

# **Quality Manual**



**north london**

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# North London Business

Quality Manual

ISO 9001 2000

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This document is approved for use \_\_\_\_\_

## Copy Holder

Copy Holder: Chief Executive

Copy Number : 1

This Quality Manual covers the activities and functions performed by the operating areas included in the service scope definition :

### **Economic Development Agency**

The Quality Management System is designed to meet the requirements of

ISO 9001 : 2000

Certificate Number : **A 12534**

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## Distribution

Copy Number 1 – Chief Executive

Copy Number 2 – Quality Assurance Systems Ltd.  
(Uncontrolled)

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## Amendments

All copies of this Quality Manual must be kept under strict control to prevent the System from becoming unreliable. The following Procedures will ensure that the system remains current and valid.

- 1) All copies of the manual are to be clearly numbered and the Holder recorded.
- 2) Each page in the manual is to carry a unique number.
- 3) The Quality Representative is to be responsible for all revisions and additions being recorded.
- 4) Changes can be suggested by any Employee but must receive signed approval before being entered into the Manual.
- 5) All changes are to be recorded on the Table of Amendment and appropriate pages in each Manual changed.
- 6) Uncontrolled copies must be clearly marked as such.



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## Company Profile

North London Business (in conjunction with the London Development Agency and the four North London Boroughs) is working to transform North London into a dynamic business location, providing opportunities for growth for all types of businesses. We are doing this in order to create prosperity in North London by increasing and safeguarding employment.

We are private sector driven, have a 360 degree perspective of doing business in North London and provide a united voice for North London Business.

Our aim is to accelerate business growth in North London. Our vision over the next three years:

- North London will have a strong business voice.
- North London will be the preferred choice for growing businesses.
- North London Business will be recognised by the marketplace as the leading provider of advice and support to existing and potential investors in the North London area.

We want to make a difference and, through promoting the North London opportunity for businesses, building partnerships and working through networks, we will see growth over the next three years and beyond.

North London Business is a company limited by guarantee. We are supported by the London Development Agency, Think London, the European Regional Development Fund and the four London Boroughs of Barnet, Enfield, Haringey and Waltham Forest.

Our main target clients are existing businesses in North London and inward investors to the North London area. Our stakeholders include our funders, government, the local community, property developers and agents and other business support organisations.

Our main client offer is:

- 1) property / site / inward investor information and relocation advice
- 2) access to other support such as finance, recruitment and training
- 3) access to business networks and a link to local / regional / national government
- 4) a lobbying voice for business in North London
- 5) Some area and sector specific business projects

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### **Company Profile (cont.)**

An essential requirement of the continuing maintenance and development of the Company's quality objectives is the installation of a Quality Management System registered to ISO 9001 status.

