



GEW2 Quality Policy

ISO 9001: 2015 & 14001: 2015 (Integrated)



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GEW2 Quality Policy

GEW2 Ltd is committed to delivering exceptional products and services that consistently meet or exceed customer expectations. This Quality Policy outlines the framework and processes that guide our operations to ensure:

Product and Service Excellence: We prioritise the delivery of high-quality products and services.

Customer Satisfaction: We are dedicated to understanding and meeting the needs of our customers.

Continuous Improvement: We strive for ongoing improvement in all aspects of our business.

By adhering to this policy and the principles of ISO 9001:2015, we aim to optimise our business performance and maintain a strong reputation for quality.



Table of Contents	
1. INTRODUCTION.....	3
2. THE QUALITY STATEMENT.....	3
3. OVERVIEW OF GEW2 LTD.....	3
4. GEW2 QUALITY OBJECTIVES.....	4
5. MANAGEMENT RESPONSIBILITY	4
6. RESOURCES	4
6.1 Human Resources	4
6.2 Infrastructure	5
6.3 IT Procedure	5
7. PROJECT REALISATION.....	5
7.1 Planning of Project Realisation	5
7.2 Complaint Management	5
7.3 Purchasing	5
8. MEASUREMENT, ANALYSIS AND IMPROVEMENT.....	6
8.1 Measurement	7
8.2 Analysis	7
8.3 Improvement	8
9. OFFICE PROCEDURES.....	8
9.1 Corrective/Preventative Action & Control of Non-Conforming	8
9.1.1 Purpose	8
9.1.2 Steps	8
9.1.3 Responsibility	8
9.2 Internal Audits	9
9.2.1 Purpose	9
9.2.2 Responsibilities.....	9
9.2.3 Scope	9
9.2.4. Records.....	9
9.3 Control of Records	9
9.3.1 Purpose	9
9.3.2 Responsibility	9
9.3.3 Procedure	9

9.4 Document Control 10

9.4.1 Purpose 10

9.4.2 Responsibility 10

9.4.3 Procedure 10

9.4.4 Document Control..... 10

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1. INTRODUCTION

This document is the GEW2 Quality Process and for the purpose of this manual will be referred to as GEW2 QP. The QP is the property of GEW2 Ltd and is a controlled document.

The purpose of the QP is to provide an overview of GEW2 Ltd, the activities it carries out and the quality standards of operation it conforms to.

It is not designed to act as a procedure’s manual, although it does carry information about where procedures information is located and the detailed information on documentation requirements for essential procedures. The QP shall conform to all the requirements of ISO 9001:2008.

2. THE QUALITY STATEMENT

It is the policy of GEW2 Ltd to maintain a quality system designed to meet the requirements of ISO9001:2008 in pursuit of its primary objectives.

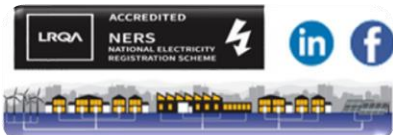
GEW2 Ltd.’s Quality Process defines the GEW2 quality objectives and key procedures. Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service. To ensure that GEW2 Ltd maintains its awareness for continuous improvement, the quality system is regularly reviewed and is subject to annual audit. The requirements of GEW2 Ltd.’s quality system is mandatory and all GEW2 employees have a responsibility and obligation to it.



Iain Gorman
Managing Director

3. OVERVIEW OF GEW2 LTD

GEW2 Ltd is a NERS accredited company and undertakes electrical connections nationally in competition with the local distribution network operators. GEW2 also undertakes private connections. GEW2 Ltd was established in 2007 and is based on the philosophy of consistent and never-ending improvement.



Since the start, GEW2 has expanded its certification to include ISO 9001, ISO 14001, and the NERS accreditation up to 132kv.

THE SCOPE OF NERS REGISTRATION:

The provider of utility connection services for the following scopes:

4. GEW2 QUALITY OBJECTIVES

GEW2 aims to provide a professional and ethical service to all GEW2 clients. To demonstrate the GEW2 intentions, the following Quality Objectives have been identified:

- GEW2 will endeavour to deliver the services to DNO and customer specifications.
- GEW2 will endeavour to deliver services on time.
- GEW2 will endeavour to deliver services to the price quoted.
- GEW2 will endeavour to make a profitable return on activities to fund on-going development and growth
- The GEW2 Management Team will analyse customer feedback data, internal performance data, financial performance data and business performance data to ensure that all Quality Objectives are being met
- GEW2 will conduct the business in an ethical and professional manner
- GEW2 will endeavour to satisfy the clients' requirements and get things right first time.
- Should GEW2 make a mistake, the situation will be admitted to and rectified as quickly as possible.

