QUALITY AND ENVIRONMENTAL MANAGEMENT SYSTEM OVERVIEW

Aran Services Limited

Company Address:
Units 1-6
The Old Station
Higham
Bury St Edmunds
Suffolk
IP28 6NE

Company Registered Number: 5045144

Scope of Certification

Energy Efficiency “Whole House” Solutions
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**NOTES:**

It is the responsibility of the designated representative to amend, recall, and update all internal copies of this document.

A new Revision Number denotes that individual page(s) have been revised. These changes will be identified on each page where they occur.

A new Issue Number denotes that the document has been fully reprinted.

The Amendments Records Page(s) will be retained in the current version of this document.

Holders of un-controlled copies must be advised of any amendments or subsequent issues.
ORGANISATION PROFILE

Aran Services are dedicated to providing householders with cost effective energy efficiency solutions that not only reduce household running costs, but limit the impact that you and your family have on the environment by cutting down your carbon dioxide emissions.

Operating from purpose-built premises in the centre of the Eastern Region, the company offers a ‘Whole House’ solution to the energy efficiency challenge, based on the understanding that every element of a building’s energy consumption should be considered in order to increase its overall energy efficiency and reduce its carbon footprint.

Since our formation in 2004, Aran Services Ltd has striven to provide its customers and clients in both public and private sectors with excellence in the field of energy efficiency.

At Aran Services Ltd our skilled workforce of installers, surveyors and managerial staff are focussed on providing an exceptional customer service, employing a range of services from initial energy assessment through to the installation of renewable energy technologies in order to provide our clients with the best possible energy efficiency solution. We pride ourselves on our professionalism, a fact reflected by our membership of the appropriate trade bodies and our commitment to continuous staff training.

We continue to work closely with government bodies and energy suppliers to ensure access for our clients to the various and evolving grant funding streams that can reduce the cost of energy efficiency.
ORGANISATION FOREWARD

The company has chosen to implement this Business Management System as a strategic decision, with the intention of improving the overall performance of the company. As laid out in the Quality Policy, this is intended to result in securing efficiency, a strong customer focus and enhancement of long-term sustainability and profitability within the Organisation.
QUALITY POLICY

The primary purpose of quality assurance is the enhancement of the quality of customer experience and the maintenance of installation standards in the context of an expanding portfolio of service streams.

The continuing policy of Aran Services Ltd is to provide a professional and efficient service to meet all of the requirements of our customers. This achievement will result in securing efficiency and enhancement of long-term profitability.

The Management Team bears the responsibility for establishing, maintaining and implementing the system for controlling those particular activities for which they are responsible. We undertake to ensure through instruction, practical example and training that quality is the aim of all members of the Organisation and that each employee has a proper understanding of the importance of the quality system function and its direct relevance to the success of the Organisation.

All staffs are expected to take personal responsibility for their own professional quality and standards in all their activities.

Staff will exercise this responsibility within a supportive environment where expectations and standards are defined, continual improvement and innovation are encouraged, development and training opportunities are provided, feedback is actively sought from customers and other major stakeholders; and duplication of effort is strenuously avoided.

The quality assurance framework:

- Sets objectives rather than dictates detailed procedures and structures;
- Promotes consistency rather than standardisation across the company and
- Is underpinned by the concepts of equality and fairness

All policies and procedures will be documented and readily accessible to staff, students and other stakeholders.

The Company will rigorously and continuously monitor the effectiveness of its quality assurance procedures to assure that they are operating in accordance with good practice, in the best interests of customers and the maintenance of installation standards and the promotion of continual improvement through:

*Quality Assurance* comprises all the policies, systems and processes directed to ensuring the enhancement of the quality and standards of service provision.
Quality Control relates to the arrangements (procedures, organisation etc.) which verify that installation, training and assessment are being carried out in an appropriate manner.

Quality Audit is the process of ensuring that the quality assurance and control arrangements are satisfactory and operating effectively.

Quality Enhancement is the process of continual improvement.

The organisation has a policy of continual improvement and setting of quality objectives in line with the framework laid down within ISO 9001:2015.

The Quality System will be monitored regularly under the Top Management’s ultimate responsibility with regular reporting of the status and effectiveness at all levels.
ENVIRONMENTAL POLICY

Aran Services Ltd recognises that its activities have environmental implications which can be potentially detrimental and beneficial. The company also recognises that effective management of our environment makes good business sense and will be a fundamental and integral part of our business strategy.

