

Business Management System
ISO 9001:2015

Table of Contents
ISO 9001:2015 Control Document

Clause 4 - **Context of the organisation**

- 4.1 [Understanding the organisation and its context](#)
- 4.2 [Understanding the needs and expectations of interested parties](#)
- 4.3 [Determining the scope of the quality management system](#)
- 4.4 [Quality Management System and its processes](#)

Clause 5 - **Leadership**

- 5.1 Leadership and commitment
 - 5.1.1 [Leadership and commitment for the quality management system](#)
 - 5.1.2 [Client focus](#)
- 5.2 [Quality Policy](#)
- 5.3 [Organisational roles, responsibilities and authorisation](#)

Clause 6 - **Planning for the quality management system**

- 6.1 [Actions to address risks & opportunities](#)
- 6.2 [Quality objectives and planning to achieve them](#)
- 6.3 [Planning of changes](#)

Clause 7 - **Support**

- 7.1 Resources
 - 7.1.1 [General](#)
 - 7.1.2 [People](#)
 - 7.1.3 [Infrastructure](#)
 - 7.1.4 [Environment for the operation of processes](#)
 - 7.1.6 [Organisational knowledge](#)
- 7.2 [Competence](#)
- 7.3 [Awareness](#)
- 7.4 Communication
- 7.5 [Documented Information](#)
 - 7.5.1 General
 - 7.5.2 Creating and updating
 - 7.5.3 Control of documented information

Clause 8 - **Operation**

- 8.1 [Operational planning & control](#)
- 8.2 [Determination of requirement for products and services](#)
 - 8.2.2 Determination of requirements related to products and services
 - 8.2.3 Review of requirements related to products and services
- 8.3 [Design and development of product or services](#)
 - 8.3.1 General
 - 8.3.2 Design and development planning

- 8.3.3 Design and development inputs
- 8.3.4 Design and development controls
- 8.3.5 Design and development outputs
- 8.3.6 Design and development changes
- 8.4 [Control of externally provided products and services](#)
 - 8.4.1 General
 - 8.4.2 Type & extent of control of external provisions
 - 8.4.3 Information for external parties
- 8.5 [Production and service provision](#)
 - 8.5.1 Control of production and service provision
 - 8.5.2 Identification and traceability
 - 8.5.3 Property belonging to clients or external parties
 - 8.5.4 Preservation
 - 8.5.6 Control of changes
- 8.6 [Release of products and services](#)
- 8.7 Control of nonconforming process outputs, products or services

Clause 9 - **Performance evaluation**

- 9.1 [Monitoring, measurement, analysis and evaluation](#)
 - 9.1.1 General
 - 9.1.2 Customer (Client) satisfaction
 - 9.1.3 Analysis and evaluation
- 9.2 [Internal Audit](#)
- 9.3 [Management Review](#)

Clause 10 - **Improvement**

- 10.1 General
- 10.2 [Non conformity & corrective action](#)
- 10.3 [Continual improvement](#)

1. INTRODUCTION

This document is the Business Management Manual (the Manual) of BXB Land Solutions Ltd. and for the purpose of this manual will be referred to as 'BxB'. The Manual is the property of BXB and is a controlled document.

The purpose of the Manual is to provide an overview of BXB, the activities it carries out and the quality standards of operation it conforms to. It is not designed to act as a procedure's manual, although it does carry information about where procedures information is located and the detailed information on documentation requirements for the procedures required by the respective standards.

This Manual is designed to meet the requirements of ISO9001:2015 and any standard which adopts the Annex SL structure.

1.1 THE ISSUE STATUS

The issue status is indicated by the version number in the footer of this document. It identifies the issue status of this Manual.

