



Quality & Environmental Manual

PLATCON Ltd.
Unit 5, Heol Ty Gwyn Industrial Estate
Maesteg
Bridgend
CF34 0BQ
Telephone: 01792 326350
Email: info@platcon.co.uk

VAT Number: 989 1649 50

Company Number: 07185666

INTRODUCTION TO THE QUALITY & ENVIRONMENTAL MANAGEMENT SYSTEM

The purpose of this document is to describe the overall framework and structure of our quality and environmental management system in relation to the requirements of BS EN ISO 9001:2015 and BS EN ISO 14001:2015.

SCOPE AND APPLICABILITY

Section 4.3

The scope of the quality and environmental management system is the

“Design, Manufacture and Installation of Process Control Systems”

The system has been designed to be compliant with all sections of ISO 9001:2015 and ISO 14001:2015 apart from section **8.3 Design and Development of Products & Services**, which is not applicable.

PROCESSES REQUIRED FOR THE QUALITY MANAGEMENT SYSTEM

Clauses 4 to 10

The Key business processes required for the Quality Management System have been defined as follows:

- PC03 - Design Process – [Section 8 – 8.3 to 8.3.6 incl](#)
- PC05 - Enquire to Quotation Process – [Section 8](#)
- PC06 - Order Receipt Process – [Section 8.2 – 8.2.4](#)
- PC07 - Pre-Installation Process – [Section 8.2.2 – 8.2.3](#)
- PC08 - Project Build Process – [Section 8.2.2 – 8.2.3](#)
- PC09 - Purchasing Process – [Section 8.4](#)
- PC10 - Supplier Management Process – [Section 5.1.2](#)
- PC11 - Training Process [Sections 5, 7 – 7.1.2 to 7.3](#)
- PC12 - Risk Assessment Process – [Section 6.1](#)
- PC13 - Communications Process – [Section 7.4](#)
- PC14 - Calibration Process - [Section 7.1.5 and 9.1](#)

The quality management system control processes are:

- PC04 - Document & Record Control Procedure – [Section 7.5 – 7.5.3, 8.5.6](#)
- PC01 - Internal Auditing Procedure – [Section 9.2 – 9.3](#)
- PC02 - Business Improvement Process (incl NCR & Corrective & Preventive Action) – [Sections 6 and 10](#)

The Key business processes required for the Environmental Management System have been defined as follows

- EP01 – Communications (Internal & External)
- EP02 - Emergency Preparedness
- EP03 - Environmental Aspects & Impacts
- EP04 - Legal Compliance Review
- EP05 - Monitoring and Measurement
- EP06 - Waste Management
- EP07 – Training
- EP08 - Pollution Incident Response Planning (PIRP)
- EP09 – Commitment to Meeting Compliance Obligations

All other documents required by the management systems, e.g. work instructions, forms, external standards are referenced in the Document & Record Register

ROLES AND RESPONSIBILITIES

Overview

Quality/Environmental Management Responsibilities	Overview / Overall Responsibility	Operational Control	Quality & Document Controller	Identifying Training Needs	Compliance with Procedures	Internal Audits
Responsibility	Tom Evans	Stephen Vincent	Gary Evans	Stephen Vincent / Gary Evans	All Employees	Gary Evans /Nerys Davies /Paul Davies

Managing Director – Tom Evans

The Managing Director is ultimately responsible for the Quality and Environmental performance of the organisation and is responsible for ensuring that adequate resources are available to support the implementation and on-going maintenance of the quality and environmental management system (QEMS).

Quality & Environmental Systems & Compliance – Tom Evans assisted by Gary Evans (consultant)

Quality Systems & Compliance officer/person will take on the role of Compliance, and will have the responsibility and authority for:

- Ensuring that the quality & environmental management system is established implemented and maintained
- Reporting on the performance of the quality & environmental management system to top management for review and as a basis for improvement of the quality & environmental management system.
- Evaluation and compliance with all legal requirements identified.

Technical Responsibility – Stephen Vincent (Technical Director) is responsible for Technical and Design requirements

Site Supervisors

All site supervisors are responsible for ensuring that employees under their management control operate in accordance with the requirements of the quality & environmental management system.

