Quality Manual

of

Security Man

Security Operations

BS EN ISO 9001: 2008
Issue 1.2: 21/10/2016

Manual No.	1
Issued to	Managing Director
Authorised By	*Edward Opala*
Date Issued	21/10/2016
Controlled / Uncontrolled when printed	

Note

The company is a service provider. As appropriate, where "Product" appears in the standard, "Service" has been substituted

7   **SERVICE REALISATION**

8   **MEASUREMENT, ANALYSIS AND IMPROVEMENT**

9   **CONTROLLED DOCUMENTS**

Note:
- The Quality Manual Issue List is held in the Quality System Control files
- Changes to this Quality Manual are recorded on the Document Change system in the Quality System Control files

1. INTRODUCTION TO THE COMPANY.

The company provides Security services, in the London area. These services are based on 5 years experience in the industry

The company operates from administration offices in West London where marketing, sales, recruitment, and security screening are controlled, and the quality systems are administered. All personnel are security screened and licensed to SIA regulation before employment.

The offices are located at Suite 134 Empire House
1 Empire Way
Wembley
London
HA9 0EW

All personnel are trained in their duties; staff training regimes conform to the current (and future) requirements of controlling enforcement authorities.

QUALITY SYSTEM

The documents that define the company's policies on addressing the requirements of the International Standard BS EN ISO 9001: 2008 are

- This **Quality Manual**, in which the sections of the standard are addressed
- **Control Procedures** that describe other necessary controls for the documented quality system
- A **Security Manual** (for all sites) that includes duties, procedures and assignment instructions
- **Assignment Instructions** giving the specific operations for all sites

QUALITY SYSTEMS INTERRELATIONSHIP

Standards, Regulations & Codes of Practice

QUALITY MANUAL
Principles, Policies, Objectives
Organisation / Duties &
Responsibilities

ADMINISTRATION
Offices services, wages, finance
QM61 Training;
QM71 Purchasing;
QM72 Security Screening;
QM73 Uniforms / I/D cards
QM74 Contract Review / Sales
QM75 Product realisation

PROCEDURES
QM41 Document & Data,
QM42 Records
QM51 Management Review;
QM75 Product Realisation
QM81 Audits; QM82 Corrective
& Preventive Action
QM83 Non-conforming Services

SECURITY OFFICERS
(Static or Mobile)
Various sites, shift patterns

SECURITY MANUAL
Assignment Instructions
24 x 7 x 365 Operations

CUSTOMER NEEDS

Quality system controls •———•

Customer communications and feedback ⟹

Internal communications ↘

2.   SCOPE OF APPLICATION.

The quality system, described in this QUALITY MANUAL and associated procedures, applies to all the activities of Security Man Ltd which are

The provision of Door Supervision services.

The following sections of the standard are excluded:

7.3   *Design*

The company offers a standard range of security services, selected in detail to conform to customer requirements, statutory regulations, and applicable codes of practice. Design is not applicable.

7.5.2 **Validation of processes for production and service provision**

All processes can be validated after production

7.6 **Control of measuring and monitoring equipment**

The Company has no equipment that requires calibration.

QUALITY POLICY.

The purpose of the Quality Management System is to ensure that the services provided to its customers consistently meet or exceed their expectations. The company operates a system that regularly evaluates its processes and customer needs, and has set quantifiable objectives with plans in place to ensure that they are reviewed year on year for improvement.

It is the policy of Security Man Ltd to maintain, on a continual basis, an effectively managed Quality Assurance programme, which will assure customers that the services supplied conform to the laid down procedures or disciplines of the company, and which will ensure that the customers needs and expectations are fully met.

The management of the company is firmly committed to the systems, procedures and controls included in this manual, and the total participation of all personnel is mandatory.

The Managing Director is entrusted with the authority and responsibility for the control of the Quality Management System and to ensure that all legal and regulatory requirements are met such as Health & Safety at work and regulation to the Private Security Industry Act.

The Company Management representative cannot be over-ruled on matters of Quality, and in case of differences of opinion on Quality matters, have the responsibility to refer such items to the Managing Director or his representative for resolution.

