



DORELBURY LTD
BUILDING CONTRACTORS

QUALITY MANUAL

DORELBURY LTD

**CROMPTON WAY
SEGENSWORTH WEST
FAREHAM
HANTS
PO15 5SS**

Approved by:
Mick Dunn

**Related Standard :
ISO 9001: 2015**

Issue 4

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0.2 Amendment Record

Issue no.	Date	Amendments
3	25.08.09	Update to comply with ISO 9001:2008
	10.04.10	Update on general information and organisation chart.
3	Oct 2010	8.3.1 Control of Health & Safety non-Conformity
3	2010 Oct 2010	Sub Contractors Insurance Questionnaire
	Jan 2012	Customer Satisfaction Survey (Large Jobs)
3	Feb 2012	Customer Satisfaction Survey (Large Jobs)
3	Feb 2012	Weekly Plant Inspection
	Sep 2012	Monthly Vehicle Inspection
	Sep 2012	Amend Contents Remove 7.3.1 to 7.3.7
	Sep 2012	Amend 4.2.2
	Sep 2012	Amend 4.2.3
	Sep 2012	Amend 4.2.4
	Sep 2012	Amend 5.5.1
	Sep 2012	Amend 7.2.1
	Sep 2012	Correct wording 7.2.2
	Sep 2012	Amend 7.6
	Sep 2012	Amend 8.2.2
	Sep 2012	Amend 8.4
	Sep 2012	Amend 8.5.2 & 8.5.3
	Sep 2012	Amend Appendix C
3	Oct 2012	Monthly Vehicle Inspection Rev A
3	Nov 2012	Monthly Vehicle inspection Rev B
3	Dec 2012	Job Sheet Rev 3
3	Feb 2013	Monthly Vehicle Inspection Rev C
3	Feb 2013	Monthly Vehicle Inspection Rev D
3	Apr 2013	Training Evaluation Questionnaire.
	Apr 2013	Amend 6.2.2
3	Apr 2013	Job Sheet Rev 4
3	June 2013	Monthly Vehicle Inspection Rev E
3	June 2013	Signed Vehicle Form Rev.B
3	July 2013	Materials & Labour Procurement Check List **
3	Aug 2013	Monthly Vehicle Inspection Rev F
	Aug 2013	Remove Materials & Labour Procurement Check List **
3	Aug 2013	Vehicle Register Rev C
3	Nov 2013	Monthly Vehicle Inspection Rev G
3	Nov 2013	Training Evaluation Questionnaire Rev A
3	Nov 2013	Amend 7.2.1
3	Sept 2014	Amend 8.4
	Oct 2014	Amend 7.2.1 (ref to SWMP)
3	Nov 2014	Time Sheet Rev A
3	Jan 2015	Monthly Vehicle Inspection Rev H
3	Jan 2015	Monthly Vehicle Inspection Rev I
3	May 2015	Monthly Vehicle Inspection Rev J
	June 2015	Amend 5.5.1
	July 2015	Amend 5.5.1
	July 2015	Amend 5.5.1
3	July 2015	Job Sheets 3 Copies Rev 5
3	July 2015	Small Works Risk Assessment Rev A
3	Sept 2015	Customer Satisfaction Questionnaire Rev B
3	Feb 2016	Amend 5.5.1
3	April 2016	Monthly Vehicle Inspection Rev K
3	June 2016	Amend 5.5.1
3	Aug 2016	Amend 5.5.1
3	Sept 2016	Monthly Vehicle Inspection Rev L
3	Sept 2016	Amend 5.5.1
3	Nov 2016	Monthly Vehicle Inspection Rev M
3	Jan 2017	Amend 5.5.1
3	Jan 2017	Monthly Vehicle Inspection Rev N
3	Oct 2017	Revise Internal Audit Schedule Rev B
4	Oct 2017	Update to comply with 9001:2015
4	Nov 2017	Monthly Vehicle Inspection Rev O
4	Nov 2017	Revise 5.5.1
4	Nov 2017	Time Sheet Rev B
4	April 2018	Site Induction Notes & Site Rules Rev A
4	April 2018	Labour Only Sub Contractors Details Request Rev B
4	April 2018	Sub Contractor Details Request Rev A
4	April 2018	Supplier Details Request Rev A
4	June 2018	Revise 5.5.1
4	June 2018	QAP 01 QAP02 QAP03
4	Aug 2018	Amend 4.3 Scope wording
4	Aug 2018	Amend 5.2 Quality Policy Wording

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4	Jan 2019	Monthly Vehicle Inspection Rev P
4	Sept 2019	Monthly Vehicle Inspection Rev Q
4	Jan 2020	Monthly Vehicle Inspection Rev R
4	Feb 2020	Monthly Vehicle inspection Rev S
4	Feb 2020	Toolbox Talks Rev C
4	Nov 2020	Monthly Vehicle Inspections Rev T
4	July 2021	Pre-Contract Site Establishment Check List Rev A
4	June 2022	Subcontractor Order Rev A
4	July 2022	Pre-Contract Site Establishment Check List Rev B
4	July 2022	Site Induction Notes & Site Rules Rev B
4	Feb 2023	Update Organisational Chart
4	April 2023	Labour Only Subcontractor Details Rev C
4	May 2023	Site Induction Notes & Site Rules Rev C
4	May 2023	Update Introduction
4	August 2023	Pre-Contract Site Establishment Check List Rev C
4	September 2024	Pre-Contract Site Establishment Check List Rev D
4	October 2024	Daily Site Attendance Record Removed
4	July 2025	Customer Satisfaction Survey (Large Jobs) Rev C
4	September 2025	Monthly Vehicle Inspections Rev T
4	September 2025	Training Evaluation Questionnaire.
4	September 2025	Vehicle Register Rev C
4	October 2025	7.1.5 Monitoring & Measuring Resources removal of Calibration own plant
4	October 2025	7.1.3 Infrastructure removal of Weekly Form Company Vehicles
4	October 2025	7.1.4 Environment Operation Process Office Equip removal twice yearly.
4	October 2025	7.2 Competence Appraisal removed
4	October 2025	Improvement Notice removed
4	October 2025	Labour Only Subcontractor Details – Added Email Address
4	October 2025	Confirmation of Verbal Instruction removed
4	October 2025	Subcontractor Insurance Questionnaire removed
4	October 2025	Cutting List removed
4	October 2025	Daywork Sheet removed
4	March 2026	Updated QM with BSA Info
4	April 2026	Site Induction Notes & Site Rules Rev D

3. Introduction

Dorelbury Ltd was formed in 1980 by three directors, who have now all retired and have been replaced by two new directors.