Employees

All employees have a responsibility to support the quality & environmental policy, contribute to the achievement of objectives and targets, and otherwise participate in the successful implementation and operation of the quality management system.

CONTACT DETAILS

Main Office	T: +44 (0) 1792 326 350 E: sean.morris@moller-group.com
Tom Evans	T: +44 (0) 7966 551995 E: tevens@platcon.co.uk
Stephen Vincent	T: +44 (0) 7813 921969 E: svincent@platcon.co.uk
Gary Evans	M: +44 (0) 78679 77436 E: gary@RGEAssociates.com
Nerys Davies	M: +44 (0) 7966 058 192 E: Nerys@RGEAssociates.com

EMERGENCY NUMBERS

Environmental Agency

Incident Hotline: 0800 807060
Flood Line: 0845 988 1188
E: enquiries@environment-agency.gov.uk

British Gas

Gas emergency services: 0800 111 999
Electrical emergencies: 0800 052 0400

Welsh Water

Sewerage services: 0800 085 3968
Water services: 0800 052 0130
Reporting a leak: 0800 281 432

Health and Safety Executive

Report and incident: 0845 300 9923

BS EN ISO 9001:2015 COMPLIANCE MATRIX

(IDENTIFIES WHERE ISO 9001:2015 REQUIREMENTS ARE ADDRESSED WITHIN THE MANAGEMENT SYSTEMS)

BS EN ISO 9001:2015	Description	Platinum Control Procedures
4	Context of the organization	
4.1	Understanding the organization and its context	Environmental and Quality Management System – Internal External issues - Readiness Review and SWOT Analysis
4.2	Understanding the needs and expectations of interested parties	Readiness Review & Environmental and Quality Management System - Interested Parties Needs & Expectations and SWOT Analysis
4.3	Determining the scope of the quality management system	Scope – Quality Manual
4.4	Quality management system and its processes	Environmental and Quality Management System and its processes
5	Leadership	
5.1	Leadership and commitment	Environmental and Quality Policy Minutes of Management Review, Readiness Review
5.1.1	General	Environmental and Quality Manual, Management Review
5.1.2	Customer focus	Minutes of Management Review, Customer Review Process, Supplier Process & Sales Process, Quotation Process
5.2	Policy	Environmental and Quality Policy
5.2.1	Establishing the quality policy	Management Review - Environmental and Quality Policy review
5.2.2	Communicating the quality policy	Training & Briefings
5.3	Organizational roles, responsibilities and authorities	Organisational chart – Environmental and Quality Manual
6	Planning	
6.1	Actions to address risks and opportunities	Minutes of Management Review, Monthly Management Meeting, Risk Register, Risk Identification Process PC12
6.2	Quality objectives and planning to achieve them	System Register Minutes of Management Review
6.3	Planning of changes	Minutes of Management Review, Monthly Management Meeting
7	Support	
7.1	Resources	Minutes of Management Meetings Reviewed and Readiness Review
7.1.1	General	Management Meetings Planning
7.1.2	People	Training and Resource Planning
7.1.3	Infrastructure	Environmental and Quality Manual & Procedures, Building
7.1.4	Environment for the operation of processes	Plant layout, process planning & Office accommodation
7.1.5	Monitoring and measuring resources	Calibration and Training
7.1.6	Organizational Knowledge	Business Improvement Planning; Management review; Human resources and Training; Infrastructure and Equipment Management
7.2	Competence	Training Matrix – PC11
7.3	Awareness	Training/Workmanship Process, PC11