This policy of Quality Assurance is in place to ensure that the overall organisational objectives of the company are met. The objectives of this company are to ensure that the best possible security services are supplied to the company's valued clients, and that the company is able to meet customer needs and requirements as effectively and efficiently as possible.

One organisational objective is to ensure that all requirements of the documented management system that meets the requirements of ISO 9001: 2008 are performed in a managed methodical way. It is also ensured that the system is fully understood and implemented correctly throughout the company.

It is the intention of the Managing Director that this policy along with all other policies will be reviewed on an annual basis at the management review meeting.

Signed   Edward Opalka   *Edward Opalka*

Date   1/3/2014
Version 1

4. QUALITY MANAGEMENT SYSTEM

4.1 General Requirements.

The company has implemented a quality management system that recognises the need for controlled processes in order to achieve the goals stated within the quality policy statement. This includes the interaction between processes and people, the effectiveness of those processes, and the need to adequately control through monitoring, measurement (where applicable) and the analysis of the relevance of the processes to the business.

4.2 GENERAL DOCUMENT REQUIREMENTS.

4.2.1 General.

The company has established a quality policy statement (section 3 of this manual) and quality objectives.

4.2.2 The quality management system is documented and presented in the form of this Quality Manual, Assignment Instructions, Security Manual, and associated Control Procedures

The Quality Manual details the management responsibility and quality system requirements, and outlines the procedures required for controlling the quality of the services of Security Man Ltd.

4.2.3 Control of Documents

Control Procedure **(QM41)** contains detailed information defining how the documentation (and data) of the Quality System is controlled in terms of content and distribution.

Security Manuals detail the specific systems used at client sites. The management representative issues the Quality Manual, Security Manuals, Assignment Instructions and Control Procedures; distribution and amendments are controlled.

All employees are introduced, in detail, to the requirements of this Quality System and all employees are required to be aware of the Quality Objectives of the company, and the relevant procedures. In addition they should be made aware of all supporting documentation and records that are required to enable them to undertake their tasks.

4.2.4 Quality records

Controlled records are maintained that demonstrate the effective operation of the management system, and develop improvements. A Documented procedure is established **(QM42).**

5. MANAGEMENT RESPONSIBILITY.

5.1 MANAGEMENT COMMITMENT.

The Managing Director defines the Quality Policy and the associated goals and objectives of the organisation. This includes the organisational structure and resources to achieve the objectives, and will consider all the statutory and regulatory requirements that are required to meet customer's needs.

The Managing Director or his representative will conduct annual (or more frequent) management reviews of the quality management system against the stated goals contained within the Quality Policy.

During the management review, resources, both in the form of people and equipment for the accomplishment of the organisations stated commitments would be measured.

5.2 CUSTOMER FOCUS.

Customer needs and requirements are determined through effective contract reviews, and are defined in Assignment Instructions. The purpose of the contract reviews is to fully understand the customers order requirements, thus allowing the company every opportunity to meet and where reasonably practicable exceed the customer's expectations.

5.3 QUALITY POLICY.

The Managing Director is responsible for producing the company Quality Policy. This Policy is relevant to the business, dynamic, and will seek to provide improvement opportunities with measurable goals. The policy is reviewed annually during the management review meeting, where the success of the company in achieving it goals and objectives is assessed. The policy will be made known and available to all employees and interested parties.

5.4 PLANNING.

5.4.1 QUALITY OBJECTIVES.

The company has established quantifiable measures at each relevant stage of its operation in the form of defined and numerate objectives.

Quality Objectives
1. To ensure customer satisfaction is achieved at 85%
2. Staff satisfaction at 90%
3. To have no complaints per calendar month
4. To have 0 Health & Safety incidents per calendar month

5.4.2 QUALITY MANAGEMENT SYSTEM PLANNING.

The Quality Assurance Control Procedures cover the specific methods and processes used to achieve customer requirements. This is also linked to the Assignment Instructions, which are required to enable the company to fulfil the client's detailed needs.

Timely consideration will also be given to plan and manage any changes to the, process, new projects or contracts. Such events will trigger off the need for a Quality Planning Meeting to be held to review and identify any changes, which are required to ensure that all the appropriate Quality activities take place.

