

GRH SOLUTIONS LIMITED

QUALITY CONTROL MANUAL

February 1st 2009

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1.0 INTRODUCTION

GRH Solutions Limited was formed on the 29th January 2009 to satisfy domestic, commercial & industrial customer requirements for the supply of labour and materials for the installation, repair, alterations, renovations, additions, services & maintenance in the plumbing, heating, building, electrical, gas, ventilation, and air-conditioning industry.

Additional capabilities have been added to GRH Solutions Limited to include the sales only of plumbing & heating goods to our customers.

2.0 POLICY & OBJECTIVES

GRH Solutions Limited quality policy is to achieve sustained growth by providing services which consistently satisfy the needs and expectations of its customers.

This level of quality is achieved through the adoption of a system of procedures that reflect the competence of the company and its personnel to both existing and potential customers.

Achievement of this policy involves personnel, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all. This policy is provided and explained to all personnel including contractors & sub-contractors by the Director – Mr. Graham Harraway.

To achieve and maintain the required level of assurance the Director retains the responsibility for the Quality Systems for all services.

The objectives of the Quality Assurance System are;

- A) To maintain an effective Quality Assurance System.
- B) To service and maintain a level of quality which enhances the Company's reputation with its customers.
- C) To ensure compliance with relevant statutory and safety requirements.
- D) To endeavour, at all times, to maximise customer satisfaction with the services provided by GRH Solutions Limited.

3.0 AUTHORITY & REEPONSIBILITIES

3.1 Authority

- 3.1.1 All personnel are allocated with authority to perform their allocated responsibilities. The following provides a summary of the principal responsibilities of each job role.
- 3.1.2 All personnel share the authority and responsibility of identifying non-compliance or possible improvements, and recording these instances such that corrective action can be taken, both to rectify the immediate situation and to prevent recurrence.
- 3.1.3 The Director continually reviews the company's resources to ensure that adequate personnel, equipment and materials are available to meet customer requirements.

3.2 Responsibilities

3.2.1 Director

- Approval of the Quality Assurance System
- Management review
- Design Control
- Supplier Selection
- Contract Management & Control
- Training
- Control of Finance & Accounts
- Project Management
- Health & Safety Management

3.2.2 Sales Director

- Management & Co-ordination of sales and Support Functions
- Contract Review
- Sales Order Processing
- Estimating
- Supplier Selection & Purchasing
- Training
- Design Control

3.2.3 Project Supervisor / Manager

- Design Control
- Project Management
- Planning & Organization
- Control of Contract Documentation
- Training
- Planning and Co-ordination
- Sales & Order Processing
- Supplier Purchasing
- Definition of Installation, Inspection, Testing & Maintenance Requirements
- Technical Assistance & Design
- Health & Safety Management
- Review & Management of all Tools & Plant PAT testing

3.2.4 Engineers

- Planning & Performance of Installation, Technical Assistance
- Repairs, Testing and Maintenance Activities
- Control of Equipment and Materials Allocated
- Installation Activities

4.0 CONTRACT REVIEW

GRH Solutions Limited offers both standard products and specialist services to meet each customer's needs. Specialist service requirements differ from one customer to another (and from one contract to another), therefore each tends to be quoted for the specific contract.

Once a proposal is accepted by the customer, or an order is placed, it is recorded and reviewed to estimate that the requirements of the order are adequately defined and documented, any differences from the proposal are resolved, and the company is capable of fully satisfying the customer's requirements.

In addition to the original order / contract specification the customer may also request additional / variation work to be undertaken by the Company. In these circumstances the work content is documented and agreed with the customer prior to execution to ensure that no ambiguity exists.

5.0 DESIGN

All design activities are strictly controlled to ensure that the design output information complies with customer / contract requirements, and all design input data.

Design activities are planned and normally executed by specialists and are subject to regular management, review and verification by the Director, and agreement with the customer.

The design input and output items are documented, and where ambiguity exists, will be clarified and documented.

All items of design documentation and notes are recorded in a project / contract file. Design output documentation is produced and reviewed to ensure that it;

- Meets the design input.
- References the design input or appropriate criteria.
- And identifies the entire characteristic's which are critical to the safe and effective operation of the system/s.

Design output is reviewed and approved by the Director, and is also provided to the Customer for approval prior to use. Validation of the design is achieved during the commission of the system to confirm compliance to the customer's requirements.

The designer is required to specify any inspections or tests which may verify the design, by practical means, at the earliest possible stage of development.

All changes to the design criteria, input or output are subject to strict review and documentation control procedures.

