



**C. S. Simmons Engineering Ltd**  
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**PRECISION MACHINING OF SPECIALIST MATERIALS TO 2.25M LENGTH & 1.2M CUBED**

Registered Office: Mill Road Trading Estate, Radstock, Bath, England BA3 5TX • Directors: C.S. Simmons & U.P. Simmons • Company No. 01253963 • VAT Reg. No. GB140699163

# ISO 9001 : 2015

# QUALITY MANAGEMENT SYSTEM

UPDATED : 01/04/2018

ISSUED BY : RACHAEL SIMMONS





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## SCOPE OF C S SIMMONS ENGINEERING Ltd.

C S Simmons Engineering Ltd. have been producing precision machined parts to the highest standards for over 40 years and have extensive experience CNC machining superalloys such as Inconel, Hastelloy, Monel, 17-4 PH, S316 Super Duplex, Zeron 100 and Waspalloy.\*

C S Simmons Engineering provide Large Component, Complex Component, Prototype Component, and Reverse Engineering CNC Precision Machining Services in both Regular and Super Alloys.



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# SCOPE OF C S SIMMONS ENGINEERING Ltd.

## **Industries Served**

- Defence
- Hydraulic
- Mining
- Nuclear
- Petrochemical
- Rail
- SUB-SEA Oil & Gas

## **Applications**

- Specialist Materials
- Large Component Machining
- Complex Component Machining
- Prototype Machining
- Machined Castings
- Reverse Engineering

# Company Organisation Chart

## Directors

**Mr. C.S Simmons**

**Mrs. U.P Simmons**

Responsible for the control of the Company.  
Responsible for overall account management

## **Production Director**

**Mr. M Simmons**

Responsible for quotations and any resulting purchase orders  
Responsible for scheduling of work.  
Responsible for the day to day running of the machine shop.  
Responsible for final inspection of work  
Carries out CNC machine setting.  
Deputises for Quality Manager in his absence.  
Responsible for periodic review of the quality system.  
Carries out inspections.

## **Quality Manager / Chief Inspector**

**Miss R Simmons / Mr. A Moore**

Responsible for the implementation and maintenance of the quality system in accordance with the requirements of ISO9001 : 2015  
Responsible for final inspection using CMM (QM and CI / Manual (only CI)  
Carries out audits and reviews of the quality system.  
Responsible for scheduling management reviews and implementing and updates to the QMS  
Deals with customer complaints and customer related quality issues.  
Ensures traceability of documentation.

## **Health and Safety**

**Miss R Simmons**

Responsible for any necessary updates to Health and Safety Manual  
Responsible for producing and updating risk assessments  
Responsible for inducting new staff regarding Health and Safety  
Responsible for purchase and upkeep of PPE  
Responsible for safety checks on all FIRE fighting equipment

## **Administration**

Responsible for communication with external suppliers incl.RFQs, purchase orders and CoC compliance  
Responsible for producing documentation from TRICORN  
Responsible for production schedules.  
Responsible for external contracts (i.e telephone, PEP)  
Responsible for upkeep of SAGE  
Responsible for creating invoices.  
Account enquiries

## **Operators**

Carry out CNC machine setting.  
Responsible for carrying out machining work in accordance with the drawings and job documentation.  
Responsible for own awareness of current Health and Safety policies.  
Responsible for awareness of quality management system.



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# 4.0 Organisational Context

# ORGANISATIONAL CONTEXT and STRATEGIC DIRECTION

C S Simmons Engineering Ltd is committed to:

- Defining our position in the precision engineering sector and understanding how relevant factors arising from political, economic, social and technological issues influence our strategic direction.
- Ensuring our QMS is aligned with our strategy, whilst taking account of relevant internal and external factors. Initially we collate and analyse pertinent information in order to determine potential impact on our context and subsequent strategy.
- Identifying, analysing, monitoring and reviewing factors that may affect our ability to satisfy our customers and in turn allows us to follow our strategic direction.

C.S Simmons Engineering Ltd then monitors and reviews this information to ensure that a continual understanding of these factors is derived and maintained.

To facilitate the understanding of our context, we bi-annually consider issues that influence our context during management review meetings.

In addition to this policy we keep the following documented information:

1. Detailed processes and record of updates
2. SWOT analysis reports
3. PESTLE analysis reports
4. Risk registers
5. Internal audits
6. Minutes of management review

## PROCESS BASED QMS

C.S Simmons Engineering operates a process based quality system according to the NQA ISO 9001:2015 requirements.

This presentation describes the Company's quality management system.

Our individual processes show detailed information meeting all requirements and encompass all basic processes.

All processes identify the quality records which are required to demonstrate compliance.

Processes which describe in which way the system is implemented are referenced in the appropriate sections through this presentation.

Slide 11 illustrates how processes are linked to ensure communication, document control and traceability throughout the system.

All detailed processes are available on request.



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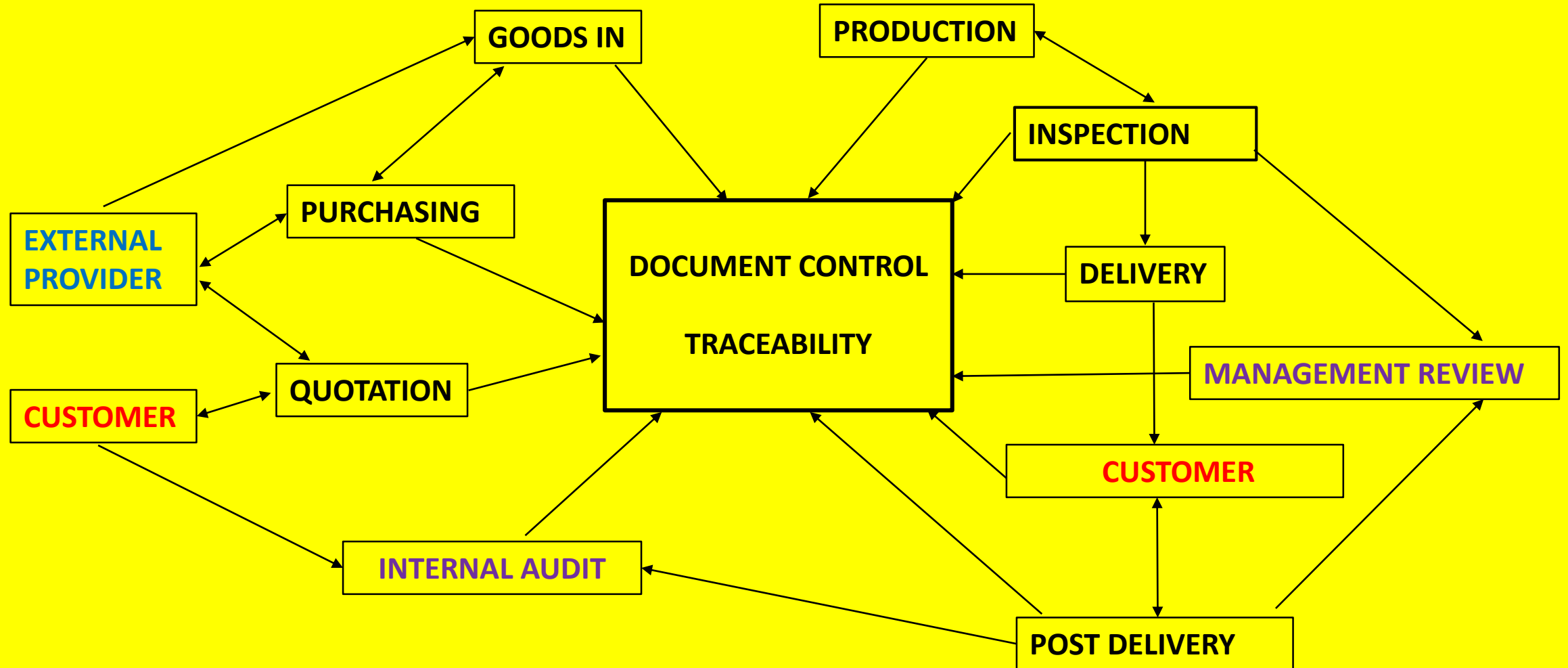
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## PROCESSES