5. 5 RESPONSIBILITY, AUTHORITY AND COMMUNICATION,

5.5.1 RESPONSIBILITY AND AUTHORITY.

The Managing Director is responsible for the provision and maintenance of the company's quality management system.

The company organisation is designed that responsibilities and authorities of all personnel, who manage, perform and verify work-affecting quality are clearly defined. The organisation structure and duties & responsibilities are given as **Appendix A** of this Quality Manual

5.5.2 MANAGEMENT REPRESENTATIVE.

The Managing Director is the Deputy management representative (Deputy QMR) who will carry out the duties for the QMS System who can also give temporary authority to make alterations to the system to other persons. The HR manager is the management representative (QMR). The duties include:

- Ensuring the system is internally audited
- Ensuring Management Review meetings are held, reported, and required actions taken
- Liaison with external agencies
- Assessing customer satisfaction
- Recording all discrepancies from all sources (customer complaint, non-conformances found at audit or notified by external agencies, major inspection problems and similar)

5.5.3 INTERNAL COMMUNICATION.

The company has provided resources to ensure that effective communication of its processes within the various levels of the organisation are established & maintained.

5.6   MANAGEMENT REVIEW.

5.6.1   REVIEW INPUT.

A management review will be held at least annually. The Managing Director will chair the meeting, which is to ensure the continuing suitability and effectiveness of the documented Quality System. The agenda for meetings is defined. A Documented procedures is established **(QM51).**

Any changes considered necessary will be initiated at these meetings. Records will be maintained of these meetings.

5.6.2   REVIEW OUTPUT.

The output from the management review shall include any decisions and actions related to:

a) Improvement to the effectiveness of the quality management systems and its processes
b) Improvement of the service related to customers requirements
c) Resource needs

6.   RESOURCE MANAGEMENT.

6.1   PROVISION OF RESOURCES.

During the management review meetings, resources (human and equipment) will be evaluated. The purpose of this evaluation is to ensure that adequate assets are provided that will ensure that the client's requirements are achieved, and improvements to the system can be established.

6.2   HUMAN RESOURCES

6.2.1   GENERAL.

The company shall ensure that all personnel performing work affecting the quality of services given by the company shall be competent on the basis of appropriate education, training, skills, and experience.

6.2.2   COMPETENCE, AWARENESS AND TRAINING.

All personnel whose activities and responsibilities affect quality shall possess either the appropriate experience or undergo the necessary training to perform their job satisfactorily. A documented procedures is established **(QM61***).*

Training records are maintained for all employees and include an induction, personal qualifications, experience, and specialist job training.
All employees training needs are reviewed at the management review meetings or through personal visits and the appropriate training will be arranged as required.

6.3   INFRASTRUCTURE

The company ensures that the infrastructure essential to ensure conformity of the service to customer requirements, and conformance with statutory and regulatory requirements, is in place. The infrastructure is formally assessed at the management review meetings.

6.4   WORK ENVIRONMENT

The work environment (at the company offices and at client sites) is reviewed, to ensure that it allows staff to safely perform the activities necessary to ensure customer satisfaction.

During the management reviews the resources of the company will be examined to ensure that they are adequate for the purpose they were intended for, and to assess if additional resources are required.

7. PRODUCT REALISATION

7.1 PLANNING OF REALISATION PROCESSES.

The company produces and maintains procedures, quality plans, security manuals, assignment instructions and records systems to control the processes and / or services which are required to achieve realisation of the client requirements and statutory regulations and codes of practice.

To achieve this objective is necessary to consider the contract requirements, appropriate processes to be employed, in terms of quality objectives, provision of resources, verification and validation of acceptance criteria, which are supported by the appropriate records.

