



# CASTLE & PRYOR Ltd

## QUALITY MANAGEMENT DOCUMENT

### 0.0 Introduction

Castle & Pryor Ltd is a specialist diamond drilling, cutting and controlled demolition company based in Farnborough, Hampshire. We offer diamond drilling and controlled demolition services throughout the UK and overseas. Our client base ranges from small local firms to major global construction companies. We have delivered projects within a wide variety of sectors: from airport terminals and runways to mainstream construction projects inclusive of office blocks, schools, civils' and network rail.

The two principle directors, Mark Castle and Graham Pryor, formed the company in 1991 when their attention was drawn to the technology and new initiatives that were advancing within the diamond drilling and diamond cutting industry. Their vision has manifested into Castle & Pryor and what is today – a renowned company that delivers successful projects for clients through a commitment to raising the expertise and respect of the diamond drilling, diamond cutting and remote controlled demolition sectors of the construction industry.

With our knowledge and expertise developed over many years, coupled with the latest equipment readily available, we welcome challenges demanding a specialist and tailored approach to meet your project requirements in a cost effective and timely manner

This Quality Management System sets out the policy and procedures for measuring and monitoring the Company's effectiveness, efficiency and consequent improvements of its operational performance.

This document has been developed to meet the requirements as described in ISO 9001:2015 Paragraph 4.4.

### 1.0 Scope

The Management of Diamond drilling, diamond saw cutting and controlled demolition. The Core Processes of the business are outlined on page 6 of this document.

Castle & Pryor Ltd does not carry out work that can be described as formal design, development or manufacture as the Client specifies via an agreed contract which includes drawings, specification and schedules the work to be undertaken including its expectations regarding quality, service and delivery.

Castle & Pryor Ltd does not use its own measuring devices, if required, these are hired and supplied with the appropriate documentation.

### 2.0 Normative references

In developing this quality management system, the company has worked to the most recent revision of the relevant ISO standards, as follows:

ISO 9000: 2015. Quality Management Systems - Fundamentals and vocabulary  
ISO 9001: 2015. Quality Management Systems - Requirements

# CASTLE & PRYOR Ltd

## QUALITY MANAGEMENT DOCUMENT

### 3.0 Terms and definitions

All terms and definitions used in this Quality Manual and associated procedures, processes and records shall be in accordance with ISO 9000:2015 Quality Management Systems – Fundamentals and vocabulary. Where the term 'product' is used, this also includes 'services'.

### 4.0 Context of the organisation

Castle & Pryor, based in Farnborough Hampshire is a specialist concrete and masonry diamond drilling and diamond cutting. The company provides highly cost-effective contract services for both small and large projects nationwide in the civil engineering and building industries.

The company cut holes for pipe work services, cut chases for electrical cables and demolish parts of buildings e.g. staircases, floors and walls using specialist plant.

The Company was formed in 1991 with the majority of its trade being Business to Business in the UK working closely with the civil engineering and building industries.

The Company produces an annual Strategic Business Plan which includes a detailed Strength, Weakness, Opportunity and Threat (SWOT) analysis to evaluate the potential and actual external and internal business risks to the company.

Both external and internal issues are recorded and monitored via the Business Improvement Reporting process described in Procedure MP-05.

The core processes of the business are documented and form the Management Procedures which are part of the Quality Management System.

The Strategic Business Plan addresses both the potential positive and negative impacts from Interested Parties such as the Clients, Suppliers, Employees, Regulatory Bodies, Certification Bodies and Trade Associations: -

**Clients** – The majority of the business turnover comes from civil engineering and building companies. These Clients are regarded as commercial in confidence and are listed on a Key Client List and in the Strategic Business Plan.

The client requires the company to comply with the agreed contract which includes drawings, specification and schedules with the company providing the agreed quality, service and delivery.

**Suppliers** - The Company uses a number of suppliers who provide tools, equipment and materials. These Suppliers are regarded as commercial in confidence and are listed in the Approved Suppliers List and the Strategic Business Plan. The suppliers look to establish continued business relationships and develop key partnerships using two way communications to ensure continued business.