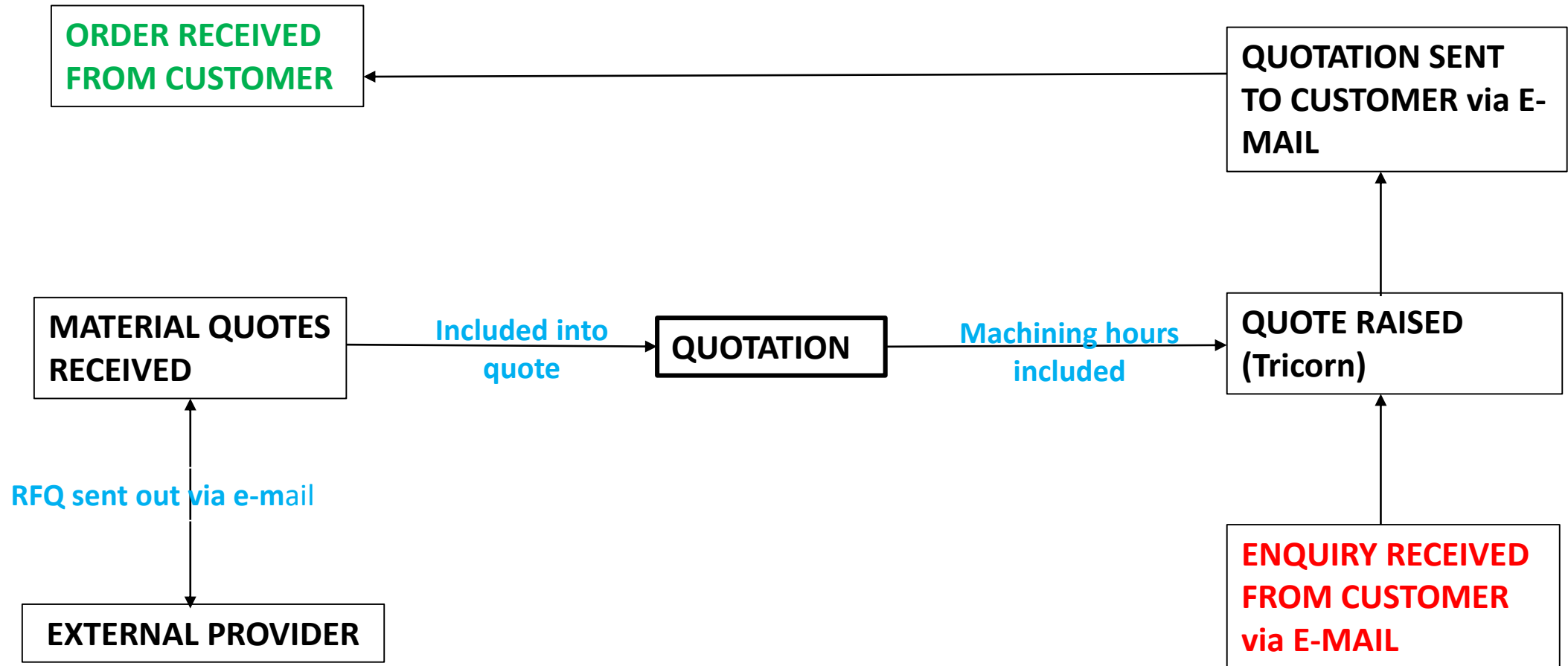
1. Leadership responsibility
2. Communication
3. Personnel and training
4. Data and document control
5. Order processing and process control
6. Purchasing and Sub – Contractor Evaluation
7. Inspection
8. Monitoring and Measuring equipment
9. Non – Conformance and Customer feedback
10. Internal auditing
11. Management review