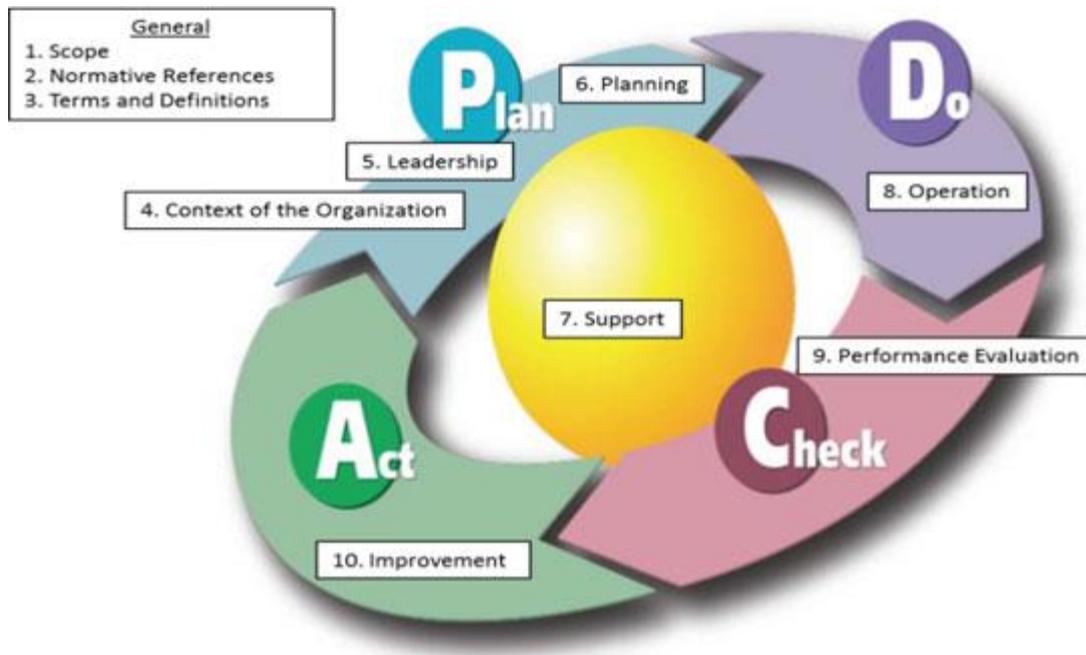
When any part of this Manual is amended, a record is made in the Amendment Log shown below.

The Manual can be fully revised and re-issued at the discretion of the Management Team.

Please note that this Manual is only valid on day of printing.

Issue	Issue Date	Additions/Alterations	Initials
1.0	November 2019	Quality Management Manual First Authorised Issue	GG
2.0	November 2020	Quality Management Manual Second Authorised Issue	GG

1.2 PLAN-DO-CHECK-ACT Model for ISO 9001:2015



1.3 QUALITY POLICY

It is the policy of BXB to endeavour to maintain a quality system designed to meet the requirements of ISO9001:2015 (or any other standard in line with Annex SL Structure) in pursuit of its primary objectives, the purpose and the context of the organisation. The company has developed expertise since its establishment and its aim is to provide an efficient, reliable service to its clients on time and to the specifications requirements.

It is the policy of BXB to:

- Comply with all legal requirements, codes of practice and all other requirements applicable to our activities;
- Build a mutually profitable relationship with our clients ensuring their long-term success through the understanding of their needs
- Achieve our commitments for quality, cost and schedule wherever possible;
- Maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on “risk”;
- Ensure that all employees are made aware of their individual obligations in respect of this quality policy;
- Strive to satisfy the requirements of all of our clients, stakeholders and interested parties whenever possible.

This quality policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Our networks and relationships with external consultants and investors are an essential part of the quality process and all employees receive a briefing to ensure an understanding of the relationship of the key stakeholders of the business.

To ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed by “Management” to ensure it remains appropriate and suitable to our business. The Quality System is subject to both internal and external annual audits.

Management



2. OVERVIEW OF THE ORGANISATION

BXB is an opportunity led land development company, established in 2015, which specialises in bringing back into productive use, brownfield, contaminated & constrained land. We

deliver consented land to the UK development sector which benefits from a planning permission, is fully remediated and delivered to an agreed development platform level. BXB packages up commercial brownfield investment opportunities for investors by identifying viable sites and managing the delivery process on their behalf. This process includes BXB identifying constraint land, establishing a viable alternative land use, establishing market demand and demonstrating the profitability of their development strategy. Once investment is secured, the delivery process is managed by BXB, but delivered by a new company which is formed by BXB and their investment partners. BXB receives a management fee for the implementation of its development strategy and for the purposes these documents BXB defines these investors as its customers. The formulation of the development strategy and its financial viability that BXB are seeking ISO 9001 approval for.

