



ASHTON SCAFFOLDING SERVICES LTD

QUALITY POLICY

Mr Paul Farmer
Co. Director
Ashton Scaffolding Services Ltd

This manual is the property of Ashton Scaffolding Services Ltd and may not be reproduced or distributed without the express written consent of a Director or the Management Representative of Ashton Scaffolding Services Ltd.

REVISION HISTORY

ISSUE	DESCRIPTION OF CHANGE	AUTHOR	EFFECTIVE DATE
1	Initial Release	S A Dix	11.01.2016
		S A Dix	16.01.2017
		S A DIX	15.01.2018
		S A DIX	09.01.2019
		S A DIX	07.01.2020
		S A DIX	09.01.2021
		P Ashley	10/01/2022
02	Reviewed, new Certification ISO45001	P Ashley	22/07/2022
03	Annual Review	P Ashley	10/7/2023
04	Annual Review	P Ashley	12/07/2024
05	Annual Review	P Ashley	15/07/2025

Contents

1. PREFACE	6
2. ORGANISATION	7
ORGANISATION	8
MANAGING DIRECTOR	8
CONTRACTS MANAGER	8
SAFETY MANAGER	8
ACCOUNTANT MANAGER	8
OFFICE MANAGER	8
SUPERVISORS	9
WORKING CHARGE HANDS	9
OPERATIVES	9
GENERAL	9
3. INTRODUCTION	9
3.1 SCOPE	9
3.2 PROCESS INTERACTIONS	10
4. QUALITY SYSTEM	10
4.1 General Requirements	10
4.2 Documentation	10
4.2.1 General	10
4.2.2 Quality Policy	10
4.2.3 Control of Documents	11
4.2.4 Control of Quality Records	11
5. MANAGEMENT RESPONSIBILITY	12
5.1 Management Commitment	12
5.2 Customer Focus	12
5.3 Quality Policy Statement	12
5.4 Planning	13
5.4.1 Quality Objectives – Business Plan	13
5.4.2 Quality Policy Planning	14
5.5 Responsibility, Authority and Communication	14
5.5.1 Responsibility and Authority	14
5.5.2 Management Representative	15
5.5.3 Internal Communication	15
5.6 Management Review	15
5.6.1 General	15

5.6.2 Review input.....	15
5.6.3 Review Output.....	16
6. RESOURCE	16
6.1 Provision of Resources	16
6.2 Human Resources.....	16
6.2.1 General	16
6.2.2 Competence, training and awareness.....	17
6.3 Infrastructure	17
6.4 Working Environment	17
7. SERVICE REALISATION	18
7.1 Planning of Service Realisation	18
7.2 Customer related processes – Contract Review	18
7.2.1 Determination of requirements related to the service.....	18
7.2.2 Customer communication.....	18
7.3 Design and planning	19
7.3.1 Design and planning	19
7.3.2 Design Development Inputs	19
7.3.3 Design Development Outputs	19
7.3.4 Design Development Review.....	19
7.3.5 Design Verification	19
7.3.6 Design and Erection.....	19
7.3.7 Control of Design and Changes	19
7.4 Purchasing	20
7.4.1 Purchasing Process.....	20
7.4.2 Purchasing Information.....	20
7.4.3 Verification of Purchased Product	20
7.5 Materials Service Provision	20
7.5.1 Control of Material provision	20
7.5.2 Identification and Traceability.....	21
7.5.3 Preservation of materials	21
7.6 Control of monitoring and measuring equipment	22
8. MEASUREMENT AND IMPROVEMENT	22
8.1 General	22
8.2 Monitoring.....	22
8.2.1 Customer Satisfaction	22
8.2.2 Internal Audit	22

8.2.3 Monitoring and Measuring Processes.....	23
8.2.4 Monitoring and Measuring Materials	23
8.3 Control of Nonconforming Materials	23
8.4 Analysis of Data	23
8.5 Improvement.....	24
8.5.1 Continual Improvement	24
8.5.2 Corrective Action.....	24
8.5.3 Preventative Action	24
9. Figure 1 Supply Chain Flow Diagram.....	25



1. PREFACE

Ashton Scaffolding Services Ltd is an established private Company that provides and erects scaffolding for the construction, private and public sector.

