

Cert Ref Num	12231	Visit No	3	Date(s)	Thursday 1 st September 2016
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MANAGEMENT SYSTEM AUDIT REPORT

Cert Ref Number:	12231	Audit Date(s):	Thursday 1 st September 2016	Visit Num:	3	
Standard(s) audited:	ISO 9001: 2008	Type of audit	RECERTIFICATION			
Organisation:	Warnerbus Limited					
Address:	165 Castle Hill Road Totternhoe Dunstable LU6 1QQ					
Tel:	01525 222911	E Mail:	jo@warnerbus.com	Web:		
Representative(s):	Ms Jo Wallis	Staff:	FT	4	PT	2
Locations & Site(s) visited:	SEE SECTIONS 9 & 10		EAC Code(s):	22b		
Lead Auditor:	Kelvin Allanson	Additional Team Member(s):				
Legal Status of Organisation i.e. Ltd company, Partnership etc NB if partnership - names of partners required	Ltd company					
Scope as it will appear on certificate:	The conversion of minibuses and wheelchair accessible vehicles into custom-built passenger transport for the elderly, disabled and passengers in wheel-chairs. The design and build of crew buses and security vehicles to precise operational requirements. - Scope is same as previous CB (BSI)					

The objectives of the audit:

- To confirm that the management system conforms with the requirements of the audit standard and also any statutory, regulatory and contractual requirements that are applicable;
- To confirm that the organisation has effectively implemented the planned management system;
- To confirm that the management system is meeting its specified objectives

Audit scope:

- The audit will evaluate the effectiveness of the processes identified within the visit plan and in line with the 3 year plan. The audit will be conducted at the location(s) specified within the visit plan.

Time the audit commenced:	09.00	Time the audit was completed:	16.00
Report submitted to and accepted by:	Jo Wallis	Position in Organisation:	Director
Report prepared by:	Kelvin Allanson	Lead Auditor	
Date(s) of Next Visit:	*6th September 2017	Start Time:	09.00
Surveillance visits set at:	**1	Per year of:	**1
		Days per visit	

NB If the next visit is a Recertification Visit additional days over and above the surveillance days may be required.

The Organisation agrees to comply with ISOQAR's Rules of Registration

* Please see Audit Plan for details of the next visit

** Enter details in section 2 if days or pattern of days has changed

This report is confidential and its distribution will be limited to the audit team, client representative and ISOQAR office



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Attendees

Opening Meeting

Name	Position
Jo Wallis	Director
Kelvin Allanson	Lead Auditor

Closing Meeting

Name	Position
Jo Wallis	Director
Kelvin Allanson	Lead Auditor

1 Audit Conclusion

The audit team concludes that the organisation **HAS** established and maintained its management system in line with the requirements of the standard(s) and demonstrated to the audit team that it has the ability to systematically achieve the requirements for products and or services within the scope of its activities and in accordance with its policy and objectives.

The audit team recommends that based on the evidence obtained during this audit that Certification should be:

Recommended Yes Continued Deferred (until satisfactory corrections/corrective action has been completed)

Non-conformances

Number of Non-conformances raised Major Minor

NB Where Non-conformances are Raised

- For Initial Audits, Extensions to Scope and Recertification Audits; all Non-conformances must be closed out before a Certificate is authorised for issue and **can only be closed out** either by submission of evidence to ISOQAR or a re-visit to audit the corrections/corrective action (see Non-conformance section of this report).
- For Surveillance Audits any Non-conformance **classified as Major can also only be closed out** either by submission of evidence to ISOQAR or a re-visit to audit the corrections/corrective action (see Non-conformance section of this report).

NB All Non-conformances **must be actioned** within the agreed timescales.

Please Note the audit conclusion is provisional and subject to review by ISOQAR's Certification Review Team.

2 Significant Organisational Changes (also include any changes to surveillance visit patterns e.g. if additional standards have been added) and any additional information.
Significant changes to the plan for stage 2 or planned arrangements (produced at stage 1)

None since last audit.