2.1 SCOPE OF REGISTRATION

Located in Liverpool UK, BXB is a Land Development company which manages the process of adding value to constrained land assets on behalf of private investors. The scope of the Quality Management System includes the service provided to our clients (investors) in formulating a development strategy and a financial viability report for each site.

3. QUALITY OBJECTIVES

The system is in place to ensure the Management Team works effectively and communicates effectively. This is to ensure key investment decisions are documented. We also aim to provide a professional and ethical service to our clients. In order to demonstrate our intentions, our Management Team will analyse relevant data to ensure that our Quality Objectives are being met. We have identified the following Quality Objectives in accordance with SMART (Specific, Measurable, Achievable, Realistic and Timed).

- We will endeavour to provide a professional service to our clients
This is measured by repeat business.
- We will endeavour to be discreet in the management of our client's affairs
This is measured by positive client relations and securing repeat business.
- We will conduct our business in an ethical and professional manner.
This is measured by working in partnership with clients to develop a bespoke land specification and continued business relationships.
- We will endeavor to satisfy our clients' requirements to secure a commercial return.
This is measured by the success of the project.
- We aim to produce the highest quality documentation when offering an investment opportunity
This is measured by the success of the level of monies under direct management by BXB

Whilst the above company objectives are "high-level", we have further analysed and categorised these into our Risk & Opportunities Matrix. In some cases, this may allow for specific objectives being set across different functions. This shows how we measure and set targets in meeting the "high level" objectives.

4. CONTEXT OF THE ORGANISATION

4.1 Understanding the organisation and its context

The context of the organisation is demonstrated within this Business Management System and all associated processes connected with the services / products offered.

BXB is committed to defining our position in the marketplace and understanding how relevant internal and external issues influence our ability to achieve the expected outcome of our Business Management System. To ensure that our Business Management System is aligned with our strategy, whilst taking account of relevant internal and external factors; we collate and analyse relevant information during review meetings in order to determine the potential impact on our context and subsequent business strategy. In addition to this document BXB maintains and retains documented information relating to the organizational context.

Internal Issues	External Issues
Market Requirement	Client requirements
Regulatory / statutory updates	Regulatory and Statutory
Workload	Markets and Competition
Innovation and knowledge	Economic backdrop
Values of the Company	Technological
Performance	Social Landscape
Business development	Suppliers
Investor relations	Political Landscape

The legal legislation / regulatory compliance to the service/products we provide are listed on this manual.

Legal and Regulatory Legislation	Hyperlink to Legislation
Environmental Protection Act Part 2A	http://www.legislation.gov.uk/ukpga/1990/43/part/IIA
Town and Country Planning Act 1990	https://www.legislation.gov.uk/ukpga/1990/8/contents
Health and Safety at Work Act 1974 Part 1	http://www.legislation.gov.uk/ukpga/1974/37/part/I
Money Laundering Regulations 2017	https://www.legislation.gov.uk/uksi/2017/692/contents/made
Companies Act 2006	http://www.legislation.gov.uk/ukpga/2006/46/contents
RICS regulation	https://www.rics.org/uk/upholding-professional-standards
Working safely during COVID-19 guidance	https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres

BXB takes advice from professional advisors to ensure legal compliance across all aspects of the organisation. Our control criteria involve evaluating the competence of external organisations engaged on our behalf using interviews, briefings and written briefs.

4.2 Understanding the needs and expectation of interested parties

BXB realises that it has its own unique set of interested parties whose needs and expectations change over time. BXB's ability to implement an efficient and effective Quality Management System relies on it understanding and meeting these requirements. To ensure this, BXB monitors and reviews information about these interested parties and their requirements via periodic internal audits.

Interested Parties	Information Requirements
Directors	Productive work environment, job security
Investors (Clients)	Sound investment with positive return. Good financial and legal compliance of the organisation
Employees	Good work environment, health and safety, job security and professional development
Contractors	Adherence to agreements
Society	Positive contribution to local environment with environmental protection and social responsibility
Suppliers	Adherence to payment terms and sustainable partnership
Governing Bodies	Compliance with regulation
Regulatory Bodies	Compliance with regulation
Sellers / Agents	Compliance with regulation

4.3 Determining the scope of the quality management system

The scope of the system covers all the core and supporting activities of the company. The activities and arrangements of all personnel including any sub-contractors also fall within the scope of the system.