# COMMUNICATION

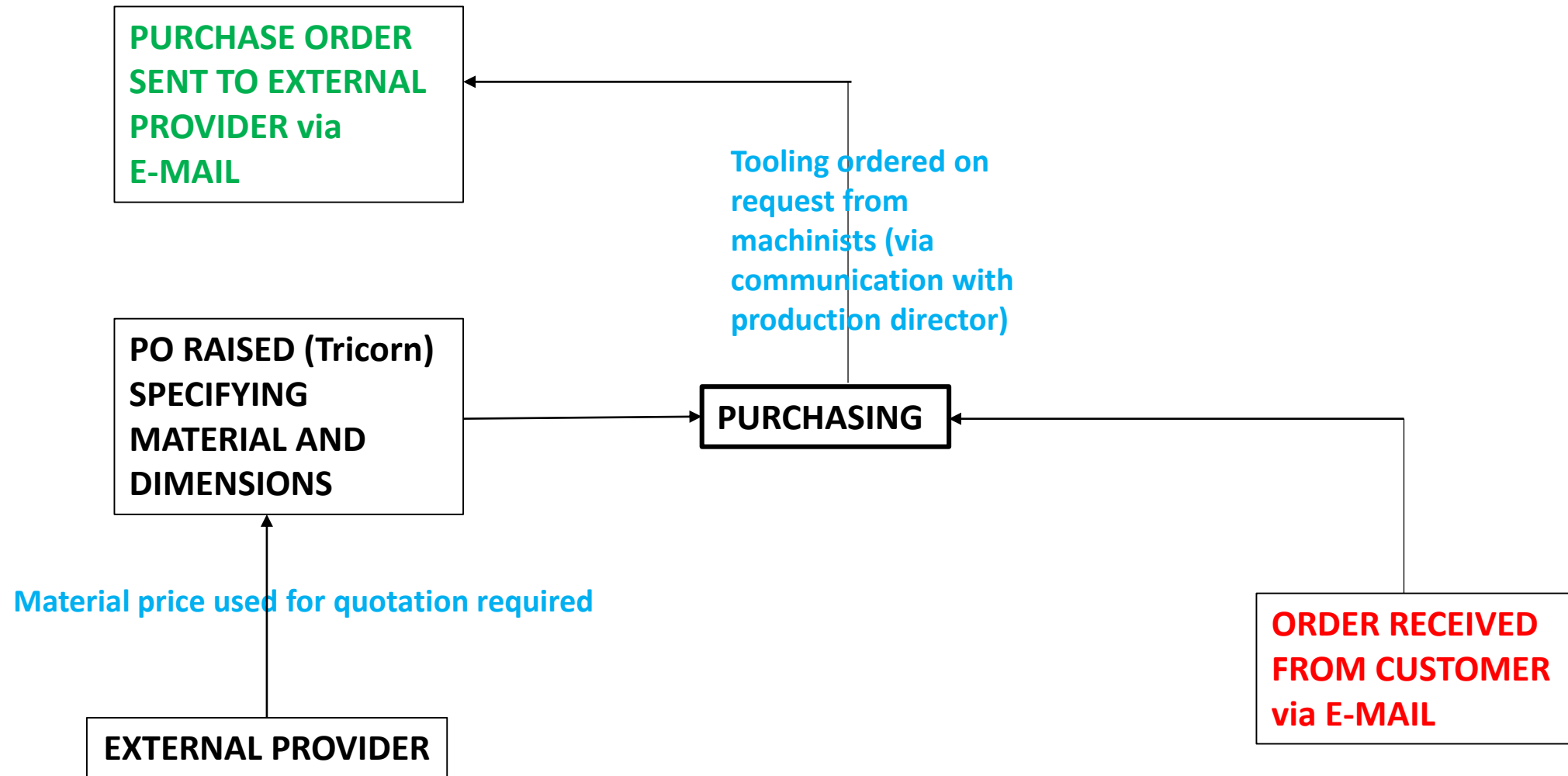


# COMMUNICATION

# QUOTATION



# PURCHASING



# GOODS IN

**OFFICE RECEIVES  
DELIVERY NOTE +  
CERTIFICATES**

Accepted

**CASTING POROSITY /  
DIMENSIONS / CERTS /  
TOOLING CHECKED**

Rejected

**NCR SENT VIA E-MAIL  
LOGGED re:errors**

**EXTERNAL PROVIDER**

Delivery note signed  
Material Colour coded  
Stored

**GOODS IN**

**EXTERNAL  
DELIVERY**

Delivery and delivery  
note

**PURCHASE ORDER  
SENT TO EXTERNAL  
PROVIDER**

Communication  
re delivery date

# PRODUCTION

**1<sup>st</sup> OFF INSPECTED  
AT EACH STAGE  
W/O SIGNED**

Job started  
according to  
production  
schedule

**MATERIAL SOURCED  
TO W/O. (through  
Tricorn) W/O ISSUED**

**PRODUCTION**

**WORKS ORDER  
PRODUCED  
(Tricorn)**

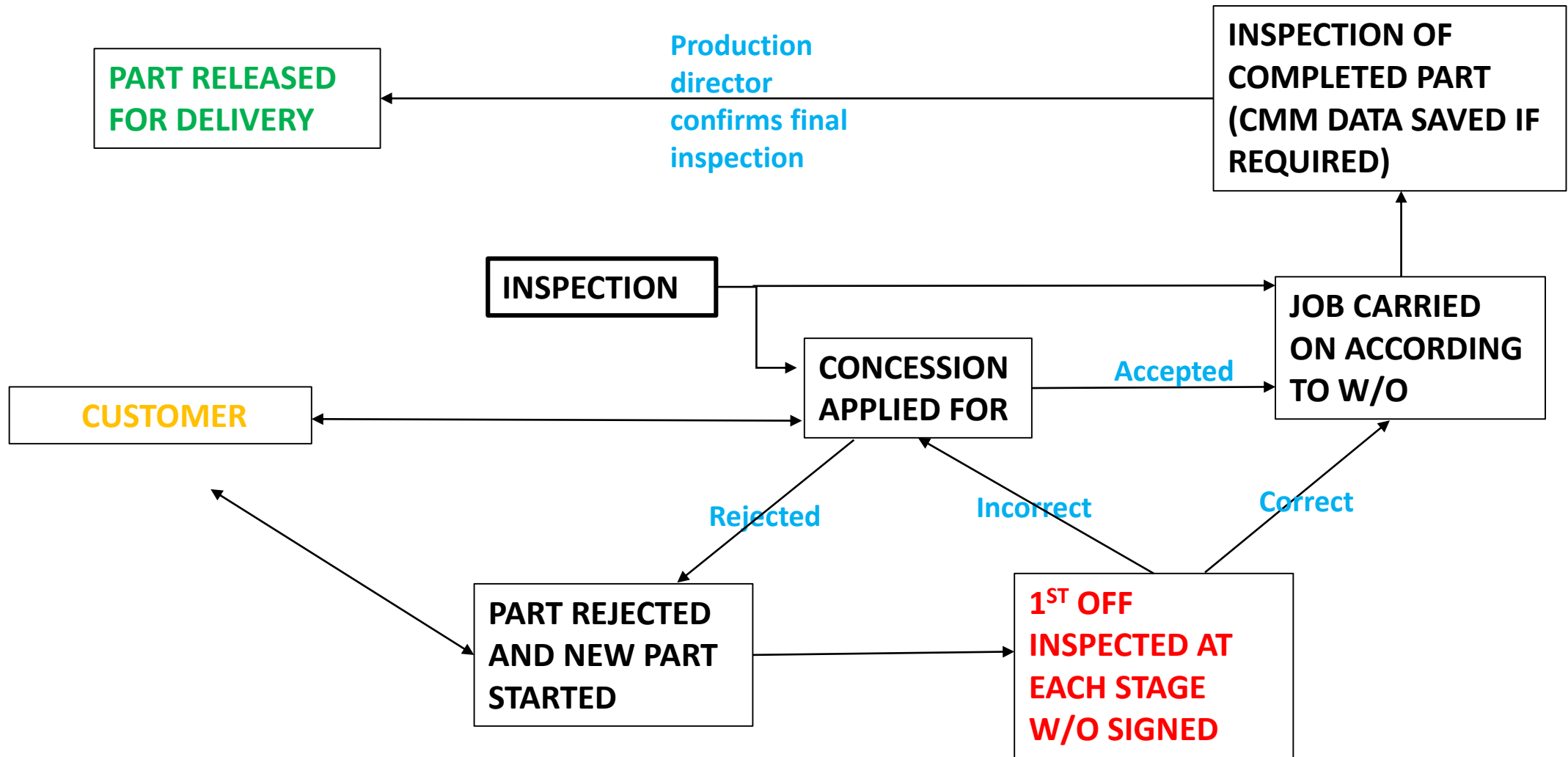
**OFFICE RECEIVES  
DELIVERY NOTE  
AND CERTS**