7.2 CUSTOMER-RELATED PROCESSES.

7.2.1 DETERMINATION OF REQUIREMENTS RELATED TO THE SERVICE.

An essential part of any realisation process is not only to fully understanding the company's roles and responsibilities, but to ensure that the customer requirements are clearly understood and documented. To achieve this, the company has produced procedures that ensure that all of the customer requirements are documented and agreed in the form of Assignment Instructions, legal and regulatory requirements are reviewed, and any known unspecified requirements are considered. A documented procedure is established **(QM74)**

7.2.2 REVIEW OF REQUIREMENTS RELATED TO THE SECURITY SERVICES OF THE COMPANY.

Customer requirements are reviewed on a continuous basis, at regular company / client meetings. Appropriate changes are made to systems and procedures as necessary
Requirements are defined in the company Assignment Instructions and Security manuals, which are:

- Accepted by the client
- Contains the formal details of the day-to-day operation of the security service

A documented procedure is established **(QM75)**

7.2.3 CUSTOMER COMMUNICATION.

Customer communications are formally maintained in client and site management meetings along with customer feedback information.
Company Security staff are trained in the levels of courtesy expected when communicating with client staff or members of the public.

7.3   DESIGN AND DEVELOPMENT.

The company does not design or develop products. This section of the standard is excluded

7.4   PURCHASING.

7.4.1   PURCHASING CONTROL

Suppliers are selected on the basis of a satisfactory history of supply. All purchases will be made from the list of approved suppliers, which is maintained and updated by the Administration team.

If it is not possible to purchase a particular product from the approved suppliers list then supplies officer must be notified to enable him to carry out a supplier assessment or instigate additional quality control on incoming goods. A Documented procedures is established **(QM71).**

7.4.2   PURCHASING INFORMATION.

All purchase orders will contain sufficient information and clear details of product or services being ordered, as defined in the purchasing procedures. They will be reviewed prior to release, and must define the quality management system requirements.

7.4.3   VERIFICATION OF PURCHASED PRODUCTS.

Procedures have been established for the verification of purchased materials or services. The procedure for goods inward inspection will control this activity.

7.5   SERVICE PROVISION.

7.5.1   CONTROL OF SERVICE PROVISION.

Controls on operations have been established in the form of the quality procedures manual, Security manual, quality plans in the form of individual assignment instructions, training needs & resources, and quality, policy and organisational goals. These controls define methods to be used, and records required to ensure that process controls have been properly applied and recorded.

7.5.2   VALIDATION OF PROCESSES FOR PRODUCTION & SERVICE PROVISION

All processes can subsequently be validated therefore this section is excluded.

7.5.3   IDENTIFICATION AND TRACEABILITY.

Records systems ensure that traceability can be achieved for which Security Officer undertook which duties at which client site at any particular time. Security staff carry SIA Licenses, and wear uniforms (unless on special duties). A Documented procedure is established **(QM73).**

7.5.4   CUSTOMER PROPERTY.

Clients provide the staff room and welfare facilities for Security staff working at their site. If the customer's property is lost, damaged or unsuitable for use the company will inform the customer and keep records for future reference. Property also includes intellectual property and personal data.

7.5.5   PRESERVATION OF PRODUCT.

The preservation of service is maintained through a business continuity plan, which the company holds and tests on a regular basis.

7.6   CONTROL OF MEASURING AND MONITORING DEVICES.

The company is a service provider and has no measuring equipment. This section of the standard does not apply.

8 MEASUREMENT, ANALYSIS AND IMPROVEMENT.

8.1 GENERAL.

In order for the company to improve its security services and processes, it must have planned activities that monitor its operations. The following sections describe how the company seeks continuous improvement through those planned activities.

8.2 MEASUREMENT AND MONITORING.

8.2.1 CUSTOMER SATISFACTION.

The company regards customer feedback as vital to its ongoing improvement process and has implemented procedures for the capture of actual and perceived customer satisfaction through opinion surveys, lost business analysis, complaints and compliments. The results are presented to management review for consideration and action as required.

8.2.2 INTERNAL AUDIT.

Internal quality audits are carried out under the control of the Managing Director to check that documented procedures and systems exist, are in use, and are effective so that all quality activities are reviewed at least annually. A Documented procedures is established **(QM81).**
Personnel who audit will be independent of the area being audited.

A yearly programme of audits is planned and issued by the Managing Director; the results are documented and any non-conformity is recorded and reported to the responsible person, for timely corrective action to be planned and taken. Results of the audits will be made available for inclusion within the management review meeting.