BS EN ISO 9001:2015	Description	Platinum Control Procedures
7.4	Communication	Processes, Daily Contact, Meetings, Notice Board, Briefings, E-mails and Web-site, Internal & External Communications Process PC13
7.5	Documented information	Environmental and Quality Manual, Document & Record Control
7.5.1	General	Environmental and Quality Manual System and supporting documents
7.5.2	Creating and updating	Document & Record Control, Electronic Storage
7.5.3	Control of documented information	Document & Record Control, Electronic Storage
8	Operation	
8.1	Operational planning and control	Environmental and Quality Manual, Senior Management Meetings.
8.2	Requirements for products and services	Sales Process, Quotation Process, Specifications and Customer requirements, Quotation Process
8.2.1	Customer communication	Business Improvement & Sales Order Process Documentation Control Processes. Quotation Process
8.2.2	Determining the requirements for products and services	Sales Process, Quotation Process, Pre-Installation Process, Project Build Process, Quotation Process
8.2.3	Review of the requirements for products and services	Sales/Ordering Process, Pre-Installation Process, Project Build Process.
8.2.4	Changes to requirements for products and services	Sales Process, Quotation Process
8.3	Design and development of products and services	Design Process – Project Technical & Management Folders
8.3.1	General	Design Process – Project Technical & Management Folders
8.3.2	Design and development planning	Design Process – Project Technical & Management Folders
8.3.3	Design and development inputs	Design Process – Project Technical & Management Folders
8.3.4	Design and development controls	Design Process – Project Technical & Management Folders
8.3.5	Design and development outputs	Design Process – Project Technical & Management Folders
8.3.6	Design and development changes	Design Process – Project Technical & Management Folders
8.4	Control of externally provided processes, products and services	Purchasing Process
8.4.1	General	Purchasing Process
8.4.2	Type and extent of control	Purchasing Process
8.4.3	Information for external providers	Purchasing Process, Supplier Process
8.5	Production and service provision	Sales & Order Process Purchasing, Pre-Installation Process, Project Build Process.
8.5.1	Control of production and service provision	Pre-Installation Process, Project Build Process.
8.5.2	Identification and traceability	All Processes
8.5.3	Property belonging to customers or external providers	Handling, Storage and Delivery Process
8.5.4	Preservation	Handling, Storage and Delivery Process

