PTM PLANT
ISO 9001
Quality Manual

Certification No. 198746

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1. INTRODUCTION

This document is the ISO 9001 Quality Manual of PTM Plant

The Quality Manual is the property of PTM Plant and is a controlled document.

The purpose of the Quality Manual is to provide an overview of PTM Plant, the activities it carries out and the quality standards of operation it conforms to.

It is not designed to act as a procedures 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 standard: i.e.: document control, control of records, internal audit, control of non conformances, corrective action and preventive action.

2. 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 Quality Manual.

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

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

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

Rev	Issue Date	Additions/Alterations	Initials
1	04/07/2014	Quality Manual First Authorised Issue	G McK
2	22/01/2015	Quality Manual Updated with ISO 9001 Logo & Certification Number	G McK

3. THE QUALITY POLICY

It is the policy of the company to maintain a quality system designed to meet the requirements of ISO9001:2008 in pursuit of its primary objectives.

The company's Quality Manual defines our 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 to it.

Paul Monaghan / PTM Plant Managing Director

4. OVERVIEW OF PTM PLANT

PTM Plant was established in 2009 by Paul & Sarah Monaghan; We provide Construction & Plant Hire Services to Commercial, Retail, Domestic & Agricultural businesses covering mainly the Grampian Area, although we do have contracts all over Scotland from as far south as Fort William to as far north as Inverness

PTM Plant is a fast growing business with several full time employees, depending on your project scope we will draft in and manage additional sub-contractors as required to meet the demands and deliver the project to the customers' expectations and satisfaction

Paul (Managing Director) runs the company and does all the estimating and arranging of jobs and interfaces with Clients and our Foreman, Our Working Foreman ensures that all jobs run smoothly and is the interface between the workforce and the Directors, Sarah (Director & Office Manager) runs the office dealing with customers, invoicing and billing while Greig our HSE & Compliance Manager ensures that all our HSE policies and procedures are up to date and followed to allow us to work safely and maintain our excellent safety record

PTM Plant strive to be best in class and pride themselves on the relationship they have with all of their customers, Reputation is everything to PTM Plant and they will do all they can to maintain their standards.

5. THE SCOPE OF REGISTRATION

Construction, Plant Hire, Gritting, Snow Clearing, Domestic, Demolition & Agriculture

EXCLUSIONS / JUSTIFICATION FOR EXCLUSIONS

The Quality Manual shall conform to all the requirements of ISO 9001:2008, with the exception of clauses:

7.3: Design and Development
Justification for exclusion: We work to our customers' designs; therefore, this clause is not applicable to any of our activities.

6. OUR QUALITY OBJECTIVES

Our objectives are consistent with our policy, PTM Plant is a small growing company and it is imperative that everyone in the company plays their part.

We strive to be best in class and pride ourselves on the relationship we have with our customers, Reputation is everything to us and we will do all we can to maintain our standards and approach

Each employee is responsible for delivering the companies objectives and this is monitored via individual appraisals, team meetings and management reviews.

Objectives are based on our business requirements inclusive of our key deliverables to both our employees and our customers through our "Promises to you Process"

We have identified the following Quality Objectives.

Our "Promise to you" Quality Objectives

- We will endeavour to provide Professional & Experienced Staff
- We will endeavour to provide Free Non Obligated Estimates
- We will endeavour to ensure Projects are carried out on Budget
- We will endeavour to provide Confidentiality & Honesty at all Times
- We will endeavour to have upmost Respect for you and your Property
- We will endeavour to provide First Class Workmanship
- We will endeavour to strive to ensure we are doing the job right first time
- We will endeavour to ensure all tasks are carried out in line with our HSE Policy & Procedures

All of our Quality Objectives will be measured by the following:-

- Analysis of Non-Conformances
- Analysis of Complaints
- Analysis of Corrective Action Reports
- Analysis of Project Stats
- Analysis of Customer Feedback

Our process of **Measurement, Analysis and Improvement** to support the above has been illustrated in section 10 of this document.

7. MANAGEMENT RESPONSIBILITY

The management structure of PTM Plant is shown as an organisation chart (see **Appendix 1**) the chart shows functional relationships and responsibilities.

Management ensures:-

- The company HSE & Compliance Manager will also carry out the role of Quality Representative and is responsible for the maintenance and review of the Quality Management System.

- That the ongoing activities of PTM Plant 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 Quality Objectives.

- 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.

- Quality Objectives are reviewed, and if necessary amended, at regular Review meetings and the performance communicated to all staff.