BXB has deemed the following clauses of ISO 9001 to not be applicable to the scope of its management system:

7.1.5 Monitoring and measuring resources

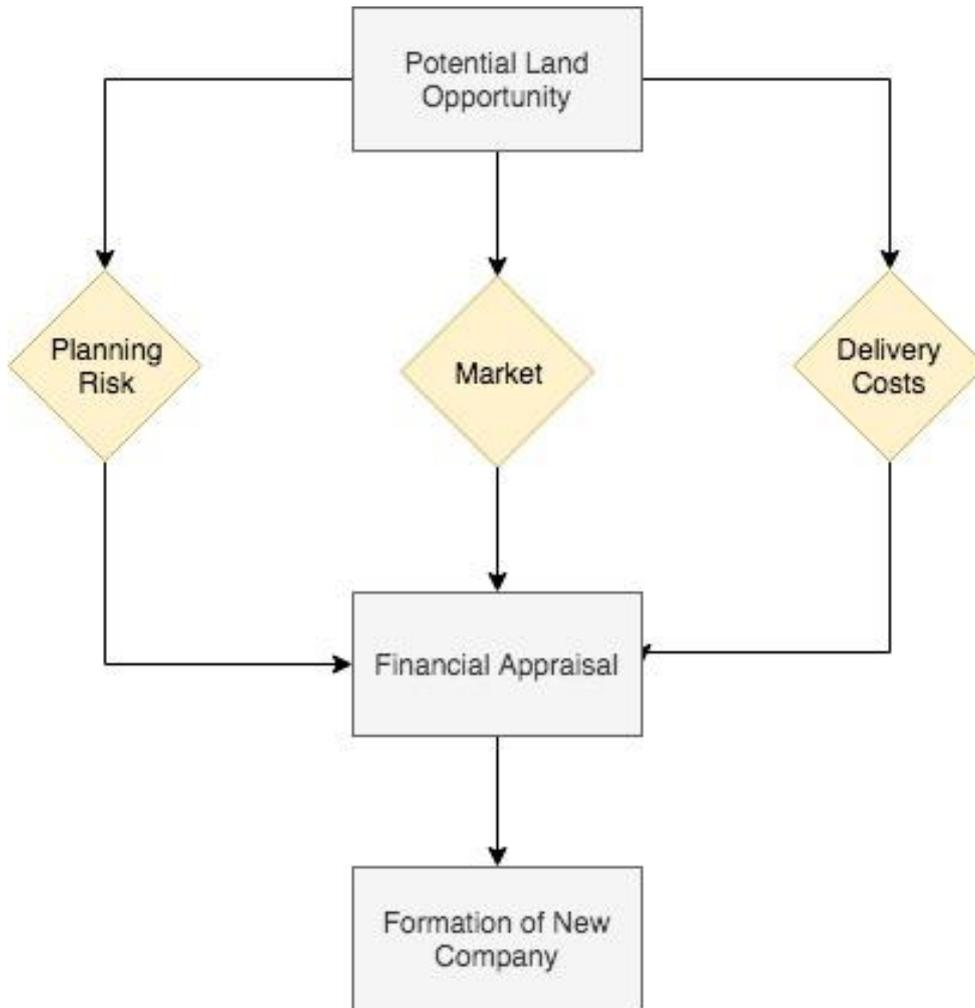
BXB does not perform monitoring or measuring activities because the delivery of its services does not require the use of tangible resources. .

7.5.5 Post-delivery activities

BXB's service does not require any post-delivery activities and for this reason section 7.5.5 has been omitted.

4.4 Quality Management system and its processes

BXB is responsible for the management, planning and budgeting of the delivery of its services. We work closely with our partner suppliers and clients to satisfy mutual requirements. To the extent necessary BXB maintains documented information to support the operation of its processes and to have confidence that the processes are being carried out as planned. We have a flow chart to illustrate the interaction of our core business processes, as shown below:



5 LEADERSHIP

5.1 Leadership & Commitment

BXB’s Management Team is committed to the development and implementation of a Quality Policy and the Quality Management System which is both compatible with the strategic direction and the context of the organisation, the whole system is frequently reviewed to ensure conformance to the standard. Responsibility has been assigned to ensure that the QMS conforms to the requirements of the respective standard and the provision to report on performance to the management team has been defined.