Material entered  
Date  
Delivery note no:  
Heat No

**BATCH NO.  
ASSIGNED AND  
RECORDED ON  
DELIVERY NOTE**



# INSPECTION



# DELIVERY

**DELIVERY NOTE  
SIGNED BY CUSTOMER  
GOODS IN**

**Delivered by C S Simmons  
or Courier**

**PARTS PACKED BY  
GOODS OUT**

**CoC signed by chief  
inspector**

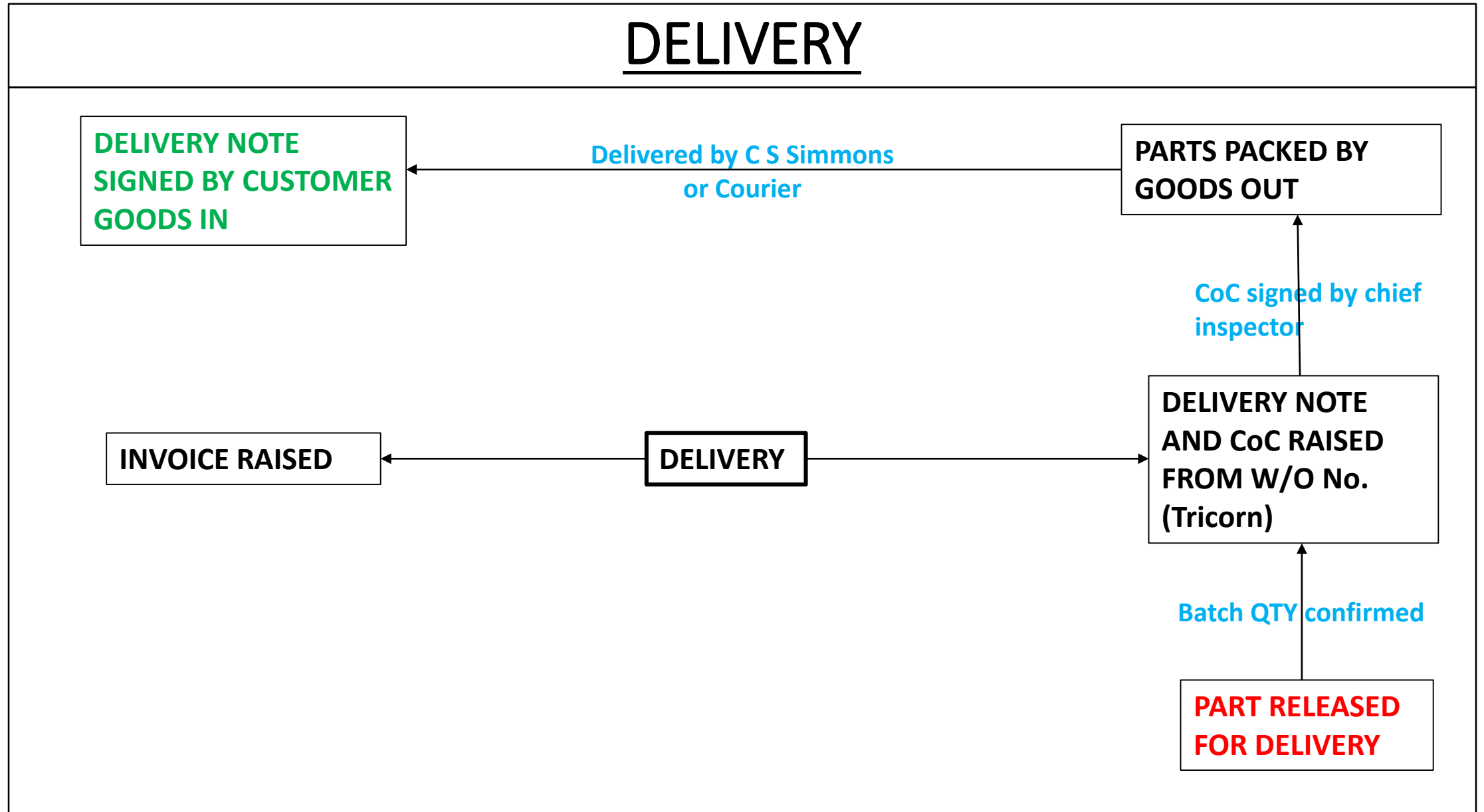
**INVOICE RAISED**

**DELIVERY**

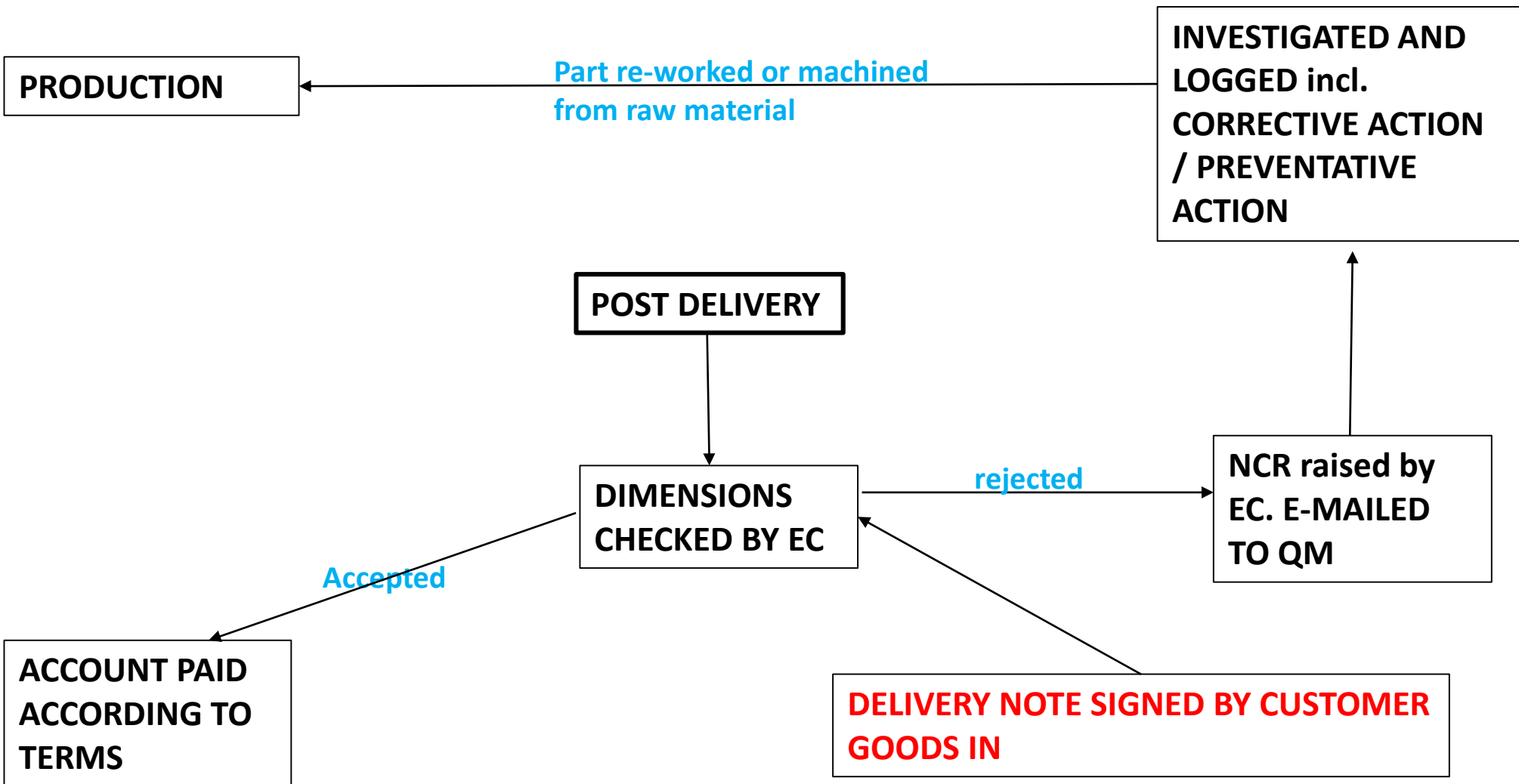
**DELIVERY NOTE  
AND CoC RAISED  
FROM W/O No.  
(Tricorn)**

**Batch QTY confirmed**

**PART RELEASED  
FOR DELIVERY**



# POST DELIVERY





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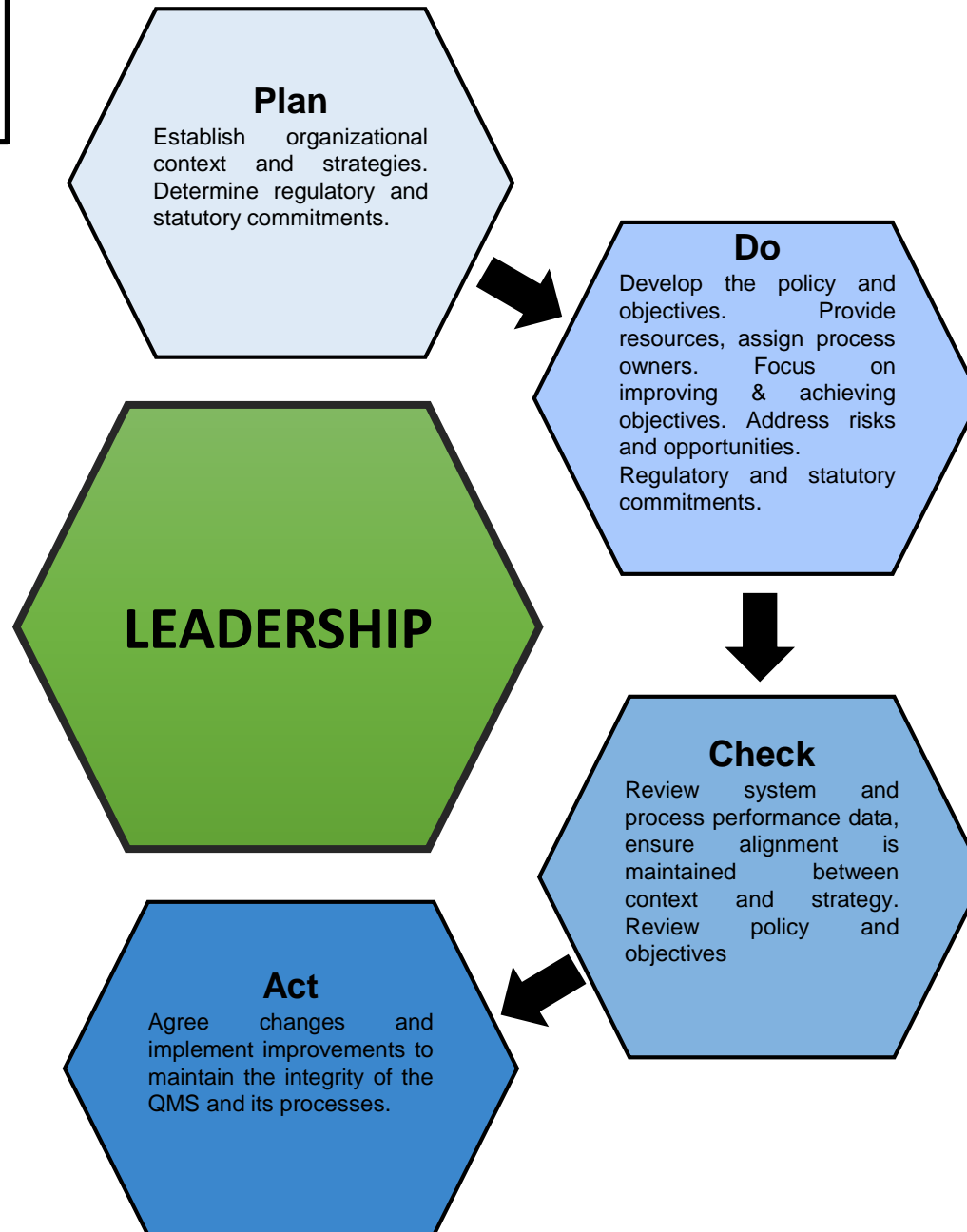
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# 5.0 Leadership

# Leadership PDCA



# Leadership and Commitment

- Management is actively involved in implementing the QMS and is accountable for its overall effectiveness.
- Management has initiated and fully supports the vision and strategic direction for the continued sustainability and enhancement of the QMS
- Management is :
  - Committed to improving the effectiveness of the QMS
  - Provides direction to the integration of the QMS requirements
  - Committed to promoting the use of the Process Approach and Risk-Based Thinking, as well as the engagement of employees.

