

Assessment Report

Contico Manufacturing Ltd



Report Author

Terry Broadhurst

Visit Start Date

08/09/2011



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
7562101 Re-certification Audit (SR Opt 1) 08/09/2011 1 day(s) No. Employees: 47	FM 32859 ISO 9001:2008	Contico Manufacturing Ltd Cardrew Way Cardrew Industrial Estate Redruth TR15 1ST United Kingdom

The objective of the assessment was to ascertain the integrity of the organisation's management system over the current assessment cycle to enable re-certification and confirm the forward strategic assessment plan.

Management Summary

We are pleased to recommend the continuation of your registration.

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

The contents of this report will be subject to review by BSI's Compliance and Risk team, when approved you will be advised via BSI's "Just4customers" website of the availability of your new certificate.

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 changes & improvements 4.2.2

During the review period the entire QMS and its operations has steadily been transferred to the company intranet system. Increasing use is made of databases to manage processes, the most recent has been the development of a database system for the introduction of new products.

Design as such is not undertaken as the majority of products are either purchased from a range of suppliers or have been reverse engineered by the company's suppliers from samples obtained from the market place.

Management Reviews 5.6

Reviews are planned to be held twice yearly, with the most recent review being held in February 2011. The agenda is comprehensive and complies with the requirements of this clause of the standard. Corrective actions are assigned to various management team members, with actions being followed through at the next review. Attendance by all members of the senior management team is good. Objectives are reviewed and progress is monitored via a range of KPI's (AFR, delivery, etc) - progress was seen to be made.

Internal audits

The system & resource for completing the audit programme has been developed and increased resource has now improved the effectiveness of the audit process. The incident of non-conformances is low and of a minor nature. Corrective actions are timely and effective.

The plan cover all areas, processes and procedures over a two year period.

Customer Complaints

The management of Customer complaints is defined in procedural forms, with a log of complaints, issue and actions in a spreadsheet form. The main causes of customer complaints are related to product failures. As such all returned products are subject to a inspection by the Quality Assistant and immediate corrective action is taken, but also preventive action is taken where trends are identified. This includes review of similar products.

Analysis includes root cause, cost of the complaint and any specific need to investigate possible links with other similar products.

As the majority of products sold are purchased, the root cause is investigated through to the supplier and as such supplier approval, selection and re-evaluation is processed through this source of data.

Trends with complaints (AFR's) have generally shown a improving trend over the review period, with the exception of a peak in late 2010/early 2011, this was due to one specific product. Corrective actions were seen to be robust and effective.

Top Management interview.

Mr Phil Macey, the most senior director on site has been involved during the majority of assessments, as such a ongoing dialogue has helped in monitoring the company's strategic plans and objectives.

As Mr Macey was not available today a brief discussion took place with the Financial Controller: Mr Mike Jay. The company envisage that they will continue to strive for effective and efficient operations, but without making any significant ventures into new markets at this time. Aspirations to move to a new location have been put on hold due to the present economic situation.

Day to day communication is via meeting, notice boards and "casual" interaction between all members of the company during their duties.

Re-certification by Strategic Review

Review of assessment progress and the re-certification plan:

The BSi Re-certification pack was reviewed prior to this assessment and during the opening meeting with Mr Nick Man:Quality Manager. (see main body of the report for senior management interview).

Since the last Strategic Review the business has continued to establish its own identity following the management buyout. Despite the economic conditions being experienced the business has managed to maintain its performance.

The company operates out of the facility address detailed above. There are no other sites or locations involved with the scope of registration. Participating was the top management for the location, Mr Nick Man: Quality Manager and Mr Mike Jay :Financial Controller. The review period is from September 2009 to September 2011. During this period 6 assessments were scheduled and completed in a timely Maner. There has been no issues regarding unjustified assessment date move. All assessment have been carried out by myself. All areas of the business have been assessed. A exclusion is made (& justified) for design.

Review of assessment findings:

During the review period no non-conformity's had been identified. Observations have been reviewed and actioned where considered relevant to business & system improvements. Assessment finding have concluded that the system is fully compliant with requirements and continues to support business needs. The development of the QMS has continued, with increasing use of spreadsheets and databases so as to facilitate ease of access to data etc by employees involved in many functions.

Review of progress in relation to the organisation's objectives:

Following the MBO the main objective has been to maintain the company's performance, both in quality and financial terms. This has been achieved against the world economic climate, with success in both financial & quality objectives.

Management system strategy and objectives:

Future management strategy will be to continue with increasing sales, control & reducing cost where ever possible, both within the business and those associated with suppliers and their products.

BSI Client Management:

The full scope of registration has been demonstrated during the course of the assessments.

The present scope has been reviewed with the client and will remain as stated "The manufacture and distribution of a range of cleaning and hygiene products plus liquid dispensing systems. Packaging and product labelling can be customised to customers specific requirements. A three year strategic plan for the next 3 years is attached to this report.

The visit cycle was reviewed and will remain at two days visit per annum.

Assessment Participants

On behalf of the organisation:

Name	Position
Mr Nick Man	Quality Manager
Mr Mike Jay	Finance Controller
Mr Phil Taylor	Quality Assistant

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

		Visit 1	Visit 2	Visit 3	Visit 4	Visit 5	Visit 6
Business area/Location	Date (mm/yy):	3/12	9/12	3/13	9/13	3/14	9/14
	Duration (days):	1	1	1	1	1	1
QMS -status & changes		✓		✓		✓	✓
Management Reviews		✓		✓		✓	✓
Progress with objectives		✓	✓	✓	✓	✓	✓
Audits		✓	✓	✓	✓	✓	✓
Customer complaints & feedback		✓	✓	✓	✓	✓	✓
Corrective & preventive actions		✓	✓	✓	✓	✓	✓
New Product Introduction		✓		✓		✓	
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 & to progress or complete the transition to ISO9001:2008

Visit scope:

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

Date	Assessor	Time	Area/Process	Clause
12/03/2012	Terry Broadhurst	09.00	Opening meeting	
		09.30	QMS maintenance, Management Reviews, Internal audits, customer complaints and feedback.	
		11.30	New Product Introduction	
		12.30	Lunch	
		13.00	Production - training and competence, equipment maintenance and calibration.	
		15.00	Report generation	
		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

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

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