The designated Management Representative(s) will ensure that BXB’s staff are aware of the importance of meeting client as well as statutory and regulatory requirements, and overall,

to contribute to achieving BXB's Quality Policy and Objectives which are aligned with the current business plan.

The Management Team is responsible for implementing the QMS and ensuring the system is understood and complied with at all levels of the organisation.

In summary, the Management Team will ensure that:

5.1.1 Leadership and commitment for the quality management system

- The company has a designated Management Representative who is responsible for the maintenance and review of the Quality Management Systems.
- The ongoing activities of BXB are reviewed regularly and that any required corrective action is adequately implemented and reviewed to establish an effective preventative process.
- Measurement of our performance against our declared Quality Objectives is undertaken.
- Resources needed for the QMS are available and employees have the necessary training, skills and equipment to effectively carry out their work.
- Internal audits are conducted regularly to review progress and assist in the improvement of processes and procedures.
- Objectives are reviewed and, if necessary amended, at regular Review meetings and the performance communicated to all staff.
- The QMS is integrated into the organisations business processes.
- Communication covering the importance of the effective BMS and conformance to the QMS requirements is in place.
- Continual improvement is promoted.
- The contribution of persons involved in the effectiveness of the BMS is achieved by engaging, directing and supporting persons and other management roles within their area of responsibility.

5.1.2 Client Focus

- Client requirements and applicable statutory and regulatory requirements are determined and met
- The risks and opportunities that can affect conformity services and the ability to enhance client satisfaction are determined and addressed
- The focus on consistently providing services that meet client and applicable statutory and regulatory requirements is maintained

5.2 Quality Policy

The Quality Policy of BXB is located within section 1.3 of this Manual – Quality Policy.

5.3 Organisational roles, responsibilities and authorities

BXB has an organisation chart in place together with employee contracts together with job descriptions to ensure that the appropriate personnel are in place to cover the whole context of the organisation and strategy of the business.

Organisation Chart can be found in Section 5 of the ISO Office File or BXB ISO One Drive folder .

6 Planning for the Quality Management System

6.1 Actions to address risk and opportunities

We have identified the risks and opportunities that are relevant to our Quality Management System from an operational perspective. This also links to section 4.1 and 4.2 of this manual and also provides information on low-level objectives. This 'Context, Risk, Opportunities and Objectives' (CROO) document is separate to this manual. Within each of the areas the risks are identified together with a rating as to the importance of the risk. The associated consequence & mitigation of the risk is also noted together with any new opportunities that we have identified. Where applicable, we have identified measurable objectives, and these can be found within a separate tab in the 'CROO' document.

Please see CROO Document (Content, Risk, Opportunities & Objectives) as demonstration which can be found in Section 6 of the ISO Office File or the BXB ISO One Drive folder.

6.2 Quality Objectives and planning to achieve them

The Quality Objectives (high level) and methods of achieving the objectives is located within section 3 of this Manual – Quality Objectives.

6.3 Planning of Changes

The Management Team of BXB identify any potential changes, this is then delegated to a responsible person as a “project manager”.

He or she will conduct a “research background” to determine the feasibility of the changes with regards to:-

- Purpose of the change
- Any potential consequences
- Integration of the Quality Management System
- The availability of resources
- The allocation or reallocation of responsibilities and authorities
- Technical Skills
- Timescales
- Risks
- Impact

Once completed this then forms part of the Management Review together with including within the internal audit schedule.

Planning of Changes document can be found in Section 6 of the ISO Office File or BXB ISO One Drive folder

7 Support

7.1 Resources

7.1.1 General

BXB determines and provides the resources needed for the establishment, implementation, maintenance and continual improvement of the QMS.

We ensure that the below elements are taken into account when completing an evaluation:

- The capabilities of, and constraints on, existing internal resources;
- What needs to be obtain from external providers

7.1.2 People

Operation and context of the organisation is taken into account when we determine the relevant persons necessary for the effective operation of the quality management system.

7.1.3 Infrastructure

All of our administration is conducted at our Head Office. This includes: -

- Management of financial matters
- Handling of client orders
- Personnel records

BXB identifies the infrastructure necessary to meet the requirements of the business. There is a designated IT manager to assist with the maintenance of such infrastructure which includes:

- Office Space
- Hardware
- Software
- Technology (Printers, Laptops, Computers, iPads, Phones, TV's).

