

Quality Control Statement

INTRODUCTION

The following statement details how Spectrum will plan the quality of workmanship and reporting system. It is designed to demonstrate how Spectrum will manage and supervise the work being undertaken in order to ensure that the contract service level is being achieved.

Standards of Workmanship

Spectrum operate a BS EN ISO 9001:2000 Quality Management System and this is audited by an independent company annually.

All site staff have undergone advanced training in legionella control and in carry out legionellosis risk assessments.

Each site visit will be by at least one lead engineer. All works are documented on Spectrum Standard Forms.

Escalation procedures are set out within the Company Quality Standards Manual and these details the appropriate actions required of staff not only in the field but also in the office. These ensure that once non-conformities are recognised the appropriate actions are instigated, recommendations and/or quotations are forwarded to the client and that these are followed through to completion.

Spectrum Escalation Monitoring forms are signed as complete by the Managing Director to ensure that our recommendation are reported appropriately and followed through to satisfactory conclusion.

The escalation procedures are audited as part of our regular Quality Control Audits to ensure that they are being effective.

Communication

In order to ensure effective communication between our clients and staff Spectrum have issued all their senior engineers with laptops with have a G3 mobile broadband internet connection.

All engineers have immediate access to an email system so that communication of documentation to and from the office and engineers allows for very efficient turnaround of information.

All relevant telephone calls are immediately backed up with an confirmation Email.

Relevant members of the Spectrum and Client Management Teams are always copied into Emails which relate to quality and contract management issues.

Out of specification results with recommendations can be in the clients email Inbox within an hour if necessary.

Documentation is normally forwarded to our clients in pdf format which can be opened with widely available program called Acrobat Reader. Spectrum have invested in the latest version of Adobe Acrobat which allows for very efficient productions of quite complex documents including converting AutoCAD drawings.

Quality Management Policy Statement

Spectrum Environmental Solutions Limited aims to provide defect free goods and services to its customers on time and within budget.

The Organisation operates a Quality Management System that has gained BS EN ISO 9001:2000 certification, including aspects specific to water treatment and indoor air quality consultancy.

The management is committed to:

1. Develop and improve the Quality Management System;
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of customer satisfaction.

The management has a continuing commitment to:

1. Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction;
2. Communicate throughout the Organisation the importance of meeting customer needs and legal requirements;
3. Establish the Quality Policy and its objectives;
4. Ensure that the management review meeting sets and reviews the quality objectives, and reports on the Internal audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System;
5. Ensure the availability of resources.

The structure of the Quality Management System is defined in the Spectrum Quality Manual.

All personnel understand the requirements of the Spectrum Quality Policy and abide with the contents of the Quality Manual.

The Organisation complies with all English and EU legislation and regulations specifically related to its business activities.

The Organisation constantly monitors its quality performance and implements improvements when appropriate.

The Quality Policy is regularly reviewed in order to ensure its continuing suitability.

Copies of the Quality Policy and the Management Review minutes are given to all members of staff as a means of communicating the effectiveness of the Quality Management System.