

# Certificate Renewal

Report for:

## AC Inspection Ltd

|                             |                              |
|-----------------------------|------------------------------|
| <b>LRQA reference:</b>      | LRQ 4002393/ 0011            |
| <b>Assessment dates:</b>    | 6th June 2011                |
| <b>Assessment location:</b> | Coventry                     |
| <b>Assessment criteria:</b> | ISO 9001:2008                |
| <b>Assessment team:</b>     | Mark Dougan<br>Martin Newman |
| <b>LRQA office:</b>         | Coventry                     |



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| <b>Attachments</b> |
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| <b>This report was presented to and accepted by:</b> |                        |
| Name:  | Andy Holt, Carl Wilson |
| Job title:   | Managing Directors     |

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## 1. Executive report

### **Assessment outcome:**

AC Inspection continued to operate a well-managed quality management system which continued to be effective for them. Discussion with both the directors confirmed continued commitment to an effective quality management system.

The assessment outcome was positive and the quality system continued to be well implemented and no adverse findings were made.

The recommendation made was to issue the ISO9001:2008 certificate for a further three year certification period.

### **System effectiveness and continual improvement:**

The quality management system continued to be effective and flexible in meeting client requirements. Commitment to customer satisfaction was evident in the approach to managing the quality system.

Areas of system strength included:

- Good use of hyperlinks to help with document retrieval. For example hyperlinks in the calibration spreadsheet to calibration certificates.
- A commendable quantity and depth of quality documentation for a two man organisation in the important areas.

Continual improvement was evident through the implementation of written marking out instructions.

### **Areas for management attention:**

No areas of risk were identified for management attention.



## 2. Assessment summary

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| <b>Introduction:</b> |
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| <p>This report documents the outcome of the Certificate Renewal visit to AC Inspection Ltd in Coventry.</p> |
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| <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 ISO9001:2008.</p> |
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| <p>The organisation had two employees and it is not foreseen that any changes will affect the management system in the near future.</p> |
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| <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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| <b>Assessor:</b> Mark Dougan |
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|                       |                            |                    |             |
|-----------------------|----------------------------|--------------------|-------------|
| <b>Assessment of:</b> | Management System Elements | <b>Auditee(s):</b> | Andrew Holt |
|-----------------------|----------------------------|--------------------|-------------|

### **Audit trails and sources of evidence:**

Quality Policy  
Quality Manual revision H  
Quality Objectives including; Customer Satisfaction and delivery performance  
Internal audit schedule and reports:  
Audit guidelines CP06  
2011 schedule CD14  
Sample reports A11-1, 2, 3 & 4  
Customer feedback records including Customer satisfaction summary report 2011, and sample feedback from NP Aerospace & Meggitt  
Key Business Objectives (KBO's) CP05 including:  
Delivery performance, non conformance, corrective/preventive action and continual improvement records  
Management Review records including; Minutes dated 7/1/11 & 29/4/11  
Use of LRQA / UKAS logos

### **Evaluation and conclusions:**

#### **Objectives**

Key Business Objectives (KBO's) are captured within CP05 and cover the main business processes and risks. Performance against objectives was seen to be acceptable with both delivery performance and customer satisfaction targets being exceeded.

#### **Organisation & Management Responsibility**

Implementation of the mandatory requirements of ISO9001 was duly demonstrated during review. The management responsibility remains unchanged since the last visit as is the policy, management system and organisational structure.

#### **Internal audits**

The audit process continues to be implemented in accordance with the documented process. The audit schedule and sampled reports demonstrate that audits are based on process risks and include an element of both process and procedural auditing. No significant findings have been captured during audit and records showed that non conformances are appropriately resolved.

#### **Customer Feedback**

Customer feedback is managed in accordance with the documented process. No complaints have been raised since last visit and feedback from customer satisfaction surveys shows a range of positive feedback with the majority of feedback scoring between good and excellent.

#### **Customer Perception**

Measures suggest in the majority of cases that ACI exceed customer expectations.

#### **Nonconformances, corrective & preventive actions**

No concerns were noted with regard to the management of non conformances and associated corrective/preventive action.

#### **Management Review**

Review of management review meeting minutes for January and April 11 confirmed that the Management Review is compliant with the requirements of ISO9001.

#### **Use of Logos**

No concerns were noted with regard to the use of logos.

#### **Continual Improvement**

The management team remain committed to continual improvement as demonstrated via the existing management system framework. As with many smaller organisations, the cost of implementing improvement initiatives has to be balanced with the level of improvement that is expected to be gained.

The management system continued to be controlled and implemented and example were seen of the management of business risks.



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| <b>Assessor:</b> | Martin Newman |
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|                       |                |                    |                        |
|-----------------------|----------------|--------------------|------------------------|
| <b>Assessment of:</b> | Core processes | <b>Auditee(s):</b> | Carl Wilson, Andy Holt |
|-----------------------|----------------|--------------------|------------------------|

**Audit trails and sources of evidence:**

Goods inwards Despatch Spreadsheet  
Inspection records 391, 371,  
Calibration List 2011 and Gauge Record Sheets - AC0032, AC005, AC026, AC027, ACD23, AC036  
Methods of Calibration sheets  
Draft marking out procedure 500253742  
Payment Spreadsheet  
Master Index  
Purchase Order Index  
Invoice records showing payment received for 10-299 & 11-360  
Training Matrix

**Evaluation and conclusions:**

This assessment included a review of the core processes from goods inwards through to invoicing. Calibration records and training records were also checked.

The sampled inspection, purchasing & invoice, calibration records were all completed with continued good use of hyperlinks to help with record retrievability.

Calibration was well controlled and its status and condition readily identifiable on both the equipment itself and the calibration records.

All the sampled inspection records were available with marked up drawings to clearly show what had been inspected.