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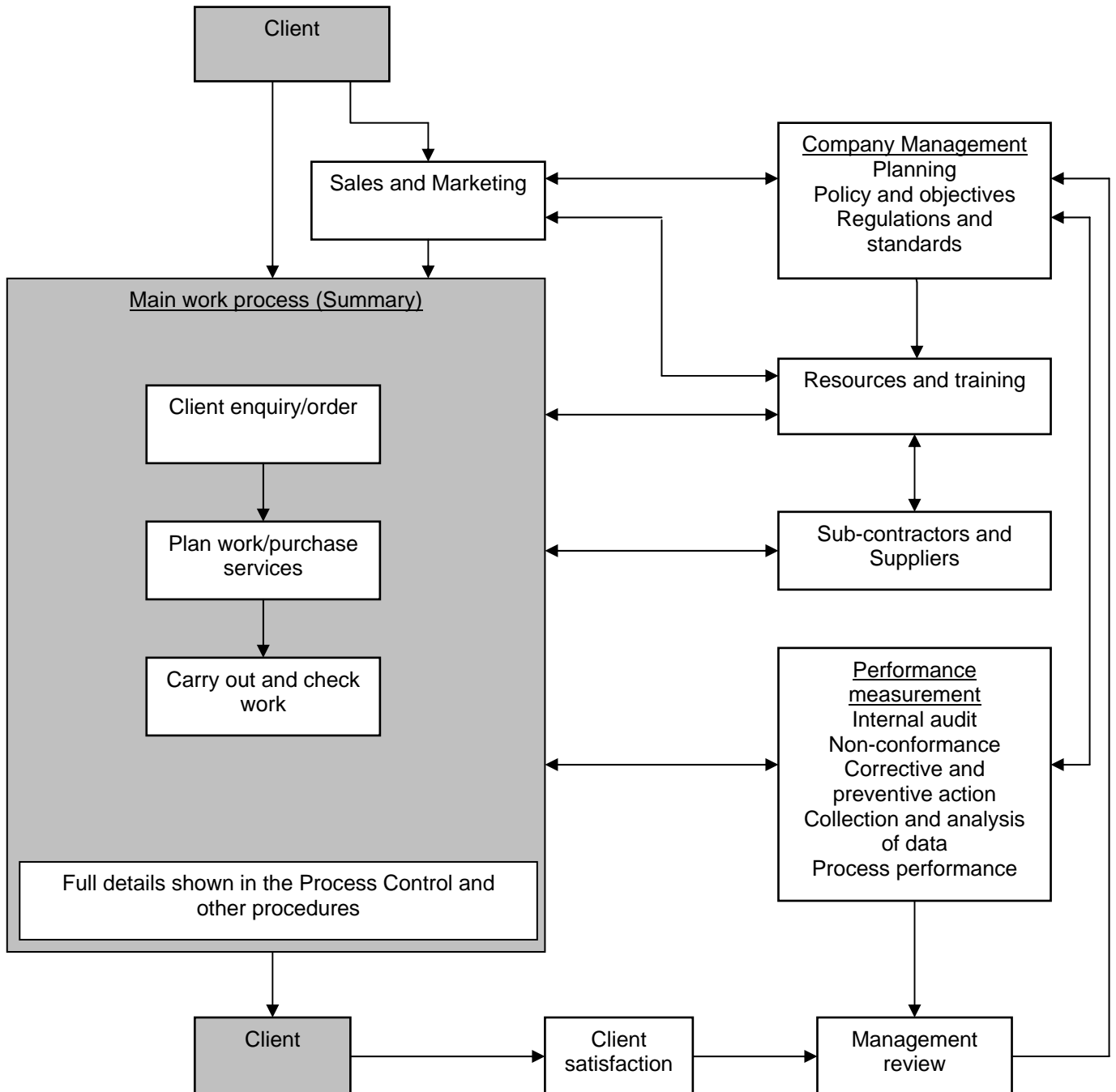
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## Process Diagram



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## Quality Policy

North London Business recognises that the disciplines of quality, health and safety and environmental management are an integral part of its management function. The Company views these as a primary responsibility and to be the key to good business in adopting appropriate Quality standards.

The Company Quality Policy calls for continual improvement in its Quality management activities and business will be conducted according to the following principles:

We will :

- Comply with all applicable laws and regulations.
- Follow a concept of continual improvement and make best use of its management resources in all Quality matters.
- Communicate its Quality objectives and performance against defined objectives throughout the Company and to interested parties.
- Take due care to ensure that activities are safe for employees, associates and subcontractors and others who come into contact with our workplace
- Work closely with our Clients and Suppliers to establish the highest Quality standards.
- Adopt a forward-looking view on future business decisions which may have Quality impacts.
- Train our staff in the needs and responsibilities of Quality management.

Signed :-

Date : -

Gary Ince - Chief Executive

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## Organisation

See appendix for Organisation and Responsibilities

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## Duties and Responsibilities

In accordance with the procedures laid down in the authorised Quality Manual and the authorised Procedures Manual, the following are appointed as Quality Representative and Quality Auditors:-

### **QUALITY REPRESENTATIVE**

**Ellen Scrimgeour**

(signature)

\_\_\_\_\_

### **QUALITY AUDITOR**

**Jennifer Pooran**

(signature)

\_\_\_\_\_

### **QUALITY AUDITOR**

(signature)

\_\_\_\_\_

Signed \_\_\_\_\_

Date

\_\_\_\_\_  
**Gary Ince - Chief Executive**

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## QMS Requirements

### 4 Quality Management System

#### Introduction

North London Ltd., through the offices of the Chief Executive, is committed to maintaining an effective Quality Management System.

This Manual has been prepared to satisfy the requirements of ISO 9001:2000 for Quality Management Systems for the activities carried out at the site.

The Quality Management System has been developed using a process approach and the key processes are shown in the Process Diagram. Further details are shown in the appropriate procedure in the Procedures Manual.

Wherever possible, Quality controls have been integrated into existing systems (environment, health and safety) and cross-referenced for ease of interpretation.

The effective implementation of the Quality Management System will be verified by regular inspections, reviews and audits which will compare management practice against the requirements of the written procedures on Quality Management System standards. Corrective action will be taken where necessary and will be subsequently reviewed for effectiveness.