Set up as a general building contractor and manufacturer of architectural joinery, the company has over its forty-year history focussed its activities on the carrying out of works of alteration, maintenance, and repair, mainly for local authorities, and has in that time, by controlled expansion, established sound and lasting connections with several such authorities.

The company has successfully carried out contracts for the modernisation and improvement of local authority housing up to an individual value of £1m.

Day-to Day management is carried out by the directors, contracts manager and other senior personnel and at least one member of the senior management team is involved in the running of every project.

Operating chiefly in the public sector, where high minimum standards are set and enforced by professional supervising officers, the company is accustomed and committed to the carrying out of its work to the highest possible standard and to the customer's entire satisfaction.

The aim of the directors is to continue the careful growth of the company while at all times striving to maintain the best quality of work.

It is expected that strict adherence to the guidelines set out in this manual will be of great assistance in achieving these aims.

Our performance is monitored through our Business Plan and personal key performance indicators making each member of management responsible for a key area in the running and overall performance of the company. These are monitored through meetings.

4. Context of the Organization

4.1 Understanding the organization and its context

The internal and external issues along with all relevant interested parties that may affect Dorelbury in achieving its management systems are considered to be as follows:

Internal:

Staff (Succession/knowledge / turnover/ death & illness, loss to competitors, salaries, pensions)

Tools & Software (requirements for up-to-date versions),

Materials availability (products need to be readily available)

Financial Banks (Low Funds, Bad debts, Accounts on stop, Fraud) & Fire,

External:

Suppliers/ Subcontractors (could go out of business/ fail to deliver)

Fuel Shortage (ability to get transport to sites or to have supplies delivered), Power cuts (Would affect daily office processes)

Client /Customer (may not pay/ need to meet requirements, Latent Defects)

Competitors (Bid tenders- win or lose)

Legal & Statutory Government (Regulations), HSE (Stop on site Order),

Building Control (Not compliant to Regs), GDPR, MTD

Environmental Weather Conditions (Slows down work), Waste

Infrastructure Communications (Loss of landline- contact with client/suppliers)

Utilities Power cuts,

Premises (general upkeep & modernization)

4.2 Understanding the needs and expectations of the Interested Parties

Customers/Clients (All jobs/projects should be delivered on time and to the correct specification.)

External Providers (It should be ensured that the correct information/specification be given to the supplier/subcontractor so that the correct product can be supplied. Sufficient lead time should be given.)

Employees (All staff should be given adequate training/information to perform the duty they are tasked with. This includes providing the necessary equipment/tools and safe environment to do so.)

Regulators (All statutory & regulatory requirements should be adhered to) such as we identify and monitor all relevant legal and regulatory requirements, including the Building Safety Act 2022, as part of our external context. These requirements are considered when establishing, implementing and maintaining our quality management system.

Neighbours (Consideration should be given to neighbouring business & general public when carrying out projects on site and at Dorelbury's own premises.)

Shareholders/Directors (Ensure a good return on investment)

4.3. Determining the Scope of the Quality Manual

Scope

This Quality Manual is the sole property of Dorelbury Ltd. It defines the general quality policies, objectives and organisation.

The manual is produced to demonstrate compliance with ISO 9001.

The manual contains quality related policies and information applicable throughout the company.

Procedures and activities of company employees are referenced in the Company Quality Manual and are detailed in the Company Quality Assurance Procedures.

The Quality Assurance Procedures also will make reference to various Forms and Quality Documents, master copies of which are held in the appendix of the Quality Manual.

Dorelbury Ltd does not carry out any design and development work and therefore the requirements of clause 8.3 of ISO9001 are excluded from the quality management system.

The scope is the Provision of alteration, extension works, maintenance and repair in the local government and private sector.

In determining the scope, the company ensures that all Internal and external issues together with all interested parties are considered.

Confidentiality

All information in this manual and all other Quality System documentation is proprietary to Dorelbury Ltd.

2.Related Documents

Quality related documents are held in an appendix, Section 2 of this manual. This is the Master List for document control.

The manual is for circulation within the company and to any interested parties on request. Copies, in whole or in part, must not be taken without the written consent of the Directors.

Manual no. one (Master copy)
Manual no. two

Director/Quality Manager
Office Manager

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4.4 Quality Management System & its Processes General Requirements

The Quality System is described in a series of procedures and specifies the management objectives, policies and organisation that have been developed to ensure compliance with ISO 9001.

When any inconsistency exists between the requirements of a particular customer specified in a contract, and those called for in the above standard, the higher standard will prevail.

The Quality Manual provides a general outline of the system in the terms of the requirements of ISO 9001. Detailed responsibilities of management and organisation have been set out in this manual.

The Quality System is detailed and targeted to achieve Dorelbury Ltd Quality Policy and objectives which are documented.

The Quality System is maintained to provide assurance to our customers that the company has the ability and resources to give a consistent service to a defined standard of quality.

The Quality Manual is controlled and the current version is always available for reference to all employees and to any interested parties on request

Where processes are outsourced to sub-contractors the requirements are fully defined and delivery is controlled as defined in section 8.5.1 of this manual.

The documented Quality system defines the methods of operation and control of the Dorelbury Ltd business as ***Building Contractors***.

5 Leadership

5.1 Management Commitment

The Directors ensure that all personnel are aware of the Quality Policy throughout the company.

Communicating through meetings and tool box talks feedback from both clients and personnel. Training maintained to meet high standards of quality and health and safety. This policy gives our customers assurance that the required standards have been met.

Top management demonstrates commitment to compliance with the Building Safety Act 2022 by promoting a culture of safety and regulatory compliance, ensuring responsibilities for building safety are defined and communicated, Providing resources to meet legal obligations.

5.1.2 Customer Focus

All requirements of the customer are identified at contract review level and are maintained throughout to ensure a quality product service.

5.2 Quality Policy

The policy of this Company is to provide an outstanding service to its customer's thereby achieving efficiency and long-term profitability in the construction industry.

The quality management system described in this publication defines the policy, organisation and procedures necessary to meet the required standard ISO 9001.

This policy is regularly reviewed at management review. Its implementation and the achievement of continual improvement of the quality management system are supported by the establishment and regular review of a set of Quality Objectives.

The policy provides a framework for setting quality objectives, a commitment to satisfy applicable requirements and a commitment to continual improvement of the quality management system.

