



Surveillance Visit

Report for:

AC Inspection Ltd

LRQA reference:	LRQ4002393/0009
Assessment dates:	27/01/2010
Assessment location:	Coventry, West Midlands
Assessment criteria:	ISO 9001:2000
Assessment team:	Martin Newman – Team Leader
LRQA office:	UK



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Attachments

This report was presented to and accepted by:	
Name:	Andy Holt & Carl Wilson
Job title:	Managing Directors

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1. Executive report

Assessment outcome:

The one open minor nonconformance had been addressed and was closed at this visit. No new nonconformances were found. Two of the three open SFI's had been implemented.

One improvement suggestion was made related to the re-evaluation of approved suppliers

The quality system continued to be compliant with the requirements of ISO9001:2000 and clearly supported day-to-day activities.

The next visit will be against the ISO9001:2008 version of the standard. To be ready for this the organisation will need access to a copy of the 2008 standard against which they must review the quality management system for any necessary amendments. The review must be documented and any amendments demonstrateable to the assessor. The organisation will be ready for assessment to ISO9001:2008 once it has amended all document references to 2000 to 2008.

System effectiveness and continual improvement:

The quality management system was well managed, maintained and effective in meeting client requirements . It appeared to support the organisation's day-to-day activities. Commitment to continual improvement was evident through discussions and also the adoption of SFI's from the previous visit.

Areas for management attention:

No areas identified.



2. Assessment summary

<p>Introduction:</p> <p>This report documents the outcome of the surveillance visit at AC Inspection Ltd in Coventry,</p> <p>An opening meeting was held with Andrew Holt and Carl Wilson to agree the scope of the assessment and confirm the plan for the visit. It was confirmed that the assessment would be conducted against the requirements of ISO9001:2000.</p> <p>The organisation had two employees and it is not foreseen that any changes will affect the management system in the near future.</p> <p>A closing meeting was held with Andrew Holt and Carl Wilson to present the overall assessment summary and recommendation.</p>
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Assessment of:	Management System Changes	Related Findings:	
Assessor:	Martin Newman		
Auditee(s):	Andy Holt, Carl Wilson		
Audit trails and sources of evidence:			
Quality Manual Quality Policy			
Evaluation and conclusions:			
No changes made to the the quality documentation. The documents will need updating to refer to the 2008 version of the standard for the next visit.			

Assessment of:	Objectives	Related Findings:	
Assessor:	Martin Newman		
Auditee(s):	Andy Holt, Carl Wilson		
Audit trails and sources of evidence:			
On time Delivery Chart Customer Satisfaction Chart Customer Satisfaction Reports			
Evaluation and conclusions:			
Two customer surveys received since the last assessment. Both had given very good feedback related to the service. Performance was 100% for on time delivery.			



Assessment of:	Complaints	Related Findings:	
Assessor:	Martin Newman		
Auditee(s):	Carl Holt, Carl Wilson		
Audit trails and sources of evidence:			
Discussion of the complaint process.			
Evaluation and conclusions:			
None received since the last visit. The service provided is not likely to lead to complaints other than late delivery which they do not have any against.			

Assessment of:	Internal Audit	Related Findings:	
Assessor:	Martin Newman		
Auditee(s):	Andy Holt, Carl Wilson		
Audit trails and sources of evidence:			
Internal audit reports - A09-13, A09-14 Internal Audit Register			
Evaluation and conclusions:			
A well maintained process with all audits on schedule with no problems found.			

Assessment of:	Management Review	Related Findings:	
Assessor:	Martin Newman		
Auditee(s):	Andy Holt, Carl Wilson		
Audit trails and sources of evidence:			
<ul style="list-style-type: none"> Management Review Minutes July 2009 			
Evaluation and conclusions:			
Management review records showed evidence of continual improvement and was compliant with the standard.			



Assessment of:	Core Processes	Related Findings:	0009COVMNZ01
Assessor:	Martin Newman		
Auditee(s):	Andy Holt, Carl Wilson		
Audit trails and sources of evidence:			
<ul style="list-style-type: none">• Goods In / Despatch Index 2010• Records related to ACI-913, ACI904• Report Register 2010• Calibration List 2010• Invoice Register• Calibration certificates CC3846, CC3664• Training Matrix• Approved Supplier records.• CD 10 Vendor Rating• CP17 CMM Methods			
Evaluation and conclusions:			
<p>This assessment covered the core processes from receipt goods inwards through to completion of the inspection reports. The calibration & maintenance and training processes were also assessed. Sampled jobs were traced through the process.</p> <p>The records showed well maintained and controlled processes. The jobs were recorded on the goods inwards spreadsheet, which had been improved to provide traceability of the inspection equipment. When required, parts were marked for traceability and the inspection reports were traceable to the drawing revision.</p> <p>Sampled calibration records were up-to-date and the calibration process well managed. The training matrix reflected current skill and competence levels.</p> <p>Improvement Suggestion Measure-Rite and Midland Metrology were the two approved suppliers. Both were grade 1 and approved based on their UKAS laboratory accreditation. It may be beneficial to check their accreditation status regularly to ensure that they have not expired or gone into suspension. This could be done and recorded as part of the management review for example.</p> <p>The sampled evidence showed that the core processes were well implemented and managed.</p>			



3. Assessment Findings Log – ISO 9001:2000

Grade	Status	Finding	Root Cause Analysis & Corrective Action	Site(s)	Process(es)	Date	Reference	Clause
Minor NC	Closed	The CP16 calibration procedure did not explain the process for validating the previous measurement results when equipment is found to be out of tolerance during calibration.	Proposed Action: CP16 had been updated to show the validation process for out of tolerance calibration equipment. Verification: The process required updating	Coventry	Calibration & Maintenance	27/01/2010	0009COV MNZ01	7.6

* Major NC = Major nonconformity Minor NC = Minor nonconformity



4. Assessment schedule

	Current Visit	Next Visit Plan
Visit type >	Surveillance Visit	Focus
Due date >	Jan 2010	Oct 2010
Start date >	27/01/2010	21/10/2010
End date >		
Audit days >	1	1
Assessment Team >	Martin Newman	Martin Newman
Theme(s) >		
Process(es) >	Management Review Management System Changes Internal Audit Complaints Continual Improvement Core Processes Calibration & Maintenance Training Document & Record Control Objectives	Management Review Management System Changes Use of Logo Internal Audit Complaints Continual Improvement Corrective Action Core Processes Calibration & Maintenance Training Document & Record Control Objectives
Standard(s) >	ISO 9001:2000	ISO 9001:2000
Site(s) >	c/o NP Aerospace Ltd Unit 3, Central City Industrial Estate Red Lane, Coventry, West Midlands, CV6 5RY, United Kingdom	c/o NP Aerospace Ltd Unit 3, Central City Industrial Estate Red Lane, Coventry, West Midlands, CV6 5RY, United Kingdom
Code(s) >	7425 - Engineering consultancy, technical services 7430 - Technical testing and analysis	7425 - Engineering consultancy, technical services 7430 - Technical testing and analysis
Notes and Remarks >		