#### 4.1 General

The Company has established, documented, implemented, will maintain and continually improve a Quality Management System in accordance with the international standard ISO 9001-2000.

The Company will:

- a. Identify the processes needed for quality management throughout the Company.
- b. Determine the sequence and interaction of these processes.
- c. Determine the criteria and methods needed to ensure that both the operation and control of these processes is effective
- d. Ensure the availability of resources and information necessary to support the operation and monitoring of these processes.
- e. Monitor measure and analyse these processes.
- f. Implement the actions necessary to achieve the planned results and continually improve these processes.

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## QMS Requirements

### 4.1 General (cont.)

These processes will be managed in accordance with the international standard ISO 9001-2000.

Control of any sub-contracted processes will be exercised in accordance with the Standard.

### 4.2 Documentation

4.2.1 The Company's management system documentation includes:

- Documented statements of quality policy and quality objectives
- A quality Manual
- The documented procedures required by the Standard
- The documents needed to ensure the effective planning, operation and control of its processes
- The records required by the Standard

4.2.2 The Company has established and will maintain a Quality Manual that includes:

- The scope of the Quality Management System and justification for the exclusions
- The documented procedures
- A description of the interaction between the processes of the Quality Management System

4.2.3 A documented procedure has been established to define:

- How documents are approved for adequacy prior to issue
- How documents are reviewed, updated and re-approved
- How changes to and the current revision status of documents are identified
- How only the relevant versions of documents are available for use
- How documents remain legible and readily identified
- How documents of external origin are identified and controlled
- How the use of obsolete documents is prevented

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## QMS Requirements

### 4.2 Documentation (cont.)

4.2.4 The appropriate records are established and maintained to provide evidence of conformance to requirements. Records are kept in such conditions as to ensure they remain legible identifiable and retrievable. A documented procedure has been established and will be maintained which defines the controls in place to identify, store, protect, retrieve and dispose of records whose retention time has expired.

## 5) Management Responsibility

### 5.1 Commitment

Top management of the Company ensures that all employees are aware of the need to meet Client and regulatory requirements and that the necessary resources are available. A Quality Policy and quality objectives have been established management reviews are conducted on a regular basis.

### 5.2 Client Focus

Client needs and expectations are determined and fulfilled to meet Client satisfaction. Due consideration is given to service delivery, regulatory and legal requirements.

### 5.3 Policy

The Company has established, through its Quality Policy, the need to meet requirements and continually improve its services. The Quality Policy and objectives are reviewed for continuing suitability and communicated as appropriate throughout the organisation.

### 5.4 Planning

5.4.1 The Company has established that all relevant functions and levels within the organisation have clear, measurable quality objectives that are consistent with the Company Quality Policy and service delivery requirements.

5.4.2 Adequate resources are available and output is planned in a controlled manner as is required by its Quality Management System. The integrity of the Quality Management Systems is maintained when changes to the System are planned and implemented.

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## QMS Requirements

### 5.5 Administration

5.5.1 Authorities and responsibilities relevant to the Quality Management System are communicated throughout the Company.

5.5.2 A Management Representative has been appointed who, irrespective of other duties, has the following responsibilities:

- Ensuring that the processes needed for the Quality Management System are established, implemented and maintained
- Reporting to top management on the performance of the Quality Management System and the need for any improvements
- Ensuring the promotion of the awareness of Client requirements throughout the Company

5.5.3 Communications between all levels and functions are established so as to ensure the effectiveness of the processes of the Quality Management Systems.

### 5.6 Management Review

5.6.1 The complete Quality Management System is reviewed at planned intervals to ensure its continuing suitability, adequacy and effectiveness to evaluate the need for change. Records of the Review are maintained.

5.6.2 The Review includes the evaluation of current performance and improvement opportunities from internal and external audits, Client feedback, process performance and service conformity, corrective and preventive actions, follow up from previous meetings and any changes that could affect service quality.

5.6.3 Output from the Review includes improvements to the effectiveness of the Quality Management System and its processes, improvements to the service related to Client requirements and resource needs to meet these requirements.

## 6 Resource Management

### 6.1 Provision of Resources

The Company has ensured that the necessary resources needed to implement and improve the effectiveness of the Quality Management System and to address Client satisfaction are available.

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## QMS Requirements

### 6.2 Human Resources

6.2.1 Where personnel are assigned quality responsibilities, the Company has ensured that they are competent on the basis of applicable education, training, skills and experience.

6.2.2 The Company has identified the training needs for quality related activities and provides training to satisfy these needs. All personnel are made aware of the importance of their activities in achieving the quality objectives. Performance is evaluated and appropriate training records are maintained.

