



**GREEN COURIER**

**QUALITY POLICY**



## Index

---

SECTION	TITLE	NUMBER OF PAGES	ISSUE DATE
1	Quality Policy Statement	1	01/03/2010
2	Quality Assurance Strategy	1	01/03/2010
3	Quality Assurance Representative	1	01/03/2010
4	Quality Strategy Review	1	01/03/2010
5	Quality Audits	1	01/03/2010
6	Certificate of Conformity & Delivery of Service	1	01/03/2010
7	Sub- Contractors	1	01/03/2010
8	Delivery of Service & Goods	1	01/03/2010
9	Rejection of Supplies	1	01/03/2010
10	Corrective Action	1	01/03/2010
11	Contract Review	1	01/03/2010
12	Index of Appendices	1	01/03/2010



---

## Quality Policy Statement

## Quality Plan 1

---

Green Courier is synonymous with high quality of service, customer care and reliability.

Green Couriers's policy is to ensure that each contract is executed in a fashion that at all times the levels of service, reliability and quality of work are consistent with, or exceed, the needs and wishes of our clients.

The objective of this policy with respect to Green Courier is to operate and maintain a system of Quality Management that meets (or, where possible, exceeds) the requirements of **BE EN ISO 9002**. However, if the clients need exceed the requirements of **BE EN ISO 9002**, Green Courier will make any revisions necessary in order to meet that clients requirements.

Responsibility for implementation of the standards laid out in this document is the business of every member of staff, with ultimate responsibility resting with the Board of Directors who are responsible for policy decisions affecting the execution of any contractual obligations. Suggestions from employees (who are involved with implementing the policy and performing contractual obligations) that may result in improvement of performance and efficiency standards are actively encouraged. Quality Awareness is also actively promoted.

The Quality Policy and Quality Plan are active documents, describing policy details, relevant procedures and operating practices to be followed. All staff have familiarised themselves with this policy, and are aware of the procedures and practices applicable to their duties within the company and described in the Policy, and are committed to maintaining or improving on the standards set out in the Policy.

The Quality Policy has the full support of the Board of Directors, and ensures (when taken in conjunction with relevant Procedures and Work Instructions) that execution of contractual obligations is carried out to the highest possible standard. It is the policy of Green Courier to make adherence to Documented Procedure a Condition of employment, in order that a consistent approach to Quality is maintained.

**D Milson**  
**Managing Director**



## Quality Assurance Strategy

## Quality Plan 2

---

### **Purpose**

To control authorisation, issue and alteration of the Quality Plan, and to ensure that employees adhere to guidelines contained within the Quality Plan.

### **Responsibilities**

The Quality Manager is responsible for authorisation, issuing and amending the Quality Plan.

The Contract Manager is responsible for updating the information on the Quality Documents. The Contract Manager is also responsible for allocation of personnel, plant and materials necessary to meet contractual obligations.

### **Method**

The Contract Manager will be issued with a Quality Plan by the Quality Manager, which shall contain all the documentation relevant to the contract.

It is the Contract Managers responsibility thereafter to maintain and update the Quality Plan as necessary, including all documents relating to training, inspection, purchasing and work instructions.

It is also the responsibility of the Contract Manager to ensure that only plant and materials approved for the contract are supplied for use on the contracted works.

Suggested changes to the Quality Plan may be submitted in writing to the Quality Manager who shall issue any approved amendments. Any alternations or amendments of this type will be accompanied by an updated index, a record of the amendment and the updated parts of the relevant documents, all of which shall have a new effective date and revised issue number.

Only Authorised Signatories of the Quality Plan shall approve amendments to the Quality Plan.

---



## Quality Assurance Representative

## Quality Plan 3

---

### **Purpose**

To ensure implementation of all requirements of the Quality Plan.

### **Responsibilities**

The Quality Manager is responsible for ensuring the implementation of all requirements of the Quality Plan.

The Contract Manager is responsible for ensuring all employees involved in the execution of the contract are properly trained and competent to perform their duties.

### **Method**

The Contract Manager shall raise a Training Record (Appendix 3) for each employee involved with the contract. Responsibility for arranging all necessary training and recording it on the Training Record lies with the Contract Manager.

Training Records will be reviewed on a bi-annual basis, with the results of the reviewing being recorded.

The Contract Manager is also responsible for ensuring that only plant and materials that are clearly detailed and identified on the appropriate Quality documents are used for execution of the contract.

---



## Quality Strategy Review

## Quality Plan 4

---

### **Purpose**

To ensure regular reviews of the Quality Systems.

### **Responsibilities**

The Directors and the Quality Manager are jointly responsible for ensuring the Quality Systems is reviewed on an annual basis.

### **Method**

Annual meetings to review the Quality Systems will take place, in order to ensure the continuing effectiveness of the Quality Systems. Any action will be recorded, and any amendments shall be implemented by the Quality Manager at the earliest opportunity. Minutes of these meetings will be retained for a minimum of 3 (three) years.