5. MANAGEMENT RESPONSIBILITY

The management structure of GEW2 Ltd is shown in the Organisation Chart and can be provided upon request. The Organizational Chart shows functional relationships and responsibilities. GEW2 Management Team ensures the following:

- GEW2 has designated Business Process Manager who will also act as a Quality Representative and who is responsible for the maintenance and review of the GEW2 Quality Process.
- That the on-going activities of GEW2 Ltd are reviewed quarterly and that any required corrective action is adequately implemented and reviewed to establish an effective preventative process.
- Measurement of the GEW2 performance against the declared Quality Objectives.
- Employees have the necessary training, skills, and equipment to effectively carry out their work.
- Internal audits are conducted quarterly to review progress and assist in the improvement of processes and procedures.
- Quality Objectives are reviewed, and if necessary amended, at quarterly review meetings, and the performance communicated to all staff.

6. RESOURCES

6.1 HUMAN RESOURCES

All GEW2 employees have the training and skills needed to meet their job requirements. All GEW2 employees are monitored on an on-going basis to identify any training and development needs. All training records are stored electronically and GEW2 Training Matrix is in place to show when GEW2 employees require refresher courses.

The GEW2 recruitment and training process is detailed in the GEW2 HR Process.

6.2 INFRASTRUCTURE

All the GEW2 administration is conducted at the Head Office. This includes: -

- Management of financial matters
- Handling of client orders
- Personnel records
- Management meeting
- HR reviews
- Technical Design
- Sales
- Project Delivery

6.3 IT PROCEDURE

GEW2 IT network operates via a cloud service called Dropbox. All files are saved and backed up in the cloud. Should files be inaccessible or lost on Dropbox, the GEW2 external IT specialists (Kinetic) can provide additional expertise to ensure all files are recovered.

7. PROJECT REALISATION

7.1 PLANNING OF PROJECT REALISATION

GEW2 Ltd is responsible for the planning and delivery of its services. GEW2 will work closely with all the Approved Sub-Contractors, approved suppliers and customers to satisfy mutual requirements.

GEW2 Enquiry, Design and Contraction Process Flow Charts illustrate the core business process which is maintained by the GEW2 Business Process Manage.

7.2 COMPLAINT MANAGEMENT

As part of the GEW2 on-going commitment to providing excellent service, GEW2 has established a Complaint Process of dealing with all complaints to the satisfaction of the complainant.

Any complaint received is initially recorded on a Complaints Log and handled by the department appropriate to the area of the complaint. Should the complaint not be resolved to the complainant's satisfaction, the complaint is referred to the Operation Director or Managing Director for further resolution.

GEW2 recognises that despite having robust quality control procedures in place, GEW2 may still encounter problems which generate complaints and ensure that in such cases records are kept

7.3 PURCHASING

Procurement of any material or sub-contractor service is a subject to GEW2 Purchase Order providing full clarification of the material type, DNO/IDNO required specification or service.

Suppliers of products, materials and services are selected on their ability to meet the GEW2 requirements given due consideration to the quality, statutory obligations, health and safety, timescale, and cost. A list of approved suppliers is maintained on the GEW2 cloud server and is compiled on the following criteria: -

- Previous performance in supplying to similar specifications and requirements.
- Recommendation by other similar purchasers or manufacturers of equipment.
- A trial order and evaluation of performance.
- The quality of the goods or services
- Delivering on schedule
- Credibility
- Lead time
- Meeting customers' requirements

7.3.1 The majority of the GEW2 purchases are made from suppliers with whom GEW2 has a record of satisfactory supply.

7.3.2 GEW2 purchases are made via the use of Purchase Orders.

7.3.3 Supplier invoices are checked against Purchase Orders before being authorised for payment.

7.3.4 Material/service purchases are either for GEW2 everyday Operation or for a specific Project.

7.3.5 The material supplier is required to supply the material to the specification, quantity and price as specified on the Purchase Order.

7.3.6 Purchase orders are emailed to all material suppliers or Sub-Contractors. Where orders are placed by telephone, the order details are recorded. A copy of all purchase orders for specific project is retained in the individual project folder, internal Project Accounts document and the GEW2 financial software.

7.3.7 Minor supply purchases that include items such as general office consumables or statutory utility maps are not subject to a Purchase Order. These supplies can only be ordered by a GEW2 Operations Manager, Operations Director, Project Director, or the Managing Director.