8.2.3 MONITORING AND MEASUREMENT OF PROCESSES.

The company will apply suitable methods for monitoring and, where applicable, measurement of the quality system processes. These methods shall demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, corrective actions shall be taken to ensure conformity of the service to customers. Process measures may include:

- Capability – manpower and equipment
- Reaction time – responses to requests for quotation, changes to customer requirements
- The effectiveness and efficiency of the employees – records, monitoring of data
- Utilisation of technologies

8.2.4 MEASUREMENT AND MONITORING OF SERVICE TO CUSTOMERS.

The control procedures shall define the monitoring and measurement requirements for all security services and systems for recording data as a permanent record of actions taken or problems encountered.

Acceptance criteria shall be established, and if the service fails to meet these predetermined criteria, then appropriate actions will be taken.

Any deviations from the standard requirements will be recorded and agreed with the customer.

8.3 CONTROL OF NONCONFORMITY.

Security services, which are found to be non-conforming, will be identified and recorded as defined in company procedures. A Documented procedure is established **(QM83).**

Records of non-conformances will be reported to the management review.

8.4 ANALYSIS OF DATA.

The company has recognised the importance of collecting data from many sources on its performance, and has implemented procedures for the collection of data on its performance, through customer surveys/complaints, feedback, control room records and reports, internal auditing, supplier and operational monitoring. This data is collated and reported to the management review where appropriate follow up actions are considered.

8.5 IMPROVEMENT.

8.5.1 CONTINUAL IMPROVEMENT.

The Management Review meeting is the driver for the company to achieve continual improvement of the quality management system. The results of the data analysis and internal audits provide objective evidence of the company's actual and perceived performance. This will allow for the necessary changes to the processes and procedures to be made in supporting the policy and goals.

8.5.2 CORRECTIVE ACTION. (QM82).

The company has defined and documented procedures for the control and effective implementation of corrective actions. These procedures are applicable to problems identified in the process areas and where customer dissatisfaction is evident.

It is essential that root causes are identified and the causes of non-conformances and complaints recorded. All corrective actions are recorded, evaluated, analysed and reported to the management review.

8.5.3 PREVENTIVE ACTION. (QM82).

Preventive action procedures are in place and are on the agenda of the management review meeting, where the relevant personnel will analyse quality reports, quality records, customer complaints and satisfaction data, audit results and procedures, and observations and comments by external agencies, to identify any need for preventive action.

It is clearly understood within the company that preventive action is a separate control measure to a corrective action, and that preventive action is aimed at removing *potential* problems, whilst corrective action is deigned to eliminate actual problems, or problems that have occurred.

It is Managing Director's responsibility to monitor the actions to completion.

