

POLICY MANUAL
BS EN ISO 9001:2008

ALERTSYSTEMS LTD

SECTIONS ONE, TWO & THREE

ISSUE, INTRODUCTION, STRATEGY & POLICY

POLICY MANUAL
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AUTHORISED BY.....TERRY BRAKE.....Managing Director

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2 INTRODUCTION

Alertsystems Limited is a private company engaged in the design, installation and maintenance of Electronic Security Systems and have been assessed and satisfy the requirements of the NACOSS GOLD CERTIFICATION SCHEME with respect to the following scope:

ACCESS CONTROL
CCTV SYSTEMS
INTRUDER ALARMS

In accordance with the requirements of BS EN ISO 9001:2008 and NSI Quality Schedule SSQS 101.

We are also Suppliers, Installers and Service providers of other goods and services as listed herewith:

EXTERNAL DOME DETERRENT SYSTEMS
EXTERNAL DETERRENT SYSTEMS
SMOKE CLOAK
GATES, BARRIERS & TURNSTILES
MONITORED CCTV SYSTEMS
MONITORED ALARM SYSTEMS
FIRE ALARMS
LONE WORKER SOLUTIONS

The Company currently employs 105 personnel and operates from premises at

Alert House, 1 Willowside Park, Canal Road, Trowbridge, Wiltshire, BA14 8RH.

We have installed and maintain in excess of 5000 systems nationwide and the Company is extremely sound with a turnover in excess of £5million. The scope of our registration with NACOSS is for the Installation, Service and Maintenance of Access Control, CCTV Systems and Intruder Alarms to all current BS EN Standards and we apply similar exacting standards to all other goods and services provided.

Alertsystems is on the Recognised List for Police Response by the great majority of Constabularies throughout England and Wales.

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3 BUSINESS STRATEGY AND QUALITY POLICY

Our strategy is to undertake the design, installation and maintenance of electronic security systems in accordance with best professional practice and at a reasonable financial return.

The key to success in our competitive environment is a commitment to customer satisfaction and continual business improvement, to this end: -

- The company is a Recognised NACOSS installer and therefore all employees are committed to meeting the regulatory, legal and environmental expectations of the industry that have been agreed by insurers, police, professional institutions and relevant Trade Associations.
- The company provides an environment to encourage employees at all levels to direct their abilities to the benefit of the organisation and their own personal satisfaction; such a policy attracts the best people in our field.
- Management keep abreast of technological changes and innovations that may be of benefit to existing markets and provide a direction to new business areas.
- Measures are in place in essential core areas of the business, which indicate how well the business is performing. This includes not only basic business measures of cash flow, sales, capital expenditure etc but also complaint resolution criteria, false alarm statistics and contractual obligations such as routine maintenance achievement and call out response times. Additionally, data is gathered to determine success in continually satisfying the expectations of the customer.

Dissatisfied customers constitute business risk. International Standard ISO 9001:2008 provides a process for satisfying customers. To this end the company has developed and implemented a quality management system specifically designed to meet the needs of the electronic security system industry, the requirements of International Standard ISO 9001:2008 and the NACOSS Quality Schedule SSQS101.

Signed:



Terry Brake
(Managing Director)

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3.1 THE POLICY MANUAL

This Policy Manual defines the management policy, organisation and business processes of Alertsystems Ltd that have been established to meet the requirements of International Standard ISO 9001: 2008 and the NACOSS Quality Schedule SSQS 101 for the Design, Planning, Installation and Maintenance of electronic security systems.

It therefore focuses on four cornerstones of control:-

- Management responsibility and commitment
- Resource management – human resource, premises, equipment, transport
- Product realisation, i.e. the processes relating to the understanding development and delivery of the contract requirements to the customer
- Measurement analysis and improvement of the business processes based on objective measurements.

Distribution of the Manual within the organisation provides a means of communicating information on these matters to employees. A record of controlled copies is maintained on the Distribution Register.

The Policy Manual should be read in conjunction with operational processes and procedures identified within the Manual.