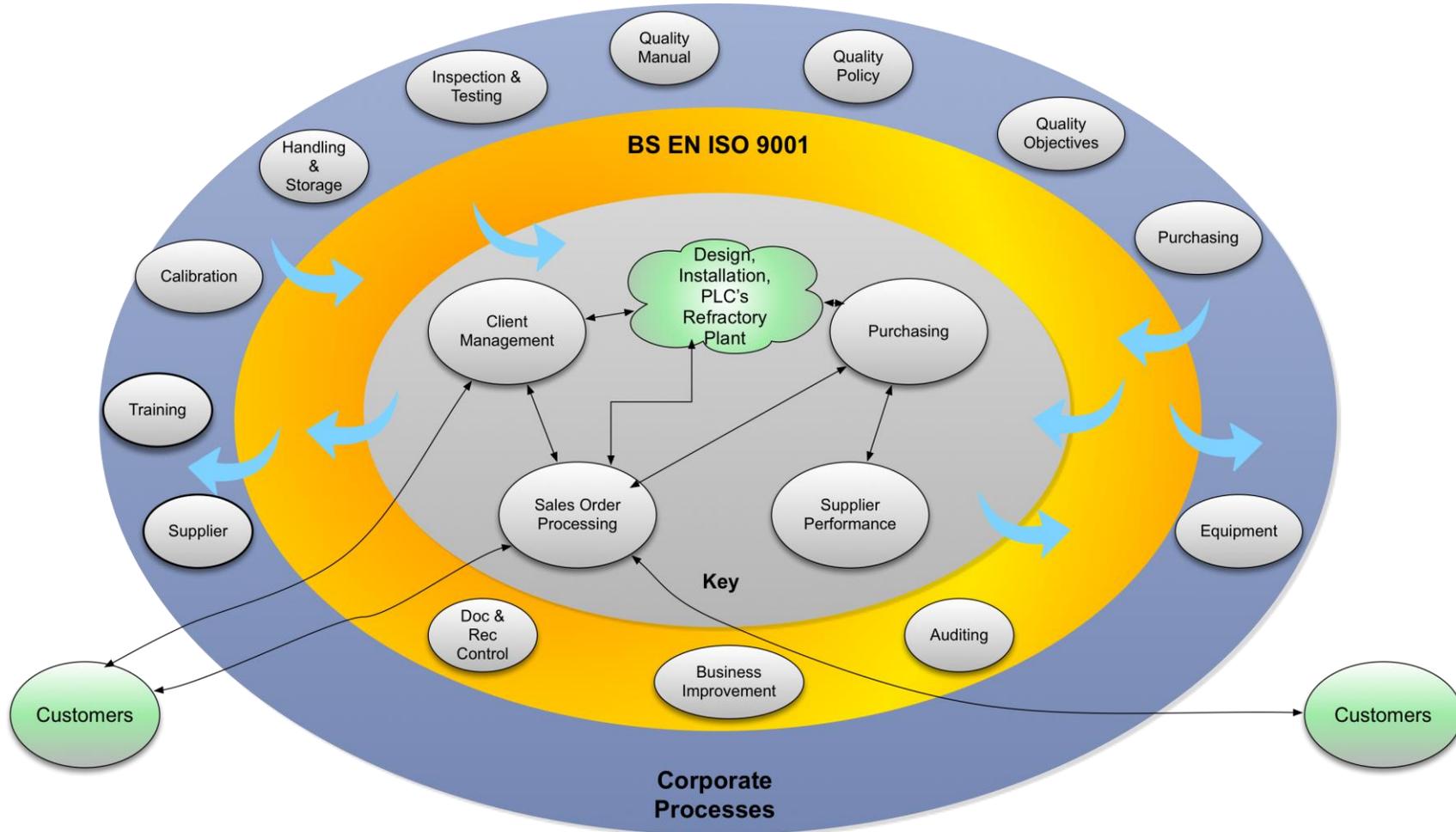
BS EN ISO 9001:2015	Description	Platinum Control Procedures
8.5.5	Post-delivery activities	Sales & Order Process Purchasing Pre-Installation Process, Project Build Process.
8.5.6	Control of changes	Schedules, Reports and analysis Inspection & Test Process, Document & Record Control
8.6	Release of products and services	Reports and analysis Inspection & Test/Project Build Process
8.7	Control of nonconforming outputs	Business Improvement/NCR Process, Document & Record Control
9	Performance evaluation	
9.1	Monitoring, measurement, analysis and evaluation	In-process Inspections & Calibration & Audit Process
9.1.1	General	Minutes of Management Review & Auditing
9.1.2	Customer satisfaction	Audit Process, Customer Satisfaction Surveys, External audits by customers and external accreditation bodies
9.1.3	Analysis and evaluation	Minutes of Management Review, Computer Reports and statistical analysis and Data Processing
9.2	Internal audit	Audit Process
9.3	Management review	Management Review & Minutes of Management Review
9.3.1	General	Management Review Agenda
9.3.2	Management review inputs	Management Review Agenda, Monthly Management Meetings
9.3.3	Management review outputs	Management Review Minutes, Monthly Management Meetings
10	Improvement	
10.1	General	Minutes of Management Review, Improvement Register Business Improvement
10.2	Nonconformity and corrective action	Business Improvement- NCR Process
10.3	Continual improvement	Business Improvement Process and Improvement Register

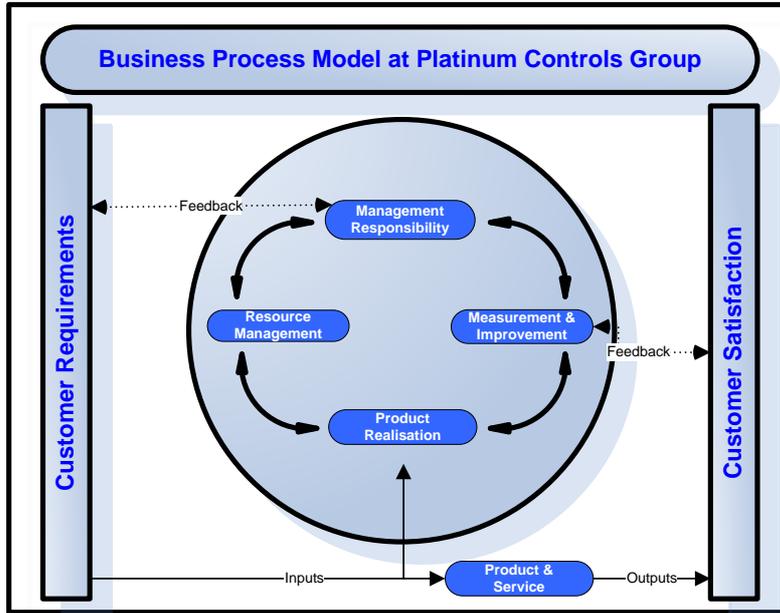
BS EN ISO 14001:2015 COMPLIANCE MATRIX - ENVIRONMENTAL