8. RESOURCES

8.1 HUMAN RESOURCES

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:

- 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
- A training / competency matrix

8.2 INFRASTRUCTURE

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

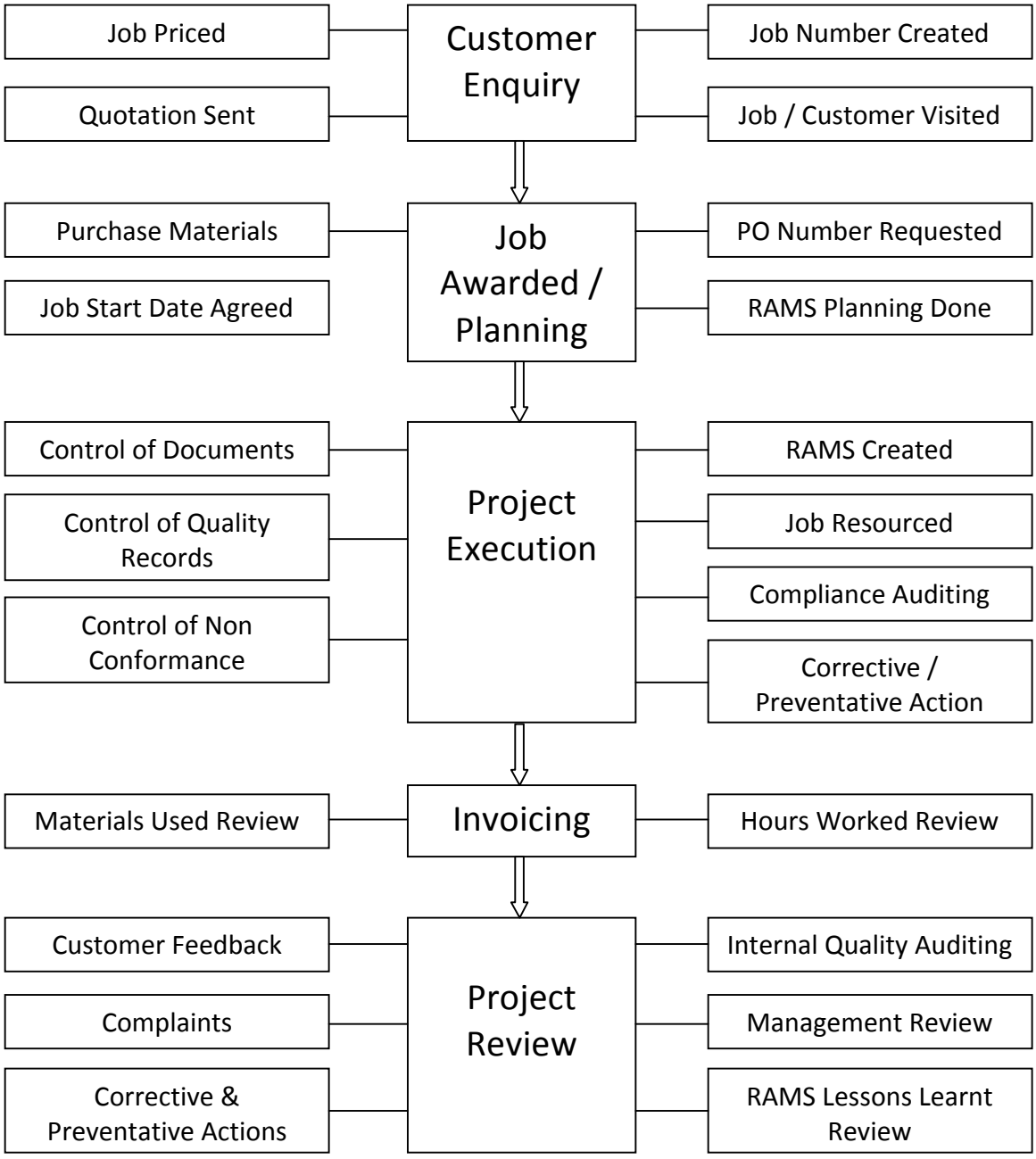
- Management of financial matters
- Handling of client orders
- Personnel records

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

- Machinery
- Vehicles
- Plant Equipment
- Power Tools

9.1 PLANNING OF PRODUCT REALISATION

PTM Plant is responsible for the planning and delivery of its services. We work closely with our suppliers and customers to satisfy mutual requirements. We have a flow chart to illustrate the interaction of our core business processes, as shown below:



9.2 CUSTOMER SATISFACTION / COMPLAINT MANAGEMENT

Customer satisfaction is determined through the analysis of client survey questionnaires and feedback forms, the results are collated and analysed to ensure that any problems or themes that arise are dealt with appropriately. Other metrics are used to identify client perception of the company, including client retention, repeat business and account acquisition data. This is reported and discussed at Monthly Management Review Meetings.