5.2.1 Establishing the Quality Policy

It is the responsibility of the Directors and other Senior Personnel to establish maintain and implement the system for controlling those activities for which they are responsible.

Each employee is responsible for, and will be trained to perform the duties required by his or her specific activity.

We are able to identify where we need to concentrate on our training needs through 'Tool Box Talks' regularly on site and through management and foreman meetings on a regular basis.

Signed:.....Senior Director

Date: **28.8.26**

5.2.2 Communicating the Quality Policy

The Quality Manual is controlled and the current version is always available for reference to all employees and any other interested parties on request.

The company believes that the organisation structure provides for the verification needs of the company and that the resources available are considered to be adequate to carry out monitoring of services as required. The assessment of the verification resources required is formally considered at each management meeting as necessary, but there is continuous auditing of resources through the Quality System

5.3 Organizational Roles, Responsibilities and Authorities

All personnel report directly or indirectly to the Directors. This includes all subcontracted personnel if and when required to work on behalf of the Company.

Director

The Directors have ultimate responsibility for the running of the Company, although many of the functions are delegated or shared by other members of the organisation. Also, a director is responsible as the Quality Manager for the control of the Quality System within the company, and chairing the Management meetings.

A Director is the Company's nominated Quality Manager, to oversee and control the Quality System ensuring that a Quality system is established, implemented and maintained, and reporting on the performance of the Quality system at Management Meetings

Office Manager

The Office Manager is responsible for finance and overall running of the administration of the company. This person is responsible to the Directors.

Contracts Manager

This Manager is responsible for Contracts management of small works, responsible for the day to day running of the small works contracts.

The Contracts Manager is responsible to the Directors.

At least one Director/Manager is involved in the management of every project.

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Director/Senior Surveyor

The Director/Senior Surveyor is responsible for running projects that are won at tender stage.

This person reports to the Directors.

Assistant Surveyor

Responsible for assisting the Senior Surveyor in all aspects of tendering and administration of contracts that have been won.

Office Administration

Responsible for all general office duties, including Job sheets, Quotation/Job register book, all filing of quality records and contracts, including subcontractor's employment/training record card. Responsible to the Office Manager

Site Agent

Responsible for running our larger contracts from start to completion. Reports directly to the Directors.

Small Works Est/Manager

Responsible for ordering and pricing small works.

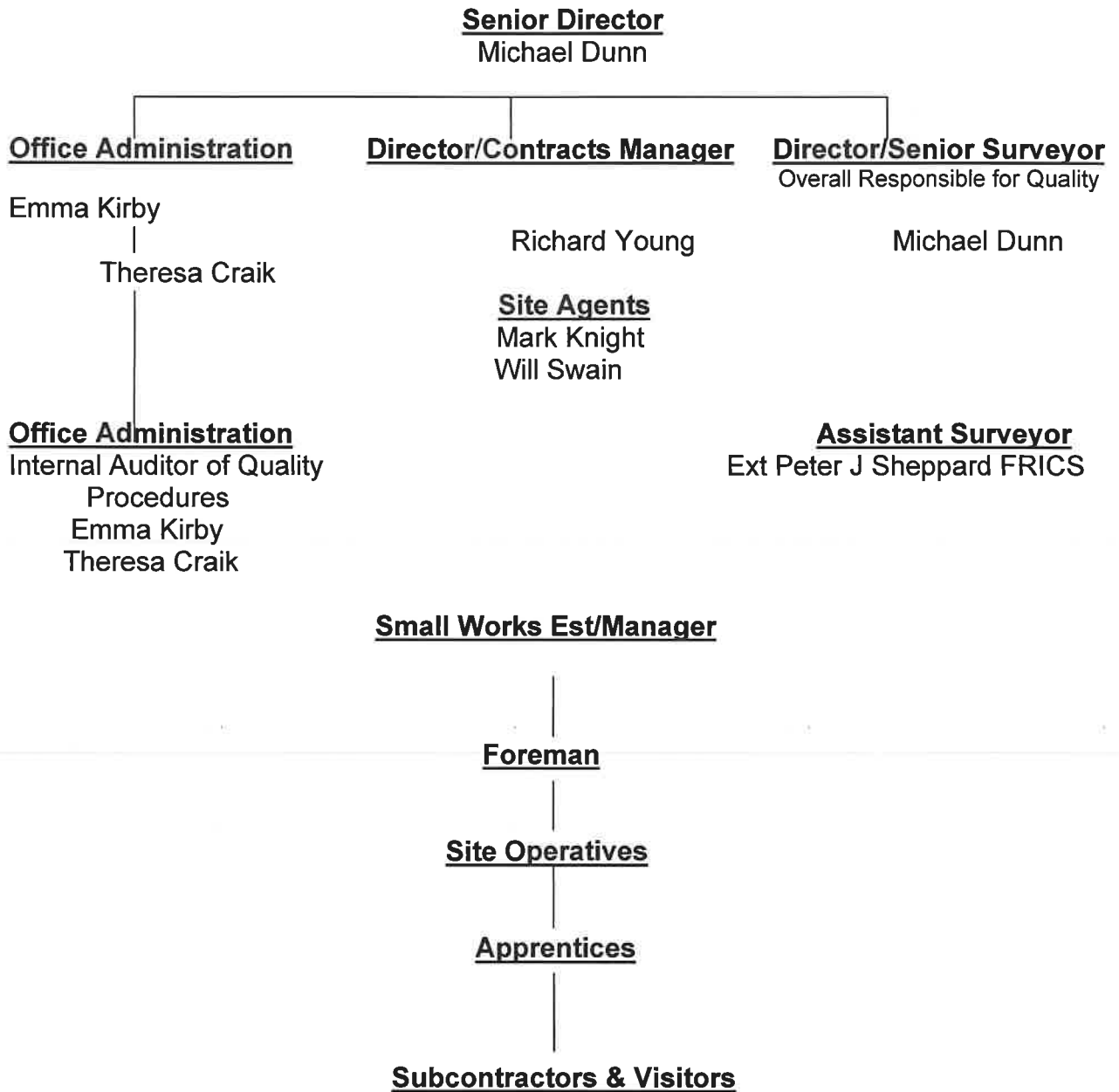
Reports directly to the Directors.

Foreman

Responsible for site personnel, ensuring site deliveries, working with the Contracts Manager, and reporting to the Directors.

5.3 cont: Responsibility and Authority

As defined on Organisation Chart.



