

# Assessment Report

## Warnerbus Ltd

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**Report Author**

Ronald Worsnop

**Visit Start Date**

02/12/2011



## Introduction

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This report has been compiled by Ronald Worsnop and relates to the assessment activity detailed below:

Visit ref/Type/Date/Duration	Certificate/Standard	Site address
7594226 Continuing Assessment (Surveillance) 02/12/2011 1 day(s) No. Employees: 10	FS 512087 ISO 9001:2008	Warnerbus Ltd 165 Castle Hill Road Totternhoe Dunstable LU6 1QQ 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 ISO9001:2008 & the company's documented management system. This visit is the 1st Continuing surveillance assessment of the current 3 year Strategic Review cycle.

## Management Summary

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

The organisation continues to demonstrate continual improvement and maintains a management system in line with the requirements of the ISO9001:2008 quality management standard.

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

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### **Business and organisational changes**

There have been no significant changes to the organisation since the last BSI assessment. Employee numbers remain at 10. Trading conditions have remained difficult, mainly due to the cut back in local government spending, where funding reduction has resulted in minimal orders from this sector.

The organisation has therefore had to focus its marketing strategy upon, for example, Care Homes, individual customers and charities.

Despite the poor economic climate, the actual volume of vehicle conversions during 2011 has increased, and so, in the circumstances, the Management at Warnerbus are generally pleased with the current status of the business.

The company have recently won acclaim through the Bedfordshire Excellence awards 2011, by winning the Customer Care Excellence award, as well as Director, Jo Wallis, additionally winning individual merit in the category of Entrepreneur of the Year.

New European legislation has required the need to ensure compliance with regulations including Type Approval, with stringent testing by VOSA. The organisation welcomes such rules and relishes the opportunity to confirm the high quality of the vehicle conversions, which inevitably enhances the safety and reliability.

### **Quality System status**

The Quality Policy Manual is now at Issue 12, dated October 2011, with the Business process manual now at issue 12, dated 19th October 2011. All changes are clearly identified within the amendment record page of each of the documents.

### **Objectives / Improvement Initiatives**

The organisation has excellently developed its Objectives and Key Performance Indicator processes, such that the monthly measurement of performance against targets, provides good evaluation of the effectiveness, efficiencies and strategies of the business.

The achievement against those targets is graphically displayed and communicated to the workforce, such that any negative trends can be quickly detected and actions applied to resolve the issues.

The company have identified potential improvements in respect of customer satisfaction, by providing enhanced After Sales customer care in the form of a 24/7 Lifetime National Help Line, whereby, one-stop assistance can be provided to resolve any issues that might arise....even when not necessarily related to the original conversion aspects. 36 such calls have been received since the Help Line inception, and the service has received commendation from the customers concerned.

### **Management Review / Internal audits**

An annual, all day Management review is carried out, the latest being undertaken on the 7th. October 2011. Excellent minutes of the meeting have been published to detail the comprehensive discussion topics, with any actions arising being suitably delegated and time-scaled for completion. A subsequent follow up recently, has updated the minutes with evidence of the closure of some of the actions.

### **Purchasing process**

The Purchasing process was evaluated and confirmed to be being satisfactorily applied.

There were good records of information and criteria related to the suppliers, including ISO9001 status, and historical data of performance since their usage as a supplier.

There is suitable capture of the non-conforming issues such that the severity and frequency can be administered efficiently. Where a supplier has raised concerns due to repeating problems, there is good evidence of reaction with formal Non-conformance notes raised for appropriate reaction by the supplier.

It would be pertinent, under the circumstances of suppliers continuing to "fail", for any resolution to include a need for that supplier to confirm ongoing validity of their ISO9001 certification, where applicable. Good suppliers would not need to confirm ISO9001 status.

Planning of the raising of Purchase orders was seen to be satisfactorily applied, with the Goods Receiving process ensuring satisfactory quality of the product/ service, and swift reaction should that not be the case.

## Customer satisfaction

There have been no formal complaints in the last 12 months, at least. Where concerns and issues are communicated, there is seen to be excellent capture of the problems such that resolution and response to the client can be effected in a timely manner.

## Workshop process control

An overview evaluation was undertaken of the process controls within the van conversion area.

The various documents required to assist in the vehicle builds were seen within the job packs.

Inspection status was seen to be very much in evidence with both self inspection and subsequent independent verification of the quality of workmanship and conformity to the customer and build requirements.

The workshop was tidy with good housekeeping in place.

## Assessment Participants

On behalf of the organisation:

Name	Position
Jo Wallis	Director
Andy Wallis	General Manager

The assessment was conducted on behalf of BSI by:

Name	Position
Ronald Worsnop	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:	7 hours
	Next re-certification:	01/12/2013

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

		Visit 1	Visit 2	Visit 3	Visit 4	Visit 5	Visit 6
<b>Business area/Location</b>	<b>Date (mm/yy):</b>	12/11	12/12	12/13			
	<b>Duration (days):</b>	1	1	1			
Business and Quality System changes		✓	✓	✓			
Quality System review processes		✓	✓	✓			
Objectives / KPIs and Improvement status		✓	✓	✓			
Preventive action process		✓	✓	✓			
Purchasing process / Inventory		✓					
Assembly process and associated processes		✓	✓				
Sales & Design process			✓				
Resource Management				✓			
Top Management Responsibility				✓			
Document Control and Quality Records		✓					
Customer satisfaction metrics		✓	✓	✓			
Strategic review				✓			

## Next Visit Plan

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### Visit objectives:

To undertake the 2nd annual continuing surveillance assessment of the current Strategic review cycle.

### Visit scope:

As per the detailed plan below

Date	Assessor	Time	Area/Process	Clause
05/12/2012	Provisionally Martin Thorpe	0915	Opening Meeting	
		0930	Business and organisational changes	
		0945	Quality System status	
		1000	Objectives / Management Review processes / Preventive action	
		1100	Customer satisfaction / Corrective action	
		1130	Sales / Design processes	
		1230	Lunch break	
		1330	Vehicle assembly and associated processes	
		1500	Report writing	
		1615	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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Customer Services

BSI

PO Box 9000

Milton Keynes

MK14 6WT

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