Ashton Scaffolding Services Ltd customer base include a number of large companies which themselves are very quality, safety and environmentally conscious. Some of our customers have mandatory demand's that its suppliers hold certain accreditations.

In pursuing this policy we maintain and improve our organisation and systems through which we can consistently achieve a controlled transition from the clients order to delivery of our service.

I personally affirm my commitment to the quality policy system and I fully support the provisions of this manual and solicit the active cooperation of all personnel in its implementation throughout the Company.

A handwritten signature in black ink, appearing to be "Paul Farmer".

Paul Farmer
Co. Director
Ashton Scaffolding Services Ltd
July 2025

2. ORGANISATION

Co. Director	Paul Farmer
Contracts Manager	Mark Rogers
Accounts Manager	Paula Ashley
Supervisor	Andy Eamer
Quality Representative	Paula Ashley
Deputy Quality Representative	Sadie Horner
Office Manager	Suzy Berry
Estimator	Shaun Farmer

ORGANISATION

The main management responsibilities and authorities are set out below:

MANAGING DIRECTOR

Has overall responsibility for the operation of the Company

- Development and effective operation of the Company
- Development and approval of the Companies Quality Policy
- Approval of the Companies Operating Procedures
- Undertakes sales, quotations and contract management for own clients

CONTRACTS MANAGER

Responsible to the managing Director with authority for:

- Undertaking sales, quotations and contract management for own clients

SAFETY MANAGER

Responsible to the Managing Director with authority for:

- Ashton Scaffolding are members of The Building Safety Group who support all Health and Safety matters for day to day running of the Company, who will carry out site inspections upon request and will investigate fully any RIDDOR requirements if applicable.

ACCOUNTANT MANAGER

Responsible to the Commercial Director with authority for:

- Controlling all financial aspects of the company's business

OFFICE MANAGER

Responsible to the accountant manager:

- Deputising for the accountant manager as required maintaining the day to day running of the office inclusive of –
 - Purchase ledger
 - Payroll
 - Sales Leger

- Documentation
- Training
- HR Process

SUPERVISORS

Responsible to the Company Director with authority for:

- Supervising the operation of delegated areas or contracts
- Supervising the day to day running of sites and operatives

WORKING CHARGE HANDS

Responsible to the Managing Director, Contracts Manager and Supervisor, with authority for:

- Deputising for Supervisors in their absence
- Carry out delegated Supervisors activities on small sites
- Undertaking operative duties within their range of skills

OPERATIVES

Responsible to the Delegated Supervisor:

- Carrying out delegated duties within their range of skills

GENERAL

All activities within individual's areas of responsibility to be undertaken in accordance with the Quality Policy, Procedures and instructions current at the time.

These general responsibilities are supported by Operating Procedures that define the specific responsibilities and authorities of all staff as they affect the quality of service offered by the Company.

3. INTRODUCTION

3.1 SCOPE

The scope of Ashton Scaffolding Services Ltd is assembly and installation of scaffolding.

The primary service delivered to Ashton Scaffoldings Services Ltd customers resides within the disciplines of Ashton Scaffolding Services Ltd missions and objectives of these disciplines contain common activities, which are embodied within the Quality Policy.

Ashton Scaffolding Services Ltd Quality Policy is the mechanism for enhancing customer satisfaction, efficiency of the service we provide.

3.2 PROCESS INTERACTIONS

The flowcharts for the sequence and interaction of the processes of Ashton Scaffolding Services Ltd Quality system (supply chain flow diagram – figure 1) are summarised at the end of the Quality Policy.