6 Planning

6.1 Actions to address risks and opportunities

Dorelbury shall determine external and internal issues that are relevant to its purpose and its direction and those that affect its ability to achieve the intended result of its quality management system.

6.2 Quality Objectives and planning to achieve them.

The assurance of quality is fundamental to all the work carried out by Dorelbury Ltd so as to provide products and services in the future that give total customer satisfaction and exceed expectations.

The long-term commercial success and profitability of the company depend on the pricing, quality and delivery of products to exceed the needs and expectations of the customers. It is therefore, the established policy of Dorelbury Ltd to provide customers with products that are fit for the purpose when they were produced and are delivered and installed in conformance with the procedures and instructions detailed in the company's Quality Systems Manual.

It is also Dorelbury Ltd.'s policy to establish and maintain an effective and efficient quality system planned and developed to meet the requirements of the company and which satisfies the requirements of BS EN ISO 9001: 2015 Quality System Management standard. To ensure that products meet the standards demanded by the customer, Dorelbury Ltd maintains an effective Quality Management system based on BS EN ISO 9001: 2015

The objectives of the quality system are:

- To reduce waste, reduce quality costs and continuously improve the quality of products and services.
- To provide evidence that workmanship, material and customer services conform to the specified requirements.
- To ensure that the customer's requirements are defined and satisfied at all times.

The company ensures that all personnel are fully acquainted with this Quality Policy and objectives through on-going training and education at all levels.

These objectives will be reviewed at our management review yearly meetings. Any short-term objectives will be reviewed in our management meetings.

6.3 Planning Of Changes

In considering change Dorelbury would look at the purpose of the change, the resources required and any change in responsibility required.

7. Support

7.1 Resources

7.1.1 General

Dorelbury Ltd has established and maintains documented procedures for the review and verification of customer enquiries and orders / contracts.

These procedures are designed to:

1. Correctly understand, interpret and translate the needs of the Client.
2. Identify and resolve any differences between customer order and original enquiry.
3. Requirements are adequately defined and documented
4. Ensure Dorelbury Ltd has the capability to meet the contractual requirements.
5. Pre-contract list – this identifies all site requirements.

7.1.2 People

All personnel are given training to enable them to carry out the job entrusted to them. Training matrix details all employee competencies and dates of training. Directors discuss with office requirements and office organise. This ensures the provision of persons to meet customer, statutory and QMS requirements. We ensure all personnel are competent based on training, skills and experience, **aware of their responsibilities under the Building Safety Act 2022 and are provided with ongoing training where required.**

7.1.3 Infrastructure

All work processes affecting the quality of the service or products provided by the company to its customers are planned and controlled to ensure that specified requirements are achieved.

Work processes are controlled by the following criteria:

1. Written procedures, work instructions and checklists, where their absence would adversely affect quality.
2. Allocation of work to specific grades of personnel specified on job descriptions.
3. Detailed training records of employees.
4. Maintenance of equipment.

7.1.4 Environment for the operation of the process

Procedures

For all major contracts, a job file is raised, all details would be entered into the register i.e. date recorded/name/description.

For small works green, red & yellow cards are raised, all paperwork would be pinned together and filed under job number.

Maintenance

All major equipment would be serviced as and when necessary, equipment is checked once a year under the company's health and safety policy.

All office equipment is subject to a visual safety check yearly.

All company vehicles would be serviced to manufacturers guide lines by supplier approved by the company.

7.1.5 Monitoring & Measuring Resources

Equipment for inspection or testing is now done on site by our trained PAT Tester and recorded in a register book and checked regularly to comply with health and safety rules and regulations.

Any hire equipment necessary for testing or inspection, if needed would be hired from a company taken from the company's approved supplier list and would be calibrated by hire company for the hire duration.

7.1.6 Organizational Knowledge

Dorelbury is committed to ensuring that experience and knowledge is passed on within the company.

7.2 Competence

General

It is the policy of the company and the responsibility of the Senior Management; in particular, to ensure all suppliers used are skilled were necessary in their respective work activities including detailed health and safety procedures. A Competency Evaluation Questionnaire is required to be completed by all Subcontractors

Personnel and inspection of work is undertaken to identify further or on-going training needs.

No employee is allowed to carry out a procedure on site unless they have had the necessary training to do so. A training matrix is kept showing employee competency, training completed & training required.

7.3 Awareness

General management meetings take place. These will ensure that any nonconformity is identified. Appropriate time limits will be placed against any action plans which result from the meetings.

Tool box talks take place on site at any given time to highlight health and safety issues and any site activities for the day that need to be discussed with all parties on site.

7.4 Communication

Customer feedback is discussed at management meetings. Most contracts/small works clients are issued with a satisfaction questionnaire for them to complete when a job is completed. This enables Dorelbury to identify any improvements that may need to be made.

7.5 Documented Information

7.5.1 General

Quality Assurance Procedures will describe the necessary action required to accomplish a particular activity and designates who is responsible and / or authorised to perform them. The procedures are subject to periodic reviews conducted by internal auditing and / or any other means which may occur.

7.5.2 Creating & Updating

All documents which are essential for the effective and efficient provision of customer service and the function of the quality system are controlled to ensure that:

Internal

1. They are produced, reviewed and approved for issue by authorised personnel.
2. Current issues of essential documents are legible, readily identifiable and available to all employees as required.
3. Obsolete documents are promptly withdrawn from circulation.
4. Changes to documents are reviewed, approved and issued only by authorised personnel.
5. Records of document issue and revision are maintained.

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External

Drawings, sketches held/received from clients are received into the main office; date stamped & recorded Tender Drawing File. They are then distributed to Site Agent. Amended drawings/sketches received from clients are received into the main office, date stamped amended drawing. They are then distributed to Site Agent who will mark original superseded. This will be filed in back of drawing section with amended at the front of section.

The preparation, review and approval of all controlled documents is by the Directors.

The content of the Quality Manual is the particular responsibility of the Senior Director.

The issue of all controlled documents is co-ordinated by the Senior Director & Admin Office.

Issue Amendment Record

All as contents 0.2 to new standard ISO 9001.

Document Changes / Modifications

Changes and modifications to controlled documents are subject to the same preparation, review, approval and issue controls as the original document and will involve the employees responsible for the original document where possible.

Changes to the Quality Manual are described in the amendment record. Changes to QAP's are highlighted in the document text.

The Quality Manager maintains the document register held in the appendix of the Quality Manual so that current revision status of all controlled documents is recorded for reference and audit purposes.

