

# **M.C.DESIGNERS LTD**

## QUALITY MANUAL

**(Version 1 – Printed on 22 March 2010)**

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## **1. INTRODUCTION**

This document is the Quality Manual (QM) of M C Designers Ltd. It is the property of M C Designers Ltd and is a controlled document.

The purpose of the QM is to provide an overview of M C Designers Ltd, the activities related to the company and the quality standards of operation it conforms to. It is not designed to act as a procedures manual, although it does contain information regarding where procedures information is located and on documentation requirements for essential procedures. These include; document control, control of records, control of non-conforming products/services, internal audits and corrective/preventative actions.



### **3. THE QUALITY POLICY**

It is the policy of the company to maintain a quality system designed to meet the requirements of EN ISO 9001:2008 in pursuit of its primary objectives.

The company's Quality Manual defines quality objectives and key procedures.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service.

To ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed and is subject to annual audit.

The requirements of the company's quality system are mandatory and all company personnel have a responsibility and obligation towards it.

**Michael Falzon**

**Charles Falzon**

Joint Managing Directors

## 4. OVERVIEW OF M C DESIGNERS LTD

**At M C Designers we pride ourselves in our ability to offer and deliver a service that we consider is unrivalled in the exhibition aspect of our business.**

As a family business the company ethos is that of efficiency and dedication whilst still maintaining the personal touch. Our experience in this field has shown us the importance of listening to, and liaising with, artists to create the visual effect and ambience they want to display their work. With our strong safety Management system and excellent employee relations we are always able to work within agreed time constraints and willing to be compliant in the event of unexpected situations that may arise.

M C Designers Ltd. was established in 1991, originally starting as a decorating company. Over the years we have developed into exhibition specialists offering a full range of services from the erection of walls and ceilings to form exhibition layouts, to the manufacturing of plinths and showcases in our fully equipped joinery workshop based in West Sussex along with our offices.

M C Designers is a family run business which prides itself on quality and efficiency on every project, whilst maintaining a personal service throughout a project.

## **5. THE SCOPE OF REGISTRATION**

Exhibition Specialists

Exclusions:

There are no exclusions.

## **6. OUR QUALITY OBJECTIVES**

M C Designers Ltd aims to provide a professional and ethical service to our clients. In order to demonstrate our intentions, we have identified the following Quality Objectives:-

- Maintain an effective Quality Management System in compliance with ISO9001:2008.
- Expand our customer base in line with the requirements of our quality management processes and without compromising on quality.
- Achieve and maintain a level of quality which enhances the company's reputation with clients.
- Progressively develop the business while maintaining focus on the quality of our services.
- Conduct our business in an ethical and professional manner.
- Endeavour to satisfy our clients' requirements and expectations.
- Should an error occur, implement an effective corrective programme immediately.
- Analyse customer feedback, internal, financial and business performance data to ensure that our Quality Objectives are being met.

## 7. MANAGEMENT RESPONSIBILITY

The management structure of M C Designers Ltd is shown as an organisation chart (see Appendix) the chart shows functional relationships and responsibilities.

Management ensures that:-

- Ongoing activities of M C Designers Ltd are reviewed regularly and any required corrective action is adequately implemented and reviewed to establish an effective preventative process.
- Internal audits are conducted regularly to review progress and assist in the improvement of processes and procedures.
- Employees have the necessary training, specifications and equipment to effectively complete their work schedule.
- Measurement of our performance is against declared Quality Objectives
- Reviews of business performance information are conducted.
- Customer feedback is reviewed.

Management planning and review meetings are held **monthly** and are minuted.

We have appointed **Marie Falzon** as a designated management representative who is responsible for the maintenance, measurement and review of our Quality Management System.

Management is committed to providing a high quality service to customers and has a shared responsibility for the control of non-conforming products and corrective/preventative actions.

## **8. RESOURCES**

### **8.1 HUMAN RESOURCES**

Employees and sub contractors hold a contract of employment, which is signed and dated.

Inductions are held upon recruitment and are signed in recognition of completion.

A probationary period of three months is applicable to all new employees.

Employee appraisals are held annually and are documented.

All employees have the training and skills needed to meet their job requirements.

Training is recorded in the staff training log.