4. QUALITY SYSTEM

4.1 General Requirements

Ashton Scaffolding Services Ltd is committed to establishing, implementing, maintain and continually improving the effectiveness of the Quality Policy.

4.2 Documentation

4.2.1 General

The Quality Policy includes documented statements of objectives with documented procedures, flow charts and records determined by the organisation to be necessary to ensure effective planning, operation and control of its process.

4.2.2 Quality Policy

Ashton Scaffolding Services Ltd ensures that the quality is an integral part of the overall service provided. Ashton Scaffolding Services Ltd emphasises the use of problem prevention and problem correction in order to supply quality services to its clients. To achieve this Ashton Scaffolding Services Ltd has adopted a policy of operation. The activities governed by the quality policy are identified and documented, these documented procedures are controlled and effectively implemented to ensure that Ashton Scaffolding Services Ltd meet clients requirements.

The Quality Policy is defined in the following controlled documents:

- Quality Policy defining the Company's organisation and general responsibilities

Quality planning is embedded and planning includes as appropriate:

- Preparation of quality plans
- Identification and acquisition of, equipment, material, resources, and skills needed to achieve the required quality
- Ensuring compatibility of inspection and test procedures and applicable documentation updated as necessary
- Identification and preparation of quality records

The responsible manager shall identify activities governed by the quality policy and ensure that they are documented. The quality manager shall perform quality planning to relate to customers requirements and ensure that quality records are kept and properly identified.

4.2.3 Control of Documents

Ashton Scaffolding Services Ltd ensures that current documentation and data is readily available to Ashton Scaffolding Services Ltd personnel via a documented and data control system. This ensures that all documents and data is reviewed and approved prior to any modifications. Obsolete or invalid documents and data are destroyed or, if retained, properly marked and archived.

At their work location Ashton Scaffolding personnel have access to current and approved versions of documents, data and external documentation pertinent to their work that affects the quality of Ashton Scaffolding Services Ltd services.

The representative or deputy shall process, control and coordinate the creation or revision of the procedures. This includes status, maintenance and distribution of information relating to these documents.

4.2.4 Control of Quality Records

Ashton Scaffolding Services Ltd maintains procedures for the identification, access, filing, back up (electronic), storage, maintenance and disposition of records. Records including supplier/subcontractor records if applicable, are maintained.

All records are legible and sorted in a way that they are readily retrievable in facilities that provide a suitable environment and prevent loss damage or deterioration. Where contractually agreed, records are made available for evaluation by a customer for an agreed period.

5. MANAGEMENT RESPONSIBILITY

5.1 Management Commitment

Ashton Scaffolding Services Ltd addresses quality and quality objectives along with management's commitment to achieving these objectives, goals and the expectations and needs of Ashton Scaffolding Services Ltd customers. Improvements are made to enhance the achievement of Ashton Scaffolding Services Ltd objectives in support of this. Ashton Scaffolding Services Ltd will implement periodic reviews of the quality policy to continually improve its effectiveness and suitability. Management will communicate to the organisation the importance of meeting customer requirements as well as regulatory and statutory requirements.

5.2 Customer Focus

Ashton Scaffolding Services Ltd is aware of the importance of customer satisfaction and the need to continually develop and maintain good customer relations by the way of looking at repeat business along with intake of new clients.

5.3 Quality Policy Statement

The Company's Quality Policy is:

To ensure that our services are completed to the highest standard and have the appropriate level of specification and reliability, that they fully meet the customer's requirements and give maximum value to the customer.

To develop our capability and techniques to cater for the changing demands of our customers

To place particular importance on the contribution that employees make to the quality and to work with them to provide the necessary information, training and support to enable them to achieve the required levels of competence.

To ensure that this policy is understood, implemented and maintained, all staff are made aware of this policy and informed of their requirements within the quality system by training and access to this policy and the relevant procedures.

Compliance with this manual, procedures and all associated documents is mandatory for all employees. Any variation can only be authorised by the Director in line with current written document change procedures.