(Identifies where ISO 14001:2015 requirements are addressed within the Management System)

BS EN ISO 14001:2015	Description	PLATCON Ltd. Environmental Procedures
4	Context of the organization	
4.1	Understanding the organization and its context	PLATCON-quality & environmental manual Internal External issues - Readiness Review, Identify relevant requirements
4.2	Understanding the needs and expectations of interested parties	Readiness Review & Platcon-quality & environmental manual - Interested parties. Needs & Expectations, monitor and review
4.3	Determining the scope of the Environmental management system	Scope – Quality & Environmental Manual
4.4	Environmental management system	Quality & Environmental Management System and its processes - & PLATCON-quality & environmental_manual
5	Leadership	
5.1	Leadership and commitment	Environmental Policy – Organisational responsibilities, Minutes of Management Review
5.2	Environmental Policy	Quality & Environmental Manual and Environmental Policy
5.3	Organizational roles, responsibilities and authorities	Minutes of Management Review, Organisational chart – Roles and responsibilities. Environmental Policy
6	Planning	
6.1	Actions to address risks and opportunities	Scope of the environmental management system; and determine the risks and opportunities, related to its environmental aspects – Aspects Register -
6.1.1	General	Emergency Preparedness
6.1.2	Environmental aspects	Environmental Aspects & Impacts
6.1.3	Compliance obligations	Legal Compliance Review & Process-Legal Register/Legal Compliance
6.1.4	Planning action	Senior management meetings and the management review. Job Planning Production - Incident and Improvement Report Form - IBC
6.2	Environmental objectives and planning to achieve them	Monitoring and Measurement along with Management objectives - Environmental Aspects & Impacts
6.2.1	Environmental Objectives	EMS Objective and Targets table
6.2.2	Planning actions to achieve environmental objectives	Monitoring and Measurement - KPI
7	Support	
7.1	Resources	Minutes of Management Meetings Reviewed and Readiness Review - Training
7.2	Competence	Management Meetings Planning - Training
7.3	Awareness	Training and Resource planning
7.4	Communication	Environmental and Quality Manual & Procedures - Communications
7.4.1	General	Plant layout and process planning - Job Production
7.4.2	Internal Communication	Communications
7.4.3	External communication	Communications; Readiness review

BS EN ISO 14001:2015	Description	PLATCON Ltd. Environmental Procedures
		Management review; Human resources and Training, Infrastructure
7.5	Documented information	Training Matrix, Training
7.5.1	General	Training/Workmanship Process, Training
7.5.2	Creating and updating	Processes, Daily Contact, Meetings, Notice Board, Briefings - Communications
7.5.3	Control of documented information	Process-Document + Record Control
8	Operation	
8.1	Operational planning and control	Business Improvement – Job Production
8.2	Emergency preparedness and response	Emergency Preparedness
9	Performance evaluation	
9.1	Monitoring, measurement, analysis and evaluation	Monitoring and Measurement - Inspection & Test Process Calibration & Internal Auditing, Objectives, Management Review, Avetta, Monthly meetings.
9.1.1	General	Audit Process - P08 Process-Internal Auditing
9.1.2	Evaluation of compliance	Minutes of Management Review, Computer Reports and statistical analysis – External Auditing by SGS, Legal Register
9.2	Internal audit	Internal Auditing
9.2.1	General	Management Review & Minutes of Management Review
9.2.2	Internal audit programme	Management Review Agenda and P08 Process-Internal Auditing
9.3	Management review	Management Review Minutes, Monthly Management Meetings
10	Improvement	
10.1	General	Minutes of Management Review Improvement Register Business Improvement
10.2	Nonconformity and corrective action	Process Non-Conformance, Auditing
10.3	Continual improvement	Business Improvement





PLATCON Ltd. Organisation Chart

