



## Company Quality Manual

### Assuring Quality - AQ01

*This manual is the property of:*

**Aster Maintenance Limited  
Unit 8 Taplins Court  
Taplins Farm Lane  
Hartley Wintney  
Hampshire  
RG27 8XU**

## CONTENTS LIST

<b>1</b>	<b>Company Introduction</b>	<b>3</b>
1.1	<i>Management System Scope</i>	3
1.2	<i>Applicable Requirements</i>	3
<b>2</b>	<b>Quality Policy Statement</b>	<b>4</b>
2.1	<i>Objectives</i>	4
<b>3</b>	<b>Quality Management System</b>	<b>5</b>
3.1	<i>Structure &amp; Supporting Information</i>	5
<b>4</b>	<b>Management Responsibility</b>	<b>6</b>
4.1	<i>MD</i>	6
4.2	<i>Associate Director</i>	6
4.3	<i>Line Management Responsibilities</i>	6
4.4	<i>All Employees</i>	6
<b>5</b>	<b>Communication</b>	<b>7</b>
5.1	<i>Quality Management (ISO 9001: 2015 5.1.1f)</i>	8
5.2	<i>Quality Policy (ISO 9001: 2015 5.2.2b)</i>	8
5.3	<i>Responsibilities and Authorities (ISO 9001: 2015 5.3)</i>	8
5.4	<i>Quality Objectives (ISO 9001: 2015 6.2.1f)</i>	8
5.5	<i>Customer Communication (ISO 9001: 2015 8.2.1)</i>	8
5.6	<i>Service &amp; Product Suppliers (ISO 9001: 2015 8.4.3)</i>	9
<b>6</b>	<b>Amendment Record</b>	<b>10</b>

## 1 COMPANY INTRODUCTION

Aster Maintenance Limited is a company that was formed at the beginning of 2004 out of a larger concern and our offices are based in Hartley Wintney, Hampshire.

Aster Maintenance Limited provides “service, maintenance, installation, repair, testing and commissioning of Heating, Ventilation, Air Conditioning (HVAC) and Refrigeration systems” and supports mechanical, electrical and public health services.

Aster Maintenance Limited has a team of Field Engineers based in optimum locations around the South of England to provide a timely response to the existing customer base, which is currently predominantly spread across London, Surrey and Berkshire.

Health & Safety is crucial for the nature of work undertaken and Aster Maintenance Limited is a member of GasSafe Register (The Council for Registered Gas Installers) and REFCOM.

Our reliability, reputation and proven track record clearly demonstrate our commitment to quality, and this supports our Quality Policy Statement.

### 1.1 Management System Scope

Service, maintenance, installation, repair, testing and commissioning of Heating, Ventilation, Air Conditioning (HVAC) and Refrigeration equipment.

### 1.2 Applicable Requirements

All requirements within ISO 9001 apply with the exception of design and development as the company does not perform these tasks (refer also to the Scope above).

## 2 QUALITY POLICY STATEMENT

*“Our Vision is  
to nurture the business, so our customers become our best advocates who in turn  
provide the driving force that inspires us to thrive and energise the business into the future”*

- To provide a professional and responsive service to customer enquiries and instructions and to provide technically competent, total solutions to satisfy customer needs in all respects;
- To continuously measure and monitor company performance objectives and customer satisfaction, and proactively seek to improve the products and services we provide;
- To maintain and continually improve the effectiveness of our Quality Management System and formally record improvements through our Management Review Meetings;
- We shall provide the people and resources to satisfy all customer requirements in every way, including any relevant regulatory and legal requirements;
- We shall play a proactive part in the supply chain, encouraging and undertaking communication, relationships and initiatives with our suppliers and customers;

To endorse our intentions, we have implemented a Quality Management System that is certified to ISO 9001:2015.

**Mark Shadrake**  
Managing Director

**Jovi Hoonjan**  
Associate Director

*February 2020*

### 2.1 Objectives

Objectives or Key Performance Indicators (KPIs) are detailed on Form 039 and are held separately in the Company Objectives file on the server.

All related performance information is formally reviewed each year during the ‘Management Review’.

