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Quality Manual

ISO 9001: 2015

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4. Context of the Organisation

4.1 Our Organisation

Stairlift Solutions (UK) Ltd was established in 2007 and provides services, maintenance and installation of stairlifts, platform lifts and hoists.

We cover all areas within the M25 and surrounding counties, working alongside various councils and housing associations such as Central & Cecil Housing Trust, PA Housing, Croydon Council, Kingston Council, West Kent Housing, Islington & Shoreditch Housing Association, Gravesham Council. We also are subcontractors for a selection of lift companies such as Apex Lifts, Emerald Elevators, Kone, Guildline, Crest Lifts, Otis Elevators, Liftec

Our main head office and warehouse is located in Meopham, Sevenoaks, Kent and currently has a team of 13 staff - 7 based in the office and 6 based out on the field.

Supporting Document - P010 - The Company & its Context Register

4.2 Interested Parties

When planning our quality manual and processes we take into consideration the needs and expectations of the internal and external interested parties.

Interested Parties	Type	Needs/Expectations
Clients	External	Communication Reliability Timely service Respect for their requirements Value for money Superior quality of service Customer service Adhering to legislations & best practice Equal Opportunities
Tenants/Residents	External	Superior customer service Communication Health & Safety while on site Customer satisfaction Safeguarding
Local Community	External	Safe operations Respect for environment Giving back to the community
Owners/Shareholders	Internal	Profitability Growth Well performing, happy staff Investing in people
Staff	Internal	Strong leadership Effective management Career progression Job security Training/Appraisals/Salary Reviews Safe Working Environment Adhering to Laws & Legislation

Interested Parties	Type	Needs/Expectations
Suppliers	External	Continuous business Timely payments Good working relationship Clear and concise communication

To ensure our service and processes continue to meet all the relevant requirements, we identify and assess the potential impact of the needs and expectations which may affect the interested parties. Where appropriate we ensure all our processes are aligned to deliver the requirements and expectations of the interested parties.

The expectations of all interested parties are monitored and reviewed at least once a year as part of the management review process.

4.3 Scope

The scope of our quality management system is the servicing, maintenance and installations of disability equipment such as stairlifts, through floor lifts and hoists.

This manual describes our quality management system, outlining the processes in place to ensure we deliver the service our customers and interested parties expect. This manual is to be followed by all staff, working within the office and out on the field.

Stairlift Solutions (UK) Ltd work alongside various councils, housing associations and lift companies carrying out services, maintenance and installations within residential homes owned by either the tenants or local authorities across the South East.

4.4 Quality Policy

The Company has implemented a Quality Management Policy which uses ISO 9001:2015 as a framework.

Supporting Document - PL006 - Quality Management Policy

5. Leadership

5.1 Leadership & Commitment

Senior Management are responsible for ensuring that the QMS is effective for the Company and for ensuring that policies and their objectives are consistent and achieved.

5.2 Communicating Policy

All employees at all levels are fully aware of their roles & responsibilities within the QMS. The Quality Manual is also communicated to all staff and they are encouraged to provide any feedback to areas of improvements etc..

The manual is also available for interested parties via our website.

5.3 Roles, Responsibilities & Authorities

Company Directors

Responsible for:

- Agreeing and approving the QMS.
- Ensuring all staff have relevant resources to carry out the QMS.
- Ensuring all legal obligations are met.
- Ensuring management reviews are carried out and establishing any actions which need to be implemented.
- Identifying and planning new and existing activities in line with the QMS and objectives.
- Maintaining the QMS
- Evaluating the effects of new procedures or changes and minimising the impact of these.
- Maintaining the office premises and the planning for all emergency situations which could cause health & safety/quality issues.
- Controlling any activities should there be any shortages in the system.

Has Authority to:

- Amend the QMS.
- Authorise orders of any new equipment as required.
- Liaise with the Insurance Company, Accountant, Croner etc. and make any changes deemed necessary.
- Implement new procedures.
- Agree necessity for any building repairs, eg. Plumber, as and when required.
- Oversee new staff recruitment and transition from the probationary period/successful completion of this.
- Manage bank accounts and invoice payments.
- Carry out Appraisals and issue any salary increases.