In this respect we are committed to:

- Being aware of how our activities impact upon the environment and seek to minimise any adverse effects by means of best available, cost effective, techniques, through a policy of improvement.
- Complying with our legal responsibilities.
- Conserving the use of resources such as:
  1. Ensuring lights, electrical appliances, heating systems and machinery is maintained and operated in an efficient manner
  2. Avoid waste and encourage conservation, re-use and recycling
  3. Reduce, wherever possible, air, land and water pollution, e.g. Solvent use, motor exhaust etc
- Being sensitive to the environmental concerns of our neighbours and communities through which we operate and responding to them.
- Adopting environmental objectives to continually improve our environmental performance and monitor progress.
- Setting up of a steering committee, which will meet on a quarterly basis, to develop policies and procedures and monitor progress.
- Requiring our suppliers and contractors to have a proper regard for environmental policy for the goods and services they provide.
- Encourage personnel effort on the part of all employees to avoid and prevent environmental damage and to re-use and recycle company materials wherever possible.
- Communicate this policy to all our staff, suppliers and customers and seeking their help to implement it.
- Ensure all our staff receive adequate information, instruction and training to ensure they act with due consideration for the environment.
- Review the policy annually or whenever necessary to comply with changes in legislation or company policy.
Context of the Organisation

“Clause 4 of the standard requires us to understand our organisation and its context, needs and expectations of all interested parties, the scope of these management systems and our processes.”

It has been identified that interested parties are members of staff, customers, suppliers and members of the public whilst the companies are working on site. The needs and expectations of interested parties are to provide a quality service to meet and exceed customer requirements.

The scope of the management system embraces the following:

- Our external and internal issues
- The needs and expectations of interested parties
- All business activities
- Fulfilling customer requirements
- Interactions with external providers
- Environmental aspects
- Compliance obligations
- Emergency plans

We have established and implemented a management system which progresses us towards customer satisfaction, prevention of pollution, compliance and continual improvement and comprises:

- This ‘sign post’ manual
- Quality and environmental policies
- Business objectives
- Competence and awareness records
- Performance evaluation data analysis
- Communications processes
- Risk and opportunity including aspect and impact analysis

Customer, External Provider Property is not applicable to the organisation.
Leadership

“Clause 5 of the standard requires leadership commitment, customer focus, establishing and communicating the quality and environmental policies and ensuring organisation roles, responsibilities and authorities are assigned, communicated and understood.”

Although roles responsibilities and authorities have been delegated with regards to the effective running of the management system overall accountability rests with top management.

These responsibilities are documented within the organisation chart with job descriptions.

The focus on customer requirements and meeting their needs and requirements including statutory and regulatory requirements is essential to the success of the business and this requirement is communicated throughout the organisation.

This is encapsulated within the documented quality policy and quality objectives.

A documented environmental policy statement has been established and contains commitments to; the protection of the environment, the fulfilment of its compliance obligations, and continual improvement.

Both the Quality Policy and Environmental policy are communicated within the organisation and is available to interested parties if required.
Planning

“Clause 6 requires actions to address risks and opportunities, the establishment of quality and environmental objectives, at relevant functions, levels and processes, and the planning of any changes to maintain the integrity of the management systems. It also requires and organisation to determine its environmental aspects of its activities and determine its compliance obligations.”

A risk based approach shall be adopted to address risk and opportunities particularly with regard to the external and internal issues facing the business, and the needs and expectations of interested parties. In addition, the same risk based approach will be adopted in relation to all environmental aspects and compliance obligations.

The organisation has detailed risk assessments, method statements and toolbox talks take place on customer’s sites.

Any changes to the management system are fully discussed beforehand to ensure its integrity is not compromised, all changes are recorded for reference purposes.

An aspects and impacts analysis has been conducted identifying those activities which have a significant environmental impact over which we can control and also emergency situations.

Our compliance obligations have also been identified.

Documented measurable objectives consistent with our policies have been; established on a planned basis, communicated throughout the organisation, with their status determined at review meetings.

Objectives are fully integrated into day to day activities.
Support

“Clause 7 of the standard requires the determination and provision of resources such as its people, its infrastructure, and its environment needed for the establishment maintenance and improvement of the management systems. Resources should also be determined and provided to ensure monitoring and measuring, measurement traceability, organisational knowledge, competence, awareness and internal and external communication.

The organisation’s quality and environmental management systems shall include documented information required by the standard that documented information necessary for the effectiveness of the management systems including the creation and updating of documented information, and the control of documented information.”

The premises and equipment are subject to planned maintenance to ensure the infrastructure remains fit for purpose.

Software licences are kept up to date and electronic data is backed up to ensure retrievability.

Measures are taken to providing an environment which is suitable for the operation of our processes and ensuring conformity of products and service.

Policies and procedures have been established to manage the social, psychological and physical factors of the business and the Health and Safety at Work Act 1974 is observed to ensure a ‘safe place to work’.

Any measuring equipment critical to service delivery shall be protected and periodically calibrated in line with either the manufactures’ requirements and/or international or national measurement standards.

Documented information is retained to evidence the status of all measuring equipment.

It is important to keep up to date our organisational knowledge to ensure we address any changing needs and trends.

This is achieved through the experience of our personnel and internal and external sources.
Staff are recruited on the basis of the job requirement and can include educational achievement and experience.

Ongoing training assessments are conducted with training provided to ensure competence levels are maintained. Documented evidence of competence is maintained.

Awareness as to the requirements of the management system including; the quality and environmental policies, objectives, contribution and implication of non conformance is undertaken both to staff and external providers.

Awareness communication channels include; induction for new staff, staff meetings, notice boards and external provider evaluation.