7.5.3 Control of Documented Information

The distribution of holders of the Quality Manual is given on page reference QM4.3 and the Issue Amendment Record as changed on contents 0.2.

Printed Forms

A master record is kept of all forms by the Quality Manager in a Q.A. form file and as per list in the appendix "C" to this manual.

To meet the requirements of this programme and to avoid reprinting existing stocks, all current forms will be considered to be at the initial issue level, as of January 1995.

Technical Data

Technical data i.e.: customers specifications/drawings will on receipt be date stamped, and entered into the customers' file. When superseded drawings are received the old one gets crossed out and marked superseded and removed from the job file. All superseded drawings are filed away separately.

The company only updates standards/specifications if and when the need arises. To this end the company would use the updating service of the B.S.I

Computer

Back up tapes are stored in the company safe weekly, once a month the backups are taken from the premises by a senior member of staff.

All records are legibly generated and maintained to demonstrate the achievement and effectiveness of the Quality System.

A minimum retention time for all quality system documentation is three years, after which records may be destroyed at the discretion of the management, unless any contractual requirement stipulates otherwise.

Hard copy records are received into the main office and date stamped. After checking & processing they are stored in the relevant department files which are named & dated for easy retrieval.

Documents are held safely for a period of 6 years + current accounting year after which they are securely destroyed. Contract documentation is held for an indefinite period.

Electronic records held on the computer system are preserved and prevented from loss by daily incremental backup of data files. Full back ups are carried out every week. Back up media is held securely off site.

It is the responsibility of all company employees to ensure that the operation of and conformance to those parts of the Quality System which apply to them are produced, maintained, properly stored and are readily retrievable.

Related quality documentation is specifically referenced in the Quality Assurance Procedures Manual.

A master list of all controlled documentation used in the Quality System is held in the appendix of the Master Copy of the Quality Manual.

All information held is done so with reference to GDPR regulations.

8. Operation

All work undertaken during the provision of services and products used in these services are subject to planned checks and reviews at various stages to ensure conformance to the contractual requirements.

8.1 Operational Planning & Control

Operational controls are in place to ensure compliance, including design and change control formal review and approval of designs and controlled management of design changes.

No testing procedures, as such, are considered to be required within the process of goods receiving.

Receiving inspection is done on site, by means of checking goods against delivery paperwork from suppliers. Purchased materials are generally ordered to meet specific requirements of customers.

If satisfactory, delivery tickets will be delivered to the main office on a regular basis for verification against purchase order and incoming invoice.

In the case of deliveries to the company's yard, checks are visual only and quantities against incoming delivery notes and copy of purchase order.

If unsatisfactory main office will be informed and supplier informed of reject.

For product safety and traceability, verification of product compliance (eg certificate) and traceability of materials and systems are used.

Supplier and contractor control, have use of approved and competent suppliers and communication of the building safety requirements.

Defect and incident management processes we used to identify, report and investigate defects, notification to relevant persons and or manufacturers and suppliers and implementation and tracking of corrective actions.

8.2 Requirements for Products & Services

8.2.1 Customer Communication

Customer Complaint's and any major snagging list shall be analysed on a regular basis at our management meetings, the cause of defects determined, and the necessary corrective action taken.

However, where the cause of infrequent or random defects is observed, it may not be economic to determine the cause and take corrective action.

Customer complaints received by telephone would go to the Managing Director/Quality Manager office who would investigate Customer complaints to establish their validity and take action to prevent a recurrence and also initiate any monitoring or recording deemed necessary, and to establish preventive action to be taken to stop any similar recurrence.

Any customer complaints received on site shall be recorded in the site diary and communicated back to the office where a customer complaints form will be filled out. The complaint will be dealt with as stated above.

All contracts/small works clients are issued with a satisfaction questionnaire for them to complete when any job is finished. This enables us to identify any improvements that we may need to make. Results are monitored in our senior management meetings and procedures for action are drawn up.

8.2.2 Determining the Requirements for products and services

Pre Contract meetings are held to determine product requirements. This also includes determining any statutory and regulatory requirements that need to be put place either by the client or by Dorelbury.

Dorelbury is often subject to the requirements of the CDM regulations. This requires that each project of 30 working days+ and 20 operatives on site or 500 person days+ is notified to the HSE. For this purpose and when Dorelbury is the Principal Contractor a Site Health & Safety Plan in respect of the works should be produced.

Periodic Contractor/Site meetings are held with client. Commissioning Certificates are issued to client at end of project.

All work is finally inspected by the client's inspector or by authorised personnel.

A completion certificate is raised and signed by the client or his authorised personnel if satisfied, where appropriate.

All in-process and final inspection records are kept in the main office.

8.2.3 Review of Requirements Related to the Product

The status of inspection of product and/or installation is established to show whether orders/contracts, products and/or installations are being met and conform or not. There are no testing requirements at present, however should any customer of Dorelbury Ltd specify this in future the Company will address this as necessary.

Identification procedures are in place at the Contract Review, Goods Inwards, Build and Installation and post Installation inspection stages.

These procedures are designed to trace material identification and installation personnel at the various levels mentioned above.

8.2.4 Changes to requirements for products & services

All amended information for products and services should be documented and the relevant persons made aware.

8.3 Design & Development

Dorelbury Ltd has no design element requirements within their organisation. If, however, any customer should require such a need the Company will set up suitable supplier's procedures to address this.

8.4. Purchasing

8.4.1 General

The purpose of this element is to define Dorelbury Ltd purchasing policy which ensures that purchased products or services conform to specified requirements.

Suppliers of products and services that will directly affect the quality of the products/services supplied by the company to its' customers, will be assessed.

8.4.2 Type and Extent of Control

The Director's will co-ordinate the assessment of potential suppliers; this assessment may include financial, technical and quality competence.

Once a supplier has been selected and adopted the suppliers performance will be monitored with special reference to conformance to purchase order specification, reject rate of goods supplied.

For new suppliers approved status is subject to satisfactory execution of the first orders for products or services.

Services are obtained only from reputable firms or companies already known to Dorelbury Ltd or recommended by other professional practices.

Suppliers who have not provided a satisfactory service with previous or current projects will not be used, and will be taken off the register at the discretion of the Managing Director.

A list of suppliers is currently available on the computer, and is readily available at all times.

8.4.3 Information for External Providers

All purchase orders are raised by using a three-page pad, one page goes to supplier, one to accounts, and one is kept in the pad for reference.