6.0 DOCUMENTATION & CHANGE CONTROL

All documentation utilized within the Company related to the management system itself, or to the execution of individual customer contacts is controlled to ensure that it is issued to the appropriate personnel, under the correct level of authority, is revised and reissued as necessary, and all obsolete versions are removed from the point of use.

Such documentation typically includes;

- Specifications, customer Orders, Plans / Drawings.
- Quality Assurance Manual / Operating Procedures.
- National / International Standards and Codes of Practice.

The Quality Assurance Manual, Procedures and Quality Plans are maintained by the Director who ensures that the appropriate items, at the correct levels, are issued to all who need them within the Company.

National / International Standards, Codes of Practice are also maintained by the Director who ensures that appropriate documents are available within the Company, and are issued at the correct revision levels. External suppliers of documentation are contacted regularly to ascertain that the documents held remain current.

All changes to documents are reviewed and approved by the persons responsible for the original issue and, where appropriate, the nature of the change is indicated on the document. Master copies of the revised documents are retained as records of the changes and renewed as necessary to ensure clarity.

Each contract has a file and number which contains all relevant information.

7.0 PURCHASING

Suppliers of products, materials and services, where unspecified by a customer contract, are selected on their ability to meet the Company's requirements given due consideration to the ability, stated obligations, timescale and cost. A supplier, contractor and sub-contractor are chosen when they meet the following criteria;

- a. Previous performance in supplying materials and services to meet our specifications, timescale and cost.
- b. Keeping a suitable amount of stock to meet all current British Standards, or supplied with a statement of conformity.
- c. Compliance with an approved third party product / quality registration scheme.
- d. Holds all relevant qualifications (NIC EIC, CORGI, GAS SAFE, CSCS etc) to carry out their specific tasks.
- e. Are proven to be working safely without bringing any danger to their / our personnel and or the general public, in certain circumstances holding CSCS Skillcards for their specific trades.

8.0 CUSTOMER SUPPLIED ITEMS (FREE ISSUE)

Items / goods received by customers (i.e. free issue items or equipment being serviced, installed or maintained) are always visually inspected at the receipt stage, with any un-declared non-conformance being immediately reported to the customer.

GRH Solutions Limited will hold NO responsibility for non-conforming products supplied by the customer, or hold any costs for remedial works having to be carried out to facilitate or change such products.

9.0 INSPECTION & TESTING

Inspection & testing is carried out on completion of installation, service & maintenance activities (unless the specific contract requires intermediate testing), with results being documented. Should items not be acceptable against the agreed contract criteria they will be repaired, replaced or identified for a subsequent evaluation and decision. All repaired items are subject to a re-inspection to ensure acceptability.

On completion of installation, service and maintenance work, the customer is also invited to check the work performed to ensure full acceptability.

10.0 MEASURING & TESTING EQUIPMENT

All measuring & testing equipment held is maintained in good condition, and capable of safe and effective operation within a specific tolerance of accuracy. All equipment is regularly inspected and calibrated to ensure that it is capable of accurate operation, this is carried out by outside professional services issuing calibration certificate that are documented and a record kept within a folder held at GRH Solutions Limited office.

11.0 HANDLING, STORAGE & DELIVERY

Materials received, whether the property of the Company or others, will, as far as practical, be protected and their quality preserved until such a time as they are transferred to the customer, or disposed of to a third party. The objective is to prevent deterioration and damage whilst in storage, or in the process of transportation, installation, commissioning or maintenance.

The delivery of materials to the customer / site shall be staged so far as reasonably practical to limit the amount of clutter in the working area so that such materials can be installed within a few days of the receipt of delivery, thus reducing the risk of damage to the item.

12.0 RECORDS

Storage facilities are allocated which ensure that all records are identifiable and retrievable, and the storage areas are free from damp and other agents which could cause premature deterioration.

Where records are maintained on a computer magnetic media, these are subject to “back-up” at regular intervals, with “back-up” information being stored in a protected location to ensure security from loss / damage of active data.

All records are retained for a minimum of 3 years.

13.0 TRAINING

The policy of the Company is to ensure that all personnel are trained and experienced to the extent necessary to undertake their activities and responsibilities effectively. The Company generally procures and recruits contractors, employees and sub-contractors capable of meeting the technical, skill, experience and educational requirements of the Company’s activities.

The Director is solely responsible for recommending the training needs of others, and for ensuring that all contractor, employees and sub-contractors allocated tasks are suitably qualified and experienced to execute those tasks safely and to high standards. Once training needs are identified these are provided under the responsibility of the Director.

Full records are maintained of all training, experience and certificates of all employees, contractors and sub-contractors.

14.0 SERVICING & MAINTENANCE

Service & maintenance including contracts are offered to all our customers, and these activities are controlled in the same manner as a contract.