The Policy Manual is part of a managed and controlled documentation system as follows: -

Policy Manual	-	Policy Manual
Process Maps	-	PM1/PM2/PM3/PM4
Operation Procedures	-	OP01 – OP16 inclusive
Quality Assurance Procedures	-	QAP01 – QAP11 inclusive
Work Instructions	-	WI /01-2 - WI /01-15 & WI /06 – 01 to WI /06 - 03
Sales Admin	-	Instruction Manual
Technical Admin	-	Instruction Manual
Docref forms	-	Docref series

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SECTION FOUR

THE QUALITY MANAGEMENT SYSTEM

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4.0 THE QUALITY MANAGEMENT SYSTEM

4.1 General Requirements

4.1.1 A quality management system has been established and implemented which:

- a) Has identified the business processes for the quality management system and their application throughout the organisation.
- b) Provides for the effective sequence and interaction of these processes.
- c) Identifies the criteria and methods to ensure their effectiveness, operation and control
- d) Ensures the availability of resources and information necessary to support their operation and monitoring.
- e) Provides for monitoring, measurement where applicable and analysis of these processes.
- f) Enables the action necessary to achieve the planned results and continued improvement of these business processes to be implemented.

4.1.2 **Exclusions:** Alertsystems Ltd configure a system to suit specific customer and regulatory requirements this is considered to be application design rather than development design. Therefore the development aspects of paragraph 7.3 of BS EN ISO 9001:2008 are excluded.

4.2 Documentation Requirements

4.2.1 General

Documented Procedures are maintained to control all documents and data. A single document may address the requirements of one or more procedures. A requirement for a documented procedure may be covered by more than one document. Documentation can be in any form or type of medium.

The following types of documentation are utilised by the Company and are controlled so that incorrect issue or revisions of such documents cannot be used in a way as to jeopardise the effectiveness of our work. These include:

- NACOSS Codes of Practice
- NACOSS Technical Directives and Technical Memoranda
- British and European Standard Specifications
- NACOSS Quality Schedules
- The Policy Manual
- Process Maps (including Operating Procedures and Work/Engineer Instructions)
- Company Forms
- Police Force Policies for local working area
- Customer Contracts
- Records required by ISO 9001:2008, see Clause 4.2.4

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4.2.2 Quality Manual

A Quality Manual has been established and is maintained and includes:

- a) The scope of the quality management system
- b) Reference to the documented procedures required by International Standard ISO 9001: 2008
- c) A description of the interaction between the business processes

4.2.3 Control of Documents

Documentation generated by the Company is controlled through appropriate review and authorisation prior to issue and then distributed so that incorrect issues or revisions of such documents are not used. Similar concepts of control apply to documents and data stored on other media e.g. files stored on PC databases. Secure back up arrangements are in place including secure holdings of back up records.

All applicable documentation is available within different departments at points of use, is legible and readily identifiable.

Ref: The Documented Procedure for Documentation Control is **QAP 01**.

4.2.4 Control of Quality Records

A documented Procedure has been established which defines the controls needed for the identification, storage, protection, retrieval, retention time and disposition of the quality records developed to provide evidence of conformance and effective operation of the Quality Management System.

These include: -

- Training records
- Security Screening Records (retained for ten (10) years after termination of employment)
- False Alarm statistics
- Complaints correspondence (suppliers and customers)
- Certificates of Compliance for Installers and Installation Records
- Management Review and Internal Audit Records
- Any concessions

Contract records (including survey, design, quotations, amendments, system records, commissioning and handover documents and also, as appropriate, maintenance, disconnection, historical and false alarm records) are held for the life of the contract plus a minimum of two (2) years, except where permitted otherwise in the relevant product Standard.

Ref: The Documented Procedure for the control of Quality Records is **QAP 08**

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SECTION FIVE

MANAGEMENT COMMITMENT

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5. MANAGEMENT RESPONSIBILITY

5.1 Management Commitment

Managing Director is committed to the development and implementation of the quality management system and to continually improve its effectiveness by: -

- a) Communicating to all employees, the importance of meeting customer as well as statutory and regulatory requirements.
- b) Establishing the quality policy.
- c) Establishing quality objectives for each business process.
- d) Leading management reviews.
- e) Ensuring the availability of resources.
- f) Seeking opportunities for business improvement

5.2. Customer Focus

Processes are in place to ensure customer requirements are determined and fulfilled with the aim of enhancing customer satisfaction.

Provision is therefore made for: -

- Determining and then implementing the most appropriate way of increasing public awareness of our services.
- Direct contact at the customers premises to determine customer needs and expectations for preparation of the system design specification.
- Ensuring the content of contracts, quotations and system design specifications are in accordance with the requirement of appropriate NACOSS Codes of Practice.
- Customer satisfaction measurement such as the gathering of statistical information to measure (for example) customer retention (in maintenance contracts) and sales realisation leads e.g. new business by recommendation, system takeovers etc. with an overall view of enhancing customer satisfaction.

A reference to customer satisfaction measurement is also made in **Clause 8.2.1** of this Policy Manual.