9.1   INDEX OF PROCEDURES

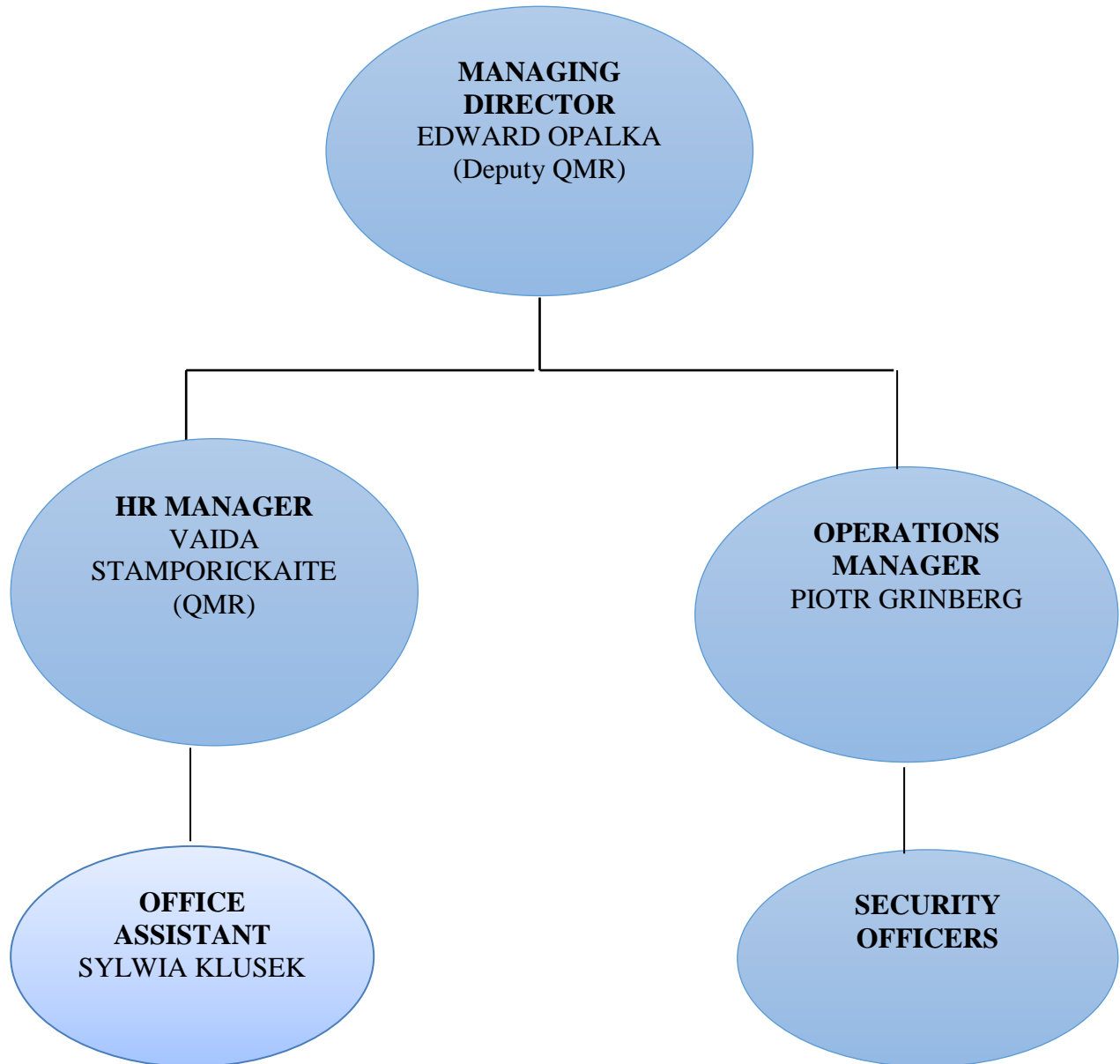| PROCEDURE REFERENCE	TITLE	CROSS-REFERENCE TO SECTION OF STANDARD
QM41	Document & Data Control	4.2.3
QM42	Records Control	4.2.4
QM51	Management Review	5.3; 5.4; 6.1; 6; 7.2; 8; 8.4; 8.5
QM61	Training	6.2.1; 6.2.2
QM71	Purchasing	7.4
QM72	Security Screening	7.5
QM73	Uniforms & I/D Cards	7.5.1; 7.5.2; 7.5.3
QM74	Contract Review / Sales	7.2
QM75	Product realisation/Service Provsn	7.5
QM81	Internal Auditing	8.2.2
QM82	Corrective & Preventive Action	8.5.2; 8.5.3
QM83	Non-conforming Services	8.3

9.2   CONTROLLED STANDARDS & CODES of PRACTICE

BS EN ISO 9001: 2008   Quality Assurance in production, installation and servicing

BS 7858: 2012   Security screening of personnel employed in a security environment

BS 7960:2016   Code of practise for Door Supervision

The Data Protection Code of Practice

For conformance with
The Data Protection Act 1998
The HumanRights Act 1998
Private Security Industry Act 2001

9.3   **In-house Documents**

Security Manual – current issue

Organisation Structure

MANAGING DIRECTOR
EDWARD OPALKA
(Deputy QMR)

HR MANAGER
VAIDA STAMPORICKAITE
(QMR)

OPERATIONS MANAGER
PIOTR GRINBERG

OFFICE ASSISTANT
SYLWIA KLUSEK

SECURITY OFFICERS

1.   The Managing Director

All financial controls within the company
Ensuring that the company maintains satisfactory levels of public, contractual, efficacy and employer liability insurance, together with fidelity guarantees and insurance of special risks like wrongful arrest and product liability.