Office Manager/Service Manager

Responsible for:

- Ensuring the customers/clients needs are met
- Identifying any training needs and putting plans in place for these to be completed.
- Keeping a record of all completed training.
- The day to day management of the company and its facilities.
- Ensuring that the QMS system is implemented by all staff.
- Ensuring that the QMS is suitable and effective.
- Identifying and reporting any needs for improvement.
- Auditing and training of all staff on the QMS.
- Auditing the QMS and reporting any results and the needs for improvement to the Company Directors.
- Promoting the awareness of customer requirements.
- Communicating all matters in relation to the QMS.
- Planning work and ensuring that the services are provided.
- Ensuring suitable equipment and facilities are provided to all staff
- All job allocation and record keeping.
- Identifying any legal requirements associated with the trade and ensure they are complied with.
- Identifying, assessing and approving sub contractors.
- Providing administrative support including training, record keeping and filing.

Has Authority to:

- Oversee the diary and making changes to scheduled work as and when necessary.

- Organise new staff recruitment/interviews.
- Book Training Days as required.
- Carry out Toolbox Talks.
- Authorise Holidays as requested.
- Deal with customer complaints (Stage 1).
- Oversee staff timekeeping.
- Book vehicle servicing/repairs as required.
- Organise DBS form completion/application.

Office Supervisors/Service Administrators

Responsible for:

- Ensuring an efficient service is provided to the clients.
- Planning all works in relation to their contracts - from booking work to invoicing.
- Reporting any unsafe situations to the Office Manager.
- Ensuring that all work completed is reported back to the client
- Ensuring the all office equipment is used correctly
- Giving priority to any out of service lifts

Has Authority to:

- Schedule the diary to best suit the needs of the day.
- Telephone tenants and agree attendance date/time.
- Chase overdue invoice payments.
- Part ordering as required.

Engineers

Responsible for:

- Ensuring all work is carried out in a timely, safe manner
- Ensuring all job reports are completed on Autovu and that the Service Administrator has all information needed to send a comprehensive report to the client.

Has Authority to:

- Report any issues/repairs required to their vehicles.

All Staff

Responsible for:

- Ensuring that they understand and implement the QMS in their areas/roles.

Has Authority to:

- Bring forward any idea/suggestion towards making improvements to our service.
- Highlight any Health & Safety Hazards.

Supporting Document - 0003 - Stairlift Solutions Organisation Chart

6. Planning

6.1 Risks and Opportunities

When planning our Quality Management System we have implemented a 'Risks and Opportunities Register' to ensure that the companies capabilities and resources are used in an effective and efficient manner to take advantage of opportunities and to mitigate risks.

Senior Management are responsible for establishing and identifying the key risks and opportunities to the company. These are reviewed annually and documented in the company risks and opportunities register.

Supporting Document - P009 - Risk & Opportunities Register

6.2 Quality Objectives

Objectives are regularly set during management review meetings. When setting objectives and targets, we ensure they take into account the needs and expectation of our interested parties and the policies in place. We also ensure they are SMART - **S**pecific, **M**easurable, **A**chievable, **R**ealistic and **T**ime Bound.

In order to ensure that the objectives and targets set are being met, they are reviewed regularly.

6.3 Planning for Change

The QMS is planned and implemented in order to meet our objectives and the requirements of ISO 9001:2015.

If changes are to be made to the business, the impact of these changes are considered prior to being made to ensure there is no negative effect to this QMS.

Whenever changes are made or planned, Senior Management ensure that all staff are made aware of any potential changes which may affect any processes in which they are involved.

7. Support

7.1 Resources

General

Our Quality Management system is clearly documented as follows:

- Quality Manual - This document contains all the policies with regards to operations we have in place to ensure we are providing customer satisfaction. It also identifies the responsibilities of all staff and the procedures by which the policies are implemented.
- Procedures - These documents outline the process in which certain procedures are carried out
- Job Reports - These document the work carried out on specific jobs.

People

To ensure competence of staff, job descriptions are available for all staff. These identify any qualifications, experience and responsibilities required for each position. Qualifications include the desired requirements for education, skills and experience. Qualifications are reviewed upon employment and where these are still to be obtained, the company provides full support for staff members willing to gain these.

A record of all staff qualifications and experience are kept by the Office Manager

The company are dedicated to providing a superior service to all our interested parties. To ensure we provide this, Senior Management regularly review the staff levels to ensure we are able to maintain the customer service required.

Infrastructure

The company are responsible for planning, providing and maintaining the resources needed to deliver the service to the interested parties. This includes

- an adequate building with a sufficient workspace and utilities
- equipment such as computers, phones, software systems
- vehicles and mobile phones for engineers
- having an adequate stock base on all vehicles and in the warehouse.
- provision of all adequate PPE and uniform.

Environment

Senior Management are responsible for ensuring that the environment that all staff work in is safe, comfortable and suitable for the work to be carried out. This includes that the offices comply with relevant health and safety regulations.