5.3 Quality Policy

See Business Strategy and Quality Policy section at the beginning of this Policy Manual.

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5.4 Planning

5.4.1. Quality Objectives

Measurable key performance indicators are established to measure the Quality Objectives set by management for each business process and these are communicated to relevant personnel. Alertsystems quality objectives are as shown in Docref: Q60.

Top management may set performance targets that are superior to basic contractual requirements.

5.4.2 Quality Management System Planning

The Managing Director is responsible for: -

- Ensuring the quality management system is set up and maintained in accordance with ISO 9001:2008 and the NACOSS Quality Schedule SSQS101
- Ensuring that changes to the quality management system are planned, and if changed, communicated to relevant staff. Examples of situations where changes are considered are those arising from:
 - Acquisitions and joint ventures.
 - New product development.
 - Introduction of new technologies.
 - Organisational restructuring.
 - The use of sub contractors.
- Ensuring that the setting of quality objectives is supported by adequacy of processes and resources and that these are practically based on the capability of the organisation.

The established quality management system is such that it serves as a Quality Plan for the majority of contracts undertaken. For complex systems where installation may be over a period of months and integrated into a construction programme, separate project plans for individual contracts may be considered.

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5.5 Responsibility and authority and communication

5.5.1 Responsibility and authority

Organisation

An organisation chart is to be found as **DOCREF : Q13**. The main responsibilities are as follows:

Managing Director

The Managing Director has overall responsibility for all activities at Alertsystems Ltd. Included in the management of the business are the duties associated with the being the focal point for the establishment and maintenance of the quality management system viz.

- The identification and acquisition of equipment, fixtures, production resources and skills that may be needed to achieve the quality policy and business objectives.
- Overall responsibility for security screening of employees
- Chairman of the management review meeting
- Appointing personnel to undertake technical and administrative internal audits
- Considering and acting upon (where appropriate) data generated from the measurement of processes with the view of effecting continual improvement of the quality management system
- Determining the criteria for customer satisfaction measurement
- Review of training needs and undertaking activities that give employees the necessary attitude, knowledge and skills to carry out their tasks conscientiously.

Quality Assurance Manager

- Maintenance of customer complaints files and activities to support the resolution of customer complaints etc.
- Compiling the list of approved suppliers
- Ensuring that the qualification and effectiveness of personnel undertaking inspection/installation activities is maintained
- Ensuring that Installations conform to the Product Standard and are so certificated
- Maintenance of records required by DD 245:2002 and any other records required under the terms of the contract.

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Systems Performance Executive

A Systems Performance Executive has been appointed to deal with matters associated with Intruder Alarms, CCTV and Access Control. He has sufficient authority to achieve the following objectives. Currently these duties are undertaken by the Technical Operations Manager as the S.P.E.

1. The effective monitoring of surveying and installation to ensure that:
 - Specifications meet the security requirements of company policies.
 - Specifications do not call for systems, which are likely to generate abnormally high false alarm rates.
 - Standards and Code of Practice are being maintained during installation.
 - Customer documentation standards are being maintained during installations.
 - Training standards for customers are maintained.
2. The effective monitoring of preventative maintenance procedures.
3. The effective monitoring of demands for corrective maintenance.
4. The effective monitoring of faulty equipment records returned from installations.
5. The effective monitoring of the Company's False Alarm Policy:
 - Collection, reporting and analysis of False Alarm statistics and their cause and resolution
 - Identification of treatment of 'rogue' systems
 - Identification of troublesome equipment and practice.
6. Effective liaison with Police Forces and their policies.
7. The effective monitoring of evaluation trials on new equipment with particular reference to False Alarms.
8. Adherence to the BS Standard DD 245 for the Management of False Alarms.

The Nominated Designer

Personnel deemed to fulfil the role of 'Nominated Designers' under the NACOSS Scheme are listed below. Their duties and capabilities include: -

- To be the focal point for the matters of the design of installations
- To ensure that the content of quotations and system design specification are compatible with the requirements of the appropriate Technical Standards and NACOSS Codes of Practice.
- To 'sign off' designs on behalf of the company.
- To be a "Process Owner" of the business process for converting enquiries into sales.
- To be conversant with and update company activities in respect of new technologies, regulatory standards, EU Directives etc that are relevant to the design process.
- To be conversant with installation requirements such that system design specifications are professionally compiled and finalised in a manner which gives clear and unambiguous information to the installing engineer.

Personnel : Sales Director; Sales Managers; Salesmen; Technical Operations Director; Installation and Service Managers.