Training subjects include, but are not limited to;

- In house database and systems
- Health & Safety
- First Aid
- CSCS
- PASMA
- Scissor Lift
- Boom Platform

### **8.2 INFRASTRUCTURE**

All administration is conducted at our Head Office. This includes;

- Personnel Records
- Purchase Orders
- Delivery Notes / Invoices
- Financial Management
- Client Files

The company currently operates five company vehicles.

- Vehicle maintenance is externally contracted.
- All maintenance and servicing information is recorded.
- The drivers complete monthly checks and complete vehicle checklists.

**8.3 DOCUMENT CONTROL/CONTROL OF RECORDS**

Documentation is kept either in hard copy and / or electronic format. Client files include all related documents.

Purchase Orders (POs) are identified by their reference number.

Health & Safety Policy and Risk Assessments are produced by an external organisation.

All documents are version controlled by number and date.

Personnel files are kept in a locked cabinet and on the database.

IT is backed up daily and is stored off the premises. Software includes;

Sage

Microsoft XP

Excel

Outlook

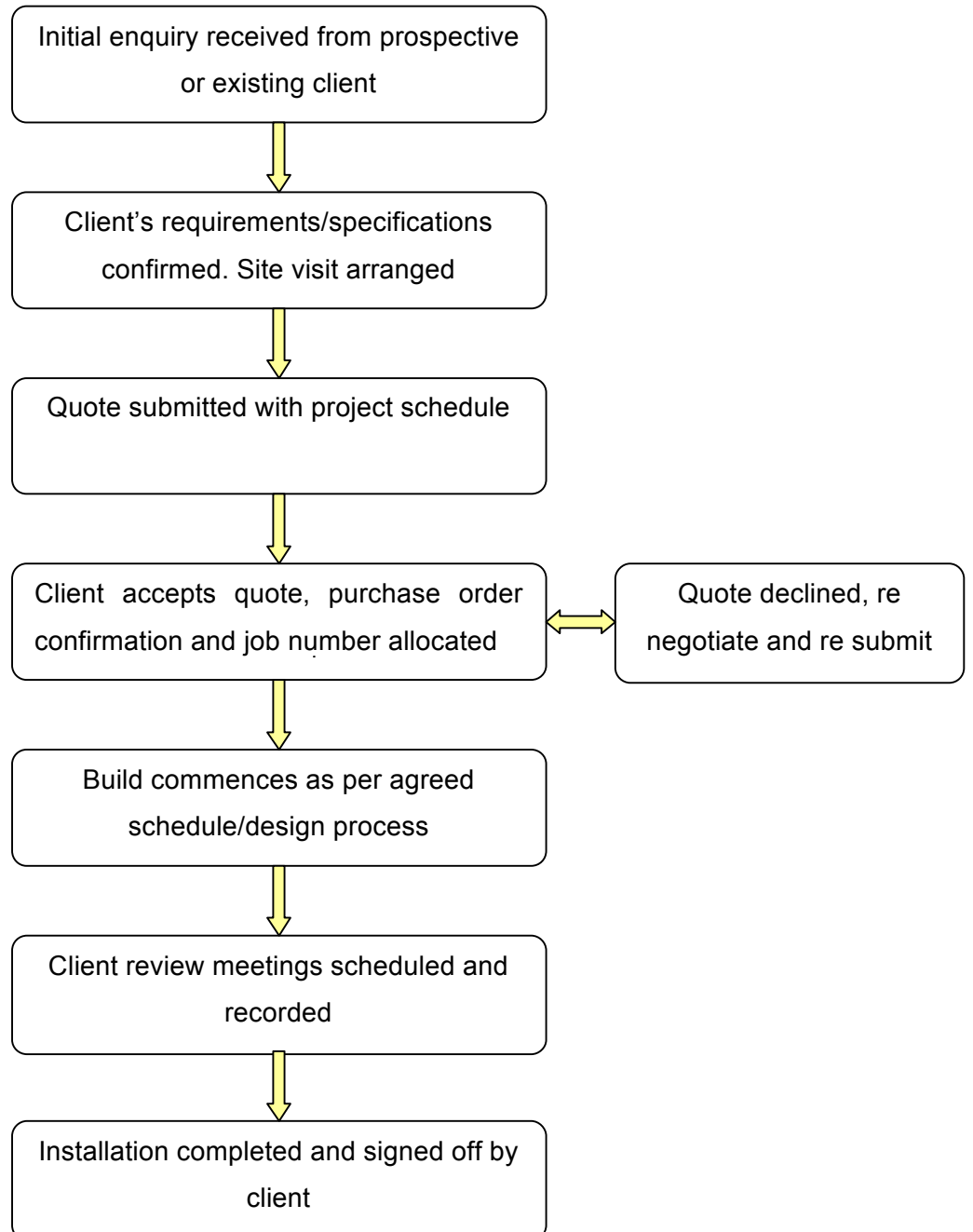
## **9. OPERATIONAL PROCESSES (PRODUCT REALISATION)**