# Customer focus

- C S Simmons Engineering Ltd ensures :
- Customer requirements and expectations are clearly defined, understood and achieved at all levels of the organisation.
- Commitment to achieving 100% customer satisfaction through the understanding of the affects of risks and opportunities.
- Statuary and Regulatory requirements are identified and achieved according to documented processes and forms.

Process 1 – Leadership and management (qp001a-2015)

# Communicating the QMS

- Management have initiated and communicated the QMS throughout the organisation.
- It is available to all relevant interested parties

## **Related documents**

Process 1 – Leadership and management (qp001a-2015)

Process 2 – Communication Process (qp002a-2015)

Process 3 – Personnel and training (qp003a-2015)



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# 6.0 Planning

# Addressing Risks and Opportunities

C S Simmons Engineering Ltd has determined the risks and opportunities (SWOT, PESTLE and RISK REGISTER) that need to be addressed to:

- Provide assurance that the QMS can achieve its intended results;
  - Enhance desirable effects;
  - Prevent, or reduce, undesired effects;
  - Achieve improvement.
- 
- Any actions taken to address risks and opportunities shall be proportionate to the potential impact on the conformity of products and services

## **Related document**

Process 10 – Internal Audit (qp010a-2015)

Process 11 – Management review (qp011a-2015)

Risk Register

# Quality Objectives and Planning to Achieve them

- **The Quality Policy includes commitments to:**
  - • Comply with ISO 9001:2015 requirements
  - • Comply with customer product quality requirements
  - • Continually improve the effectiveness of the quality management system
- **Quality Objectives are:**
  - • To reduce the internal rejects, not to exceed 1.5% of the orders
  - • To reduce customers' rejects to a maximum 0.75% of the orders
  - • Compliance with statutory and regulatory requirements
  - ♣ This objective is measured by zero actions that lead to violations or findings from regulatory inspections.
  - • To maintain the ISO 9001 Standard requirements through to expiration of certificate.
  - ♣ This objective is measured by no major non-conformance findings on surveillance audits by NQA.

Related documents:

Process 10 – Internal Audit (qp010a-2015)

Process 11 – Management review (qp011a-2015)

# Planning of changes

When changes to the QMS are deemed necessary, C S Simmons Engineering Ltd. shall ensure the change will comply with the requirements of ISO 9001:2015, be documented and will consider:

- a) The purpose of the changes and their potential consequences;
- b) The integrity of QMS;
- c) The availability of resources;
- d) The allocation or reallocation of responsibilities and authorities.

## **Related documents**

Process 10 – Internal Audit (qp010a-2015)

Process 11 – Management Review (qp011a-2015)



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# 7.0 Support

## 7.0 Support

C S Simmons Engineering Ltd is fully committed to providing adequate resources, committed to include :

- Competent employees;
- State of industry equipment;
- Well maintained work environment and financial resources.

Our infrastructure resource considerations include:

- Management review meeting inputs and outputs;
- Capabilities and constraints on existing internal and external resources;
- Requirements and expectations provided by our customers.

### **Related documents**

Process 3 – Personnel and training (qp003a-2015)

Process 11 – Management review (qp011b-2015)

# People

C S Simmons Engineering Ltd:

- Identifies personnel training needs;
- Provides required training.

Records of personnel qualifications and training are maintained throughout period of employment.

## Related documents

Process 3 – Personnel and training (qp003a-2015)

# Infrastructure

C S Simmons Engineering Ltd has determined and provided resources necessary for the implementation of the QMS.

Resource considerations include:

- Buildings, workshops and associated utilities;
- Equipment including hardware and software;
- Transportation resources;
- ICT requirements.

## Related documents

Process 3 – Personnel and training (qp003a-2015)

# Environment for the operation of processes

Evaluations for the human and physical factors of the work environment considered to be important for control and conformity include:

- Assessment of product requirements to identify where human and/or physical factors will affect product quality.
- Assessment of current working environment conditions to determine if the work environment is suitable to achieve conforming product.
- Implementation of work environment improvements needed to achieve conforming products and the health and safety of all personnel.
- Continual assessment of work environment to ensure that adequate human and physical factors are maintained.

## Related documents

Process 3 – Personnel and training (qp003a-2015)

# Monitoring and measuring resources

C S Simmons Engineering Ltd has determined the necessary monitoring, measurement and resources to be initiated across our QMS. The structure of internal resources includes but is not limited to:

- Monitoring and measurement equipment;
- Documented processes and forms;
- Competent and qualified personnel.

## Related documents

Process 3 – Personnel and training (qp003a-2015)

Process 8 – Monitoring and measuring equipment (qp008a-2015)

# Measuring traceability and Document control

C S Simmons Engineering Ltd. ensures traceability is evident from quotation to customer to post delivery activities. To ensure this :

- Enquiries from Customers are stored in e-mail
- Quotations relating to enquiry is stored in TRICORN
- RFQs and quotes from external provider are stored in e-mail.
- Purchase orders for material or tooling required for order are stored in Tricorn
- Advice notes from external providers are signed attached to relevant PO and stored in relevant external provider file. Certificates are saved into relevant folders on computer.
- Signed works orders with any accompanying inspection data are stored in relevant customer file.
- Delivery notes and CoCs are saved to Tricorn. Signed delivery notes are stored in relevant customer file.
- Post delivery activities are logged in the quality booklet.

## **Related documents**

Process 4 – Document and data control (qp004b-2015) Also covers entirety of 7.5

Process 8 – Monitoring and measuring equipment (qp008b-2015)

## Organisational knowledge

C S Simmons Engineering Ltd. considers the specific knowledge required for each operation. This ensures:

- People and processes are consistent;
- Conformity of the product and services are achieved;
- That organisational knowledge is defined, maintained and available.

### Related documents

Process 3 – Personnel and training (qp003a-2015)

# Competence

Below are the elements of competence for people performing work deemed to affect the effectiveness of the QMS.

- Ensure employees are competent on the basis of their education, training and experience;
- Provide job descriptions including specific competency provisions;
- Provide job training where needed;
- Assist employees that exhibit less than desirable results.

## Related documents

Process 3 – Personnel and training (qp003a-2015)

# Awareness and communication

C S Simmons determines to what extent persons performing work are:

- Aware of the QMS;
- Aware of relevant quality objectives;
- Aware of their contribution to the effectiveness of the QMS.
- Implications of non compliance to our QMS requirements.

## Related documents

Process 2 – Communication (qp002a-2015)

Process 3 – Personnel and training (qp003a-2015)



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# 8.0 Operation

# Operational planning and Control

- The planning of controls is required to ensure consistent acceptability of products and services.
- During the planning phase, management identifies:
- Requirements for products and services;
- Criteria for processes and the acceptance of products and services;
- Resources needed to achieve conformity to the product and service requirements;
- Control of the processes in accordance with the criteria;
- Documented information deemed necessary to be confident the processes are carried out.