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5.5.2 **Management Representative** (See Managing Director)

5.5.3 **Internal Communications**

Alertsystems Ltd benefits from informal communication channels between management and staff through direct face-to-face contact, informal discussion and (when beneficial) internal memoranda. Communication of the Quality Policy and Quality Objective is provided by access to the Company Policy Manual and the documented business processes and procedures. See **OP16**.

5.6 **Management Review**

The Quality Management system is reviewed at planned intervals to ensure its continued suitability, adequacy and effectiveness in satisfying the quality policy and quality objectives.

The Management Review Agenda is determined by the Managing Director and shall include but is not limited to the following items as appropriate to the type of security system installed: -

- Follow up actions from previous management reviews
- The results from internal and external audits (administrative and technical)
- False alarm performance and trends
- Routine / preventative maintenance – monthly performance and trends
- Response to corrective / emergency call out – performance and trends
- Customer satisfaction analysis
- Training needs
- Status of preventive and corrective actions and their effectiveness
- Performance of subcontractors (including alarm receiving centres)
- Planned changes that could affect the quality management system.
- Continuous improvement initiatives
- New legislation
- Infrastructure
- New technology
- Resources
- Adequacy of the Quality Policy
- Adequacy of the Quality Objectives

The documented procedure for Management Review is **QAP 07**

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SECTION SIX

RESOURCE MANAGEMENT

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6. RESOURCE MANAGEMENT

6.1 Provision of Resources

The Managing Director determines and provides the resources needed to:-

- a) Implement and maintain the quality management system and continually seek to improve its effectiveness. Particular importance is placed on the effectiveness of the key performance indicators of business processes, which may instigate action for enhancing resources and/or the performance improvement of personnel.
- b) Ensure there are sufficient human and hardware resources to meet contract requirements e.g. routine maintenance targets, call out response targets and enhance customer satisfaction.

6.2 Human Resources

6.2.1 General

Personnel performing work affecting conformity to product requirements shall be competent on the basis of appropriate education, skills, training and experience.

Note: Conformity to product requirements can be affected directly or indirectly by personnel performing any task within the quality management system.

6.2.2 Competence, awareness and training

- (i) The Company shall determine the necessary competence for personnel performing work affecting conformity to product requirements.
- (ii) Where applicable, suitable training will be provided or other actions taken to achieve the necessary competence.
- (iii) The Company shall evaluate the effectiveness of the actions taken.
- (iv) The Company will ensure that its personnel are aware of the relevance of the importance of their activities and how they contribute to the achievement of the quality objectives, and
- (v) Maintain appropriate records of education, training, skills and experience, (**see 4.2.4**)

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6.2.3 Security Screening

The company recognises that, every customer has the right to expect that so far as it is reasonably possible to do so, the security services supplied will be provided by personnel who do not present a potential security risk.

For this reason all employees are security screened (and continually monitored) on an ongoing basis in accordance with British Standard BS 7858:2006 and additionally provided with an Identity Card bearing information required by PD 6662:2004

6.3 Infrastructure

The company is mindful to the importance of the infrastructure in influencing the effectiveness of its operations. Under the term of its recognition by the NACOSS Scheme, the company adheres (as a minimum standard) to the requirements set out in the NACOSS Criteria including:-

- The adequacy and suitability of premises particularly in terms of security and professional image
- The reliability and suitability of company vehicles including instructions to Engineers on their responsibilities for care and associated equipment – ladders etc.
- The adequacy of test equipment, such as measuring instruments.
- Process equipment (both hardware and software), and
- Supporting services (such as communication or information systems).

These factors are covered in the Engineers Handbook.

6.4 Work Environment

- (i) The company ensures that the work environment is managed to achieve conformity to product requirements.

Note: the term “work environment” relates to those conditions under which work is performed including physical, environmental and other factors (such as noise, temperature, humidity, lighting or weather).

- (ii) Storage areas are kept clean and tidy and covered by inventory control.

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SECTION SEVEN

PRODUCT REALISATION

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7. PRODUCT REALISATION

7.1 Planning of Product realisation

The quality management system provides a high level of assurance that security systems are installed and maintained by trained and security screened personnel to the appropriate product standard (such as BS EN 50131 and PD 6662 for Intruder Alarm Systems) and that contractual service agreements are fulfilled.