All purchase order pads used, are referenced to the purchase pad register

Purchase pad register is kept in the main office, all pads are sequentially numbered, each pad contains 50 sheets, and the purchase pads are issued by the office staff only.

All necessary information will be entered on each purchase order, i.e. date/ description/ site address if known/ qty/price.

Where Dorelbury Ltd considers verification of purchased product at the subcontractor's premises is a requirement arrangements will be made accordingly and specified on their purchase order.

Customers of Dorelbury Ltd will be afforded the right to verify at source or after receipt that purchased product conforms to their specified requirements. Verification by customer in no way relieves Dorelbury Ltd Good's Inwards Procedure of their responsibility to ensure that purchased product conforms to the specified requirement.

All products supplied by the customer for use in the service provided by the company will be treated to the same inspection procedures as any other material

8.5 Production & Service Provision

8.5.1 Control of production and service provision

All Company employees and suppliers will ensure that goods/materials supplied in furtherance of customer's orders will be handled in such a manner so as to prevent damage, loss and deterioration.

Services supplied by sub-contractors are defined in statements of their scope of work and are monitored and managed by the Site Manager.

8.5.2 Identification and traceability

Identification procedures are in place at the Contract Review, Goods Inwards, Build and Installation and Post Installation inspection stages.

8.5.3 Property belonging to customers or external providers

At the present time any goods delivered to the yard would be handled and stored to prevent damage, loss or deterioration.

All goods/materials in furtherance of customer's orders are delivered to site of installation.

There is no requirement at present for any packing procedures within the Company.

8.5.4 Preservation

The company is responsible for ensuring the safe custody and proper application of Customer Supplied Products and any product that is mislaid, lost, damaged or is otherwise unavailable or unfit for use will be reported to the Customer.

At the present time there is no Preservation requirements, all goods/materials delivered to site are used as soon as possible in furtherance of customer's orders

The Company will ensure that all goods/materials will be delivered by means that will not adversely affect the quality of the product.

8.5.5 Post Delivery Activities

Servicing after delivery and installation is not normally a requirement of customer or contract orders. The Company will naturally, immediately attend to any request for rework or re-adjustment if the need arises.

8.5.6 Control of Changes

Any amendments received would be incorporated into the original order under the appropriate heading. These amendments can be received by email or architects' instruction

Any changes to purchase orders should be notified by email to the supplier/sub-contractor. Admin should also be notified.

8.6 Release of products and service

During work on site, inspection is ongoing as and when necessary, by supervisors. Worksheets for small work jobs are signed when completed, and returned to the admin office.

On large tenders site visits take place with clients at intervals, valuations are calculated and signed off. Client will then issue payment certificate.

8.7 Control of Non-Conforming Outputs

All services provided by the company found not to conform to the required specification will be brought to the attention of the Foreman, Supervisor or Manager on site, and dealt with, as and when necessary.

Any returns of supplier's materials or goods shall be addressed by the Foreman, Supervisor on site who shall inform the office of action taken.

Any correspondence of action to be taken would be logged in job file, if necessary.

Any non-conforming material that is identified is immediately segregated or marked to ensure that its unauthorised or inadvertent use is prevented, and its deposition formally agreed and recorded.

Any materials or tools found to be unsatisfactory upon delivery will be rejected back to the supplier.

Where materials are found to be unsatisfactory during or after use or installation the relevant work is halted until necessary remedial action has been decided and defined by the Foreman, Supervisor or Manager on site. Replacement of materials and rework costs are resolved with the supplier.

9 Performance Evaluation

9.1. Monitoring, Measurement, Analysis & Evaluation

Verification of process control and capability is established by means of monitoring the quality of the installation work conducted and any customer complaints.

No other statistical techniques are as yet used by the Company but should the need arise to implement such procedures in the future, the Company will introduce suitable procedures to improve the quality system and the process therein defined.

9.1.1 General

9.1.2 Customer Satisfaction

Measured through monitoring from satisfaction questionnaires and any other means i.e. letters or telephone calls and then addressed at management meetings.

9.1.3 Analysis & Evaluation

All records are kept in the main office for inspection at all times.

Analysis should include:

Customer satisfaction:

Conformity to product requirements:

Characteristics and trends of process and products, including opportunities for preventative action.

Suppliers

9.2 Internal Audit

Internal Quality Audits are undertaken in order to:

- 1 Gain information as to the continuing suitability and effectiveness of the Quality System.
- 2 Ensure that the requirements of the Quality System are being complied with.
- 3 Generate information for use in the Management Reviews.
- 4 Conform to the standard

The Quality Assurance Audit is an independent documented activity performed by suitably qualified personnel and is the general responsibility of the Quality Assurance Representative.

Audits are held at intervals specified in the Audit Schedule which is programmed and maintained by the Quality Assurance Representative in conjunction with the Company Management Representative.

Results of all internal quality audits are completed on the Internal Audit Report Form and reported to the Company Management Representative who will effectively action any non-conformances found within the agreed time scale.

Follow-up audits will be conducted in those areas found to be unsatisfactory.

Internal Audit reports are kept in the Management Review file and will be reviewed for their effective implementation and consideration of any additional corrective action reports required resulting from the audits.

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9.3 Management Review

9.3.1 Meetings

Take place once a year or more frequently if considered necessary by the Directors.

9.3.2 Management Review Inputs

Factors taken into account at this meeting will be:

1. Review of meetings.
2. Business update, i.e.: contracts, quotations.
3. The findings of internal auditing undertaken by an independent auditor.
4. Customer complaints, snagging lists.
5. Returns to or rejects on suppliers.
6. The effectiveness of corrective action taken on all of the foregoing items and future preventive action.
7. Any other quality related business.
8. Customer Satisfaction Review – Analysed from completed Questionnaires sent to our clients and findings investigated
9. Quality policy review.
10. Setting and measuring of objectives

9.3.3 Management Review Outputs

1. Future quality plans for improving the quality system and achieving Company objectives.
2. Review personnel training needs.
3. Contract Review

The meetings are minuted and a report is filed in the Management meeting file.

10. Improvement

10.1 General

The company will undertake to ensure that Health & Safety rules and procedures are adhered to. Generally operational supervisors will have an overview of each workplace and monitor the workforce during regular visits to site. Where necessary we will request that our consultant advisor visits site to carry out a site safety inspection and produce a written report of findings. Reactive monitoring will take the form of accident/incident investigations. Reactive accident and proactive site inspection reports will form part of the regular review meetings as described below.