Regular meetings between Green Courier and the Client will be arranged in order to review the Quality Plan.

Copies of all amendments will be sent to the Client for approval.

---



## Quality Audits

## Quality Plan 5

---

### **Purpose**

To assess the Quality Plans effectiveness.

### **Responsibilities**

The Quality Manager is responsible for training and appointment of auditors to carry out audits on an internal basis.

### **Method**

Audits shall be scheduled on a six monthly basis (Appendix 4) by the Quality Manager, to ensure that:

- Quality Activities and corresponding results are in compliance with the needs of the Client.
- The Quality Plan continues to be as effective as possible.
- All necessary Training is carried out.

Details of all audits will be recorded (Appendix 5).

---



## **Certificate of Conformity and Delivery of Service**

## **Quality Plan 6**

---

### **Purpose**

To ensure all contractual requirements are met and exceeded.

### **Responsibilities**

The Contract manager is responsible for ensuring that all contractual requirements are met and exceeded.

### **Method**

The Contract Manager shall ensure that all work is carried out in accordance with the relevant Documentation (e.g. the Work Schedule – Appendix 6) and that Quality Inspection (Appendix 7) are carried out to confirm this. Where appropriate documented evidence will be made available to the Client as verification that all work has been carried out to a satisfactory standard.

---





## **Sub-Contractors**

## **Quality Plan 7**

---

### **Purpose**

To ensure that all sub-contractor requirements are met and exceeded.

### **Responsibilities**

The Recruitment officer is responsible for ensuring that all contractual requirements are met and exceeded.

### **Method**

The recruitment officer shall ensure that all sub-contractors complete the required forms and met the required standards of Green Courier. They will only employ Sub-Contractors who have been fully vetted, trained and evaluated for the purposes of the work required.

---



## **Delivery of Services and Goods**

## **Quality Plan 8**

---

### **Purpose**

To ensure that all deliveries are clearly identified, and that all services conform to stipulated standards.

### **Responsibilities**

The Contract Manager is responsible for ensuring that all deliveries are clearly identified and that all services supplied conform to written instructions/requirements.

### **Method**

The Contract Manager shall ensure that all services and goods (vehicles) are purchased from nominated suppliers approved for the supply of goods and services relevant to the contract, and that these goods and services are readily identifiable at all times. The Contract Manager shall also be responsible for ensuring Quality Inspection Sheets (Appendix7) are available to verify that all work has been carried out and inspected.

Any unsatisfactory work will be rechecked and recorded on the Quality Inspection Sheet.

---



## Rejection of Supplies

## Quality Plan 9

---

### **Purpose**

To ensure the return of any goods that do not conform to stipulated requirements.

### **Responsibilities**

The Contract Manager shall be responsible for ensuring all supplies conform to the requirements for the goods in question

### **Method**

The Contract Manager shall ensure that goods are only requisitioned from approved or nominated suppliers. Any goods not conforming to the required standard shall be clearly labeled **DO NOT USE**, a Non-Conformance Report -(Appendix 8) shall be raised, and the Contract Manager shall arrange the replacement of the goods at an additional cost to the Client.

In the case of work not being carried out to specified standards the contract Manager shall ensure the re-scheduling of the works at no extra cost to the Client.

---



## **Corrective Action**

## **Quality Plan 10**

---

### **Purpose**

To ensure that all instances of Non-Conformance are recorded, corrective action is implemented promptly and that a Non-Conformance Report Form is completed.

### **Responsibilities**

The Contract Manager shall be responsible for ensuring that all instances of Non-Conformance are recorded on a Non-Conformance Report Form (Appendix 8).

### **Method**

All instances of Non-Conformance shall be relayed by the quickest means to the appropriate manager for action. The manager shall raise a Non-Conformance report and ensure that corrective and, where possible, preventative action is taken. The manager shall respond to the client as soon as it is fitting to do so.

---



## Contract Review

## Quality Plan 11

---

### **Purpose**

To ensure that all contractual requirements are identified and both adequately defined and resourced, as well as ensuring that all amendments are fully documented and catered for.

### **Responsibilities**

The Quality Manager shall be responsible for ensuring a minimum of one Contract review per year is performed.