7.1.4 Environment for the operation of processes

The environment consists of a single office area. The office area is situated in a serviced building with temperature controls in place and HVAC systems.. There is good lighting, ventilation, safe passageways and corridors. The office consists of 4 people and appropriate equipment is in place to alleviate any restraints on the employee. Cleanliness is good with sub-contracted cleaners visiting the site regularly and a service charge paid to ensure building standards are maintained. The ergonomic layout minimises any impacts to the environment.

7.1.6 Organisation Knowledge

We ensure that “Job Specifications” are produced which include knowledge requirements for each individual role. Specific checks are made when hiring to look for professional qualifications recognised by institutes and experience requirements to ensure that persons are knowledgeable with the specific elements of the role.

7.2 Competence

All employees have the training, skills and experience needed to meet their job requirements. All employees are monitored on an ongoing basis to identify any training and development needs. Competences and training needs are identified / satisfied by using:

- Job descriptions which set out the competences required
- Contracts of employment which set out contractual and legal requirements
- Induction checklists to ensure/check understanding (provided)
- Appraisal reviews to monitor performance (provided)
- A training/competency matrix (provided)

Competency documents can be found in Section 7 of the ISO Office File or BXB ISO One Drive folder.

7.3 Awareness

We ensure that all employees are aware of all policies and their contribution to the effectiveness of the Quality Management System through:

- Induction
- CPD
- Team Meetings
- Employee Handbook

7.4 Communication

For internal staff the DropBox, One Drive, Teams and Smart Sheet are used as sources of information. They are updated regularly to ensure that all information is correct. This is accessible by all staff. Any communication which is sent externally is designated through the appropriate line manager.

For external persons, One Drive and Teams are sources of information and is updated regularly to ensure that information is up to date. Sub-contractors are given access to the relevant One Drive files through email. Client mail shots are sent out regularly to provide additional services.

7.5 Documented Information

7.5.1 General

BXB demonstrates documented compliance to ISO 9001:2015 (or any other standard in line with Annex SL Structure) through this Quality Management System Manual (which includes processes & procedures) on an electronic system which is available on the access drive to all employees. All information is read only and only accessible via the document owner for amendment.

7.5.2 Creating and updating

The creation of documentation to support the Quality Management System is primarily the responsibility of the designated “Management Representative”.

Identification will be sought by a document number, date and author. To aid the approval and suitability of documents, the Managing Director of BXB authorises the release and delegates any training required to the “Management Team”.

7.5.3 Control of documented information

All documentation is controlled by version and date and is listed on a “Master Document List”.

BXB has a Cloud system in place to avoid the loss of confidentiality, improper use or loss of integrity of all documents. All digital content is protected using internal logins and privacy settings.

Control of documents can be seen on the Master Document List and encompasses the following elements:

- Distribution, Access, Retrieval and use
- Storage and preservation, including preservation of legibility
- Control of changes (e.g. version control)
- Retention and disposition
- Documents can be retrieved by authorised personnel from the storage locations specified and / or from folders on the network.

On or after the retention period stated, the relevant records will be reviewed by Management and will either remain in-situ, be archived or destroyed.

If records are to be destroyed, they will be disposed of in a controlled manner; sensitive hard copies will be shredded, and soft copies will be deleted from the system. If records are to be archived, they will be identified and stored appropriately.

Master Document List document can be found in Section 7 of the ISO Office File or BXB ISO One Drive folder

8 Operation

8.1 Operational planning and control

BXB has determined the requirements and controls implemented for all processes detailed in section 4.4. Any planned changes are controlled through section 6.3 (Planning for Changes).

8.2 Determination of requirements for products and services

8.2.1 Client Communication

Client communication includes maintaining working networks and general liaison. We also engage our client base via their advisors to ensure best value is achieved for our assets.

8.2.2 Determination of requirements related to products and services

BXB ensures that applicable statutory and regulatory requirements are met which can be evidenced within section 4.1 of this document.

Should we issue any legal documentation services offered then this is forwarded to the clients at the closure of the contract. All documentation is filed within the client file for archive purposes.