They are also committed to providing full training, instruction and supervision for all employees

Monitoring and Measuring

The company are dedicated to monitoring and measuring activities which are undertaken. We do this by carrying out Customer Quality Control Checks on various work projects carried out. These are conducted either in person or over the phone. All results are reviewed and any issues found will be addressed.

7.2 Competence

All staff are provided with training in relevance to their day to day roles. A training programme is in place to ensure all training is refreshed when required. Training includes specific product/systems training, health & safety awareness and toolbox talks. Regular spot checks are also completed on all work carried out.

A record is kept of all relevant training, education, qualifications and experience and is available should it need to be reviewed.

Where further or additional training is required this is organised either in house or with the relevant supplier/manufacture.

Supporting Document - P011 Staff Training Record

7.3 Awareness

On commencement of employment all staff are provided a contract, outlining their individual job description and employee handbook which includes this quality manual and its objectives. Each employee must read these and confirm by signing a declaration that they agree to all terms & conditions of employment.

All employees receive training on the relevance and importance of their role and how they contribute to the end goals and objectives.

7.4 Communication

Senior Management are responsible for ensuring all information with regards to the QMS is communicated to all staff members. Regular formal and informal meetings are put in place to communicate any new policies and objectives, any amendments to the objectives or policies already in place, new clients, new technology/products or issues with suppliers. This also gives staff members an opportunity to discuss and put forward any improvements they feel maybe beneficial to the QMS.

We also communicate externally with our clients. This is carried out via email, telephone and regular meetings between ourselves and the clients. During these meetings we discuss the current service being provided and any issues/concerns which they may have.

7.5 Documented Information

The company ensures that all information is documented and follows the ISO 9001:2015 standard.

The quality manual, procedures and forms which are to be followed are documented and available for all staff. These documents are all kept on a secure database and are recorded within the Document Control Index to ensure staff are all using the most up to date version of relevant forms and procedures.

Any record forms which are used are in a clear, generic format. These are reviewed regularly and any changes are communicated to all staff members who use them.

All documents are legible, dated, identifiable and maintained as current. All records can be located when required.

All job sheets are stored within our software system, Autovu, which is a password protected, encrypted database. If the system were to fail the owners would be notified of this and immediate action would be taken to restore the system. There are also nightly back ups in place should catastrophic data loss occur however this is unlikely.

All hardcopy documents are kept for a period no longer than 13 months. After this time they are scanned onto a memory stick. The hardcopies are then shredded. The documents are then kept on the memory stick for a further 6 years after which time they are deleted.

Supporting Document - 0001 Document Control Index

8. Operation

8.1 Operational control & planning

We have established and implemented documented plans and procedures that outline the processes to ensure we are providing an adequate service to our customers.

All Jobs received are recorded within the Service Administrators Job Record (F001). This enables the staff to track a job's progress and status.

Any enquires made to suppliers are recorded within the Service Administrators Quote/ Enquiry Record (F002) and given a unique reference.

This is the same process when ordering parts from manufactures. Every order is recorded within the Service Administrators Parts Order Record (F003), and given a unique reference to enable the orders to be tracked. The record enables us to log the order date, price, part number, delivery date and invoice payments etc..

This process ensures that the Service Administrator has a clear, traceable record of the order, from placing the order to payment of invoice.

All services are recorded within the Service Record (F004). These enable the Service Administrator to ensure all services are carried out within the required time frame and within compliance to meet the clients requirements.

All processes can be found in the supporting documents.

Supporting Documents

P001 Call Out Procedure

P002 Repairs Procedure

P003 Servicing Procedure

P004 Private Jobs Procedure

P005 Invoicing Procedure

P006 Quotation Procedure

P007 Purchasing Procedure

P008 Supplier Invoicing Procedure

8.2 Requirements

By putting the above procedures in place the company is able to provide the service which our clients and tenants/residents expect to receive. It means we can provide a clear, concise and consistent service.

For example by having a service record for a contract enables the Service Administrator to ensure all services are carried out within the required time frame and within compliance to meet the clients requirements.

The company ensures that each contract has a dedicated Service Administrator so the client has one key contact for all communication. This means that all aspects of a job are dealt with by the same person and no information can be lost.

There are also regular reviews/meetings with our clients to ensure that they feel the company is delivering the service which they expect. It also gives the company the

opportunity to discuss any on going issues with any projects. Any major issues discussed would be investigated and resolved by management.

8.3 Design and Development

Stairlift Solutions do not carry out any form of design of products or development and it is not defined within our scope. If this was to change, this would be added to the QMS.