**Regulatory Bodies** – The Company complies with HSE requirements at its Head Office and on the Clients Site when providing its products and services.

# CASTLE & PRYOR Ltd

## QUALITY MANAGEMENT DOCUMENT

The company stores and recycles waste, therefore the Regulations and Requirements of the Environment Agency and Local Authorities are also addressed to ensure legal compliance.

Employees – Key to the business is its employees who provide the skills, knowledge and support to the company to achieve its objectives. The employees in turn require a safe work environment, continued employment and a commitment to training and development.

Certification Bodies - The Company is certified to ISO 9001 by the Certification Body SGS and the Institution of Occupational Safety & Health (IOSH). The certification body requires the company to meet the requirements of the Standards and operate a compliant documented management system.

Trade Associations - The Company is a member of the Drilling & Sawing Association, Ciras Confidential Reporting, Achilles (Risqs) Supplier Information & Supply Chain Management, The Contractors Health & Safety Assessment Scheme (CHAS), Construction line and Information Commissioners Office. These trade associations require the company to operate and comply in accordance with their terms and conditions of membership.

### 5.0 Leadership

The Principle Director (Graham Pryor) has overall responsibility for the Quality Management System and is supported on a day to day basis by the Credit Controller (Chevonne Murphy ) acting as the Quality Management Representative.

The Principle Director and the Senior Management Team are responsible for producing the annual Strategic Business Plan and monitoring the overall suitability, adequacy and effectiveness of the Quality Management System.

Customer requirements are determined as part of the company's Sales Enquires & Contract Review Procedure MP-07.

Customer satisfaction and retention is continually monitored with all feedback recorded, analysed and reviewed as a standard agenda item of the bi-annual Management Reviews.

Customer satisfaction is communicated to all staff via Company Objectives Register.

The Company communicates its Quality, Environmental and Health, Safety & Welfare commitment to all interested parties via its website and the enquiry / tender process. The Quality, Environmental and Health, Safety & Welfare Policy Statements are available on the company website, with any further information regarding Company Objectives & Targets etc are available upon request.

All company Policies are formally reviewed at the bi-annual Management Reviews.

Senior management is totally committed to ensuring that customers' needs and expectations are fully addressed and this is summarised in the Quality Policy. In order to facilitate effective management, all roles, responsibilities and authorities will be defined using Job Descriptions and throughout the procedures. The management organisation chart C&P-OC-

# CASTLE & PRYOR Ltd

## QUALITY MANAGEMENT DOCUMENT

00 shows the full organisation structure and Key quality responsibilities are also outlined in Appendix C page 9 of this document.

### 6.0 Planning

Central to the company's planning is the design, development and operation of the Quality Management System which is focused on meeting the requirements of the company, customers, suppliers and staff.

The Quality Management System is based on the *Plan-Do-Check-Act* (PDCA) methodology. PDCA can be briefly described as follows and its operation is represented on page 8.

- **Plan:** establish the objectives and processes necessary to deliver results in accordance with the organisation's Quality policy
- **Do:** implement the processes.
- **Check:** monitor and measure processes against Quality policy, objectives, legal and other requirements, and report the results.
- **Act:** take actions to continually improve operational performance reduce business risks and develop Opportunities for continuous improvement.

The company conducts a number of activities to identify and address Business Risks.

Significant structural risks are addressed via the Business Continuity Plan and operational risks are addressed via the Strategic Business Plan.

Based on the information from the annual Strategic Business Plan and SWOT Analysis key issues are prioritised and a Company Objectives Register for the coming year is produced.

The Company Objectives Register is designed as a Specific – Measurable – Achievable – Realistic – Time bound (SMART) Plan and clearly identifies the objective, specific target, who is responsible for progressing the objective and the current status.

The Company Objectives Register is monitored as a standard agenda item of the bi-annual Management Review.