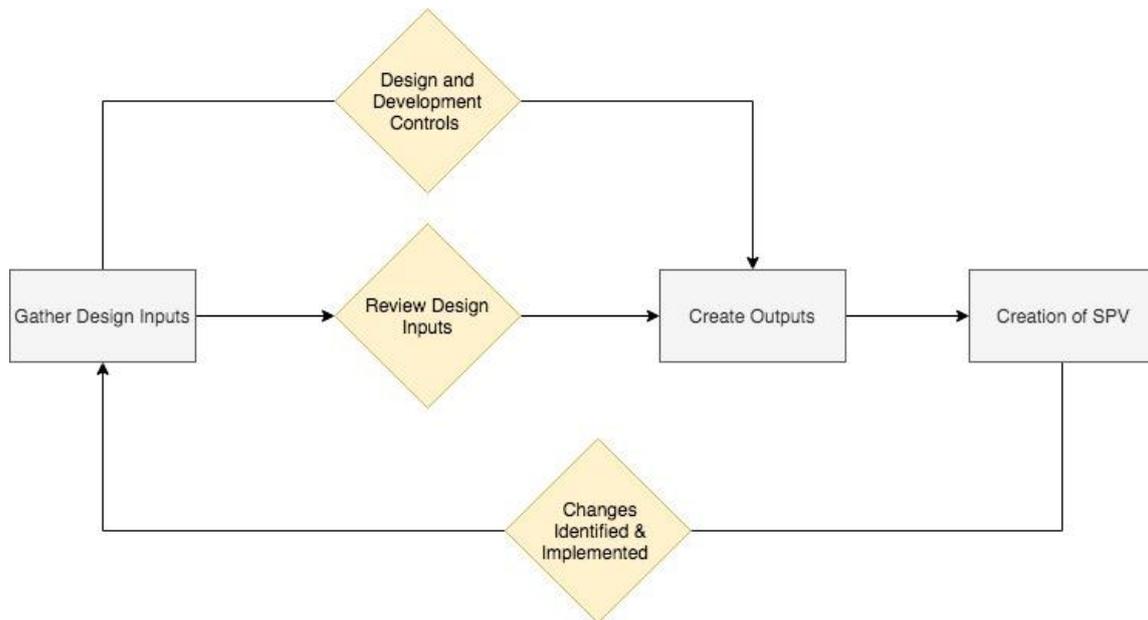
8.2.3 Review of requirements related to products and services

BXB has processes in place to ensure that client details are collected at “Contract Review”. This is to ensure that all details are correct and any additional information is collected etc. Any statutory and regulatory requirements applicable to the service offered are also documented within the contract review.

The contract review will be reviewed prior to completion to process to validate the client’s requirements and requires two signatories from BXB.

Any change required either through client requirements or service design will be fully documented via board minutes and through the “Planning of changes” within section 6.3 of this document.

8.3 Design and development of products and services



BXB has detailed processes for the design and development of services. The following elements are detailed within flowcharts explaining the processes: -

- Design Planning
- Design Control
- Design Inputs
- Design Outputs
- Design Changes

8.4 Control of externally provided products and services

8.4.1 General

BXB ensures that externally provided process, products and services conform to specified requirements and also reviewed as BXB’s CROO document.

8.4.2 Type and extent of control of external provision

BXB has controls in place to ensure that external provisions are approved before using a service or product. This is done via an interview and assessment of the retained supplier. There is then a meeting to discuss the scope of the service required. If an agreement is made, the supplier will be formally appointed via a deed of appointment and then issued a warranty.

Supplier Quality Questionnaire and Supplier Approval List can be found within Section 8 of the ISO Office File or BXB ISO One Drive folder.

8.4.3 Information for external provision

Communication of any applicable requirements which are deemed appropriate and are provided through the contract review with the provider. (i.e. T&C's, performance, competence etc).

8.5 Production and service provision

8.5.1 Control of production and service provision

BXB ensures that controls are in place for conditions for service provisions. These are pre-agreed and set in contract prior to any services.

8.5.2 Identification and traceability

Supplier services are traced and identified in a documented legal contract.

8.5.3 Property belonging to clients or external providers

Sensitive files are either held by the organisations solicitor or kept in a locked filing cabinet. Other client / external provider information is stored on the company One Drive account which is password protected.

8.5.4 Preservation

All external property including Records and Data is documented and stored on the company's cloud system. All documents are added to a master document list and are stored for a pre-determined retention period.