2.   Managing Director (Deputy QMR)

The Managing Director is the nominated Deputy Management Representative for the Quality System.

His quality related duties include:

Ensuring that the company has sufficient facilities and resources to enable the objectives to be achieved.
Ensuring that all customer/company relationships are satisfactory at all interfaces within, and external to, the company.
Ensuring that staff are correctly screened for security, and trained in their duties.
Liaison with statutory and regulatory authorities
Approval of the documented quality system.
Ensuring that the company Quality Policy & Objectives are understood, implemented, and maintained at all levels in the company.
Ensuring that changes to procedures are controlled, and that all company documentation is correctly distributed to all required points of use.
Auditing the company incident books on a regular basis, and ensuring that appropriate actions have been taken.
Ensuring that all facilities that the client is to provide, like access to telephones, keys, suitable accommodation, are satisfactory.
Ensuring that all company records are satisfactory in terms of format, data recorded, and are retained for specified periods.
Auditing the quality management system
Training of staff and evaluating the trained skills of staff
Patrol inspection of client sites
Ensuring that staff are correctly uniformed and carry satisfactory identification.
Ensuring that all communications equipment is satisfactory, recording any problems, and taking appropriate action in case of all faults with equipment.
Auditing the company incident book, and ensuring that appropriate action is taken.
Un-announced moitoring calls at sites manned by Security Staff and reporting the site status
Liaison with client or call-out staff at client sites

3.   **HR Manager (QMR)**

Quality related duties include:

The periodic review of all aspects of the quality system, the reporting of findings, and ensuring that appropriate actions are taken by designated personnel, to agreed time scales.

Ensuring that the company quality system is structured to give effective control, evaluation, and improvement of service quality through all stages of the provision of security services.

Auditing the quality management system Ensuring that all company records are satisfactory in terms of format, data recorded, and are retained for specified periods.

Recommending changes to the Quality System to the Managing Director

Ensuring that the company premises remain secure at all times.

Ensuring that changes to procedures are controlled, and that all company documentation is correctly distributed to all required points of use

Ensuring that the company Quality Policy & Objectives are understood, implemented, and maintained at all levels in the company.

Ensuring that staff are correctly screened for security, and trained in their duties.

Liaison with statutory and regulatory authorities

Reporting problems

Office services

Records systems

Recommending changes to the quality system

4.   **Security Staff**

Security Staff carry out security services at client sites

Their quality related duties include: -

Operating at all times to the requirements specified in the site Assignment Instructions.

Operating at all times to company security manuals as applicable

Complying with all company requirements for wearing of uniforms and carrying company identification cards when on duty.

Making satisfactory reports to the control office at the required times

Reporting any incidents that indicate that the premises may not be secure.

Satisfactory liaisons with the control room, the Mobile Supervisor, administration personnel and Security Man Ltd.

Satisfactory liaison with any external emergency service personnel who may be called out in the event of a reported incident.

Ensuring that at the end of a shift that the site remains secure and all equipment is handed over to approved personnel.

Recommending changes to Quality Systems and procedures

5. Operations Manager

Quality related duties include:

The assessment of customer satisfaction with the security services provided
Reporting problems
Office services
Chalk out or improve operational systems, processes and best
practises that guarantee organisational well-being
Train, supervise and appraise human resources
Manage quality and quantity of employee productivity
Liaison with top management. Assist in the development of strategic plans
for operational activity. Implement and manage operational plans.
Monitoring performance against targets and deliverables for all contracts
including performance of any sub-contracting partners
Reporting contract performance trends and issues to service delivery staff
and senior management

6. Office assistant

Duties include:

Forwards information by receiving and distributing
communications;collecting and mailing correspondence; copying information
Take and distribute accurate messages
Monitor incoming emails and answer or forward as required
Fax, scan and copy documents
Update and maintain databases such as mailing lists,
contact lists and client information
Assist with event planning and implementation
Ensure office equipment is properly maintained and serviced