We are committed to meeting requirements of and continually improving the effectiveness of our policy. This by a process of continual management review and identification of appropriate improvement initiatives to meet our quality objectives and support profitable sales growth.

Approved by:



Paul Farmer
Co. Director
Ashton Scaffolding Services Ltd
July 2025

5.4 Planning

5.4.1 Quality Objectives – Business Plan

- Business Objectives
- Maintain profitability
- Provide employment for long term employees
- Maintain services to existing customer base
- For the sake of company confidentiality specific numeric figures are not contained within this document.
- Non –conformance
- Suppliers – reduction in supplier related non-conformance by proactively managing supplier – customer relationships.
- Target 0% customer complaints
- Customer related – improve customer satisfaction in the distribution and supply of Ashton Scaffolding Services Ltd services.

5.4.2 Quality Policy Planning

Ashton Scaffolding Services Ltd ensures that the planning of the Quality Policy is carried out in order to meet the requirements of quality objectives set by the organisation. Also that the integrity of the Quality Policy is maintained when changes to the quality policy are planned and implemented.

5.5 Responsibility, Authority and Communication

5.5.1 Responsibility and Authority

The Quality Policy Representative is responsible for the monitoring, development and maintenance of the Quality Policy.

Primary responsibility for implementing the Quality system resides with responsible persons in each Ashton Scaffolding Services Ltd area. Responsible Managers shall ensure that procedures define specific responsibilities of personnel who manage, perform or verify work that affects quality.

General responsibilities for Ashton Scaffolding Services Ltd personnel regarding work affecting quality are summarised in Table A.

Table A: summary of Quality Responsibilities

Who	Responsibility and Authority
Managing Director	Ensure communication and understanding of the Quality Policy throughout and reinforcing the importance of meeting customer, regulatory and statutory requirements. Conduct Management reviews. Analyse data provided by the quality management system. Ensure the availability of necessary resources.
Quality Policy Representative	Document and maintain the Quality policy, and performs regular internal audits (within ISO45001). Ensure that quality is established, implemented and maintained. Perform regular reviews of suitability and effectiveness of quality. Promote awareness of customer requirements throughout the organisation and to coordinate any improvements.
All Personnel	Implement the Quality Policy. Obtain and communicate customer requirements to the appropriate personnel. Ensure that qualified, skilled and trained personnel and other resources are available. Ensure that services satisfy customer requirements including quality, safety, cost, schedule, performance, reliability.

	<p>Ensure that personnel comply with applicable standards, regulations, specifications and procedures.</p> <p>Ensure quality of work</p> <p>Stop work in progress or make appropriate notifications when unsafe conditions exist or requirements are not being met.</p>
--	---

5.5.2 Management Representative

The quality policy representative is a representative of the organisations own management and has defined authority and responsibility for ensuring that:

- Requirements of the quality policy are implemented and maintained.
- Top management is informed of the performance of quality and any need for improvement.
- Awareness of customer requirements is promoted through the organisation.

5.5.3 Internal Communication

Regular communication via information from quality reviews, internal audits (via ISO45001) and management meetings are made available to all personnel. This may take the form of minutes of meetings, conformance to customer requirements, customer satisfaction, supplier evaluations, and any relevant improvement initiatives.

5.6 Management Review

5.6.1 General

Quality review meetings will be held at least annually and attended by Management, Quality Representative and Responsible Managers inline via ISO45001 meeting.

5.6.2 Review input

The Quality agenda includes: -

- A review of points discussed at the process audit and previous management review meetings.
- A review of effectiveness of completed preventative and corrective actions. (status of on-going corrective and preventative actions).
- Customer feedback, including complaints.
- Assessment to which quality objectives have been met and any changes.
- Any proposed changes to Ashton Scaffolding Services Quality Policy and to the scope of its registration.
- Assessment of any opportunity for improvement.

- Provisions of resources and training needs to meet objectives.