### **9.1 PLANNING OF SERVICE REALISATION**

M C Designers Ltd is responsible for both the planning and delivery of its services. We work closely with our clients to specify their requirements and have a comprehensive product realisation process on which all of our client related procedures are based.

The process shown overleaf describes our business process and their integrated quality control measures.

OPERATIONAL PROCESSES



**9.2 CORRECTIVE/PREVENTATIVE ACTION – CONTROL OF NON CONFORMING SERVICE**

It is the responsibility of all employees to identify the necessity for corrective action(s). All employees have responsibility for ensuring their work is completed according to the processes and procedures they are trained to use.

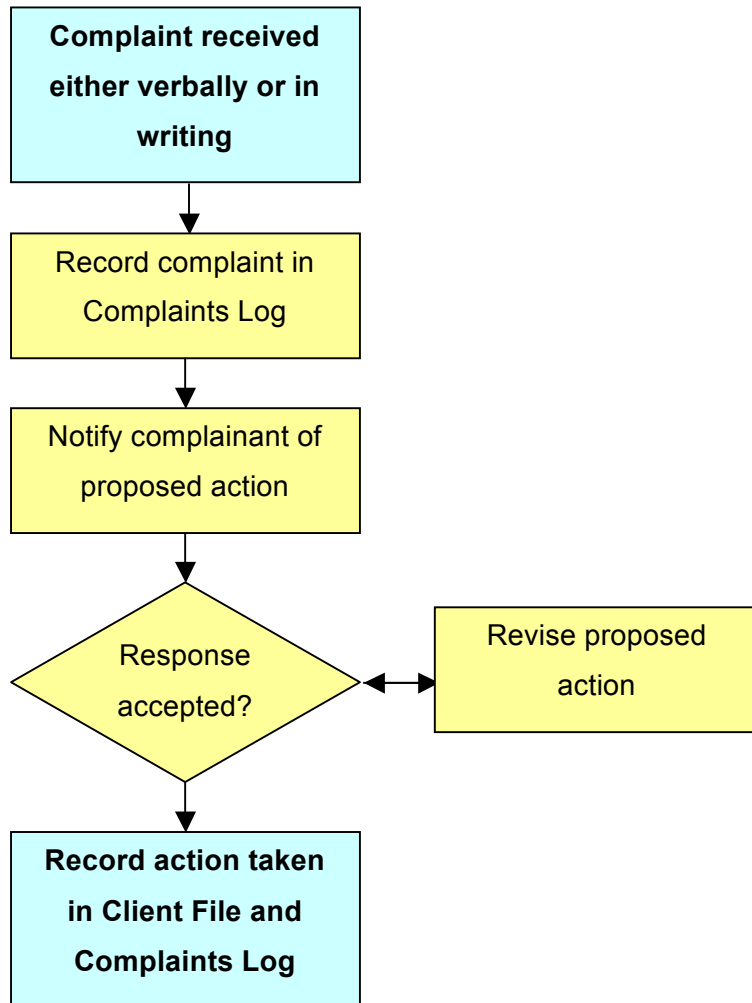
We ensure that quality products and services are provided by using the following procedures:

- Quality Assurance checks on all stock received
- Confirm delivery and installation against client order
- Total Project Management from concept to completion
- Effective internal and external communication at all levels
- Quality checks with the client at agreed stages of the project
- Understand and confirm client requirements / specifications
- Regular client reviews
- Site training as and when required
- Internal Audits scheduled to confirm compliance
- Risk Assessments and Method Statements completed
- Client sign off at project completion

**9.3 COMPLAINT MANAGEMENT**

As part of our ongoing commitment to customer service, we have a policy of dealing with all complaints to the satisfaction of our clients.

