

Project Number: 1534/2021

Company Name: K Tech Suspension

**POSITIVE REPORTING:**

If not Audited during this visit please leave blank

| 4   | CONTEXT OF THE ORGANISATION  |  |
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| 4.1   | How has the company identified/determined <b>QUALITY</b> related Internal and External issues which could prevent them from achieving intended outcomes? | <p>Top management and members of the quality team established what they believed to be their internal and external issues a few years ago when implementing the requirements of 9001:2015. The company's documented requirements regarding their internal and external issues have been recorded within the system manual on pages 7 and 8.</p> <p>The internal and external issues were identified through reviewing the data collected within the internal audits and discussing the data with top management in the management review meetings.</p> <p>Examples below:</p> <p>Relationships with external interested parties Strive to keep strong</p> <p>External inspections/audits Excellent (See KPI's) &amp; UKAS ISO9001:2015, strive to pass</p> <p>Competitors ceases trading Limited but would be good for K Tech</p> <p>Availability of raw materials Good</p> <p>Availability of external providers Good</p> <p>Covid-19 Risk Assessment completed</p> <p>Regulation within the industry generally Very Strict</p> <p>Roles within the organisation Stable, personnel willing to adapt to demands</p> <p>Availability of reliable qualified and competent work force Very good (positive)</p> <p>Stability of workforce Strong team of Sub-Contractors</p> |
| 4.1   | How does the company demonstrate/plan a review of identified <b>QUALITY</b> related Internal and External issues?  | <p>The review of the internal and external issues is carried out through the internal audit and during the management review meetings</p> <p>The internal and external issues are a set item on the agenda and are reviewed at least once a year.</p>  |
| 4.2   | How has the company identified/determined <b>QUALITY</b> related needs and expectations for their Interested Parties?                                    | <p>The company's interested parties have been recorded in their system manual on Page 9. The company have recorded them with their needs and expectation.</p> <p>The company have identified 12</p> <p>Customers would be reviewed more regularly through project /customer requests.</p> <p>Any issues that arise with requirements and expectation with an interested party are discussed with the director before actions are put in place.</p>   |
| 4.2   | How does the company demonstrate/plan to review the identified <b>QUALITY</b> related needs and expectations for their Interested Parties?               | <p>The interested parties are reviewed as part of the internal audits process and then discussed at the management review meetings.</p>  |
| 8   | <b>OPERATION</b>   |  |
| <b>Provide objective evidence below of any orders, projects or files evidenced during the audit to verify the activities of the Company's declared Scope of Certification, in line with the Standard's Requirements and the Company's own Processes</b> |  |  |

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| 8.1   | How have planned changes been controlled and reviewed?  | <p>All planned changes are discussed before being implemented, the changes required are recorded on the amendments register with the initials of the person who approved the change. If the change is design related, there are records of the design change and who checked it.</p> <p>All changes are discussed within the Management review meetings or head of department meetings</p> <p>Any changes with customer orders are reviewed by the MD before proceeding any further.</p> <p>The changes are discussed with the customer to obtain the full specification of the change. Quotation would be up issued based on the requirements of the change.</p>  |
| 8.2.1 | How has the Company demonstrated appropriate communication with Customers?  | <p>Communication with the customer is carried out through the initial enquiry stage by phone, email, the website.</p> <p>The customer will contact the company to request a product / service. If the request was by phone then a confirmation email will be sent</p> <p>The customer is issued with a quotation for the service requirements and products required, there may be several discussions involved to ascertain what is suitable for the client, the quotation will be accompanied by the companies terms and conditions.</p> <p>The customer will review the quotations, if the terms on the quotation seems acceptable to the customer a PO will be sent.</p> <p>There is a controlled sales order process in place, QPM001</p>  |
| 8.2.2 | What Quality related Legislation has the Company identified, when determining their requirements for the products/services to be offered to customers?                | <p>HASWA<br/>PUWER<br/>Working At Height<br/>Manual Handling<br/>COSHH<br/>Consumer Rights Act 2015</p>  |
| 8.2.3 | How has the Company demonstrated appropriate reviews and changes of the requirements for products/services?   | <p>The review of changes of the requirements of the products and services continues to be carried out through the quotation stage and design stages of the operational processes. Meetings with the customer will be carried to discuss the requirements of the products and services required, the review will determine if the requirements completed by K tech are to the requirements specified by the customer. Any changes will be recorded either within a new quotation which will be sent to the customer or through design documentation which will also be sent back to the customer upon completion of the design alteration made by K tech.</p>   |
| 8.3   | If applicable, provide a description of how an appropriate design/development process (considering planning, inputs, controls, outputs and changes) has been followed | <p>The company have setup a design process which is controlled QPM012 and is reviewed on a regular basis.</p> <p>I viewed x2 orders for supply only products:</p> <ul style="list-style-type: none"> <li>• Client Lee Shearing Ltd placed a web order for x1 shock absorber spring – 50N (61x250) in Grey part number 61-250-50 on the 15<sup>th</sup> November 2021 and paid via credit card, the order was reviewed and acknowledged to Lee and order number 1200009617 was allocated. A picking list was raised and job number 155554 was allocated. The picking list refers to who picked the product and who checked the product that would be dispatched to client. Viewed invoice number 176588</li> <li>• Client MXP UK placed a phone order on the 14<sup>th</sup> September 2021 for 1x RCU Spring 50N 270kgs KYB/SHOWA 46mm RED RAL 3020 spring. Job number 155549 was allocated and the order was reviewed. A picking list was raised. The picking list was signed by the picker and checker.</li> </ul> <p>I viewed a design project for a spring, spec: 55-155-140N/mm Preload 5mm, gas pressure 5 bar, compression 12, Rebound 12, bypass valve 8</p> |



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|       |  | <p>QPM006 Customer Complaint Process</p> <p>The company review their purchasing and supplier evaluation as part of the internal audit process.</p> <p>All suppliers are performance reviewed through the co's NC procedure / Customer complaints received.</p> <p>All products are purchased from approved quality suppliers.</p> <p>All personnel are fully trained in the area of their work.</p> <p>All equipment used for the day to day operations are serviced / Calibrated when required,</p> |
| 8.5.2 | Provide a description of how the company has used appropriate identification and traceability  | A Unique enquiry No and project number allocated for each job via the system database  |
| 8.5.3 | Provide a description of how the company has ensured appropriate control over property belonging to customers/external providers                   | <p>All data is kept safe and secure on the server. All customer data is only accessible through the software.</p> <p>All issues would be recorded via the NC process</p> <p>Any customer property on the company premises would be stored in an appropriate manner and location to avoid loss, damage or inadvertent use.</p>  |
| 8.5.5 | Provide a description of how requirements for post-delivery activities have been met   | All incoming goods are checked on receipt. The person receiving the shipment checks all items in, against the original Purchase Order and Delivery Note and signs the delivery note, if present at the time of delivery.   |
| 8.5.6 | Provide a description of how any changes have been appropriately controlled  | All major changes are discussed via the MRM discussed and agreed by top management. The requirements of the discussion would be to determine if the change would have an impact on other processes and or departments.   |
| 8.6   | Does the Audit Team believe that the Company meets their applicable Statutory, Regulatory and Contractual Requirements?                            | Yes  |
| 8.7   | How effective, in terms of the Standard Specific Requirements, is the Company's control over Nonconforming Process Outputs, Products and Services? | Very Effective   |