7.1.2 In order to achieve these objectives the quality management system is integrated with the technical and regulatory requirements of the industry to ensure that processes and documentation is established, and that resources specific to the products are provided. The extent and form of documentation required shall provide:

- Evidence that contractual obligations are agreed and understood by all parties
- Evidence that system design specifications reflect the level of security required.
- Evidence of the competency of staff.
- Evidence that components used on installations meet the technical requirements of the industry
- Evidence of 'in process' and final inspections including regulatory handover and maintenance documentation.
- Evidence of adequate planning and monitoring of installation work including project management techniques where appropriate.
- Evidence of adequate administrative and technical support to installation personnel on site and an appropriate level of on-site supervision, particularly on long running contracts.
- Evidence of verification, validation, monitoring, measurement, inspection and test activities confirming the realisation process and resulting product meet requirements.

7.1.3 Where projects are accepted that are not "run of the mill" then there is full consideration of any extra demands this may place on the organisation resources and quality management system and action taken accordingly in respect of existing procedures, work instructions etc.

7.2 Customer Related Processes

7.2.1 Determination of requirements related to the product

All critical steps to determine customer's needs are inherent in the Enquiry and Sales Realisations process identified in NACOSS Code of Practice NACP2 and these requirements are implemented through the quality management system. This provides for control points to ensure that only contracts within our existing or achievable capability are undertaken.

The Company shall determine

- a) Requirements specified by the customer, including the requirements for delivery and post-delivery activities.
- b) Requirements not stated by the customer but necessary for specified or intended use, where known.
- c) Statutory and regulatory requirements applicable to the product, and
- d) Any additional requirements considered necessary by the Company

NB: Post-delivery activities include, for example, actions under warranty provisions, contractual obligations such as maintenance services, and supplementary services such as recycling or final disposal.

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7.2.2 Review of Contractual Requirements Related to the Product

The Company shall review the requirements related to the product. This review shall be conducted prior to the Company's commitment to supply a product to the customer (e.g. submission of tenders, acceptance of contracts or orders, acceptance of changes to contracts or orders) and shall ensure that

- a) Product requirements are defined
- b) Contract or order requirements differing from those previously expressed are resolved, and
- c) The Company has the ability to meet the defined requirements

Records of the results of the review and actions arising from the review shall be maintained (see 4.2.4)

Where the customer provides no documented statement of requirement, the customer requirements shall be confirmed by the Company before acceptance.

Where product requirements are changed, the Company shall ensure that relevant documents are amended and that relevant personnel are made aware of the changed requirements.

NB: In some situations, such as internet sales, a formal review is impractical for each order. Instead the review can cover relevant product information such as catalogues or advertising material.

7.2.3 Customer Communication

Customer liaison is continued throughout the life of the installations under maintenance contracts. Alertsystems communication channels are herewith listed.

- Service information, maintenance visit records, users handbook etc
- Enquiries, quotations and contracts including amendments
- Customer complaints protocols
- Communications regarding NSI and ACPO
- Help desk
- 24 hours call out facility
- Customer satisfaction surveys (where appropriate)
- Credit Control enquiries
- Telemarketing appointments
- Correspondence or telephone contact regarding ARCs
- Enquiries regarding installation schedules

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7.3 Design and development

7.3.1 Design and development planning

Controls are established to ensure that the requirements of the customer are translated into a system design specification that lists the equipment and components to be supplied, details their proposed location and contain a general indication of their coverage and purpose.

7.3.1.1 In all cases the initial survey is allocated to a security surveyor recognised by the firm as a 'nominated designer' having the necessary expertise in the type of electronic security system required (intruder alarms, CCTV, etc.). It is his responsibility to ensure that: -

- a) The customer is made aware of and agrees to the limitation (if any) of the demands of the appropriate technical Standard and regulatory requirements of other interested parties (e.g. local authority, ACPO, Insurance)
- b) The appropriate stages of design, including design review, design verification, design validation and design recording disciplines are followed.
- c) There is consideration of any variations and amendments in the client requirements as the installation proceeds and recorded agreement of such variations between customer and Typical Installation Ltd in the systems design specification.

7.3.1.2 All design work is undertaken 'in house' and liaison with installation teams is affected by the normal communication channels existing within the organisation.

NB: Design and development review, verification and validation have distinct purposes. They can be conducted and recorded separately or in any combination, as suitable for the product and the Company.

NB: Refer also to NSI Quality Assessment Schedule to BS EN ISO 9001:2008 (7.3.1)

7.3.2 Design and development inputs

Inputs relating to product requirements shall be determined and records maintained (see 4.2.4). These inputs shall include

- a) functional and performance requirements
- b) applicable statutory and regulatory requirements
- c) where applicable, information derived from previous similar designs, and
- d) other requirements essential for design and development

The inputs shall be reviewed for adequacy. Requirements shall be complete, unambiguous and not in conflict with each other.

