

# Assessment Report

## Contico Manufacturing Ltd

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**Report Author**

Terry Broadhurst

**Visit Start Date**

08/03/2010



## 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
7329963 Continuing Assessment (Surveillance) 08/03/2010 1 day(s) No. Employees: 56	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.

The integration of all company operations was seen to be managed well, with the senior management team being involved in the development of the organisation & resource needed to achieve its strategic objectives.

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

### Organisation, responsibility & authority

The plans to integrate many aspects of the business around centres of excellence is being supported by planned recruitment of key staff. This includes IT, HR & Sales job roles.

### QMS

No changes have been made to the documented system since the last assessment. The business is continuing to focus its attention in rolling out the QMS across all locations as part of its ambitions to have all sites certificated to ISO9001:2008.

### Internal audits

The planned activities for 2009 have been completed to plan, with improvement opportunities identified and actioned.

A plan for 2010/11 is in place, with in principle 6 planned audits - as it is now considered that sufficient data exists to demonstrate that the system is mature and operating effectively.

Future audit plans will need to cover the interfaces between each operating unit so as to ensure effective operation of these processes.

### Customer complaints & returns

The ongoing trend continues to fall in quantity against a background of increasing sales & company growth. There are no ongoing trends with return.

## Management Reviews

The most recent review was comprehensive with regard to its agenda and well supported by the management team. Other meeting progress any corrective actions identified and at present the "re-structuring" of the entire group is to some extent resulting in ongoing meeting targeted at specific issues e.g. introduction of ISO9001:2008.

The ongoing review of supplier performance and any effect on their rating is now being effectively managed via routine meeting between purchasing & quality functions.

## Goods inwards - inspection - assembly - printing

The goods in wards process initially is based on commercial checks (Quality) with a brief check on presentation/aspect, if all is well goods were seen to have moved to storage locations, with facilities in place to manage overspill. Secondary checks are carried out by Quality against a regime which determines the level of inspection from "free pass" through to 100% inspection (in the worst case). Feedback is provided to both senior quality & purchasing managers.

Facilities exist to segregate non-conforming products (both returned by customers & found at goods inspection) - generally products are then returned to stock in a timely manner.

Assembly & printing - in both areas parts & assembled products were seen to be well identified - packaging was seen to be appropriate for the products & their despatch methods.

Information available to operators is provided on each individual works orders, information provided includes assembly instructions and any specific customer requirements.

Training records are available for key job roles, competences were seen to be appropriate for the roles undertaken.

## Sales order process

The sales order process undertaken for Osprey products was explained in detail by Sarah. The sale detail is received at Cheltenham and then emailed to Redruth for conversion into a picking list. Information provided by customers is augmented by the use of a additional form which gives extra information on discounts, delivery, parts being resourced form other locations etc.

The company IT system is used extensively to manage this activity and in examples seen today all information was readily available and accurate - understanding of the system by users was seen to be good.

## Assessment Participants

On behalf of the organisation:

Name	Position
Nick Man	Quality Manager
Phil Macey	Operations Director
Phil Taylor	Quality Assistant
Sarah Bowden	Customer Services

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
		Duration (days):	1	1	1	1	1
QMS -status & changes	9/09	✓		✓		✓	✓
Management Reviews	3/10		✓		✓		✓
Progress with objectives	9/10	✓	✓	✓	✓	✓	✓
Audits	3/11	✓	✓			✓	✓
Customer complaints & feedback	9/11		✓		✓		✓
Corrective & preventive actions	3/12	✓	✓	✓	✓	✓	✓
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

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### Visit objectives:

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

### Visit scope:

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

Date	Assessor	Time	Area/Process	Clause
19/08/2010	Terry Broadhurst	09.00	Opening meeting	
			QMS - status & changes	
			Objectives & targets - progress	
			Customer complaints & corrective actions ~ returns	
			HR - strategy - competences required.	
			Production - sample	
			Purchasing	
			Report preparation	
		16.00	Closing meeting	

Please note that BSI reserves the right to apply a charge equivalent to the full daily rate for cancellation of the visit by the organisation within 30 days of an agreed visit date. It is a condition of Registration that a deputy management representative be nominated. It is 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

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

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