Management Representative is responsible for checking the “non-conforming products or services form” and ensuring that people with allocated responsibilities are aware of them and actions are progressing.

Once all actions on a log sheet have been completed the Management Representative archives it as a Quality Record



9 Performance Evaluation

9.1 Monitoring, measurement, analysis and evaluation

Monitoring is based on Risk and is linked to the CROO Document.

9.1.1 General

K A Watts has deemed the following elements (9.1.2, 9.2 & 9.3) for monitoring, measuring, analysis & evaluation to ensure the quality performance and the effectiveness of the business management system.

9.1.2 Customer Satisfaction (Quality)

K A Watts collates data on customer satisfaction through various means. This includes customer contact, emails and customer satisfaction survey. The customer satisfaction survey is sent to clients yearly, analysed and evaluated at the Management review meeting by "Top Management" as it is a reportable requirement.

Please see below document as demonstration of compliance:

[Customer Satisfaction Questionnaire](#)

9.1.2 Evaluation of compliance (Environment)

K A Watts ensures that compliance is reviewed regularly to ensure the business is meeting compliance obligations. This can be seen in section 4.1 of this business management system.

9.1.2 Evaluation of compliance(OH&S)

Competency of the evaluation of compliance is detailed within the job description and as such the appointed person has the appropriate competency to complete. Updates are provided through Membership of the British Safety Council, the Health and Safety Executive website, and is monitored regularly to ensure

Legislative & Regulatory compliance is considered in determining the effectiveness of the OH&S Management System.

When determining the evaluation, the following are taken into account:-

- Activities
- Processes, including equipment
- Materials
- Workers
- Location, including specific facilities

Legal requirements and other requirement include those based on the hazards and OH&S risks related to **K A Watts** activities. These could include the following:-

- Regulations and HSE approved codes of practice
- Orders issued by regulators, e.g. an improvement or prohibition notice by HSE or Local Authority Inspector
- Permits, licenses or other forms of authorisation
- Requirements of parent or partner organisations, customers and insurers
- Collective bargaining agreements



- Voluntary adherence to sector or trade body guidance
- Agreements with workers and other interested parties
- Conformity to voluntary standards, codes of practice, technical specifications, charters
- Public commitment of the organisation or its parent organisation

9.1.3 Analysis and Evaluation(Quality)

Results of feedback which includes customer satisfaction questionnaire, internal audits, conformity of products & service, planning, suppliers, risk & opportunities matrix is evaluated through the management review meeting and actioned as applicable should any non-conforming areas be present.

9.2 Internal Audit

An internal audit schedule is prepared on an annual basis year and covers the requirements of any ISO standards in which **K A Watts** wish to be certified. Internal audits are carried out through “risk or clauded based” auditing.

Appropriate personnel are allocated to complete the internal audits and must record appropriate evidence for completeness. All audits completed must be authorised by Top Management as complete once any non-conforming areas have been dealt with (without any undue delay). Internal audit documentation must be kept and filed appropriately.

[Please see below document as demonstration of compliance:](#)

[Internal Audit Report / Non-conformance Report](#)

[Internal Audit Schedule](#)



9.3 Management Review

Management reviews take place on a monthly basis. The attendees present are “Top Management” and any other appropriate persons of the business.

All inputs / outputs are full documented and minuted in line with the requirements of the specific ISO standard in which K A Watts wish to be certified. Any actions arising from the meeting must be completed without any undue delay and appropriate evidence filed with the Management review documentation.

Please see below document as demonstration of compliance:
[Management Review Agenda](#)

10 Improvement

10.1 General

K A Watts ensures that improvement processes are completed and actioned as necessary. Analysis methods include various elements which include:-

- Customer Satisfaction Analysis and Evaluation
- Internal Audits
- Planning changes to the Quality Management System, Products & Services
- 3rd party assessments for certification purposes
- Results of non-conforming products
- CROO Document

10.2 Nonconformity and corrective action

Should a nonconformity occur, including those arising from complaints, internal audits & external 3rd part assessment **K A Watts** designate the appropriate “Top Management” representative to ensure that corrective action including root cause analysis is completed and implemented to avoid any further occurrences. This is then analysed and should the risk to the business pose to be “high” then this is then entered onto the “CROO Document (see Clause 6.1)” to assist in mitigating the risk to the business.

Should any non-conformance’s occur then the internal audit report / non-conformance report must be completed to ensure that a full analysis of the problem is resolved. Should any changes to the Business Management System, Products or Services be required then the “Planning changes” document shall also be completed.

The Management Action Log must be completed, as this then forms part of the Management Review meeting.

Please see below document(s) as demonstration of compliance:
[Internal Audit Report / Non-conformance Report](#)
[Management Action Log](#)



Incidents (OH&S)

K A Watts has a process in place to investigate incidents. This process includes the determination not only for the immediate causes, but also the underlying or root causes and to develop corrective actions to prevent recurrence. The aim of an investigation should not be to apportion blame.

Incidents, including near-misses, are investigated, so that recurrence or escalation into more serious incidents can be prevented.

All incidents are recorded on the appropriate documentation which is part of our H&S procedures

Please see below document(s) as demonstration of compliance:

[Internal Audit Report / Non-conformance Report](#)

[Management Action Log](#)

10.3 Continual Improvement

Continual Improvement will be ongoing through various elements of the Business Management System which is encompassed within this document. The list below is not exhaustive:-

- CROO Document – Evaluated at several stages (clause 5.1, 6.1)
- Quality Policy / Objectives
- Planning of Changes
- Competency Matrix
- Customer Satisfaction - Operation\Supplier Quality Questionnaire - clause 8.4.1.docx
- Production & Service Provision (Supplier Evaluation)
- Risk, Hazard & Incident Identification and Control
- Internal Audits
- 3rd Party External Audits
- Management Review