At the time of issue, the objectives are as below, but always check with the MD for the latest information:

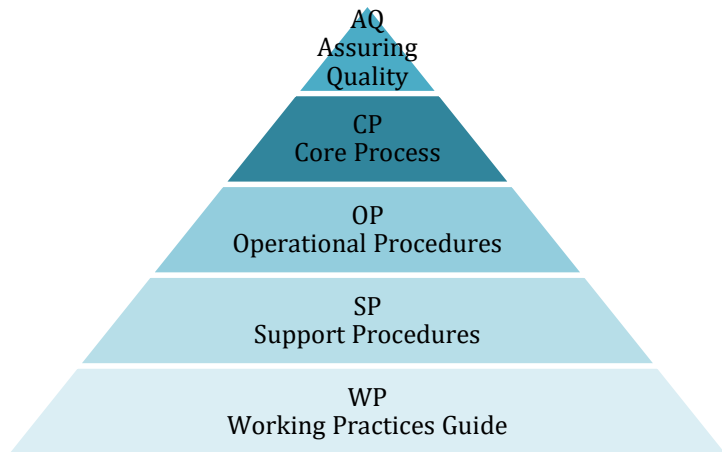
- PPM Turnover
- Enquiry to Quote conversion time
- Monitor of Response Times
- Monitor Rate of Incomplete Call backs.

### 3 QUALITY MANAGEMENT SYSTEM

#### 3.1 Structure & Supporting Information

This Quality Manual is the top-level document that defines the Aster Quality Management System. The Index to this system (AQ00) should be used to identify related information in the form of:

- AQ – Assuring Quality
- CP – Core Processes
- OP – Operating Procedures
- SP – Supporting Procedures
- WP – Working Practices.



These are coded so that they list alphabetically to match the intended document hierarchy with 'AQ' representing the highest level.

##### 3.1.1 AQ – Assuring Quality

These are the top level 'Assuring Quality' documents that include this Quality Manual (together with Policy and Objectives), System Index, and Organisational Chart.

##### 3.1.2 CP – Core Processes

These are high-level diagrammatic process descriptions to help put the bigger picture in perspective both from Business and Engineering points of view.

##### 3.1.3 OP – Operating Procedures

These procedures define how 'operational' topics need to be performed at Aster to address the Core Business Process.

Additionally, as 'operational procedures' these include all those that the engineering (or operational) team need to be aware of and need to have access to.

##### 3.1.4 SP – Supporting Procedures

This lowest level of procedure, 'support' the aims of the QMS and the Operational Procedures in more detail when required.

##### 3.1.5 WP – Working Practices

A guide; largely to using the computer systems etc., that support conformance with the Operating Procedures.

## **4 MANAGEMENT RESPONSIBILITY**

### **4.1 MD**

The MD will as business owner provide direction and leadership in establishing policy and driving implementation and improvement of the QMS.

### **4.2 Associate Director**

The Associate Director, as the Quality Management Representative is responsible for the co-ordination, implementation, awareness, reporting and continuous improvement of the QMS, and indeed the products and services provided by the Company.

The responsibility for quality rests with all employees, but the control and authority is the direct responsibility of the Associate Director, who uses this manual for guidance.

Management Reviews of the QMS are planned, completed and recorded by the Associate Director or appointed person.

### **4.3 Line Management Responsibilities**

Line management appraises the competence of all staff, so as to apply the appropriate development and training needed.

Development and training, according to education, skills and experience is determined, documented and applied.

Development and training is evaluated for its effectiveness, through appraisals, to determine the performance of the provider and the usefulness to the trainee.

### **4.4 All Employees**

- Provide a professional and friendly service at all times
- Understand, apply and help in improving the Quality Management System
- Record all necessary information clearly and provide this on-time.

## 5 QUALITY IMPROVEMENT

### 5.1 Customer Satisfaction

Any ad-hoc customer praise is to be saved directly into the Customer Satisfaction folder within the year it is received (G>Quality>Customer Satisfaction and Complaints>Customer Satisfaction). As required feedback is requested from clients and recorded on Form 053 Customer Satisfaction Survey.