The control of Documented Information is managed in line with the following procedure:
Operation

“Clause 8 of the standard requires the organisation to plan, implement and control the processes needed to meet the requirements for the provision of products and services and these include

- Design and development
- Control of externally provided processes
- Production and service provision
- Release of products and services
- Control of non-conforming outputs
- Life cycle perspective (see diagram below)
- Emergency preparedness and response"

The processes in place to meet the requirements of service delivery are detailed below.

In the first instance, an enquiry will come in to the office by telephone or e-mail and it will be recorded on the Lead Sheet detailing the requirements of the customer. Once this has been agreed with the customer, a Quotation Form will be completed and given a Job Number. Once the description of proposed installation of works is agreed with the client a Job Control Form is completed. When the work is completed a Declaration of Conformity and Completed Installation form is produced.
The process of Design and Development is covered by the CDM (Construction Design and Management) Regulations. With each project undertaken there is a Construction Phase Plan completed.

The organisation very rarely uses externally provided products or services, however if equipment is provided from external services, service records and proof of equipment fit for purpose is undertaken. Outsourced processes are controlled by the use of the approved supplier list which forms part of the management system.

The control of production and service provision is done by regular checks by supervisors on customer’s sites, and the provision of a Job Control Form. Proof of identification and traceability is conducted by the use of the Job Control Form which is given a job number.

The Job Control Form detailed above ensures that documentation is in place to control production and service provision.

Customer, External Provider Property is not applicable to the organisation.

Preservation of product and service is done by the use of the Job Control Form. There is also a SHE manual on all customer sites which all staff are made aware of with site induction, site rules, code of conduct, risk assessments, method statements, COSHH assessments, toolbox talks and improvement report forms.

Service contracts are part of the post-delivery activities.

Control of changes is done by the use of a Variation Form.

Declaration of Conformity and a Completed Installation form is produced at the end of the project.

Control of non-conforming output is done by the use of an Improvement Report Form.
Company Process Flowchart

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[Flowchart showing the process flow of company operations, including steps for Domestic Direct, Domestic Indirect, Trace, Social Housing, and Renewables + Solid Wall sub-processes, with detailed descriptions and decision points such as passing details to departments, scheduling appointments, and documenting completion.]
Performance Evaluation

“Clause 9 of the standard requires monitoring, measurement, analysis and evaluation of the effectiveness of its management systems, which includes customer satisfaction, internal audit, compliance evaluation and planned management review meetings.”

We have determined the process for and the areas requiring, performance evaluation.

Processes include a scheduled internal audit programme trend analysis, compliance evaluation and the management review process.

Areas include; customer satisfaction, key performance indicators, incidents of non-conformance, external provider performance, controls within aspects and impacts analysis and compliance.

Documented evidence as to the results of performance evaluation shall be retained. Customer satisfaction is conducted through the use of a customer survey form and customers can give comments on the company’s web-site.

The organisation evaluates and analyses data by the use of internal and external audits that are reviewed at the management review meetings. Process audits and site audits are in place by the use of checklists.

Management review meetings take place and minutes of these meetings are documented.
The internal audit procedure is documented below:

1. **Establish Audit Programme**
2. **Determine: Audit Scope, Criteria of Audit, Auditors**
3. **Audit Briefing**
4. **Conduct**
   - Identify non-conformances & agree areas for improvement and/or appropriate corrective actions
5. **Document findings and report to relevant management**
6. **Corrective actions agreed and implemented to ensure non-recurrence of non-conformance**
7. **Sign off audit reports at next management review**
8. **Audit Briefing**
9. **Audit Briefing**
10. **Conduct follow up audit if required**
Improvement

“Clause 10 of the standard requires the determination and selection of opportunities for improvement and implementing any necessary actions to meet customer requirements and enhance customer satisfaction. This includes non-conformity and corrective actions including those arising from complaints.”

Actions are taken to correct identified non-conformances and complaints in line with the process flow chart below.

Documented evidence is retained to evidence the nature of the non-conformance and confirmation it has been corrected.

Improvement measures include; trend analysis of captured data, setting and achieving objectives and results of risk analysis.

The non-conformance procedure is documented below:
The organisation adopts a policy of continual improvement. This is vital to the maintenance of business performance, meeting customer requirements and satisfaction levels, and subsequently the company’s external reputation.

The company undertakes the following actions to identify opportunities and achieve the continual improvement of its management system:

- Setting of Objectives.
- Regular review of the Quality and Environmental Policies.
- Management Review Meetings. Review of the management system, trend analysis and evaluation takes place with a view to identifying opportunities for improvement.
- Staff suggestions for improvement.
- Robust Internal Communication.
- Regular review of staff competence, organisational knowledge and awareness levels with training implemented as required.
- Internal Audits – opportunities arising from non-conformances identified.
- Customer Survey – feedback is evaluated and used to implement improvements.
- Review of external providers – any issues are identified and improvements made where necessary.
- Keeping up to date with changes in the market place.
- Top management taking ownership of the management system and looking for improvements when reviewing the organisation’s strategic direction.