



# Assessment Report.

Warnerbus Ltd

## Introduction.

This report has been compiled by Colin Pryor and relates to the assessment activity detailed below:

Visit ref/Type/Date/Duration	Certificate/Standard	Site address
7891024 Re-certification Audit (SR Opt 1) 31/10/2013 1 day(s) No. Employees: 9	FS 512087 ISO 9001:2008	Warnerbus Ltd 165 Castle Hill Road Totternhoe Dunstable LU6 1QQ 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.

### Overall Conclusion

We are pleased to recommend the continuation of your certification.

The objectives of this assessment have been achieved.

I would like to thank all the audit participants for their assistance and co-operation which enabled the audit to run smoothly and to schedule

Based on the objective evidence detailed within this report, the areas assessed during the course of the visit were found to be effective.

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.

## Mandatory Requirements – Re-Certification.

### Recertification Summary

Based on the recertification process, the management system continues to demonstrate the ability to support the achievement of statutory, regulatory and contractual requirements.

Certificate Number	Risk Level	Justification
FS 512087	Low	Strategic Review Report Pack has been reviewed by Colin Pryor.

### Complaints Received by BSI

There have been no complaints received by BSI during the certification period.

### Strategic Review Pack Summary

There Have been no Non conformities raised over the last certificate cycle. The Client has encompassed Quality and continues to drive the Business forward.

### Progress in relation to management system objectives.

The Company KPI's are communicated effectively and demonstrate good success in achieving targets.

### Leadership, Commitment and Strategy

The Management Team continue to drive the Business and the Quality Management System forward and are continuously improving the processes.

### Effectiveness of the Management System

The Quality Management remains effective with good process interactions demonstrated. External Legislation has effected major elements of the Design process but remain effectively controlled.

### Impartiality Review

Impartiality has been considered within the visit cycles.

### Justified Exclusions

There are no justified exclusions of the standard for certificate : FS 512087

## Areas Assessed & Findings.

### **Business and Organisational Changes/Top Management Discussion :**

There have been no significant changes to the Organisation structure, a new employee has been taken on as a Coach Builder and is currently going through training. Employee levels are currently at 9. The Client is hoping to gain new business which could see the Company grow significantly if it develops, this was reflected in the Management Review minutes as a main focus output. Discussion with Top Management highlighted that new external legislation requirements has had a major effect on the Business as additional costs have been incurred and significant changes are to be made within the product Design. However there remains continued focus on the Quality Management System and compliance to the requirements of ISO9001:2008.

### **Scope of Registration :**

The Scope of Registration was confirmed with the Client and is applicable to the Business activities.

### **Quality Management System/Targets and Objectives :**

The Quality Management System was reviewed. The Quality Manual is at Issue 16 last review 13/08/12. The Organisation chart last update was in July 2013. The Quality Policy was last reviewed 25/10/13 at the Management Review it outlines the Business and meets the requirements of the Standard. The Business processes are at Issue 14 last review 13/08/13 with the mandatory procedures covered.

Any Issues effecting the business and any Quality Management System changes are communicated to the shop floor via the main notice board and daily morning meetings.

There have been 5 Objectives set and performance is monitored from January 2013 to January 2014 and reviewed within the management review. The Objectives cover

- \*Manufacturing
- \*Sales
- \*Training
- \*Customer Satisfaction and
- \*Continuous Improvement.

KPI's were viewed and targets are being met.

The Quality Management System remains stable and continues to be well recorded and controlled.

### **Management Review :**

The Management Review was conducted on 25/10/13 and included Top Management attendees. Inputs and outputs of the standard have been effectively covered. Required Actions are assigned to process owners with action dates for completion. Progress is frequently checked by Quality Management with closure verification at subsequent meetings.

### **Internal Audits :**

The Internal Audit procedure 4 was viewed and the Internal audits have been completed to schedule for 2013. 22 audits have been completed year to date with 2 Non-conformities having been identified and 3 recommendations made. The Internal audit non-conformities were viewed and demonstrated containment, corrective and preventive actions had been completed in a timely manner. 3 Internal auditors ensure impartiality to the processes and training records were viewed. The process was considered effective at the time of the assessment.

**Customer Satisfaction/Concerns/Corrective and Preventive Actions :**

Customer Satisfaction is covered on a monthly basis and generally follows Vehicle handover to the Customer. Response to surveys have been good but a recent trial of email surveys did not get any feedback. A score system applies and any low scores are promptly acted upon. The last concern noted was in November 2012 relating to Vehicle damage, however after investigation the root cause lay with the OEM. As a result of the concern corrective and preventive measures were built into the Clients Vehicle Inspection process. Pareto Analysis demonstrates any minor concerns the main issues lay with Operational and steps, the Client ensures support is given to resolve these issues with the Customer and the Suppliers. There is a 70% feedback success to Customer Satisfaction Surveys and there have been no Customer Complaints received in 2013. The processes were deemed effective

**Process Controls/Improvements :**

There have been recent shop floor trials to improve the process where the client has introduced 1 bay per coach build and assigned a coach builder per vehicle to ensure ownership and responsibility where as this was previously shared between shop floor personnel and Vehicles flowed down the bay locations. There are stringent final Inspections by Management and any deficiencies identified are discussed with the coach builder responsible to resolve which may include a process/assembly change or further training. The trial is planned for 3-6 months to see if the method is effective and more efficient.