#### 5.1.1 Summary of which forms to use:

- Risks and Opportunities Register  
record all feedback received that has a potential risk to the business (If a customer complaint, ensure also logged in OP18)
- Form 033 – Risks and Opportunities Report  
only use this form if you have a very detailed risk or opportunity requiring review (also must be added to the Risks and Opportunities Register in summary).
- OP18 – Customer Complaints Register  
record all customer complaints (if risk to business, also record in Risks and Opportunities Register)
- Form 054 – Customer Feedback  
only use this form if you have a very detailed complaint or praise that needs to be recorded, otherwise just add to OP18 Customer Complaints Register (if risk to business, also record in Risks and Opportunities Register)
- Form 053 – Customer Satisfaction Survey  
survey taken to contact customers to receive their satisfaction feedback, record any complaints to OP18 Complaints Register and anything that is a potential risk to the business in Risks and Opportunities

### 5.2 Management Review

Management Review agendas follow a standard template (a sample copy is available as a separate template within the Management Review server directory), which is constantly being enhanced to suit the developing company by the Quality Management Representative (or Managing Director) or other person appointed by him.

All Management Review attendees will be required to prepare statistical information and/or record information and/or performance details (e.g., Key Performance Indicators) relevant to their areas of concern, typically in relation to stated Objectives.

The Quality Management Representative (or Managing Director) or other person appointed by him will chair the meeting and record the minutes.

## 6 COMMUNICATION

Through this process the company will communicate relevant quality management system information including:

### 6.1 Quality Management (ISO 9001: 2015 5.1.1f)

Communicating the importance of effective quality management and of conforming to the quality management system requirements

When	After a Management Review or Internal Audit i.e., if changes are identified
With whom	All staff
How	Verbally or via updates to the QMS Policies and Procedures
Who	Associate Director and All Managers

### 6.2 Quality Policy (ISO 9001: 2015 5.2.2b)

Communicating the policy so that it is understood and applied within the organization

When	At Induction or after any significant change
With whom	All staff
How	Verbally or via updates to the QMS Policies and Procedures
Who	Associate Director or Operations & Contracts Manager

### 6.3 Responsibilities and Authorities (ISO 9001: 2015 5.3)

Communicate responsibilities and authorities to ensure that they are understood

When	After identifying any changes
With whom	All staff affected
How	Verbally or via updates to the Quality Manual, Responsibilities section
Who	Associate Director or Operations & Contracts Manager

### 6.4 Quality Objectives (ISO 9001: 2015 6.2.1f)

Communicate the objectives

When	At Induction or after any significant change
With whom	All staff
How	Verbally or via updates to the QMS Policies and Procedures
Who	Associate Director or Operations & Contracts Manager

### 6.5 Customer Communication (ISO 9001: 2015 8.2.1)

Communication with customers shall include:

- a) providing information relating to products and services;
- b) handling enquiries, contracts or orders, including changes;



- c) obtaining customer feedback relating to products and services, including complaints;
- d) handling or controlling customer property;
- e) establishing specific requirements for contingency actions, when relevant.

When	In response to enquiries or during customer satisfaction or marketing assessments
With whom	Customers
How	Verbally or via email
Who	Office & Engineering Staff

**6.6 Service & Product Suppliers (ISO 9001: 2015 8.4.3)**

The organization shall communicate to external providers its requirements for:

- a) the processes, products and services to be provided;
- b) the approval of products and services with any methods, processes and equipment used in their production, release and delivery;
- c) competence, including any required qualification of persons;
- d) the external providers’ interactions with the organization;
- e) control and monitoring of the external providers’ performance to be applied by the organization;
- f) verification or validation activities that the organization, or its customer, intends to perform at the external providers’ premises.

When	At the point of placing a purchase order
With whom	The Supplier or Subcontractor
How	Purchase Order
Who	Office Manager and Office Staff