## **Related documents**

Process 5 – Order processing and process control (qp005a-2015)

Process 7 – Inspection (qp007a-2015)

Process 9 – Non-conformance and Customer feedback (qp009a-2015)

# Customer communication

- C S Simmons Engineering Ltd has an effective system for communicating with customers which includes:
- Information relating to product and service information;
- Inquiries, contracts and order handling, including amendments;
- Customer feedback, including customer complaints;
- Specific requirements for contingency actions, when relevant.

## Related documents

Process 2 – Communication (qp002a-2015)

Process 5 – Order processing and process control (qp005a-2015)

Process 9 – Non-conformance and Customer feedback (qp009a-2015)

# Determination and review of requirements related to products

- On receipt of an order, reviews are carried out and recorded to ensure that the customer's stated and implied requirements are known and that, where applicable, the order is compatible with the quotation.
- Where there is any doubt as to the requirements, this is resolved with the customer.
- In addition, actions under warranty provisions, maintenance services, recycling, final disposals, resources and facilities including verification and validation are identified.
- Records are maintained of any changes to requirements.
- Any changes that occur are noted on amended documentation.

## Related documents

Process 5 – Order processing and process control (qp005a-2015)

Process 7 – Inspection (qp007a-2015)

Process 9 – Non-conformance and Customer feedback (qp009a-2015)

(NOTE : 8.3 is not applicable to C S Simmons Engineering as we are a sub-contracting company and do not raise any designs)

# Customer communication

C S Simmons Engineering Ltd has an effective system for communicating with customers which includes:

- Information relating to product and service information;
- Enquiries, contracts and order handling, including amendments;
- Customer feedback, including customer complaints;
- Specific requirements for contingency actions, when relevant.

## Related documents

Process 2 – Communication (qp002a-2015)

Process 5 – Order processing and process control (qp005a-2015)

Process 9 – Non-conformance and Customer feedback (qp009a-2015)

# Control of externally provided processes, products and services

- C S Simmons Engineering maintains responsibility for the quality of all products purchased from external providers.
- Examples of our controls include:
  1. A documented approved Vendor List (stored on Tricorn)
  2. Review of external provider's performance.

External providers demonstrating inadequate performance will be required to implement corrective actions. Poor performing external providers will be replaced.

Purchase orders has are created in the companies Tricorn system. These are reviewed by purchasing personnel and when necessary management before being released.

## **Related documents**

Process 6 – Purchasing and sub-contractor evaluation (qp006a-2015)

Process 9 – Non-conformance and Customer feedback (qp009a-2015)

# Production and Service provision

C S Simmons Ltd. plans and implements production and service provision under controlled conditions and as required by job specification. Examples include:

- Availability of information that define characteristics and results to be achieved;
- Availability of competent and effectively trained personnel and adequate equipment;
- Availability and use of suitable monitoring and measuring devices and resources;
- Evidence that all manufacturing and inspection operations have been completed as planned.

Traceability of products and documentation at all stages is maintained in accordance with the requirements of Process 5

Documented information is held that is deemed relevant and described in related documents.

## **Related documents**

Process 5 – Order processing and process control (qp005a-2015)

Process 7 – Inspection (qp007a-2015)

Process 8 – Control of materials and equipment (qp008a-2015)

## Property belonging to customers or external providers

- Materials, parts and electronic data provided on a free issue basis by the customer are identified and controlled so as to avoid loss or damage.
- All customer's intellectual property and personal data are treated with confidentiality. Drawings are not redistributed without signed customer approval.
- External providers property is also held with the same restrictions of those of a customer.

# Preservation

C S Simmons Engineering Ltd preserves the conformity of parts and products during internal processing and delivery to the intended destination including outside services.

This includes, but is not limited to :

- Cleaning;
- Prevention, detection and removal of foreign objects;
- Special handling for sensitive outputs;
- Marking and labelling including safety warnings;
- Special handling for hazardous material.

Documentation is maintained for all products delivered to customers. The extent of post delivery activities includes consideration of our customers requirements and received feedback.

## **Related documents**

Process 8 – Control of materials and equipment (qp008a-2015)

Process 11 – Management review (qp011a-2015)

## Control of Changes

C S Simmons Engineering Ltd. shall review and control changes for production or service operations to the extent necessary to ensure continuing conformity of customer or internal requirements. Changes for production may be initiated as a result of:

- Modernisation based on the context of the organisation analysis results;
- Needs of interested parties, or customer feedback;
- When vulnerability is detected and (or) opportunities for improvement are identified.

### Related documents

Process 10 – Internal Audit (qp010a-2015)

Process 11 – Management review (qp011a-2015)

## Release of products and services

C S Simmons Engineering Ltd. monitors and measures the characteristics of the product during 1 OFF inspection and final inspection to verify that requirements have been met.

Documented records of inspection are kept, including any extra required forms as instructed by customer.

These include evidence of the conformity with traceability to the person authorising release.

### Related documents

- Process 7 – Inspection (qp007a-2015)

# Control of Nonconforming Process Outputs, Products and Services

C S Simmons Engineering Ltd. ensures that products which do not conform to established requirements are identified and controlled to prevent their unintended delivery. Records are maintained as required and include :

- Description of non conformity;
- Description of actions taken;
- Description of concessions obtained;
- Identification of the authority deciding the action in respect of the non conformity.

## **Related documents**

Process 7 - Inspection

Process 9 – Non-conformance and Customer feedback



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# 9.0 Performance Evaluation

# Monitoring, measurement, analysis and evaluation

C S Simmons Engineering Ltd evaluate:

- Process criteria;
- Product characteristics;
- Performance and effectiveness of the QMS.

Results are evaluated at an internal audit and documentation is retained for use at management reviews.

## Related documents

Process 10 – Internal Audit (qp010a-2015)

Process 11 – Management review (qp011a-2015)

## Customer Satisfaction

- C S Simmons Engineering Ltd. monitors information relating to customer perception of our continual ability fulfil their requirements.
- Maintaining customer satisfaction is one of the principal objectives of the QMS.
- During the management review, data regarding customer satisfaction is analysed. This allows the company to identify opportunities for improvement.

### Related documents

Process 11 – Management review (qp011a-2015)

## Analysis and Evaluation

C S Simmons Engineering Ltd. performs necessary analysis and evaluates appropriate data. The company uses the results to:

1. Evaluate conformity of products;
2. Evaluate customer satisfaction;
3. The performance and effectiveness of the QMS;
4. The performance of external providers;
5. The need for the improvement of the QMS.

### Related documents

Process 11 – Management review (qp011a-2015)

## Internal Audit

C S Simmons Engineering Ltd. conducts Internal Audits bi annually to verify that quality activities are complying with expectations.