The process audit agenda includes:-

- A review of all audits completed during the period including any outstanding corrective actions.
- Discussion on any relevant issues raised during audits
- Discussion on any Quality problems raised by the departments including resource requirements.
- Identification of the completion of actions.
- A review of status on existing prevention actions.
- A review of recommended preventive actions and allocation of responsibility for carrying them out.
- A review of completed preventative actions.

5.6.3 Review Output

Review outputs will concern the points listed above. Management review outputs will additionally include actions relating to:

- Improvement of the effectiveness of the Quality policy and its processes.
- Improvement of customer requirements and resource needs.
- Documents can be found within the ISO45001 audits.

6. RESOURCE

6.1 Provision of Resources

Ashton Scaffolding Services Ltd determines and provides resources to:

- Implement and maintain the quality policy and continually improve its effectiveness.
- Enhance customers satisfaction by meeting customer requirements.

6.2 Human Resources

6.2.1 General

Ashton Scaffolding Services Ltd selects personnel for positions based on relevant experience in order to ensure that personnel are able to carry out their tasks in a competent, safe and controlled manner.

6.2.2 Competence, training and awareness

Ashton Scaffolding Services Ltd maintains documented procedures for identifying training needs and providing for the training of all personnel performing activities affecting quality. Personnel performing specific assigned tasks are qualified on the basis of appropriate training and/or experience and appropriate records are maintained.

On recruitment all employees are given the following training:

- Induction to ensure they are familiar with all company rules and requirements and the requirements of the Quality Policy.
- The necessary training to ensure they are competent to carry out their required duties, to operate to required procedures and to ensure safe working practices.
- The competence and training needs of individuals is reviewed as and when deemed necessary, additional training is arranged if required.
- Records are maintained of all employees training and skills achieved.
- Skills and training requirements reviewed prior to management meetings.

6.3 Infrastructure

Ashton Scaffolding Services Ltd determines, provides and maintains the infrastructure needed to achieve conformity by providing the underlying foundation for operations. This includes buildings, workspace and associated facilities, hardware, software, support, services, process equipment and transport and communication facilities. Maintenance of the infrastructure allows the organisation to function in a safe and secure environment ensuring our service conform to customer requirements.

6.4 Working Environment

Ashton Scaffolding Services Ltd determines and manages the work environment needed to achieve conformity and service requirements to ensure that the work environment has a positive influence on motivation, satisfaction and performance of people in order to enhance the performance of the organisation.

Ashton Scaffolding Services Ltd pays attention to the creation of a suitable work environment, as a combination of human and physical factors and includes consideration of:

- Plant, equipment and safe systems of work.
- Safe arrangements for the use, handling, storage and transportation of materials.
- Sufficient information, instruction, training and supervision to assist all employees to avoid risks and contribute positively to their own safety and health at work.
- A safe pace of work, including access and egress from the area.
- A controlled healthy working environment.

- Adequate welfare facilities (principal contractor obligation to provide on site).

7. SERVICE REALISATION

7.1 Planning of Service Realisation

Ashton Scaffolding Services Ltd aims to provide suitable conditions, all respects, necessary to achieve service which conforms to specifications.

The foundation of the Quality Policy is organised with defined responsibilities and a structured series of procedures, work practices and quality,

7.2 Customer related processes – Contract Review

7.2.1 Determination of requirements related to the service

Ashton Scaffolding Services Ltd has procedures for contract review.

Each contract is reviewed to ensure that:

- The requirements are adequately defined
- Any requirements differing from those in the enquiry, tender or quotation are resolved.
- Ashton Scaffolding Services Ltd has the capability to meet the contract requirements.
- Where amendments to contracts occur, procedures are followed how the amendment is made.

7.2.2 Customer communication

The Responsible Manager ensure that effective communication is established with the customer, including feedback and complaints, that all requirements are clearly stated and understood, and that Ashton Scaffolding Services Ltd has the ability to meet those requirements.

