



Focus

Report for:

AC Inspection Ltd

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| LRQA reference: | LRQ4002393/0010 |
| Assessment dates: | 21/10/2010 |
| Assessment location: | Coventry, West Midlands |
| Assessment criteria: | ISO 9001:2008 |
| Assessment team: | Martin Newman – Team Leader |
| LRQA office: | UK |



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| Attachments |
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| 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 assessment outcome was very positive. The quality system was very well maintained and supported AC Inspection's daily activities.

The discussions with both directors and the supporting quality system records showed strong commitment to complying with the standard and exceeding customer expectations.

Issue of the ISO9001:2008 certificate was recommended.

Review, preview and planning for Certificate Renewal visit

AC Inspection has maintained an extremely well managed quality management system over the current certification period. Therefore, one assessor day was agreed for the Certificate Renewal visit.

System effectiveness and continual improvement:

The quality management system continued to be very well managed, maintained and effective in meeting client requirements. Commitment to exceeding customer requirements was evident in the approach to managing the quality system. Customer focus was clear by the fact that they consistently exceeded objective targets and do not receive customer complaints. Customer satisfaction surveys were also very positive.

Areas for management attention:

No areas of quality system risk were found during this visit.



2. Assessment summary

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| Introduction: |
| <p>This report documents the outcome of the Focused visit to 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 ISO9001:2008.</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 Elements | Related Findings: | |
| Assessor: | Martin Newman | | |
| Auditee(s): | Andy Holt, Carl Wilson | | |

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| Audit trails and sources of evidence: |
| <ul style="list-style-type: none"> • Quality Policy • Quality Manual issue H • Quality Objectives including; Deliver Performance and Customer Satisfaction • Customer Satisfaction Surveys • Internal audit schedule and reports - A10-5 • Management Review records including minutes dated 23/07/2010, 23/04/2010 • Use of LRQA / UKAS logos - |

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| Evaluation and conclusions: |
| <p>Review of changes since last visit</p> <ul style="list-style-type: none"> • The documented procedures had been updated to meet the requirements of ISO9001:2008. The review had been recorded using the Control Document sheet. <p>Quality Policy & Objectives</p> <ul style="list-style-type: none"> • The on time delivery continues to exceed target at 100%. • Customer Satisfaction exceeding the target. <p>Internal audits</p> <ul style="list-style-type: none"> • The sampled audit reports were comprehensive and showed a thorough review of the quality system. No problems were found during the audits. The record keeping was a very high standard including hyperlinks to sampled records. <p>Customer Feedback</p> <ul style="list-style-type: none"> • No customer complaints had been received, compliments were made in the satisfaction surveys. <p>Customer Perception</p> <ul style="list-style-type: none"> • Customer measures included the satisfaction surveys, complaint levels and recommendations. The evidence showed that customers were very satisfied. <p>Nonconformances</p> <ul style="list-style-type: none"> • Nonconformances would come from internal audits, none had been raised since the last visit. <p>Management Review</p> <p>The most recent Management Review output was compliant with the requirements of ISO9001.</p> <p>Use of Logos</p> |



- The logos were been used as per contractual requirements.

Continual Improvement

- The management system framework and director discussions showed evidence of continual improvement of system effectiveness.

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| Assessment of: | Core Processes | Related Findings: | |
| Assessor: | Martin Newman | | |
| Auditee(s): | Andy Holt, Carl Wilson | | |

Audit trails and sources of evidence:

- Records related to orders - 006160
- Goods Inwards Spreadsheet
- Calibration records for AC023, AC032
- CP16 Calibration Procedure
- Gauge List 2010
- Vendor Register
- Inspection Report IR 10-498
- Master Index Spreadsheet

Evaluation and conclusions:

This assessment covered the core processes from goods inwards through to invoicing. Calibration records were also checked.

The sampled calibration, vendor approval Inspection Reports were all completed with good use of hyperlinks to help with record keeping, such as for the calibration records.