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7.3.3 Design and development outputs

The outputs of design and development shall be in a form suitable for verification against the design and development input and shall be approved prior to release.

Design and development outputs shall

- a) meet the input requirements for design and development,
- b) provide appropriate information for purchasing, production and service provision,
- c) contain or reference product acceptance criteria, and
- d) specify the characteristics of the product that are essential for its safe and proper use.

NB: Information for production and service provision can include details for the preservation of product.

7.3.4 Design and development review

At suitable stages, systematic reviews of design and development shall be performed in accordance with planned arrangements (see 7.3.1)

- a) to evaluate the ability of the results of design and development to meet requirements, and
- b) to identify any problems and propose necessary actions.

Participants in such reviews shall include representatives of functions concerned with the design and development stage(s) being reviewed. Records of the results of the reviews and any necessary actions shall be maintained (see 4.2.4).

7.3.5 Design and development verification

Verification shall be performed in accordance with planned arrangements (see 7.3.1) to ensure that the design and development outputs have met the design and development input requirements. Records of the results of the verification and any necessary actions shall be maintained. (see 4.2.4).

7.3.6 Design and development validation

Design and development validation shall be performed in accordance with planned arrangements (see 7.3.1) to ensure that the resulting product is capable of meeting the requirements for the specified application or intended use, where known. Wherever practicable, validation shall be completed prior to the delivery or implementation of the product. Records of the results of validation and any necessary actions shall be maintained (see 4.2.4).

7.3.7 Control of design and development changes

Design and development changes shall be identified and records maintained. The changes shall be reviewed, verified and validated, as appropriate, and approved before implementation. The review of design and development changes shall include evaluation of the effect of the changes on constituent parts and product already delivered.

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7.4 Purchasing

7.4.1 Purchasing Process

A business process is in place to provide control over purchased components and sub contract services to ensure that the specification and performance of the installation is not jeopardised by inadequacies in outsourced supplies.

The main categories of activity relate to:

- The evaluation of suppliers such as manufacturers, stockists, alarm receiving centres, which are subject to supplier evaluation procedures and performance monitoring.
- The use of formal purchase orders to communicate requirements via the computer faxing system. Where and when appropriate a written order may be used and posted to the supplier.
- On receipt inspection of supplies

Evaluation of Sub-Contractors

(Reference document NACOSS Code of Practice NACP 3 Sub-Contracting)

- a) **Intruder Alarm Sub-Contracting**
The policy of the company is to undertake all intruder alarm installation work by directly employed staff except for specialist's skills from allied trades and customer wiring contractors. There are limited occasions when sub-contractors may be used e.g. on large installations. In such cases the Company operates within the requirements of the NACOSS Code of Practice NACP 3 Sub-Contracting and herewith declares a policy of not using Sub – Contractors for Designated Tasks as defined in NACP 3 Clause 2.9
- b) **Allied Trades**
Where a contract requires the use of specialist skills from allied trades e.g. carpet laying, carpentry, locksmithing or electrical power contracting, the choice of sub-contractor shall be selected from the company approved list based on satisfactory historical data or references.
- c) **Where remote signalling systems are contracted, only Alarm Receiving Centres recognised and certificated as meeting the requirement of British Standards BS 8418 and DD243 are acceptable to NACOSS.**

7.4.2 Purchasing Information

Purchasing documentation is specific in terms of product description, specification and services.

The Company shall ensure the adequacy of specified purchase requirements prior to communication to the supplier.

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7.4.3 Verification of Purchased Products

All incoming purchased equipment and material is initially checked for quantity and damage against the details stated on the relevant purchase order. Effective procedures are maintained to separately identify and quarantine goods which do not appear to meet the order requirements. These are only accepted into stores for use after appropriate verification with the supplier.

Ref: Business Process for Purchasing and Inventory Control and associated Procedures
QAP 03 Supplier Evaluation
OP 05 Stores Control

NB: Where assurance on the adequacy of products and/or services is best determined at the supplier's premises this requirement is stated on the purchase order.

