

Assessment Report

Contico Manufacturing Ltd



Report Author

Terry Broadhurst

Visit Start Date

23/08/2010



Introduction

This report has been compiled by Terry Broadhurst and relates to the assessment activity detailed below:

Visit ref/Type/Date/Duration	Certificate/Standard	Site address
7403706 Continuing Assessment (Surveillance) 23/08/2010 1 day(s) No. Employees: 54	FM 32859 ISO 9001:2008	Contico Manufacturing Ltd Cardrew Way Cardrew Industrial Estate Redruth TR15 1ST United Kingdom

The objective of the visit is to determine whether a structured, effective, customer & process focussed approach is in place that is improvement oriented, using objectives & data in compliance with ISO 9001:2008 & the company's documented management system.

Management Summary

The areas assessed during the course of the visit were found to be effective.

Despite some distractions within the organisation caused by activities within the Proventec Group the systems has continued to be maintained. Other improvements continue to be progressed with the objective of reducing the potential for errors and improving communication.

There were no outstanding nonconformities to review from previous assessments.

No new nonconformities were identified during the assessment. Enhanced detail relating to the overall assessment findings is contained within subsequent sections of the report.

Areas Assessed & Findings

QMS

There have been no changes to the top level manual since the last assessment, the manual remains at Issue 7 March 2009. Procedural level (WI's) are maintained via the internal audits program and a monitoring activity of review dates.

Internal Audits 8.2.2.

The procedure for internal audits includes a review of the Quality Management System, a "System Interaction" audit and a series of area/ process These have been completed to plan.

The most recent audits covering customer related processes & Finished product storage & despatch resulted in a number of minor non-conformities being raised. The non-conformities have been investigated and corrective & preventive action being taken.

The actions have resulted in robust improvements to the operation of the systems involved and the need for reducing ongoing system maintenance.

Customer Returns & complaints

Overall the number of customer returns have been in alignment with sales.

The year to date number of returns (427) is likely to result in a similar result as 2009 (711)

A sample of returns was investigated. Returns are processed by the Goods Inwards Team who have a copy of the AFR available within their area ~ this identifies the return items (s) with a traceable number etc.

Subsequently the item(s) and the AFR are stored within a designated area owned by the QA function. Items in this area were seen to be of recent receipt and clearly identified.

All returns were seen have been investigated to root cause (mainly transit damage) and where relevant actions taken with suppliers.

Records are maintained of all returns, actions taken and closure dates.

Objectives

The main objectives~ AFR's & the number of supplier rejects are being maintained / reduced in line with sales.

Production.

Printing processes.

Both printing process were explained in detail by Steve. Examples were followed through via inspection of the works order details (quality, dates required, screens, ink type and the recording of production details).

Non conforming items (supplied items or process created) were seen to be segregated and recorded. At present investigations into the cause of any process related defect are not generally undertaken due to the low percentage and fault type (mainly the standard of printing).

Assembly.

The assembly of two similar products was undertaken.

Again working from the work order it was easily possible to identify each component part. Assembly processes are carried out via training and reference to the works order. The majority of products do not require involved final test and the final "QC" check is carried out by the operator as he completes each task.

Where required (electrical products e.g. Vacuum cleaners,"foggers") are subject to PAT testing via a calibrated tester. Records of serial numbers are maintained within the area and recorded on despatch/sales documents.

At all stages items were seen to be clearly identified and traceable to their storage locations.

Storage conditions were seen to be appropriate to the type of item being stored.

Purchase specifications were followed into the purchasing dept via recent orders of bottles (922B) supplied by Jubb UK. Purchase order details were seen to clearly specify the bottle type, quantity required and due dates.

Internal communication

Various documents and company performance indicators are displayed on the company notice board for the perusal of employees. Documents include the present quality policy and HSE Notices - all were seen to be current and relevant.

Assessment Participants

On behalf of the organisation:

Name	Position
Nick Man	Quality Manager
Phil Macey	Operations Director
Phil Taylor	Quality Assistant
Peter Rosewall	Purchasing
Bryan Penhaligon	Production
Steve Marks	Production Foreman

The assessment was conducted on behalf of BSI by:

Name	Position
Terry Broadhurst	Team leader

Continuing Assessment

The programme of continuing assessment is detailed below.

Site Address	Certificate Reference/Visit Cycle	
Contico Manufacturing Ltd Cardrew Way Cardrew Industrial Estate Redruth TR15 1ST United Kingdom	FM 32859	
	Visit interval:	6 months
	Visit duration:	7 hours
	Next re-certification:	01/09/2008

Re-certification by Strategic Review will be conducted on completion of the cycle, or sooner as required. The review will focus on the strengths and weaknesses of your Management System.

Certification Assessment Plan

Business area/Location	Date (mm/yy):	Visit 1	Visit 2	Visit 3	Visit 4	Visit 5	Visit 6
		9/09	3/10	9/10	3/11	9/11	3/12

	Duration (days):	1	1	1	1	1	1
QMS -status & changes		✓		✓		✓	✓
Management Reviews			✓		✓		✓
Progress with objectives		✓	✓	✓	✓	✓	✓
Audits		✓	✓			✓	✓
Customer complaints & feedback			✓		✓		✓
Corrective & preventive actions		✓	✓	✓	✓	✓	✓
Production area(s)		✓	✓	✓	✓	✓	
Sales, enquiries & quotations			✓			✓	
Purchasing, suppliers & their approval		✓		✓		✓	
Infrastructure (Equipment, etc)				✓		✓	
Interview with senior management							✓
Training & competence/resource & competence requirements			✓	✓	✓		
Strategic Review							✓

Next Visit Plan

Visit objectives:

To assess the ongoing capability of the management system to achieve its stated objectives and fulfil the requirements of ISO 9001:2008.

Visit scope:

All requirements of ISO 9001:2008 as relevant within each area/process or procedure.

Date	Assessor	Time	Area/Process	Clause
10/03/2011	Terry Broadhurst	09.00	Opening meeting	
			QMS - status & changes	
			Customer complaints	
			Goods inwards processes - including QA.	
			Purchasing and suppliers	
			HR - training & competence	
			Report preparation	
			Closing meeting	

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expected that the deputy would stand in should the management representative find themselves unavailable to attend an agreed visit within 30 days of its conduct.

Notes

The assessment was based on sampling and therefore nonconformities may exist which have not been identified.

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