As part of our ongoing commitment to providing excellent service, we have a policy of dealing with all complaints to the satisfaction of the complainant. Any complaint received is initially recorded on a Complaints Report and handled by the person appropriate to the area of the complaint. Should the complaint not be resolved to the complainant's satisfaction, it is then immediately referred to the Managing Director. We recognise that despite having robust quality control procedures in place we may still encounter problems which generate complaints and we ensure that in such cases records are kept (including any correspondence). Details of any complaints are recorded in the company's Action Log that is located in the ISO 9001 Folder.

9.3 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 quality, statutory obligations, timescale and cost. A list of approved suppliers is maintained on the company's accounting software and is compiled on the following criteria:-

- Previous performance in supplying to similar specifications and requirements.
- Recommendation by other similar purchasers or manufacturers of equipment.
- A trial order and evaluation of performance.
- The quality of the goods or services
- Delivering on schedule
- Credibility
- Lead time
- Meeting customers' requirements

The majority of Company purchases are made from suppliers with whom the Company has a record of satisfactory supply. Our purchases are made via the use of PTM Plant Job Numbers; Supplier invoices are checked against Job Numbers before being authorised for payment.

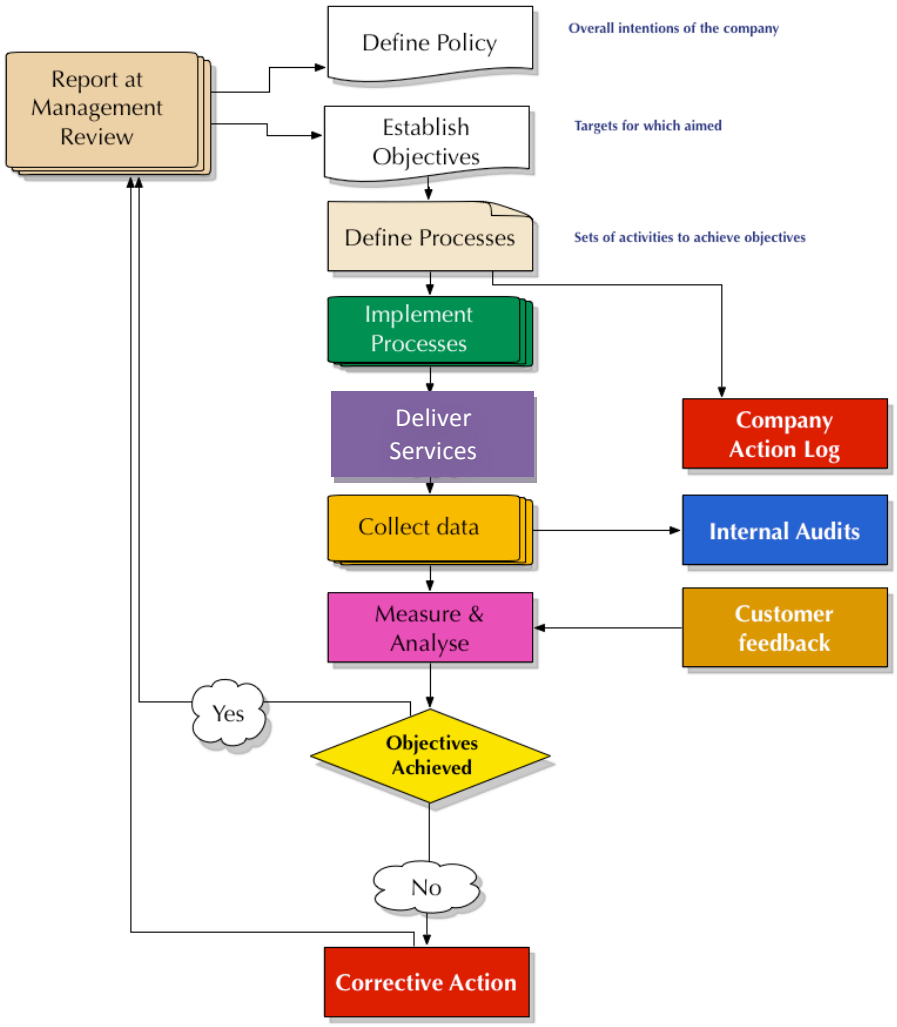
A copy of all purchases made for specific PTM Plant Job Numbers is retained in the company's financial software. Minor supply purchases that include items such as general office consumables are not subject to the requirement of a specific PTM Plant Job Number. These supplies can only be ordered by an employee who has been duly authorised to do so by the Directors. All supplies are reconciled to the

delivery note and any discrepancies are resolved with the supplier and recorded as part of the supplier assessment process.