### **Method**

On receipt of Contractual Documentation the Quality Manager shall perform a review of the contents to ensure that:

- Requirements are adequately defined and documented.
  - Any requirements differing from those in the tender are addressed and resolved.
  - Green Courier has adequate capability to meet all Contractual Obligations.
  - The annual review shall include both the above **and** any amendments included since the previous review.
  - All information is recorded on a Contract Review Record (Appendix 9)
  - All amendments shall be recorded on an Amendment Record (Appendix 10).
-



## Index of Appendices

## Quality Policy 12

---

NUMBER	TITLE	DATE OF ISSUE	ISSUE
A1	Authorised Quality Plan Signatories	01/03/2010	1
A2	Organisation Chart	01/03/2010	1
A3	Training Record	01/03/2010	1
A4	Audit Schedule	01/03/2010	1
A5	Quality Audit	01/03/2010	1
A6	Work Schedule	01/03/2010	1
A7	Quality Inspection Record	01/03/2010	1
A8	Non-Conformance Report	01/03/2010	1
A9	Contract Review	01/03/2010	1
A10	Amendment Record	01/03/2010	1

---



# APPENDICES



<b>APPENDIX 1</b>	<b>AUTHORISED QUALITY PLAN SIGNATORIES</b>
DATE OF ISSUE: 01/03/2010	ISSUE: 1

<b>NAME</b>	<b>POSITION</b>	<b>SPECIMEN SIGNATURE</b>





<b>APPENDIX 2</b>	<b>ORGANISATION CHART</b>		
DATE	OF	ISSUE:	ISSUE: 1
01/03/2010			

<b>NAME</b>	<b>POSITION</b>	<b>CONTACT NUMBER</b>



<b>APPENDIX 3</b>	<b>INDIVIDUAL TRAINING RECORD</b>
DATE OF ISSUE: 01/03/2010	ISSUE: 1

**NAME:**

DATE	COURSE	RESULT	NEXT DUE	AUTHORISED SIGNATURE	TRAINEE SIGNATURE



<b>APPENDIX 4</b>	<b>AUDIT SCHEDULE</b>
DATE OF ISSUE: 01/03/2010	ISSUE: 1

	<b>AUDIT PLANNED</b>	<b>AUDIT COMPLETED</b>	<b>AUTH. SIGNATURE</b>
<b>JAN</b>			
<b>FEB</b>			
<b>MAR</b>			
<b>APR</b>			
<b>MAY</b>			
<b>JUN</b>			
<b>JUL</b>			
<b>AUG</b>			
<b>SEP</b>			
<b>OCT</b>			
<b>NOV</b>			
<b>DEC</b>			



<b>APPENDIX 5</b>	<b>QUALITY AUDIT</b>
DATE OF ISSUE: 01/03/2010	ISSUE: 1

	CONFORMANCE STATUS	ACTION TAKEN
<b>PREVIOUS AUDIT</b>		
<b>INSPECTION SHEET</b>		
<b>MATERIALS</b>		
<b>MACHINERY</b>		
<b>PPE</b>		
<b>WORK SCHEDULE</b>		
<b>DELIVERY OF SERVICE</b>		
<b>SUMMARY/COMMENTS</b>		
<b>CORRECTIVE ACTION TO BE IMPLEMENTED BY:</b>	<b>SIGNED: (AUDITOR)</b>	
<b>CORRECTIVE ACTION IMPLEMENTED:</b>	<b>SIGNED: (CONTRACT MANAGER)</b>	



<b>APPENDIX 6</b>	<b>SCHEDULE OF WORKS</b>
DATE OF ISSUE: 01/03/2010	ISSUE: 1

LOCATION	DESCRIPTION OF WORKS	FREQUENCY	ESTIMATED COMPLETION TIME





<b>APPENDIX 8</b>	<b>NON-CONFORMANCE REPORT</b>
DATE OF ISSUE: 01/03/2010	ISSUE: 1

<b>DATE</b>	<b>TIME</b>
<b>LOCATION</b>	<b>REPORTED BY</b>
<b>SUMMARY OF NON-CONFORMANCE:</b>	
<b>SUGGESTED ACTION/ACTION TAKEN:</b>	
<b>CLIENT NOTIFIED:</b>	<b>CLIENT RESPONSE:</b>
<b>DATE IMPLEMENTED:</b>	<b>TIME:</b>
<b>NAME:</b>	<b>AUTHORISED SIGNATURE:</b>



<b>APPENDIX 9</b>	<b>QUALITY PLAN REVIEW</b>
DATE OF ISSUE: 01/03/2010	ISSUE: 1

Are the Requirements of the Quality Plan being adequately met?	<b>Yes/ No</b>
Has the Quality Plan been amended since the last Review?	<b>Yes/ No</b>
Are any additional amendments necessary?	<b>Yes/ No</b>
Does the quality Inspection Sheets reflect Quality of Service?	<b>Yes/ No</b>

<b>Details of Amendments implemented since last review:</b>		<b>Recommendations for additional Amendments:</b>

**Does Churchills Ltd. have the Capability to meet its Contractual Obligations?**

**Yes/ No**

<b>DATE:</b>	<b>REVIEW NUMBER:</b>	<b>SIGNED:</b>
		<b>Quality Manager</b>





<b>APPENDIX 10</b>	<b>AMENDMENT RECORD</b>
DATE OF ISSUE: 01/03/2010	ISSUE: 1

AMENDMENT NUMBER	DATE	SECTION & PAGE NUMBER	AMENDMENT DETAILS	APPROVAL I.E. AUTHORISED SIGNATURE	COMPLETED BY