Any changes to the Quality Management System can only be approved by the Principle Director and consideration regarding the purpose of the change, potential consequences, resource requirements and changes to responsibilities and authorities is addressed before the change is issued.

### 7.0 Support

The Company shall ensure that it fully utilises its resources, both physical and human, in the provision of an effective infrastructure and working environment geared to achieve the highest possible level of Customer satisfaction.

MP-02 Competence, Awareness and Training identifies that the Company shall determine training needs and review the effectiveness of the training via the Appraisal /Training Review Process and all skills/process base knowledge and training both internal and external will be recorded.

Revision Level: 6

Page No.5 of 10

Date: January 2017

# CASTLE & PRYOR Ltd

## QUALITY MANAGEMENT DOCUMENT

All employees have been trained to understand the objective and commitment required to maintain an effective quality system, with all new employees being trained as part of the company induction process. The Quality Policy and Company objectives will be reviewed bi-annually at the Management Review to ensure compliance and continuous improvement.

Provisions for the control of documented information are in procedure MP-01 Document, Data and Record Control.

### 8.0 Operation

Management has developed this series of processes and procedures in order to provide a controlled and documented means of achieving effective and efficient methods of working.

In addition to this policy document, the following system procedures have been prepared and implemented.

- MP-01 Document, Data & Record Control
- MP-02 Competence, Awareness & Training
- MP-03 Purchasing
- MP-04 Internal Audits
- MP-05 Business Improvement Reporting
- MP-06 Management Review
- MP-07 Sales Enquires & Contract Review
- MP-08 Project Planning & Site Management
- MP-09 Administration

A comparison matrix of ISO 9001 elements to company procedures can be found on Page 10 of this document.

All outsourced product and processes are identified and monitored by the Purchasing Department (see MP-03).

Customer owned product, equipment or information / data - The appropriate Director / Manager shall ensure that all customers owned property is clearly identified and stored to prevent deterioration or loss.

Hired equipment used by the company - The appropriate Director / Manager shall ensure that all hired equipment owned by the supplier is clearly identified and stored to prevent deterioration or loss.

The diagram Appendix A on page 7 represents the core business activities of the company with Appendix B page 8 providing a diagrammatic representation of the interactions of the processes the company encompassed by the Quality Management System.

### 9.0 Performance evaluation

Company Objectives are set annually via the Strategic Business Plan and are recorded on the Company Objectives Register. In addition, The Management Representative supported by the Management & Staff can make recommendations to the Managing Director regarding

Revision Level: 6	Page No.6 of 10	Date: January 2017
-------------------	-----------------	--------------------

# CASTLE & PRYOR Ltd

## QUALITY MANAGEMENT DOCUMENT

other Quality objectives and continuous improvements. Once agreed, these Objectives can also be added to the Company Objectives Register and communicated both internally and externally. The Company Objectives Register is monitored at the bi-annual Management Reviews.

The Company will carry out measurements and analysis of its service and processes with a view to establishing evidence of a programme of continual improvements. These measurements and analysis shall include external information from customers, external and internal quality audits, corrective actions identified and undertaken and the results of periodic management reviews. The Company will also maintain records of any non-conformities and subsequent actions taken