Should a supplier, not appearing on the Approved Suppliers List be proposed, they will be analysed by capability and subject to acceptance on the authority of the Director

10. MEASUREMENT, ANALYSIS AND IMPROVEMENT

The flow chart below shows our **'Measure, Analyse and Improve' Quality Process.**



10.1 MEASUREMENT

The Company Quality Action Log and Internal Audits support the Quality Manual and also define the actions required to generate relevant data for analysis. Data is collected from, but not restricted to:

a. Company Action Log
b. Internal Audits
c. Client Feedback

10.2 ANALYSIS

The data is collated and analysed to determine:

- The ability to achieve the Quality Objectives
- The ability to satisfy client requirements
- Customer and staff perception of the company
- The effectiveness and efficiency of the company's personnel.
- The effectiveness and efficiency of the quality system
- The level of performance achieved/required

10.3 IMPROVEMENT

In order to evaluate the effectiveness of the Quality Management System, the agenda (and resultant minutes) for the regular Management Review meetings shall include, but not be restricted to:

- Results of audits
- Customer feedback
- Process performance and product conformity
- Status of preventive and corrective actions
- Follow up actions from previous reviews
- Changes that could affect the QMS
- Improvements implemented
- Recommendations for improvement

In addition, the following will be reviewed at least annually:

- Quality Policy
- Quality Objectives
- Legal requirements

11. OFFICE PROCEDURES

11.1 Control of Documents Procedure

1.	The following documents are subject to control to ensure only the latest versions are at their points of use: • Quality Manual • Quality Documents (template forms) • Quality Procedures • Operational Procedures • Company Policies
	Quality Manual
2.	Changes to this manual may be introduced as the result of internal audit findings, corrective actions, preventive measures and/or continual improvement suggestions.
3.	Details of each change shall be recorded in the revisions record table.
4.	The revisions record log shall be endorsed against each entry to approve the change.
5.	A copy of the updated page/s shall be placed inside each controlled manual in accordance with the distribution list in each manual.
6.	Updated pages shall indicate the latest revision number and revision date.
7.	Superseded pages shall be removed from all controlled manuals and shall be destroyed.
	System Documentation
8.	All system documentation must be approved by the Quality Representative prior to general issue.
9.	All documents and template forms (as described in line 1 above) must show a version number in the footer area of the document.
10.	The version number on the actual document must correspond with the entry shown in the central Documents register.
11.	Updates shall be placed in their relevant locations and superseded documents withdrawn & either destroyed or marked superseded and retained at the discretion of the Management Representative. Electronic versions should be moved to an archive folder.

11.2 Control Of Records Procedure

1.	A list of Quality records is maintained and will be added to as appropriate.
2.	The list of records identifies the document name, the retention period & the location to enable retrieval.
3.	Quality records will be retained for a minimum of 3 years & may be archived with other business records by reasons of space.
4.	Records will be retained using methods suitable to their format as follows: • Paper records will be stored in dry conditions • Electronic records will be backed up
5.	Records will be reviewed at the annual management review meeting & disposal will take place after the defined retention period in indent 3 above (and only then as deemed necessary).

11.3 Control of Nonconformity/Corrective/Preventive Action Procedure

1.	QMS Non-conformities may be identified as a result of: 1. Customer Complaints 2. Periodic Performance Checking 3. Compliance Checking 4. Supplier error 5. The Loss of Records 6. Internal Auditing 7. Management Review
2.	The non-conformity is given a unique number & details are entered in the log
3.	The problem is investigated to establish the root-cause. A report is written and the log is updated.
4.	Appropriate corrective actions are agreed with appropriate parties & are logged
5.	Further corrective actions may be logged & implemented with future preventive actions to avoid a recurrence
6.	The actions taken will be verified for effectiveness after a suitable time period & where required, the outcome will be communicated to appropriate parties.
7.	Once the actions are deemed effective, a closed date will be entered which is reviewed at the management review to evaluate the need for actions to prevent non-conformity.

11.4 Internal Audit Procedure

1.	An annual internal audit schedule is produced identifying the areas of the Quality management system to be internally audited.
2.	Each section of the Quality manual will be audited & results recorded using the internal audit report form
3.	The internal audit report form will be used to record the objective evidence together with any non-compliance & agreed corrective actions
4.	On completion of the audit both parties sign the audit report form
5.	The internal audit report will then be retained as a Quality record and copies circulated to staff responsible for carrying out corrective action
6.	The number of required corrective actions shall be entered in the audit schedule & corrective actions will then be verified as having been carried out.
7.	A closed date will then be entered in the audit schedule
8.	Audit results will be reported to Top Management at management review
9.	On completion, the annual schedule will be retained as an record

APPENDIX 1 – ORGANISATION CHART