Do the justified exclusions remain valid YES/NO/N/A (If no please give details)

3 Audit Summary (Observations, Non-conformance, Opportunities for Improvement, Good Practice etc)

Opportunities for Improvement

- It would be beneficial to ensure that the supplier name is included on the Preventive Action/Improvement report forms and data base.

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4 Management System Controls (i.e. Management Review, Internal Audits, Objectives, Complaints etc)

Also include in this section any additional requirements of the standard, sector scheme, legislation etc.

Auditor(s) KA Standard(s) ISO 9001:2008

Evidence

Quality Policy/Manual

Quality Policy included in Quality Manual Issue 21 dated 08/08/16 and signed by the Director.

Management Review

Held annually. Last held 12/10/15, attended by the management team, meeting minutes available covering the requirements.

Quality policy and objectives included in this MR.

Next MR scheduled for 24/10/16

Internal Audits

Internal audit schedule for 2016 available. Internal audits carried out to plan in 2016 to date. Internal audits carried out to plan in 2015.

Reviewed internal audits carried out in 2016 to date and those carried out since the last external audit including Sales & Design; Project Management; Installation, Commissioning & Delivery; Warranty Claims & Corrective Action; Non-conformity; Corrective Action; Preventive Action, Control of Documents; Control of Records; Internal audit; Calibration; Preventive Maintenance.

Quality Objectives/KPIs/Improvement

Quality objectives covering manufacturing, staff training, customer relationships, quality processes included in the Quality Manual including objective, measure with progress reporting included in management review.

12 KPIs available including delivery, build quality, non-conformance, preventive action, customer satisfaction.

KPI performance reviewed in management review. Overall KPI performance positive including build quality and customer satisfaction.

Non-conformance, Corrective & Preventive Action

Database available with NCs and PAs. Last NC number 149. NCs are mainly raised on suppliers.. Last PA number 49. Low number of PA's raised.

Reviewed:

NC No.	Date	Description	Date Closed
148	16/08/16	Seat Leg	24/08/16
144	17/03/16	Seat Leg	12/04/16

PA No.	Date	Description	Date Closed
49	23/05/16	Supplier Over Charging	27/06/16
48	23/05/16	Supplier Over Charging	02/06/16

OFI 1 – It would be beneficial to ensure that the supplier name is included on the Preventive Action/Improvement report forms and data base.

Complaints/Feedback

Complaints register available. Complaint rate less than 1%. Below average result on the customer satisfaction survey is raised as a complaint. No complaints recorded since November 2012. Warnerbus inform customers of the lengthy process involved by the government agencies and the customers are satisfied with the explanation. Warnerbus has high degree of repeat custom.

Reviewed:

Job No.	Date	Complaint Register No.	Complaint Investigation Report	Closed
3307	01/11/12	CP07	12/11/12	16/11/12

19 customer satisfaction surveys sent out and 13 responded in 2016 to date with overall positive results.

Document & Records Control

Quality Manual Issue 21 dated 08/08/16; Business Process Manual Issue 19 dated 04/09/15 - tally with relevant amendment records.

Core Process Map and documented procedures available as required by the Standard.

Daily data back-up to hard drive and taken off site.

The audit methods used were interviews, observation of activities, review of hard copy documentation, review of documentation retained electronically and a review of records. The conclusion is based upon the evidence obtained during the audit. The auditor(s) used standard sampling techniques to obtain this evidence and no guarantee can be given that a different conclusion may have been reached had different samples been taken.

5 Significant Process Audit Trails followed (i.e. Sales, Purchasing, Design, Production, Training etc).

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Also include in this section any additional requirements of the standard, sector scheme, legislation etc.

Auditor(s) KA Standard(s) ISO 9001:2008

Evidence

Followed through order for wheelchair accessible vehicle conversion.

Sales/VOSA

Reviewed:

Initial enquiry 07/08/15 for specification. Client meetings culminated in specification change.

Customer ordered vehicle. Order acknowledgement issued for initial vehicle. Initial vehicle arrived at Warnerbus 24/05/16 as agreed. Conformity certificates available from Vauxhall. Submitted IVA Individual Vehicle Approval application number to VOSA 23/05/16 (type approval test). Test Authorisation Sequential TAS number assigned. Z number allocated after payment and documentation review. VOSA released for inspection to testing station.