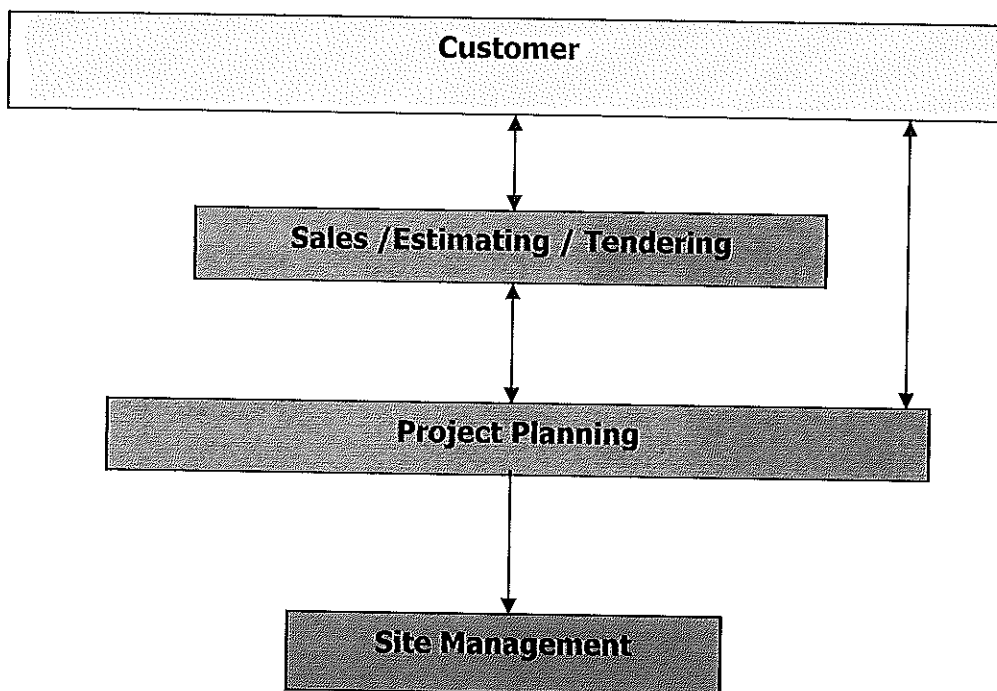
### 10.0 Improvement

Business Improvement Reporting outlined in MP-05 describes the process for the recording analyse and tracking all BIR actions via the BIR Action Log.

The Management Representative ensures that the Action Log is completed and analysis is undertaken to identify root causes and bring about corrective actions and continuous improvement. The Management Representative reviews the suitability, adequacy and effectiveness of the actions with recommendations for changes to procedures or processes, where applicable to improve the Quality Management System.