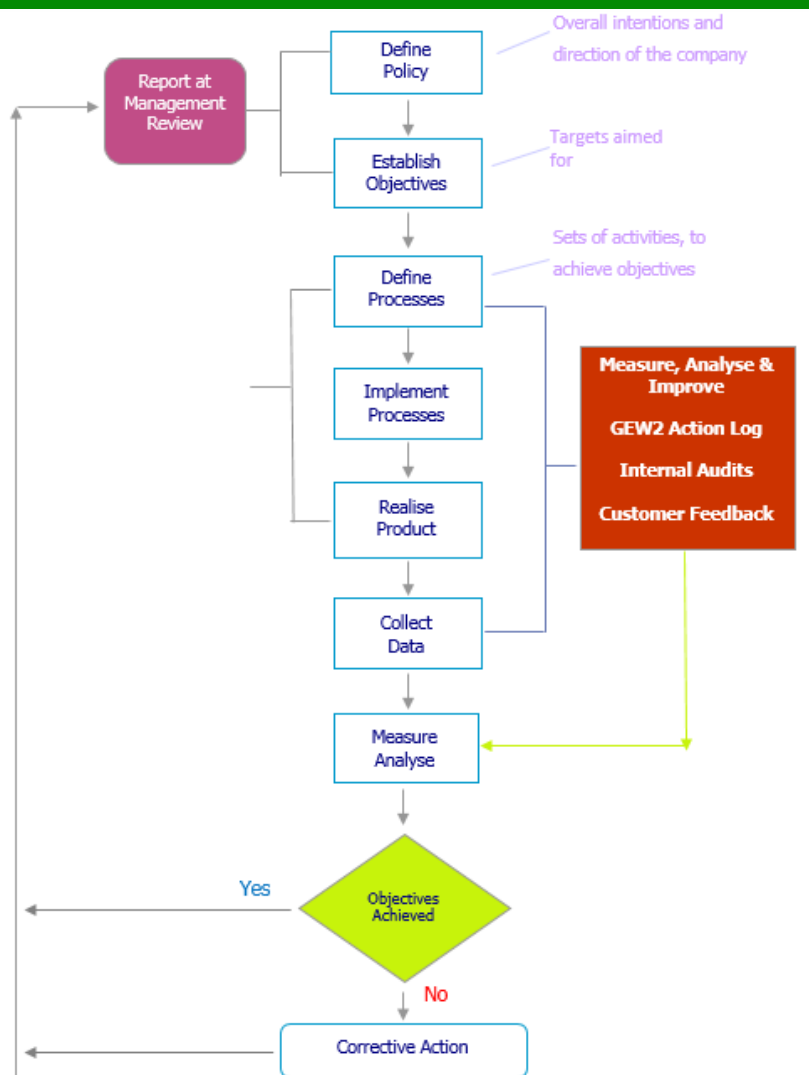
7.3.8 All supplies are reconciled to the delivery note and any discrepancies are resolved with the supplier and recorded as part of the supplier assessment process.

Should a supplier, not appearing on the Approved Material Supplier or Approved Sub-Contractor List, be proposed for Purchase order, the request is to be analysed by capability and approved by the Operations Director and the Managing Director.

All purchases will comply with the GEW2 Business Process Section 5.2.

8. MEASUREMENT, ANALYSIS, AND IMPROVEMENT

The flow chart below shows the Measure, Analyse, and Improve Flow Chart.



8.1 MEASUREMENT

The GEW2 Action and Concerns Log and Internal Audits support the Quality Manual and define the actions required to generate relevant data for analysis. Data is collected from, but not restricted to:

- GEW2 Action and Concerns Log
- Internal Audits
- Service Feedback Questionnaire
- Weekly Project meeting
- Construction Site Safety Audit

8.2 ANALYSIS

The data is collated and analysed to determine:

- The ability to achieve the Quality Objectives
- The ability to satisfy client requirements
- Customer and GEW2 staff perception
- The effectiveness and efficiency of the GEW2 personnel
- The effectiveness and efficiency of the Quality Process
- The level of performance achieved/required

8.3 IMPROVEMENT

The agenda for the regular Management Review meetings shall include, but not be restricted to:

- Follow-up from previous meetings
- Review of GEW2 Quality Process
- Review of GEW2 Business Process
- Review and setting of Quality Objectives
- Action and Concerns Log entries and follow- up actions
- Customer feedback
- Internal Audit Results
- GEW2 employee's performance
- Recommendations to improve the quality system and their implementation

9. OFFICE PROCEDURES

9.1 CORRECTIVE/PREVENTATIVE ACTION & CONTROL OF NON-CONFORMING

9.1.1 Purpose

The GEW2 Ltd monthly Minutes of the Meeting which populated the Action and Concerns Log is used to identify non-conformances and any actual or potential shortfalls in quality standards or internal processes/procedures, suggest improvements and track any actions to ensure improvements have taken place, or potential problems are avoided.