(Procedures carried out within ISO45001 audits)

7.3 Design and planning

7.3.1 Design and planning

The degree to which an enquiry, or project calls for individual design needs is determined by legislation and customer requirements which varies from job to job.

In order to satisfy Design requirements Ashton Scaffolding Services Ltd utilises the services of an outside approved design company – Optima Scaffold Design, and our estimators use an approved computer software programme TG20 Guide (NASC compliant) to produce drawings for smaller scaled contracts.

7.3.2 Design Development Inputs

The design input requirements are determined by the clients contract.

7.3.3 Design Development Outputs

The design output is supplied either by Ashton Scaffolding Services Ltd via a TG20 compliance sheet which can be produced and used to demonstrate that a scaffold is TG20 compliant and therefore does not require a design drawing, if a design drawing is required this will be supplied by Optima Scaffold Design,

7.3.4 Design Development Review

Ashton Scaffolding Services Ltd carries out design reviews as required by their own system.

7.3.5 Design Verification

On receipt the design is verified to ensure that it satisfies the design request.

7.3.6 Design and Erection

On completion of erection principal contractor conforms that it validates the design.

7.3.7 Control of Design and Changes

If design changes or modifications are required they will be undertaken by repeating the above by issuing a revised design.

7.4 Purchasing

7.4.1 Purchasing Process

Ashton Scaffolding Services Ltd ensure that purchased materials conforms to specified requirements.

Selects local suppliers where applicable and their ability to meet purchase quality requirements.

Defines the type and extent of controlled exercised over the suppliers/subcontractors. This is dependent on the type of purchased products, the impact of the purchased product on the quality previously demonstrated capability and performance.

7.4.2 Purchasing Information

Purchase orders clearly describe the product ordered including where applicable:

- Precise definition
- The title or other identification and applicable issues, and other relevant data.
- The Director or Purchase Manager approve purchasing where applicable.

7.4.3 Verification of Purchased Product

Ashton Scaffolding Services Ltd checks and verifies materials before used on client's contracts.

Ashton Scaffolding Services Ltd clients do not normally require to verify materials at supplier's premises.

Should a contract specify this requirement, this would identified at Contract Review and the customer or representative afforded the right to verify product at the suppliers premises or on site. Such verification by the customer would not absolve us of the responsibility to provide adequate materials nor preclude subsequent rejection by the customer.

7.5 Materials Service Provision

7.5.1 Control of Material provision

Ashton Scaffolding Services Ltd identifies its installation processes that directly affect quality and ensures that these processes are carried out under controlled conditions include:

- Instructions (procedures) defining the manner of installation where the absence of such instructions could adversely affect quality.
- The use of suitable equipment and in a suitable working environment.
- Compliance with relevant standards.
- Monitoring and control of suitable process parameters and material during operations.
- The approval of process and materials, if applicable.
- The criteria for workmanship defined on job documentation and material standards.
- Suitable maintenance of materials.

7.5.2 Identification and Traceability

Ashton Scaffolding Services has established procedures to identify materials from receipt, during all stages of storage and during erection with company coloured paint.

Where and to the extent that traceability is a requirement (as above painted materials).

7.5.3 Preservation of materials

Ashton Scaffolding Services Ltd minimises the risk of damage to or deterioration of materials by handling, storage and delivering materials in accordance with good housekeeping practices.

Handling

Procedures ensure that all methods of handling materials prevent damage or deterioration.

Storage

Designated storage areas are used to prevent damage or deterioration to materials pending use where applicable. To detect deterioration stock is assessed at appropriate intervals.

Preservation

Preservation is not applicable to company's materials, re checked and re used when in good order, cut down and recycled if fit for use.

Delivery

After inspection of quality materials are loaded and delivered to site for erection.

7.6 Control of monitoring and measuring equipment

Ashton Scaffolding Services Ltd maintains documents to control calibrate and maintain inspection for materials used to demonstrate conformance where applicable.