Measuring techniques using micrometers and slip gauges were very competently shown.

The discussions and sampled records showed that processes continue to be very well controlled.

Improvement Suggestion

- The documented vendor procedure mentions an annual review of vendors. Evidence will need to be available to show this has been done. It may help if the vendor assessment is built into the relevant process wherever possible. For example, calibration suppliers could be assessed prior to their use as opposed to a separate annual check. In the example of calibration suppliers, the requirement is that their own calibration equipment is traceable to National Standards. This requirement can be checked each time their services are used, which could be less than annually and the evidence of the check is the calibration certificate which states that calibration has been done with equipment traceable to National Standards.



3. Assessment Findings Log – ISO 9001:2008

| Grade | Status | Finding | Root Cause Analysis & Corrective Action | Site(s) | Process(es) | Date | Reference | Clause |
|-------|--------|---------|-----------------------------------------|---------|-------------|------|-----------|--------|
|-------|--------|---------|-----------------------------------------|---------|-------------|------|-----------|--------|



4. Assessment schedule

| | Current Visit | Next Visit (planned) |
|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Visit type > | Focus | Certificate Renewal |
| Due date > | Aug 2010 | Oct 2010 |
| Start date > | 21/10/2010 | 06/06/2011 |
| End date > | | |
| Audit days > | 1 | 1 |
| Assessment Team > | Martin Newman | |
| Theme(s) > | | |
| Process(es) > | Complaints, Continual Improvement, Corrective Action, Internal Audit, Management Review, Management System Changes, Use of Logo, Management System Elements, Core Processes, Calibration & Maintenance, Training, Document and Record Control | Complaints, Continual Improvement, Corrective Action, Internal Audit, Management Review, Management System Changes, Use of Logo, Management System Elements, Core Processes, Calibration & Maintenance, Training, Document and Record Control |
| Standard(s) > | ISO 9001:2008 | ISO 9001:2008 |
| 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 > | | |

5. Assessment schedule

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| Management system elements to be assessed at each visit: <ul style="list-style-type: none"> • Management review • Management of change • Continual improvement • Internal audit | <ul style="list-style-type: none"> • Corrective action • Preventive action and system planning • Use of LRQA logo and other marks * Objectives Achievement | Scheme specific elements: <ul style="list-style-type: none"> • Customer feedback and complaints • Legal compliance • Communications • Prevention of pollution |
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| Visit type > | SV1 | SV2 | SV3 | | | | | Certificate renewal |
|---------------------------|-------|----------|----------|--|--|--|--|---------------------|
| Due date > | 04/09 | 01/10 | 10/10 | | | | | 07/11 |
| Start date > | | 27/01/10 | 21/10/10 | | | | | |
| End date > | | | | | | | | |
| Assessor days > | 1 | 1 | 1 | | | | | 1 |
| Process / Aspect | | | | | | | | |
| Core Processes | ✓ | ✓ | ✓ | | | | | ✓ |
| Calibration & Maintenance | ✓ | ✓ | ✓ | | | | | ✓ |
| Training | ✓ | ✓ | ✓ | | | | | ✓ |
| Document Control/ Records | ✓ | ✓ | ✓ | | | | | ✓ |
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| I = Interface Checks Only | | | | | | | | |
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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.

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

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|---------------------------------------------------------------------------|-----------------------|------------------------------------------------------------------|--------------------------|--------------------------|-------------------------------------------------------------------------------|--------------------------|--------------------------|------------------------------------------------------------------|--|--|--|
| Type of certificate: | | | | | | | | | | | |
| <input checked="" type="checkbox"/> | Single certificate | <input type="checkbox"/> | Certificate per location | <input type="checkbox"/> | Multi-site certificate | <input type="checkbox"/> | Multiple languages | | | | |
| <i>(Complete this form)</i> | | <i>(Complete separate copies of this form for each location)</i> | | | <i>(Complete certificate schedule [multi-site form]) as well as this form</i> | | | <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"/> | | | | |