Purchasing/Goods In/Approved Supplier

Flat floor design necessary to accommodate the number of seats and wheelchairs. Seats work in conjunction with the flat floor as an integrated tested system – test certificate number MMU 1142T. Customer specified the use of this particular system.

Three new suppliers: all detailed on materials record form MMR01 Issue 5 Materials Rec.

Flooring system PO No. 12006 12/05/16, drawing number 130704. Delivery note number 32853B 15/06/16 - received materials checked and delivery note ticked by Warnerbus Coach Builder SH. Purchase book database updated. Cleared for immediate payment as new supplier. Floor fitted by Warnerbus Coach Builder SH, installation certificate RDW – 76/115-0910 26/06/16

Seats PO No. 11964 21/04/16. Delivery note 20/06/16 – received materials checked and delivery note signed by Warnerbus Coach Builder SH. Purchase book database updated. Cleared for immediate payment as new supplier.

PLS PO No. 11965 21/04/16. Delivery note number 54958 05/07/16. Supplier installed tail lift at Warnerbus. Weight Test certificate number assigned. Installation/Examination and Confirmation of Weight certificate number assigned. Received materials checked and purchase order signed by Warnerbus Coach Builder SH. Purchase book database updated. Cleared for immediate payment as new supplier. CE Declaration of Conformity available.

Supplier approval records available for new suppliers pending approval subject to performance. Approved suppliers and pending supplier's data base available. Last supplier review recorded 01/07/16.

Design/Testing

Vehicle layout design sheet 01/08/16 for vehicle as tested resulting from Warnerbus/client discussion.

Flooring system drawing number assigned.

Weight must not exceed 4,500 kg. IVA M2/M3 weight calculations sheet – calculated gross laden weight 4,469 kg.

Type approval certificate VCA Individual Approval Certificate (IAC). This is to be sent to the Driver & Vehicle Standards Agency (DVSA) for registration as a disabled passenger vehicle.

Warranty is issued from the date of delivery of vehicle and lasts for 3 years.

Handbook available including build number and is provided to the customer at the point of delivery.

Customer training to be carried out at point of vehicle delivery.

Vehicle hand over pack available and is provided to the customer at the point of delivery.

Assembly/Warranty/Customer Training

Reviewed:

Job number WB3743 for customer. Build sheet completed including quality and performance ratings and signed off by Directors.

Customer training completed at point of vehicle delivery 18/08/16.

Warranty issued from the date of delivery of vehicle 18/08/16 and lasts for 3 years.

Calibration

Test Equipment Register available.

Reviewed:

Equipment	S/N	Cal	Cal by	certificate	Cal due	Frequency
Torque Wrench	AK624	02/12/15	AQA Ltd	36824	02/12/16	Annual
Scales	20150311543	11/02/16	HST Scales Ltd	13225	10/02/17	Annual
Pressure Gauge for tail lift	SAE100R2AT	31/08/16	Ricon	-	01/10/16	Monthly
Robur lift truck	250	06/06/16	VOR Services Ltd	Lt4128	June 2017	Annual

The Director confirmed that tape measures are replaced with new as required.

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Staff Training, Competence & Awareness

Reviewed:

<i>Employee</i>	<i>Position</i>	<i>Training</i>	<i>Certificate</i>	<i>Date</i>
SH	Coach Builder	Floor Installation 29/06/16	RDW – 76/115-0910	11/07/16
DP	Coach Builder	Floor Installation 29/06/16	RDW – 76/115-0910	11/07/16
AW	Coach Builder	Floor Installation 29/06/16	RDW – 76/115-0910	11/07/16

Infrastructure & Work Environment

Satisfactory to achieve conformity to product requirements.

The audit methods used were interviews, observation of activities, review of hard copy documentation, review of documentation retained electronically and a review of records. The conclusion is based upon the evidence obtained during the audit. The auditor(s) used standard sampling techniques to obtain this evidence and no guarantee can be given that a different conclusion may have been reached had different samples been taken.