Inspections of materials used on site are inspected every 7 days by client unless Ashton Scaffolding Services Ltd are requested to carry this out. Tensile tie tester is sent off for calibration yearly for inspection, the equipment is handled and stored such that accuracy and fitness for use.

8. MEASUREMENT AND IMPROVEMENT

8.1 General

Ashton Scaffolding Services Ltd will monitor and improve processes needed to demonstrate service requirements and ensure continual improvement.

8.2 Monitoring

8.2.1 Customer Satisfaction

Ashton Scaffolding Services Ltd is committed to monitor customer satisfaction and/or dissatisfaction. Methods for obtaining such information and data include:

- Customer complaints
- Direct communications with customers

8.2.2 Internal Audit

Quarterly Internal quality audits to verify whether quality activities and related results comply and to determine effectiveness of quality will be audited via ISO45001.

The audits are scheduled on the basis of the status and importance of the activity to be audited and are carried out by personnel independent of those having direct responsibility for the activity being audited via ISO45001.

The results of the audits are recorded and brought to the attention of the personnel having responsibility in the area audited. The management personnel responsible for the area required to take timely corrective action on the deficiencies found during the audit.

Follow up activities record the implementation and effectiveness of the corrections and corrective action taken.

The results of audits form an integral part of management review activities via ISO45001.

All elements will be reviewed at least once within a 12-month period.

8.2.3 Monitoring and Measuring Processes

Ashton Scaffolding Services Ltd applies suitable methods for monitoring and measuring of Quality. These methods demonstrate the ability of each process to achieve rectified results. When results are not achieved corrections and corrective action is taken as appropriate. Measurements of performance form part of daily operations and provide the means for identifying ongoing improvement opportunities.

8.2.4 Monitoring and Measuring Materials

Ashton Scaffolding Services Ltd carries out inspections and testing of materials used to ensure continual quality of product.

- Final Inspection and Testing
- Inspection is carried out prior to handing over to customer.
- Inspection and Test Records
- Records of all inspections and test activities are retained where appropriate.

8.3 Control of Nonconforming Materials

Ashton Scaffolding Services Ltd has procedures to ensure that materials which does not conform to requirements is prevented from use on site. Control provides for identification and segregation as not fit for use until rectified if applicable.

8.4 Analysis of Data

Data I collected this includes, but is not limited to, conformance to customer requirements, customer satisfaction and supplier evaluation.

Data is sub-divided for complaints, in-house problems procedures for non-conformances and corrective actions. Management meetings are performed the findings are then communicated to all personnel. Subsequently n improvement action plan may be generated.

This mechanism is used as a means of continual improvement throughout the organisation.

8.5 Improvement

8.5.1 Continual Improvement

Ashton Scaffolding Services Ltd manages the process via ISO45001 necessary continual improvement of quality. Potential improvements in the various processes are reviewed as a continually activity, with the effort being directed to proactive management of improvements, rather than waiting for a problem to reveal opportunities.

8.5.2 Corrective Action

Ashton Scaffolding Services Ltd takes action to eliminate the cause of non- conformance in order to prevent recurrence. Procedures for corrective action include:

- The effective handling of customer complaints and material nonconformities
- Investigating the cause of nonconformities and recording the results of the investigation.
- Determining the corrective action needed to eliminate the cause of nonconformities applying controls to ensure corrective action is taken and is effective.

8.5.3 Preventative Action

Ashton Scaffolding Services Ltd determines actions required to eliminate the causes of potential nonconformities to prevent their occurrence.

Procedures for preventative action include:

- Using all appropriate sources of information such as processes and work operations which affect quality, audits, results, quality, records, and customer complaints to detect and eliminate causes of nonconformities, determining steps needed to deal with any problems requiring preventative action.
- Preventative action and applying controls to ensure it is effective
- Ensuring all information on actions, including changes to procedures are submitted for management review.

9. Figure 1 Supply Chain Flow Diagram