7 AMENDMENT RECORD

Revision	Brief Change Details	Date
0.1	First release	01/12/04
0.2	Addition of exclusions to the Standard – section 5 and 8.2.2 Addition to reference of quality personnel – section 7 Amendments to document lists – Appendix B	23/03/05
0.3	Removal of reference to Jamie Monk on pages 2, 7 and 8	21/11/05
0.4	Removal of reference to Des DaCosta and Ron Gregory on pages 2, 7 and 8. Addition of reference to Marina Timms on pages 2,7	21/11/06
0.5	Addition of Ray Smith 2, 7. Removal of John Francis on pages 2, 7	30/03/07
0.6	Addition of Daniel Manners 2, 7 Addition of Kenny Giddings 2, 7.	01/07/07
0.7	Addition of Tom Hyde 2, 7	17.09.07
0.8	Removal of Danny Manners, Tom Hyde and Kenny Giddings Addition of Owen Penniecooke Roger Hatt to Contracts Manager	27.02.08
0.9	Includes: auto-build contents list with footer page numbers based on LRQA Finding June 2008 plus a note that the revised organisation chart is subject to change and an update to the process and forms lists in Appendix B	25 July 08
1.0	Changes to: address and telephone numbers, organisation chart, scope & quality policy from Management Review (30 Jan 09) and references to ISO 9001: 2008.	12 Mar 09
1.1	Removal of Marina Timms, Dave Timpson and Douglas Nelson Addition of Margaret Bradley, Steve Pullen and Matthew McKenna. Change of CORGI to GasSafe Register	2 Nov 09
1.2	Removal of names for Operations and Contracts Manager Addition of the Scope of Registration Organisation Chart (administrator added & engineers updated) Reference to Quality Objectives added Reference to Quality Procedures simplified New Business Process Overview added to replace previous	11 Feb 11
1.3	Updates to Engineer names and reference to new Core Processes CP01 & CP02 and OP13	13 Sep 11
1.4	Updates to Company structure to reflect staff changes. Update to Key Personnel – removal of Margaret Bradly, add Lynne Timm as Account Manager. Remove position of ‘Operations Manager’ as no longer required. Remove Yvonne Cunningham, add Gail Gray. Add Stuart Macintosh, Add Tom Watters.	23 Jan 12
1.5	Updates to Company structure to reflect staff changes. Removal of Gail Gray, Tom Watters and Stuart Macintosh. Add Sian Fletcher, Mark Benstead and Garry Thomas. Updated company logo. Add Field Training Services as H&S Consultancy.	22 Mar 2014

1.6	Updates to Company structure and Key Personnel list to reflect staff and organisational changes. Removal of John Shadrake, Michael Shadrake and Sian Fletcher. Addition of Grahame Arnold as Business Support Manager, Samantha Betts as administrator/helpdesk; Rob De Freitas, Luis Cristina and Gary Mellon as field operatives, Ben Davies as trainee/improver. Alterations to document layout as necessary e.g. page numbers and indexing. Removal of Field Training Services as Health & Safety consultants and replacement with HCS Safety. Addition of AVITAR to Company structure graphic.	29 May 2015
1.7	Staff changes: removal of Gary Mellon and Luis Cristina as field operatives. Addition of procedures OP15 and OP16 to the index at end of this document & minor formatting enhancements.	7 Sep 2015
1.8	Staff changes: addition of Philip Atkinson and Craig Searle as field operatives	7 Jan 2016
1.9	Staff changes: addition of Nick Doyle-Vandervlist, removal of Craig Searle. Structure change: Fire Alarm Supervisor added	29 Jan 2016
2.0	Staff changes: removal of Phil Atkinson and addition of Trevor Tate-Burd as field operatives.	07 Mar 2016
2.1	Removal of the Company Structure to a stand-alone QM02 and removal of the Key staff as they are referenced in QM02. Adopted new template styles for headings etc.	10 Jan 2017
2.2	Inclusion of Intruder Alarm and Fire Alarm Process document incorporating roles and responsibilities. Inclusion of Customer Complaints Register.	09 Jun 2017
2.3	Quality Policy Statement updated. Objectives updated.	13 Dec 2018
2.4	Vision added to the policy statement. Associate Director is the Quality Management Representative. Addition of Associate Director to Policy, changed from Business Manager. Amendment to Company Structure and Reporting To Structure organograms.	05 Apr 2019
4.0	All QMS documents updated to include the new logo and opportunity taken to up-issue all to Revision 4.0 for uniformity. The key to these revisions is simplification. This includes re-sequencing the documentation and re-coding AQ, CP, OP, SP & WP – refer to the Quality Manual. QM03 has been removed, only need one organogram, Company Reporting Structure (QM02). Name changed to QA02 'Company Structure' to 'Company Reporting Structure'. OP00 the System Index renumbered AQ00 as it is not an Operating Procedure. OP19 renamed Working Practices (WP01) as it is a guide supporting the OP series of procedures and has been simplified to remove duplication from the OP series where possible. OP06 has been extended to include OP16 merging all Equipment Maintenance and Calibration aspects. Customer Satisfaction (OP09) and Management Review (OP11) procedures have been incorporated in the Quality Manual and removed from the QMS.	20 Feb 2020