### 6.3 Facilities

Suitable equipped premises with appropriate hardware and software with supporting services are provided and maintained as necessary.

### 6.4 Work environment

All aspects of the human and physical factors of the working environment that effect conformity of service have been identified and are managed.

## 7 Service Realisation

### 7.1 Planning of realisation process

The realisation process for the Company's services is planned and documented as defined in the Quality Management System. Quality objectives, resources, processes and documentation needs are defined as are acceptance criteria for verification and validation. Records appropriate to the level of confidence required for the process and service are maintained

### 7.2 Client related processes

7.2.1 The requirements of the Client in respect of service and support are considered as well as any regulatory and legal requirements. Additional requirements determined by the Company are also taken into consideration.

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### 7.2 Client related processes (cont.)

7.2.2 Client requirements are reviewed and any additional requirements for each contract or order are determined. Where no Client requirements are documented or the details are unclear, details are confirmed before acceptance. Any changes to contracts or quotations are resolved before proceeding and the company's ability to meet the defined requirements is confirmed. Results of these reviews are maintained.

7.2.3 Communications are maintained with the Client in relation to enquiries, order changes or amendments, service delivery and progress on Client complaints.

### 7.3 Design and/or development

The Company carries out no design or development activity therefore this clause is not applicable.

### 7.4 Purchasing

7.4.1 The Company controls its purchasing function to ensure that purchased goods and services conform to requirements. Suppliers are selected against defined criteria and are subject to planned review and evaluation. The results of evaluations and follow up actions are recorded.

7.4.2 Purchasing information includes a description of the product or service to be purchased and orders are reviewed before release to the supplier.

7.4.3 The Company verifies its purchased products and services and takes appropriate action in the event of service non-conformance.

### 7.5 Service provision

7.5.1 Production is controlled through service specifications and work instructions. Suitable equipment is used and properly maintained. Service delivery and post delivery processes are defined.

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### 7.5 Service Provision (cont.)

7.5.2 The Company validates any process for service delivery where the resulting output cannot be verified by subsequent monitoring or measurement. This includes any processes where deficiencies become apparent only after the service has been delivered. The validation demonstrates the ability of these processes to achieve planned results.

7.5.3 The Company identifies the service and its status throughout the realisation process. Where traceability is a requirement, the Company controls and records the unique identification of the service.

7.5.4 The Company exercises care of Clients' property while it is under their control. Procedures are in place for the protection and preservation of Clients' property, including intellectual property, and loss, damage or unsuitability of such property is reported to the Client.

7.5.5 The Company preserves conformity of the service during internal processing and delivery.

### 7.6 Control of measuring and monitoring devices

The Company has no requirement for measuring or monitoring devices therefore this clause is not applicable.

## 8 Measurement, analysis and improvement

### 8.1 Planning

The requirements for measuring, monitoring and improving service conformity and the effectiveness of the Quality Management System have been determined.

## **QMS Requirements**

### **8.2 Measurement and monitoring**

8.2.1 Methods have been established to audit Client satisfaction and any failures to meet Company standards.

8.2.2 Suitably trained personnel conduct periodic independent internal audits on a planned basis. All aspects of internal audits are recorded and reviewed and corrective action taken where necessary.

8.2.3 Processes affecting Client requirements are periodically reviewed to ensure that the intended purpose is being met.

8.2.4 Measuring and monitoring of the service throughout the delivery process is designed to ensure the service meets specification and that authorised personnel control its delivery.

### **8.3 Control of nonconformity**

Documented procedures are in place to identify non-conforming service and take appropriate corrective action. Records of non-conformance are maintained.

### **8.4 Analysis of data**

Data referring to service quality problems are collected and analysed and, where changes to the Quality Management System offer improvements, these changes are introduced. Areas for attention are Client complaints, service conformance, service delivery and Sub-contractor performance.

### **8.5 Improvements**

8.5.1 The Quality Management System is managed in a manner to offer continual improvement having regard to statements in its Quality Policy, objectives, audit results, data analysis, corrective and preventive action and management review.

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## QMS Requirements

### 8.5 Improvements (cont.)

- 8.5.2 Appropriate action is taken to rectify faults and prevent their recurrence and the procedure is documented. Requirements for identifying faults and determining their cause with appropriate corrective action is covered and recorded and the results reviewed.
- 8.5.3 The Company identifies preventive actions to prevent the recurrence of non-conformities and the results of such actions are recorded and reviewed for effectiveness