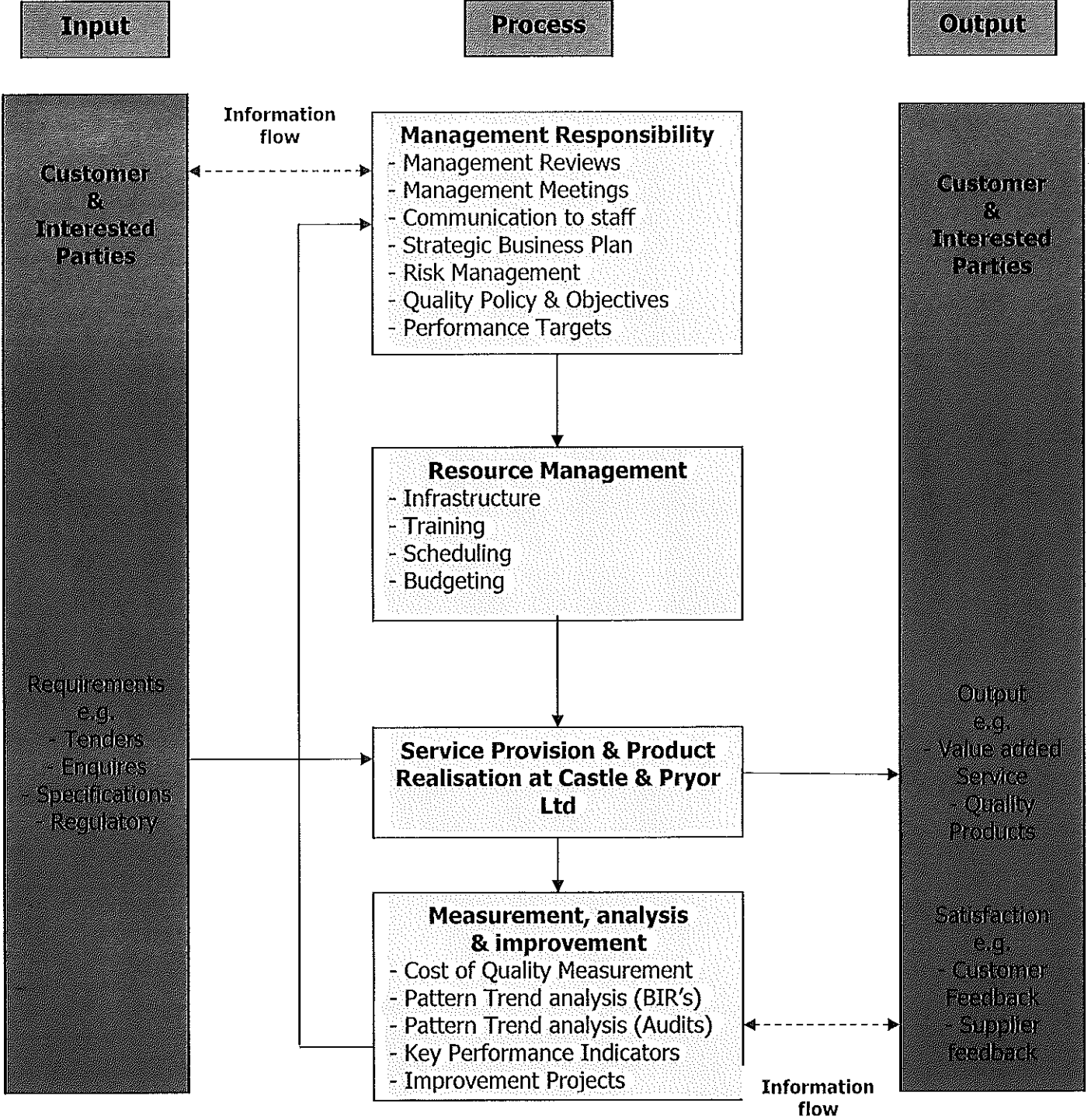
### Appendix A

#### Core Business Process



**Appendix B**

**Process based Quality Management System Model  
For continuous improvement**





# CASTLE & PRYOR Ltd

## QUALITY MANAGEMENT DOCUMENT

### Appendix C

#### GENERAL RESPONSIBILITY MATRIX

[LEGEND: L = Lead Role; S = Support Role]	MD.	Ops Mgr	Dir / Mgrs	Operatives
Overall accountability for QMS	L	S		
Ensure establishment and reporting of QMS	L	S		
Communicate importance of Quality	L	S	S	
Identify and address Business Risks	L	S	S	S
Identified Non-Conformances and Improvements	L	S	S	S
Establish Quality objectives and targets	L	S	S	
Comply with applicable legislative and regulatory requirements	L	S	S	S
Conform with QMS requirements	L	S	S	S
Track / analyse new regulations and maintain master list	S	L		
Prepare reports required by regulations	S	L		
Co-ordinate communications with interested parties	L	S		
Train employees	S	L	S	
Co-ordinate QMS audits	S	L	S	
Communicate QMS expectations with Customers, Suppliers and Contractors	L	S	S	
Monitor key processes	S	L	S	
Maintain QMS records	S	L	S	
Co-ordinate QMS document control	S	L		
Maintain monitoring equipment	L	S		
Integrate QMS into recruiting	L	S		
Provide resources for QMS	L			

# CASTLE & PRYOR Ltd

## QUALITY MANAGEMENT DOCUMENT

### Appendix D

#### COMPARISON MATRIX OF ISO 9001 ELEMENTS TO PROCEDURES

ISO 9001 Clause No.	Quality Management System Procedure	
	C&P Reference	ISO 9001 Standard headings
4.0	QMD-01	Context of the Organisation
5.0	QMD-01	Leadership
6.0	QMD-01	Planning
7.0	QMD-01 MP-02 & MP-03	Support
8.0	QMD-01, MP-03, MP-07,MP-08 & MP-09,	Operation
9.0	MP-04, MP-05 & MP-06	Performance Evaluation
10.0	MP-04 & MP-05 & MP-06	Improvement