9.1.2 Steps

1. The Business Process Manager maintains and monitors the Action and Concerns Log.
2. If any person discovers a shortfall, or potential shortfall in the written processes/procedures or a problem in the practical application of them, the details must be documented in the Action and Concerns Log.
3. The relevant person who is responsible for the action is informed.
4. Action required because of Customer feedback, Customer complaint or Management Review is also logged and tracked via the GEW2 Action and Concerns Log.
5. Each entry in the Action and Concerns Log to include:
 - a. Person/Date recorded
 - b. Overview of the issue, problem, or concern
 - c. Person responsible
 - d. Action taken

9.1.3 Responsibility

The Business Process Manager is responsible for checking the Action and Concerns Log and ensuring that the GEW2 staff with allocated responsibilities are aware of them and actions are progressing.

Once all actions on a log sheet have been completed the Business Process Manager archives it as a Quality record.

9.2 INTERNAL AUDITS

9.2.1 Purpose

To ensure internal audits are conducted at a sufficient frequency to measure the effectiveness of the quality and environmental processes/procedures.

9.2.2 Responsibilities

The Business Process Manager has responsibility to ensure all audits are planned, adequately communicated, and executed.

The Business Process Manager may conduct additional unannounced checks to ensure that all GEW2 Ltd staff are applying processes/procedures as required.

9.2.3 Scope

The scope, detail and focus of each audit are determined by previous suggestions for improvement from internal audits, management reviews and external audit suggestions, status and importance of the activity within the quality process and GEW2 Ltd business.

9.2.4. Records

An Internal Audit Report is used to track the overall scope of the audit against the quality criteria. All criteria are checked over a one-year period. An observation is completed for each audit activity, which details the type of check conducted, an overview of audit findings, and any items requiring further review.

Suggestion for improvement and actions will be communicated by the Business Process Manager, to the person responsible for action and record on the GEW2 Actions and Concerns Log.

9.3 CONTROL OF RECORDS

9.3.1 Purpose

To define those records that are deemed as Quality. These records will be stored in clearly marked folders or electronic files. All records must be recorded and tracked for reference and audit purposes.

9.3.2 Responsibility

The Business Process Manager is responsible for the maintenance of records.

9.3.3 Procedure

9.3.3.1 Records are normally electronically stored & protected detailing:

- a) The record.
- b) The revision.
- c) The last person to modify the record.

9.3.3.2 Records are signed and dated as appropriate.

9.3.3.3 Records are discarded after the minimum storage period regularly reviewed by Management Team:

- Contract Documentation – 8 Years.
- Human Resource Records – 5 Years while employed and 1 year after end of employment.

- Documentation generated from the Quality Management system – 3 Years.
- Accounts Records – 8 Years.

Computerised Records

Computer records are identified by suitable file name and/or folder and are backed up on a weekly basis and back-ups are taken off site and are regularly tested.

9.4 DOCUMENT CONTROL

9.4.1 Purpose

To ensure that all internal and external documents subject to revision and necessary for the administration of the Quality System are controlled.

9.4.2 Responsibility

The Business Process Manager is responsible for the authorisation and control of documents.

9.4.3 Procedure

9.4.3.1 Internal and external controlled documents are electronically stored and protected detailing:

- The document
- The revision status.

9.4.3.2 The revision of documents is identified on the document and electronic file.

9.4.3.3 Obsolete documents are destroyed or marked "Reference only" and moved out of the main GEW2 cloud server to a backup location.

9.4.3.4 The document/drawing list is used as a drawing register. The sequence of the drawing is chosen based on the latest sequence number in the associated folder.

9.4.3.5 Drawings produced by GEW2 are kept in the Operations or Project folders. The GEW2 drawing issues to any party involved in the project delivery are in the 'Drawings' folder of each project folder. Drawings or documents provided to GEW2 by the customer are stored in Enquiry Document folder. DNO documentation is stored in DNO correspondence only.

9.4.3.6 The name of the project document is to be as follows:
Project Number_Document Description_Date_revision
Example: 565_HoT23-07-2014_Rev 0.

9.4.3.7 The name of the drawings is to be as follows:
GEW2_Project number Drawing number _Name of the drawing revision
Example: GEW2-506-004_Point of Connection_rev1

9.4.4 Document Control

9.4.4.1 The Version Number of each controlled document is recorded inside each document

9.4.4.2 A record of any amendment detail is recorded on the Revision Table or shown on the Document list

9.4.4.3 Uncontrolled copies of the documented system are marked "Uncontrolled".

9.4.4.4 All documents are to be kept on GEW2 cloud Server to avoid any losses and allow intercompany access.

9.4.4.5 Directors and IT Company must back up the entire server database once every 2 -4 weeks.