8.6 Release of products and services

BXB ensures that the appropriate documentation is provided to the client on release of the service and this is also retained for traceability. This is set out in a contract which is signed by two signatories from BXB and filed appropriately.

8.7 Control of nonconforming process outputs, products and services

Non-conformances and any actual or potential shortfalls in quality standards or internal processes/procedures are identified during Management Review meetings. Meeting minutes track the suggested improvements and any actions taken to ensure improvements are made and potential problems avoided.

These areas are reviewed within following Management Review meetings and typically cover the action taken to control and correct any non-conformances noting any consequences of the action taken and themes which may be evident. In terms of continual improvement, we also review the suitability, adequacy and effectiveness of our Quality Management System.

BXB has various processes and procedures in place to ensure that preventative action against nonconformities can be introduced, documented and seen through to completion in

order to address the initial problem. The complex nature of the clients we work with demands that we have flexible, but effective, processes and procedures in place.

The Management Representative is responsible for checking the “non-conforming products or services form” and ensuring that people with allocated responsibilities are aware of them and actions are progressing.

Related records

Internal Audit reports

Management Review meeting records

9 Performance Evaluation

9.1 Monitoring, measurement, analysis and evaluation

Monitoring is based on Risk and is linked to the CROO Document.

9.1.1 General

BXB has deemed the following elements (9.1.2, 9.2 & 9.3) for monitoring, measuring, analysis & evaluation to ensure the quality performance and the effectiveness of the quality management system.

9.1.2 Customer (Client) Satisfaction

BXB collates data on client satisfaction through various means including repeat investment, client contact and emails.

9.1.3 Analysis and Evaluation

Results of feedback which includes, internal audits, suppliers quality questionnaire and the risk & opportunities matrix is evaluated through the management review meeting and actioned as applicable should any non-conforming areas be present.

9.2 Internal Audit

An internal audit schedule is prepared on an annual basis year and covers the requirements of any ISO standards in which BXB wish to be certified. Internal audits are carried out through “risk or claused based” auditing.

Appropriate personnel are allocated to complete the internal audits and must record appropriate evidence for completeness. All audits completed must be authorised by Management as complete once any non-conforming areas have been dealt with (without any undue delay). Internal audit documentation must be kept and filed appropriately.

Internal Audit Report/Non-conformance Report and Internal Audit Schedule can be found in Section 9 of the ISO Office File or BXB ISO One Drive folder

9.3 Management Review

Management reviews take place on a monthly basis. The attendees present are “Management” and any other appropriate persons of the business.

All inputs / outputs are full documented in line with the requirements of the specific ISO standard in which BXB wish to be certified. Any actions arising from the meeting must be completed without any undue delay and appropriate evidence filed with the Management review documentation.

Management Review Agenda can be found in Section 9 of the ISO Office File or BXB ISO One Drive folder

10 Improvement

10.1 General

BXB ensures that improvement processes are completed and actioned as necessary. Analysis methods include various elements which include:-

- Internal Audits
- Planning changes to the Quality Management System, Products & Services
- 3rd party assessments for certification purposes
- Results of non-confirming products
- CROO document

10.2 Nonconformity and corrective action

Should nonconformity occur, including those arising from complaints, internal audits & external 3rd part assessment BXB designate the appropriate “Management” representative to ensure that corrective action including root cause analysis is completed and implemented to avoid any further occurrences. This is then analysed and should the risk to the business pose to be “high” then this is then entered onto the “CROO Document” (See clause 6.1) to assist in mitigating the risk to the business.

Should any non-conformances occur then the internal audit report / non-conformance report must be completed to ensure that a full analysis of the problem is resolved. Should any changes to the Quality Management System, Products or Services be required then the “Planning changes” document shall also be completed.

Internal Audit Report/Non-conformance Report can be found in Section 9 of the ISO Office File or BXB ISO One Drive folder.

10.3 Continual Improvement

Continual Improvement will be ongoing through various elements of the Business Management System which is encompassed within this document. The list below is not exhaustive: -

- CROO Document – Evaluated at several stages (clause 5.1, 6.1)
- Quality Policy / Objectives
- Planning of Changes
- Competency Matrix
- Production & Service Provision (Supplier Evaluation)
- Internal Audits
- 3rd Party External Audits
- Management Review