7.5 Production and Service Provision

7.5.1 Control of production and service provision

Business Processes that have been developed (see also Clause 8.2.3) include the core processes of:

- Enquiry Conversion into Sales
- Planning and Installation
- Routine Maintenance Control
- Corrective Maintenance Control
- Recruitment and Security Screening

Control of the process is identified in each Process Map and Operating Procedure but controls include:

- The provision of an agreed systems design specification agreed with the customer
- The provision of outsourced supplies through Stores and Inventory Control techniques to match the demands of the installation programme and the ongoing maintenance programme
- The provision of engineering instructions where necessary.
- The provision of installation planning schedules.
- Tests undertaken to ensure conformance of the installation to the system design specification on handover. Similar provision is made for work undertaken on routine maintenance visits and on emergency call outs.
- The employment of security screening personnel trained in the internal policies and Procedures of the organisation.
- The provision of software programs to enable the routine maintenance schedules to be provisioned and updated.
- The review of statistics generated by the false alarm management process including monitoring of response times to call out.
- The provision of suitable test equipment for test measurement
- Application of the measurement, analysis and improvement programme
- Technical support 'on tap' to field staff that is provided by Head Office

NB: Refer also to NSI Quality Assessment Schedule to BS EN ISO 9001:2008 (see 7.5)

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7.5.2 Validation of processes of production and service provision

Processes for production and service provision shall be validated where the resulting output cannot be verified by subsequent monitoring or measurement and, as a consequence, deficiencies become apparent only after the product is in use or the service has been delivered.

Validation shall demonstrate the ability of these processes to achieve planned results

The Company shall define criteria for review and approval of the processes, approval of equipment, qualification of personnel, use of specific methods and procedures, requirements for records (see 4.2.4) and revalidation.

7.5.3 Identification and traceability

7.5.3.1 There is no requirement for traceability of components to specific installations, although special arrangements exist between manufacturers and stockists where warranty claims are justified

Full traceability of service history documents provide full information of routine inspections and occasions of emergency call outs (the latter in association with Alarm Receiving Centre records for remote signalling systems). The organisation maintains individual records for troublesome installations, temporary disconnections, etc, and suitable arrangements for monitoring the status of work in progress.

7.5.3.2 Where applicable each business process will contain provision for identifying specific identification and traceability requirements.

7.5.4 Customer Property

The Company shall exercise care with customer property and shall identify, verify, protect and safeguard customer property provided for use or incorporation into the product. Customer property lost, damaged or otherwise found to be unsuitable for use will be reported to the customer and a record maintained.

NB: Customer property can include intellectual property and personal data.

7.5.5 Preservation of Product

Staff engaged in the handling of goods and equipment in stores and in transit to site are aware through staff training of the need for adequate protection to prevent damage etc and malfunction. They are assisted by the provision of containers for transportation purposes.

The system provides for the requisitioning of stores, storage of goods, issue of goods and monitoring their usage.

7.6 Control of Measuring Devices (Calibration)

Inspection measuring and test equipment is supplied by the Company and integrated in to a planning schedule to undertake suitable checking for accuracy and use.

Each instrument is the subject of an individual date of testing record.

Measuring equipment shall be calibrated, verified, or both.

Records of the results of calibration and verification shall be maintained.

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SECTION EIGHT

MEASUREMENT ANALYSIS AND IMPROVEMENT

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8. MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.1. General

Management controls are in place to:

- a. Demonstrate that installation and maintenance contracts are fulfilled in accordance with the agreed requirements.
- b. Ensure that the quality management system is effectively maintained to satisfy the requirements of ISO 9001:2008 and (NACOSS Quality Schedule SSQS101) and any other specific requirements that may be agreed with the customer as may be the case with major specifiers involved with large projects.
- c. Continually improve the effectiveness of the quality management system through
 - Provision for the identification of improvement opportunities in our business processes through our internal audit programme
 - Feedback from customer perceptions of the business
 - Feedback from external independent audits (NSI)

8.2. Monitoring and measurement

8.2.1 Customer Satisfaction

Information is gathered to determine customer perception of Alertsystems Ltd. Sources include:

- Customer Complaints.
- Sales Realisation figures.
- Number of sales arising from recommendation.
- Number of installations where a maintenance contract is not renewed.
- A review of the number of installations off police response.
- A review of the number of installations deemed as 'troublesome' for reasons attributable to the company.
- Information and opinion of our own staff.
- Correspondence received from satisfied customers

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8.2.2 Internal Audits

Programmes of internal audits are in place to monitor the effectiveness of the quality management system and business processes using auditors suitably trained and qualified to the types of audits undertaken.

As a part of the audit programme: -

- (i) Technical auditing is undertaken of the work of each installing technician using appropriate installation checklists encompassing the specific requirements of the standards and codes of practice for the security systems installed i.e. Intruder Alarms.
- (ii) Technical auditing is undertaken of the work of each maintenance technician using appropriate maintenance schedules encompassing the specific requirements of the standards and codes of practice for the security systems maintained, and using installation checklists (as detailed in (i) immediately above) to confirm the standard of installations.