During the audit the following are achieved :

- a) Definition of Audit responsibilities;
- b) Definition of requirements for planning and conducting the audit including taking appropriate correction and corrective actions without undue delay;
- c) Recording of audit results;
- d) Communication of audit results to management.

### Related documents

Process 10 – Internal audit (qp010a-2015)

# Management review

C S Simmons Engineering Ltd. assesses the QMS based on a review of information inputs to Management Review.

Input examples include:

- a) The status of actions from previous management reviews;
- b) Changes to internal and external factors (SWOT analysis) and changes to the risk register;
- c) Customer satisfaction;
- d) The extent to which quality objectives have been met;
- e) Process performance and conformity of products and services;
- f) Nonconformities and corrective actions;
- g) Audit results

Documented results of Management reviews shall be retained.

## Related documents

Process 11 - Management reviews (qp011a-2015)

## Management review outputs

Management review outputs include decisions and actions related to the following:

- Opportunities for improvement;
- Changes needed to the QMS;
- Additional resources required;
- Change in risks and opportunities;
- Change in relevant internal and external issues.

### Related documents

Process 11 – Management reviews (qp011a-2015)



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**PRECISION MACHINING OF SPECIALIST MATERIALS TO 2.25M LENGTH & 1.2M CUBED**

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# 10.0 Improvement

## General

C S Simmons Engineering Ltd. determines and selects opportunities for improvement and implements necessary actions to meet customer requirements and enhance customer satisfaction. For example:

- Improving products and services to meet requirements as well as addressing future needs and expectations;
- Correcting, preventing or reducing undesired effects;
- Improving the performance and effectiveness of the QMS.

### **Related documents**

Process 10 – Internal Audit (qp010a-2015)

Process 11 – Management review (qp011a-2015)

## Nonconformity and Corrective action

C S Simmons Engineering Ltd. initiates actions to eliminate the cause of nonconformities encountered. When nonconformity occurs, corrective action procedures are initiated and implemented. For example:

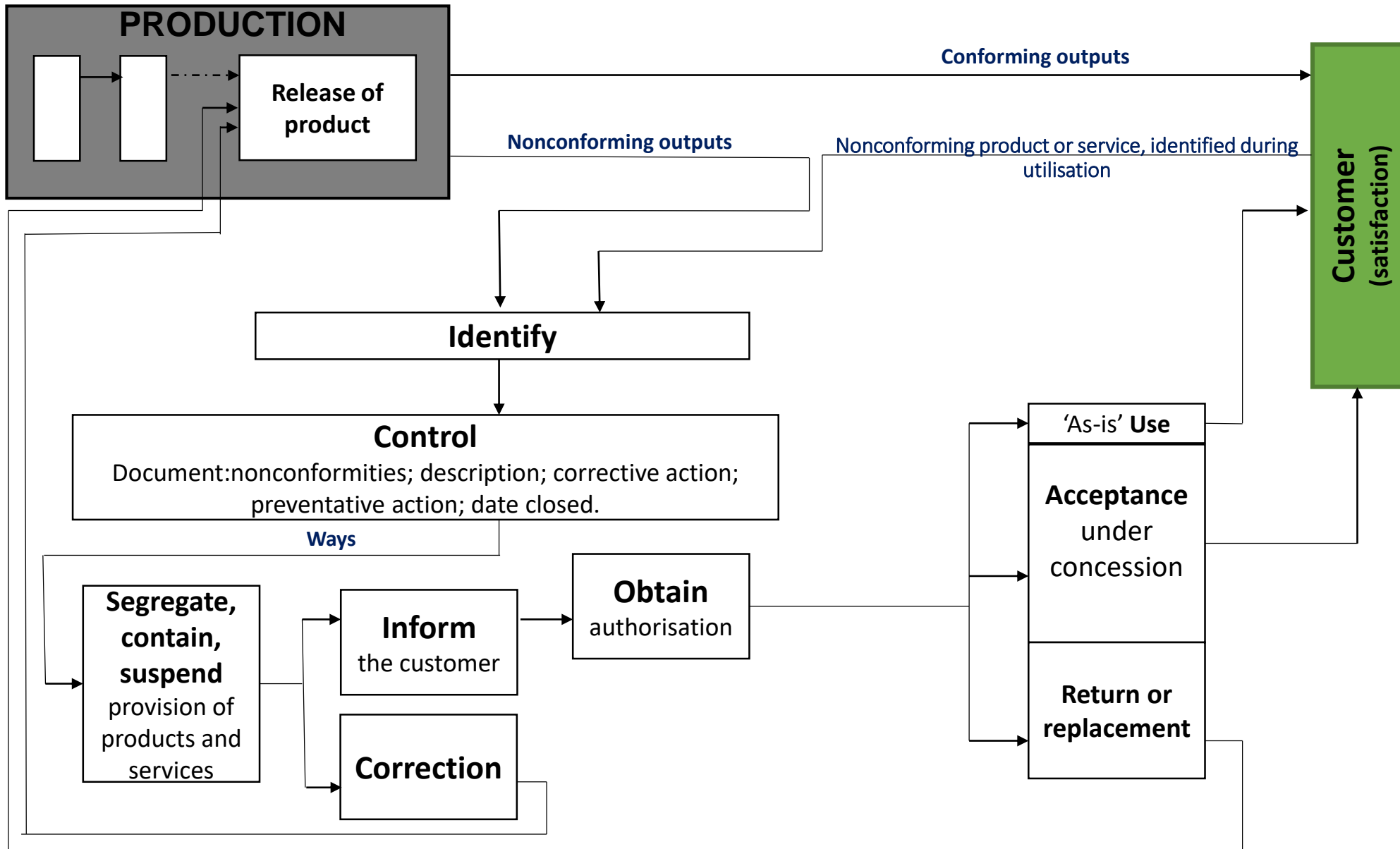
- Taking action to control and correct it;
- Reviewing and analysing the nonconformity;
- Determining the causes of the nonconformity;
- Determining if similar nonconformities exist, or could potentially occur;
- Review of the effectiveness of any corrective action taken;
- Updating risks and opportunities determined during planning, if necessary;
- Making changes to the QMS if necessary.

### Related documents

Process 9 – Non conformance and Customer feedback (qp009a-2015)

Process 10 – Internal Audit (qp010a-2015)

# Control of Nonconforming Outputs



# Continual improvement

C S Simmons Engineering Ltd. initiates actions to continually improve the suitability, adequacy and effectiveness of the QMS.

Continual improvement techniques and processes are applied to areas of the business that have an impact on the quality of our products and services.

Management review outputs, the implementation of the process approach and the Continual Improvement PDCA cycle (next slide) provides verifications that our QMS is robust and the achievement of effective process performance.

## **Related documents**

Process 11 – Management review (qp011a-2015)

# Continual Improvement PDCA