There are many influences on the effectiveness and efficiency of this policy and the company take the view that this document should live and grow with it. External factors such as new legislation or approved guidance may dictate the need for a review of the policy. Internal factors such as a change in the operational nature of the company or an accident or incident will also prompt a review.

In order to keep up-to-date with the latest changes in Health & Safety the company will undertake a full review of this policy and procedures document at least once every year. This review will be carried out in consultation with employees and our appointed Health & Safety advisors. The Senior Director will control any amendments and sign the revised document to confirm a commitment to its implementation.

Refer to our Health & Safety Policy

10.2 Nonconformity and corrective action

Customer complaints and any major snagging list shall be analysed on a regular basis at Management reviews, the cause of defects determined, and the necessary corrective action taken.

However, where the cause of infrequent or random defects is observed, it may not be economic to determine the cause and take corrective action.

Customer complaints received by telephone would go to the Directors/Quality Manager office who would investigate Customer complaints to establish their validity and take action to prevent a recurrence and also initiate any monitoring or recording deemed necessary, and establish preventive action to be take to stop any similar recurrence.

Customer complaints and associated corrective actions are recorded in a complaints file held by the Admin Office and subsequently discussed at management meetings.

All contracts/small works clients are issued with a satisfaction questionnaire for them to complete when the job is finished. This enables us to identify any improvements that we

QUALITY MANUAL

may need to make. Results are monitored in management meetings and procedures for action are drawn up.

Where materials purchased from a supplier are found to be defective or not suitable they are returned to supplier and we are given a credit note or a replacement.

Internal audits are carried out at planned intervals, when necessary, non-conformance/observation/improvement notices are issued to the Auditee. Management responsible for the area audited shall ensure that any necessary corrective actions are taken as soon as possible.

Preventative actions are identified at management meetings and recorded in the form of actions on objectives.

If any supplier continually supply faulty goods or fail to meet deadlines, they are removed from our approved list.

Following an internal audit an audit summary is given to the Auditee this gives an overview of any observations and a recommendation on prevention.

10.3 Continual Improvement

Obtained by implementing the results from management review meetings, customer satisfaction, audit results and other reports.

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APPENDIX INDEX

Index

Appendix	"A"	Plant List
Appendix	"B"	Quality Assurance Procedures
Appendix	"C"	Controlled Documents

QUALITY MANUAL

APPENDIX 'A'

LIST OF EQUIPMENT

Cross Cut Saw	One Of
Rip Saw	One Of
Wallsaw	One Of
Tenoner	One Of
Planner – Thicknesser	One Of
Mortiser	One Of
Spindle Moulder	One Of
Bandsaw	One Of
Drill Press	One Of
Grinder	One Of
Lipping Planer	One Of
Arbortech	One Of
Transformer	Two Of
90° Angle Drill	One Of
14 Rung Step Ladder	Two Of
Access Tower	One Of
Disc Cutter	One Of
Mixer	One Of

QUALITY MANUAL

APPENDIX "B"

List of Quality Assurance Procedures

- | | |
|----------|---------------------------|
| Q.A.P 01 | CONTRACT REVIEW PROCEDURE |
| Q.A.P 02 | PROCESS CONTROL PROCEDURE |
| Q.A.P 03 | INTERNAL AUDIT PROCEDURE |

QUALITY MANUAL

Q.A.P/001 CONTRACT REVIEW CONTROL PROCEDURE

Approved by: 

Issue no 4:

Date:28/8/26.....

QUALITY MANUAL

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1. Introduction

This procedure details the methods by which enquiries, quotations and subsequent orders are received and processed.

2. Scope

Applicable to all persons who have cause to receive enquiries or process quotations and resultant orders. The term "order" shall also mean "contract" as appropriate.

3. Related Documents

Dorelbury Ltd Quality Assurance Manual

ISO9001 Quality System Specification for Production, Installation and Servicing.

Contract Review 8.2 Customer Related Process

4. General

Compliance with the Building Safety Act 2022 is embedded within our quality management system and forms part of our commitment to delivering safe, compliant and high quality construction services.

All enquiries, whether received by telephone or email, should be initially directed to the Directors, if not calls will be taken by the main office and recorded.

It is essential that all enquiries are actioned in an expedient manner and, where an instant response is not possible, the requirements and details of the enquirer are recorded i.e.: time of call, name, telephone number and any message.

Responsibility for the acceptance and processing of customer orders is that of the Directors of the company. Any Director of the company has the authority to classify contracts as Small or Large works.

An Order may in practice be instigated by any of the following methods:

- a) Verbal Request (ie: telephone/email)
- b) Response to an Invitation to Tender
- c) Email Request
- d) Formal Purchase Order

4. General (cont/..)

The procedure for Order acceptance and processing is detailed in section 6.

5. Quotation

Estimating and Quotations would be performed by the Directors, all specifications, drawings and any literature etc: would go to the Director performing the Quotation.

When Quotation has been prepared it is entered into Quote book i.e.: Date/Customer/Address/Price/Sequential number. Quotations would then be sent by email to the customer.

6. Contract Review

Orders can be received by Telephone, email or by post (hard copy). Telephone would be to inform company if successful.

When order confirmed i.e.: hard copy coming into office, files are created, after checking against the original estimate before proceeding, when all details are found to be correct, then the next sequential job number is given, with the relevant code letter appertaining to its origin i.e. 'HCC' for Hampshire County Council works.

This signifies that contract review has been carried out

Contracts classed as major works, file is raised, and all documents would be entered into this file.

Orders classed as small works, Job sheet is raised by office staff, Red card would stay in office, and Green card is used to start the job with job number, order number, contact/access, and work description. Yellow card is held by estimator until job is complete.

As work progress materials used or supplied would be entered on to the green card, also on the card will be operator name, date and hours worked, when returned to office all paperwork would be pinned together and filed under job number, this information would be used to invoice.

If order not as Quotation supplied by the company, then contact would be made with the customer to resolve any differences.

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Amendments

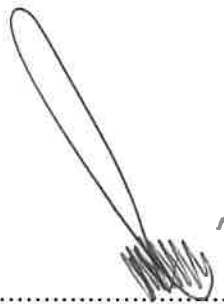
Any amendments received would be incorporated into the original order, under the appropriate heading.

Document: QAP/01

Page 2 of 2

Quality Assurance Procedure No 02 Process Control Procedure

Approved by:

A handwritten signature in black ink, consisting of a large, loopy initial 'A' followed by a series of horizontal strokes.