The documented procedures include statements of the frequency at which audits are undertaken (i.e. a minimum of one per technician over a twelve (12) month period) and the person(s) nominated to undertake the audits. The steps to be taken if the installations selected fail to meet the specified criteria are defined and include a reference to possible training needs and/or an increase in the frequency and number of audits.

In all cases there is provision in the audit report for identifying and recording potential areas of improvement as well as the application of normal corrective action techniques for addressing non-conformities.

A summary of internal audit findings are presented for consideration at Management Review meeting.

REF QAP 07 : Internal Audit Procedure (Administration)
REF OP 13 : Technical Auditing of Engineers (Site Visits)

8.2.3 Monitoring and Measurement of Processes

The Company shall apply suitable methods for monitoring and, where applicable, measurement of the quality management system processes. These methods shall demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, correction action shall be taken, as appropriate.

Consideration is given to the type and extent of monitoring or measurement appropriate to each process in relation to the impact on conformity to product requirements and effectiveness of the quality management system.

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8.2.3 Monitoring and Measurement of Processes (cont)

Alertsystem's business processes are:

- Conversion of enquiries into sales (commercial success)
- Planning and installation (relationship between design planning and installing)
- Routine maintenance (monthly measurement against contract)
- Corrective maintenance (Response time measurement and adequacy of input data for FAM)
- False Alarm Management (FAM) – (direct measurement: ACPO policy)
- Purchasing and Inventory Control (Supplier performance measures)
- Recruitment and Screening (Human resource capability)
- Quality Management system monitoring (gathering data)
- Customer satisfaction appraisal (quality management improvement)

8.2.4 Monitoring and measurement of product

The Company shall monitor and measure product characteristics to verify that product requirements have been met. This will be undertaken at appropriate stages of the product realisation process in accordance with planned arrangements. Evidence of conformity with the acceptance criteria shall be maintained.

Records shall indicate the person(s) authorising release of the product for delivery to the customer.

Release of product and delivery of service to the customer shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, where applicable, by the customer.

8.3 Control of Non Conforming product

The Company shall ensure that product which does not conform to product standards is identified and controlled to prevent its unintended use or delivery. Documented procedure refers.

Where applicable, nonconforming product will be dealt with in one or more of the following ways:

- a) by taking action to eliminate the detected nonconformity
- b) by authorising its use, release or acceptance under concession by a relevant authority and, where applicable, by the customer
- c) by taking action to preclude its original intended use or application
- d) by taking action appropriate to the effects, or potential effects, of the nonconformity when nonconforming product is detected after delivery or use has started.

When nonconforming product is corrected it shall be subject to re-verification to demonstrate conformity to the requirements.

Records of nonconformities and any subsequent actions taken, including concessions shall be maintained

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8.4. Analysis of Data

Data arising from business process is collected and analysed to demonstrate the continued effectiveness of the quality management system and determine where continual improvement can be made. The frequency of the review will vary from process to process but the outcome of such reviews will be considered at the Management Review Meeting (see Agenda Clause 5.6) (or sooner if needs dictate). This shall include data generated as a result of the monitoring and measurement from other relevant sources.

The analysis of data shall provide information relating to

- a) customer satisfaction (see 8.2.1)
- b) conformity to product requirements (see 8.2.4)
- c) characteristics and trends of processes and products, including opportunities for preventive action (see 8.2.3 and 8.2.4).
- d) suppliers (see 7.4).

8.5. Improvement

8.5.1 Continual Improvement

The Company shall continually improve the effectiveness of the quality management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management review.

8.5.2 Corrective Action

The Company shall take action to eliminate the causes of nonconformities in order to prevent recurrence. Corrective actions shall be appropriate to the effects of the nonconformities encountered.

A documented procedure shall be established to define requirements for

- a) reviewing nonconformities (including customer complaints)
- b) determining the cause of nonconformities
- c) evaluating the need for action to ensure that nonconformities do not recur
- d) determining and implementing action needed.
- e) records of the results of action taken (see 4.2.4), and
- f) reviewing the effectiveness of the corrective action taken.

Ref: Documented Procedure OP 14

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8.5.3. Preventive Action

The Company shall take action to eliminate the causes of potential nonconformities in order to prevent their occurrence. Preventive actions shall be appropriate to the effects of potential problems.

A documented procedure shall be established to define requirements for

- a) Determining potential nonconformities and their causes
- b) Evaluating the need for action to prevent occurrence of nonconformities
- c) Determining and implementing action needed
- d) Records of results of action taken (see 4.2.4), and
- e) Reviewing the effectiveness of the preventive action taken.