**Resource Management :**

The recruitment Training process 7 and Staff development process 8 were viewed. Staff complete an induction into the Company which includes H&S and communicates the Quality Policy. A skills matrix is colour coded to highlight competence and training needs for the shop floor personnel. Individual training records are also kept. Performance Appraisals operate a score system and individual objectives are discussed and agreed with the employer and employee on an annual basis. Evidence of training records seen for 2 long term employees and a new starter. The process was considered effective.

The Facility comprises of offices, shop floor areas with good temperature controls, a works canteen, front car park and rear access for large Vehicle turning and moving. There has been investment into shop floor lighting but further lighting improvements with low level LED lighting is planned. IT is backed up off site and disaster recovery plans are in place for parts, facility, systems, calibrations, fire, supplier reviews and comprehensive risk assessment are also conducted.

## Assessment Participants.

On behalf of the organisation:

Name	Position
Jo Wallis	Director
Charlie Toms	Coach Builder
Andy Wallis	General Manager

The assessment was conducted on behalf of BSI by:

Name	Position
Colin Pryor	Team Leader

## Continuing Assessment.

The programme of continuing assessment is detailed below.

Site Address	Certificate Reference/Visit Cycle	
Warnerbus Ltd 165 Castle Hill Road Totternhoe Dunstable LU6 1QQ United Kingdom	FS 512087	
	Visit interval:	12 months
	Visit duration:	1 Days
	Next re-certification:	01/10/2013

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.

WARNER-0047313697-000|FS 512087

		Visit1	Visit2	Visit3	Visit4	Visit5	Visit6
Business area/Location	Date (mm/yy):	12/11	12/12	10/13	10/14	10/15	10/16
	Duration (days):	1.0	1.0	1.0	1.0	1.0	1.0
Assembly process and associated processes		X	X		X	X	
Business and Quality System changes		X	X	X	X	X	X
Customer satisfaction metrics		X	X	X	X	X	X
Document Control and Quality Records		X			X		
Objectives / KPIs and Improvement status		X	X	X	X	X	X
Preventive action process		X	X	X	X	X	X
Purchasing process / Inventory		X			X		
Quality System review processes		X	X	X	X	X	X
Resource Management				X			X
Sales & Design process			X			X	
Strategic review				X			X
Top Management Responsibility				X			X

## Next Visit Plan.

### Visit objectives:

The objective of the assessment is to conduct a surveillance assessment and look for positive evidence to ensure the elements of the scope of certification and the requirements of the management standard are effectively addressed by the organisation's management system and that the system is demonstrating the ability to support the achievement of statutory, regulatory and contractual requirements and the organisations specified objectives, as applicable with regard to the scope of the management standard, and to confirm the on-going achievement and applicability of the forward strategic plan.

The scope of the assessment is the documented management system with relation to the requirements of ISO9001:2008 and the defined assessment plan provided in terms of locations and areas of the system and organisation to be assessed.

Date	Assessor	Time	Area/Process	Clause
23/10/2014	Assessor 1	9.00	Opening Meeting	
	Assessor 1	9.15	Business and Quality System changes	
	Assessor 1		Quality System review processes	
	Assessor 1	10.30	Objectives / KPIs and Improvement status	
	Assessor 1		Preventive action process	
	Assessor 1	11.30	Document Control and Quality Records	
	Assessor 1		Customer satisfaction metrics	
	Assessor 1	12.30	Lunch	
	Assessor 1	13.00	Purchasing process / Inventory	
	Assessor 1	13.30	Assembly process and associated processes	
	Assessor 1	14.30	Report Preparation	
	Assessor 1	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.

If you wish to distribute copies of this report external to your organisation, then all pages must be included.

BSI, its staff and agents shall keep confidential all information relating to your organisation and shall not disclose any such information to any third party, except that in the public domain or required by law or relevant accreditation bodies. BSI staff, agents and accreditation bodies have signed individual confidentiality undertakings and will only receive confidential information on a 'need to know' basis.

'Just for Customers' is the website that we are pleased to offer our clients following successful registration, designed to support you in maximising the benefits of your BSI registration - please go to [www.bsigroup.com/j4c](http://www.bsigroup.com/j4c) to register. When registering for the first time you will need your client reference number and your certificate number (47254597/FS 512087).

The Carbon Dioxide emissions due to the planning, delivery and administration of this assessment will be fully off-set through the BSI CarbonNeutral® project. For more information on CarbonNeutral® please visit [www.bsigroup.co.uk/en/Assessment-and-Certification-services/Management-systems/News-and-Events/Carbon-Neutral](http://www.bsigroup.co.uk/en/Assessment-and-Certification-services/Management-systems/News-and-Events/Carbon-Neutral).

This report and related documents is prepared for and only for BSI's client and for no other purpose. As such, BSI does not accept or assume any responsibility (legal or otherwise) or accept any liability for or in connection with any other purpose for which the Report may be used, or to any other person to whom the Report is shown or in to whose hands it may come, and no other persons shall be entitled to rely on the Report.

Should you wish to speak with BSI in relation to your registration, please contact our Customer Engagement and Planning:

Customer Services  
BSI  
Kitemark Court,  
Davy Avenue, Knowlhill  
Milton Keynes  
MK5 8PP

Tel: +44 (0)845 080 9000 Fax +44 (0)1908 228123

Email: [MK.Customerservices@bsigroup.com](mailto:MK.Customerservices@bsigroup.com)