Our complaints procedure is as follows:-



**9.4 PURCHASING**

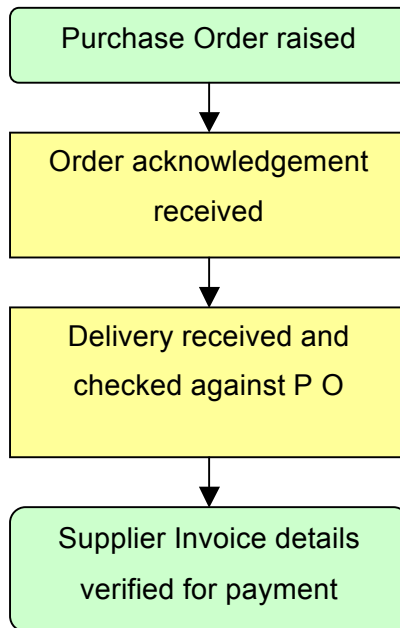
M C Designers Ltd holds various stock items, including;

Timber

Timber Products

Decorating Equipment

The following procedure applies for all other purchases.



## 10. MEASUREMENT, ANALYSIS AND IMPROVEMENT

### 10.1 CONTINUOUS IMPROVEMENT

We believe that continuous improvement and customer satisfaction is an effective way of measuring the performance of M C Designers Ltd.

The Feedback we receive from our customers helps us to identify any corrective action(s) that may be required to ensure that our customers are satisfied with the service levels they are receiving.

Each client receives a Certificate of Completion which incorporates service level questions.

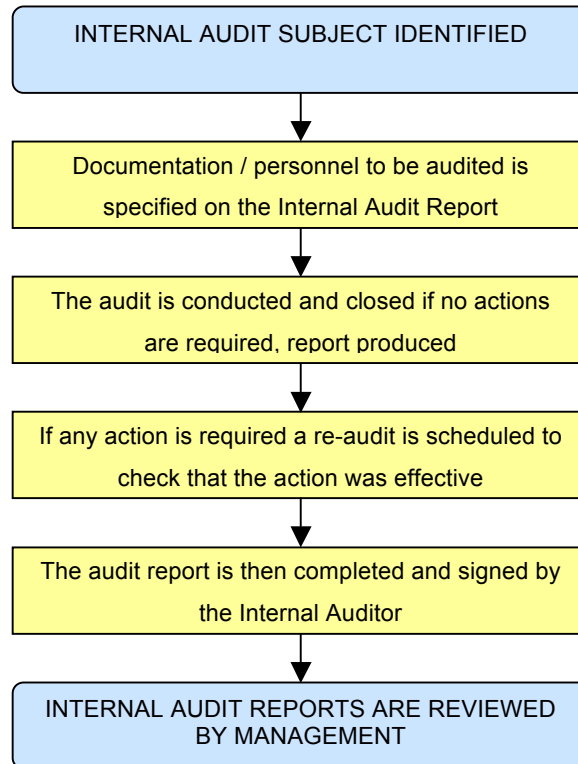
We use the continuous improvement model shown below and incorporate client feedback and performance review information (via internal audit reports).



**10.2 INTERNAL AUDITS**

Internal audits are carried out regularly as part of our operational processes. We audit our business processes and the findings of these audits are reviewed for improvement opportunities.

The audit process is as follows:-



Feedback on each audit is reviewed with our ISO9001:2008 accrediting body, The British Accreditation Bureau, as part of our annual audits.

10.3 EXAMPLE AUDIT REPORT

INTERNAL AUDIT REPORT

Version 2

Date: / /

AUDIT: OPEN  CLOSED

Area or Procedure to be audited: \_\_\_\_\_

Auditor: \_\_\_\_\_

Documentation Reference: \_\_\_\_\_

Departmental Personnel: \_\_\_\_\_

PART A: OBSERVATIONS:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

PART B: DISCREPANCY:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

PART C: PROPOSED CORRECTIVE ACTION:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

TO BE COMPLETED: / /

Corrective Action Verified as effective: Yes  No

Signed (Auditor) \_\_\_\_\_

Date Completed: / /

### 11. APPENDIX – ORGANISATION CHART