8.4 Control of Supplier and External Processes

Being able to purchase new lifts and parts for the lifts our engineers work with is essential for the company to be able to provide our clients with the products and services they expect.

The company works closely with a network of external suppliers and manufacture's, all of which are able to supply genuine parts for the units they supply.

Over the years the company have built up a strong working relationship with many suppliers, meaning we are able to obtain parts at competitive prices.

The relationships built also means the engineers have call centre support should they incur any technical issues while on site.

In the event that a supplier was unable to provide products due to administration/ liquidation, the company would ensure that this is communicated immediately to the client and try to source the parts from an alternative supplier. We also hold a small amount of parts within our warehouse.

As a long term solution we would advise our clients on the best solution to solve any issues. This could be replacing the unit or carrying out temporary repairs so the unit is still operational.

When parts are purchased, they are given a unique purchase order number and are recorded within the Parts Order Record for the relevant service administrator.

The Parts Order Record enables us to log the order date, price, part number, delivery date and invoice payments etc..

By using this we have a clear, traceable record of the order, from placing the order through to payment of invoice.

8.5 Production and Service Provision

To ensure the company is providing the service which our clients and tenants/residents expect we carry out regular Quality Control Checks. These are carried out either over the phone or in person by our Service Manager. A set selection of questions are asked and the results are recorded and saved within Autovu for future reference. When on site, visual inspections are also carried out. If any issues are found these are rectified and discussed with the relevant member of staff. If further training is required this would be provided.

All data linked to the service we provide and the products we install are stored within the Autovu system and can be obtained by all members of staff. This means there is a full history of every property, including who last attended, any recommended works etc..

8.7 Non Conforming Outputs

Non conformities within the QMS can be identified in a number of ways such as complaints, audits, reviews or errors within the set processes.

Any non conformities found are immediately investigated and improvement actions are implemented to establish the cause of the non-conformities and ensure these are corrected as necessary.

Senior Management are responsible for the area where the non conformities have occurred shall take relevant action to eliminate any issues and to prevent these from reoccurring.

9. Performance Evaluation

9.1 Monitoring, Measuring, Analysis and Evaluation

The company sees the need to monitor and review the work which is carried out by both our engineers and service administrators. Quality control checks are carried out on various jobs. The results of these are recorded and saved within Autovu for future reference.

Within the office spot checks are carried out regularly on the Service Administrators work to ensure the procedures and forms in place are being used correctly. Any non-conformities found are discussed with the member of staff and further checks are carried out.

The company has a complaints procedure and policy in place which is available to all customers and clients . This is accessible on our website.

Any customer complaints are logged within our Customer Complaints Register (R009) along with any corrective actions.

Supporting Document - R009 Customer Complaints Register

9.2 Internal Audit

Audits of the QMS shall be scheduled and carried out at regular intervals in accordance with the procedures in order to ensure the QMS conforms to the procedures set out.

All results from the audits should be used to identify any improvements required.

9.3 Management Review

It is the company's policy for the QMS to be reviewed by Senior Management at regular intervals to ensure its suitability, adequacy and effectiveness.

During review meetings all complaints, customer feedback, customer surveys, current performance, audit results, non-conformities/corrective actions and preventive actions are addressed. All improvement projects from previous meetings are also reviewed.

During the reviews we consider any changes to customer requirements, technology, legislation and policies which may need to be addressed.

The company also consider the relevant external and internal parties needs and expectations.

The company review the current risks and opportunities for the company and adjust where needed.

10. Improvement

10.1 General

The company reviews and determines the areas of the business where there are additional opportunities and areas of improvement. They also act to ensure the customers needs and requirements are met to improve customer satisfaction.

10.2 Non Conformity & Corrective Action

Evidence of non-conformance, customer dissatisfaction or a weakness within the process is used to drive improvement within the QMS. Some problems require immediate attention where as others are reviewed during the regular management reviews.

Evidence of non-conformity can be identified by internal/external audits and complaints from customers/other interested parties.

When a non-conformity arises management are notified immediately and an investigation is carried out to establish the root cause. This enables management to eliminate any issues which could result in the non conformity occurring again.

Any non-conformities are logged within our Customer Complaints Register (R010) along with any corrective actions.

Supporting Document - R010 Non-Conformities Register

10.3 Continual Improvement

The company is continually looking at ways to improve the effectiveness of the Quality Management System.

The appropriate data is collated and analysed to determine where improvements can be made. This includes data generated by the following:

- Customer Satisfaction Surveys,
- Conformance to clients requirements,
- Review of the current processes and the effectiveness of these,
- Conformance to suppliers requirements.