Evidence showed the quality system continued to be improved. For example, instructions were being drafted more marking out activities. The instructions had not been issued and will be reviewed for appropriate document control at the next LRQA assessment.

The discussions and sampled records showed that processes continue to be well controlled with good record keeping.



### 3. Assessment findings log - ISO 9001:2008

| Grade<br>1 | Status<br>2 | Finding<br>3 | Corrective action review<br>4 | Process / aspect<br>5 | Date<br>6 | Reference<br>7 | Clause<br>8 |
|------------|-------------|--------------|-------------------------------|-----------------------|-----------|----------------|-------------|
|            |             |              |                               |                       |           |                |             |

1. Grading of the finding \*

2. New, Open, Closed

3. Description of the LRQA finding

4. Review by LRQA

5. Process, aspect, department or theme

6. Date of the finding

7. YYMM<Initials>seq.#

8. Clause of the applicable standard

\* Major NC = Major nonconformity

Minor NC = Minor nonconformity



#### 4. Closed Findings - ISO 9001:2008

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1. Grading of the finding \*

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## 5. Assessment schedule

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| <b>Management system elements to be assessed at each visit:</b> <ul style="list-style-type: none"> <li>• Management review</li> <li>• Management of change</li> <li>• Continual improvement</li> <li>• Internal audit</li> </ul> | <ul style="list-style-type: none"> <li>• Corrective action</li> <li>• Preventive action and system planning</li> <li>• Use of LRQA logo and other marks</li> <li>* Objectives Achievement</li> </ul> | <b>Scheme specific elements:</b> <ul style="list-style-type: none"> <li>• Customer feedback and complaints</li> <li>• Legal compliance</li> <li>• Communications</li> <li>• Prevention of pollution</li> </ul> |
|--|--|--|

| Visit type >   | Surveillance 1 | Surveillance 2 | Focus Visit |  |  |  |  |  | Certificate renewal |
|--|----------------|----------------|-------------|--|--|--|--|--|---------------------|
| Due date >   | 03/12          | 01/13          | 10/13       |  |  |  |  |  | 06/13               |
| Start date >   | 27/03/12       |                |             |  |  |  |  |  |                     |
| End date >   |                |                |             |  |  |  |  |  |                     |
| Assessor days >  | 1              |                |             |  |  |  |  |  |                     |
| Process / Aspect   |                |                |             |  |  |  |  |  |                     |
| Core Processes including goods in & despatch, purchasing, inspection | ✓              | ✓              | ✓           |  |  |  |  |  | ✓                   |
| Calibration & Maintenance  | ✓              | ✓              | ✓           |  |  |  |  |  | ✓                   |
| Training   | ✓              | ✓              | ✓           |  |  |  |  |  | ✓                   |
| Document Control/ Records  | ✓              | ✓              | ✓           |  |  |  |  |  | ✓                   |
| Data backup  |                |                |             |  |  |  |  |  | ✓                   |
|  |                |                |             |  |  |  |  |  |                     |
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### Next visit details

|  |                |                 |       |                                 |            |
|--|----------------|-----------------|-------|---------------------------------|------------|
| <b>Visit type</b>  | Surveillance 1 |                 |       |                                 |            |
| <b>Assessor days</b>   | 1              | <b>Due date</b> | 03/12 | <b>Actual start / end dates</b> | 27/03/2012 |
| <b>Locations</b>   | Coventry       |                 |       |                                 |            |
| <b>Activity codes</b>  | 7430, 7425     |                 |       |                                 |            |
| <b>Team</b>  | Martin Newman  |                 |       |                                 |            |
| <b>Criteria</b>  | ISO 9001:2008  |                 |       |                                 |            |
| <b>Remarks and instructions</b>  |                |                 |       |                                 |            |
| Note: Opening meetings will be at 09:30, and closing meetings at 16:00, unless agreed otherwise. |                |                 |       |                                 |            |



## 6. Certificate details



### DRAFT CERTIFICATE OF APPROVAL

This is to certify that the Management System of:

**AC Inspection Ltd**  
**Coventry, West Midlands, United Kingdom**

has been approved by Lloyd's Register Quality Assurance  
to the following Management System Standard(s):

**ISO 9001:2008**

The Management System is applicable to:

Provision of engineering inspection services, including statistical studies where required.

|                |                        |   |
|----------------|------------------------|---|
| Suffix /       | Technical review date: | Certificate expiry date:                        |
| ( /A, /B, etc) | (office use only)      | (office use; assessor to enter if non-standard) |

|   |   |  |   |
|---|---|--|---|
| Type of certificate:  |   |  |   |
| <input checked="" type="checkbox"/> Single certificate<br><i>(Complete this form)</i> | <input type="checkbox"/> Certificate per location<br><i>(Complete separate copies of this form for each location)</i> | <input type="checkbox"/> Multi-site certificate<br><i>(Complete certificate schedule [multi-site form]) as well as this form</i> | <input type="checkbox"/> Multiple languages<br><i>(Complete separate copies of this form for each language)</i> |
| Accreditation / number of certificates:   |   |  |   |
| <input checked="" type="checkbox"/> UKAS / 2  | <input type="checkbox"/> RvA /  | <input type="checkbox"/> other /   | <input type="checkbox"/> Not accredited /   |
| Reason for issue of certificate:  |   |  |   |
| <input type="checkbox"/> Initial certification  | <input checked="" type="checkbox"/> Change of certification   | <input type="checkbox"/> Certificate renewal   |   |
| Further instructions: (for example, module and / or annex for directives)             |   |  |   |
| n / a   |   |  |   |
| QA Register entry (for UKAS accreditation only)                                       | Required  | <input checked="" type="checkbox"/>  | Not required <input type="checkbox"/>   |