Issue no 4:

Date:

28/8/26

QUALITY MANUAL

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Introduction

This procedure is to define the methods and responsibility for the processing and control of customer's orders.

Scope

Applicable to all orders undertaken by Dorelbury Ltd and in the management of such orders.

Related Documents

ISO9001 Quality System Specification for Production, Installation and Servicing

Dorelbury Ltd Quality Manual

General

The instructions for purchasing and material control activities are given in section 8.4 of the Quality Manual, the following sub-paragraphs summarise the instructions which relates to the purchasing for items which have a bearing on the Quality of all Work through process control.

Approved Suppliers

A list is maintained by the company of approved vendors.

Purchase Orders

The Directors or delegated personnel has sole responsibility for purchasing of normal deliverable materials, to ensure that the necessary data and Quality requirements are clear and can be met by the supplier, ref.8.4 Quality Manual.

Goods-Inwards

All goods received are to be checked against the delivered paperwork and against the purchase order requirements, Materials/goods on site, stationery to office.

Procedures for rejects, corrective actions etc are covered in section 8.7 Control of Non-Conforming Product of the Quality Manual.

Process Control

It is the responsibility of the Directors and Foreman to ensure that handover commitments will be achieved.

In the event of any unforeseen problems arising which would affect the ability to deliver on time or to specifications, every effort should be made to advise the customer in advance in order to minimise any inconvenience or disruption.

Prior to starting contract, Pre-Contract meetings takes place with Client and any necessary personnel, where deemed necessary by the customer. Bar Charts will be used, also Risk Assessment, Method statements, Health & Safety Policy where asked for by the Client.

Clients can issue instructions at either (1) Site meetings, or (2) Verbal over the telephone, any variations are issued by the Architect/Clients.

Plans and Specifications and any bar charts raised are issued to the relevant Director, who will meet with the designated Foreman on site.

The meeting would decide on labour required for project i.e.: labour already on site, labour to be taken from other sites, or labour from agency already on the company's approved suppliers list.

For all Large contracts a job file is raised, with the necessary information entered i.e.: Job No, Date, Job Location, Brief description of works, Notes, Entered in Job Book by, Entered into Computer by.

Diary's for foreman kept on site for all large contracts.

Small works quotations and all documentation is filed under job number, for small works a green card is raised, red copy is kept in office, yellow card is held by estimator and green card goes to site where the works personnel will fill in the necessary sections before returning to office.

**Q.A.P/003
INTERNAL AUDIT REVIEW CONTROL
PROCEDURE**

Approved by:

A handwritten signature in black ink, consisting of a large, sweeping loop followed by a series of smaller, dense scribbles.

Issue no 4:

Date:

28/8/26

QUALITY MANUAL

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Introduction

I.S.O.9001 requires that periodic and systematic reviews to demonstrate the effectiveness of the Quality Management System are conducted.

This procedure details the method and frequency of review, the records to be maintained and use to be made of the data for corrective action purposes.

Scope

All functions within Dorelbury Limited

Auditing may also be applied when auditing specific activities of Suppliers, at the discretion of the Quality Assurance Manager.

Related Documents

Dorelbury Ltd Quality Manual

I.S.O 9001

Definitions

Quality Management System

The structure, responsibilities, activities, resources and events that together provide organised procedures to ensure the capability of the organisation to meet business Quality and regulatory requirements.

Management Reviews and internal audits need to be positive and constructive and not conducted solely as a matter of expediency resulting from "Quality problems".

Management Reviews shall be held as per section 9.3 of the Quality Manual.

Internal Quality Audits

It is the responsibility of the Quality Assurance Manager to ensure that a programme of Audits designed to monitor the implementation of the defined Quality Management System and its effectiveness is published and implemented.

Audits

Audits may be conducted by the Quality Assurance Manager, a nominated representative, independent personnel who are not directly responsible for the activities being audited or, at the discretion of the Directors, a suitably qualified external consultant.

Those persons conducting audits shall, however, have adequate understanding of the procedures and processes under review and have adequate competence in auditing techniques.

Audits of the entire business operation shall be conducted at least once every 12 months, as per the Audit Schedule ref Appendix "B". The Quality Assurance Manager will be responsible for revision of the audit schedule on justifiable reason for re-schedule, or introduction of additional audits where considered necessary.

Audit Content

To carry out an audit adequately it is necessary to determine:

- a) Procedure that define the conduct and scope of the audit to comply with ISO 9001
- b) The suitability of the applicable documented procedures in achieving the objectives effectively.
- c) How any necessary corrective actions will be implemented and timescales.
- d) To whom the results of the audit will be reported.

All corrective actions shall indicate the actionee and target clearance date. It is the responsibility of the Quality Manager to ensure that all corrective actions are resolved in an expedient manner in agreed timescales.

APPENDIX 'C'

LIST of CONTROLLED DOCUMENTS AVAILABLE ON REQUEST FROM DIRECTORS & ADMIN OFFICE

Quality Manual		Issue 4
QAP's	3 Copies	Issue 4
BP01 Business System map		Issue 1
Order Books	3 Copies	Issue 2
Job Sheets x 3	3 Copies	Issue 1 Rev 5
Daywork Sheets		Issue 1 Removed
Cutting List (works copy form)		Issue 1 Rev A Removed
Vehicle Register		Issue 1 Rev C Removed
Customer Satisfaction Questionnaire		Issue 1 Rev B
Confirmation of Verbal Instruction		Issue 1 Rev A Removed
Timesheets		Issue 1 Rev B
Subcontractor Order		Issue 1 Rev A
Pre-contract check list		Issue 1 Rev C
Improvement notice		Issue 1 Removed
Small works risk assessment		Issue 1 Rev A

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Signed vehicle form	Issue 1 Rev C Removed
Customer complaints form	Issue 1 Rev A
Daily register form	Issue 1 Removed
Site induction form	Issue 1 Rev D
Request for BACS details	Issue 1 Rev A
Labour only Sub. Cont. Details	Issue 1 Rev D
Subcontractor's Insurance Questionnaire	Issue 1 Rev A Removed
Customer Satisfaction Survey (larger Jobs)	Issue 2 Rev C
Health & Safety Policy	Issue 1
Weekly Plant Inspection	Issue 1
Monthly Vehicle Inspection	Issue 1 Rev T Removed
Training Evaluation Questionnaire	Issue 1 Rev A Removed
Materials & Labour Check List	Issue 1 Removed
Toolbox Talks	Issue 1 Rev C