



Assessment Report.

InfraTec UK Ltd

Introduction.

This report has been compiled by Helen Brodie and relates to the assessment activity detailed below:

Visit ref/Type/Date/Duration	Certificate/Standard	Site address
8315406 Continuing Assessment (Surveillance) 21/12/2015 1 day(s) Effective no. of employees : 4 Total no. of employees : 4	FS 618313 ISO 9001:2008	InfraTec UK Ltd 50 Cranbourne Drive Redcar TS10 2SP United Kingdom

The objective of the assessment was to conduct a surveillance assessment and look for positive evidence to ensure that elements of the scope of certification and the requirements of the management standard are effectively addressed by the organisation's management system and that the system is demonstrating the ability to support the achievement of statutory, regulatory and contractual requirements and the organisations specified objectives, as applicable with regard to the scope of the management standard, and to confirm the on-going achievement and applicability of the forward strategic plan and where applicable to identify potential areas for improvement of the management system.

The scope of the assessment is the documented management system with relation to the requirements of ISO 9001:2008 and the defined assessment plan provided in terms of locations and areas of the system and organisation to be assessed.

Management Summary.

Overall Conclusion

I would like to thank all the audit participants for their assistance and co-operation which enabled the audit to run smoothly and to schedule.

The audit objectives have been achieved and the certificate scope remains appropriate. With the exception of the nonconformities identified, the audit team concludes based on the results of this audit that InfraTec-UK does fulfil the standards and audit criteria identified within the audit report and it is deemed that the management system continues to achieve its intended outcomes.

Pending resolution of the identified nonconformities, the audit team recommends that BSI consider the information found in this assessment report as evidence in part, of the conformity of InfraTec-UK with the requirements for ISO 9001:2008 continued certification.

Corrective actions DO NOT require an on-site re-audit to verify effective implementation.

Corrective actions with respect to nonconformities raised at the last assessment have been reviewed and found to be effectively implemented.

A minor nonconformity requiring attention was identified. This, along with other findings, is contained within subsequent sections of the report.

A minor nonconformity relates to a single identified lapse, which in itself would not indicate a breakdown in the management system's ability to effectively control the processes for which it was intended. It is necessary to investigate the underlying cause of any issue to determine corrective action. The proposed action will be reviewed for effective implementation at the next assessment.

Areas Assessed & Findings.

Management System Requirements - objectives and targets, management review, internal audits, NCRs, corrective actions, customer feedback :

The client confirmed that there have been no changes to the management system since the previous visit by BSI.

Objectives for the organisation include improving profitability and values by increasing the headcount of the organisation by 50%, reducing risk by increasing the customer base by 100%, and developing employee competence so that an overlap is achieved, improve identity with customer by establishing a customer portal. All the above have been achieved by the organisation.

There have been no customer complaints. Feedback questionnaires have been received from VMS and records viewed that the customer was happy with the service provided.

Internal audits are carried out by an auditor independent of the process audited, and a documented programme is in place. Audit reports demonstrated good evidence of positive auditing and NCRs had been raised on a corrective action review form. All corrective actions included an investigation into the root cause, corrective actions to eliminate the cause and a follow up to ensure actions were effective.

Documents are controlled electronically with one copy of the procedures as a hard copy. All documents included a revision/effective date together with details of any changes. A records procedure was also viewed which includes all records held by the organisation together with retention periods. The process was viewed to be effective.

Observations.

Type	Area/Process	Clause
Observations	Management System Requirements - objectives and targets, management review, internal audits, NCRs, corrective actions, customer feedback	
Scope	FS 618313	
Details:	The table of management review meetings needs amending to reflect new frequency.	

Service Delivery :

The process for receiving job requests from the customer, together with raising appropriate documentation, completing the job and raising an invoice was assessed using a number of examples of completed work. Records were also checked with regards to method statements, vehicle inspections, training records and calibration records for electrical testing/inspection equipment. These processes were viewed to be effectively managed.

Purchasing is mainly related to consumable items, where a purchase order is not required. Houseman Hauliers provide sub-

contracted haulage if required and a subcontractor evaluation was completed on 7/12/15, with no issues identified. The customer provides all material to complete any installations, etc.

During the course of the visit logos were found to be used correctly.

Minor Nonconformities Raised at Last Assessment.

Ref	Area/Process	Clause
1146783N1	Management Review	5.6.1
Scope	FS 618313	
Statement of non conformance:	The Quality Policy review has not been part of the Management Review process.	
Requirements:	<p>General</p> <p>Top management shall review the organization's quality management system, at planned intervals, to ensure its continuing suitability, adequacy and effectiveness. This review shall include assessing opportunities for improvement and the need for changes to the quality management system, including the quality policy and quality objectives.</p> <p>Records from management reviews shall be maintained (see 4.2.4).</p>	
Objective Evidence:	The Management Review held 25/11/2014 did not report on the Quality Policy and the review of its content	
Actions:	Management review meeting minutes from February 2015 included a review of the Quality Policy	
Closed?:	Yes	

Minor Nonconformities Arising from this Assessment.

Ref	Area/Process	Clause
1279292N1	Management System Requirements - objectives and targets, management review, internal audits, NCRs, corrective actions, customer feedback	8.2.2
Scope	FS 618313	
Statement of non conformance:	Internal audits have not always been completed in accordance with planned arrangements.	
Requirements:	<p>Internal audit</p> <p>The organization shall conduct internal audits at planned intervals to determine whether the quality management system</p> <p>a) conforms to the planned arrangements (see 7.1), to the requirements of this International Standard and to the quality management system requirements established by the organization, and</p> <p>b) is effectively implemented and maintained.</p> <p>An audit programme shall be planned, taking into consideration the status and importance of the processes</p>	

	<p>and areas to be audited, as well as the results of previous audits. The audit criteria, scope, frequency and methods shall be defined. The selection of auditors and conduct of audits shall ensure objectivity and impartiality of the audit process. Auditors shall not audit their own work.</p> <p>A documented procedure shall be established to define the responsibilities and requirements for planning and conducting audits, establishing records and reporting results.</p> <p>Records of the audits and their results shall be maintained (see 4.2.4).</p> <p>The management responsible for the area being audited shall ensure that any necessary corrections and corrective actions are taken without undue delay to eliminate detected nonconformities and their causes. Follow-up activities shall include the verification of the actions taken and the reporting of verification results (see 8.5.2).</p> <p>NOTE See ISO 19011 for guidance.</p>
Objective Evidence:	Audits programmed for September have not yet been completed

Shift Details.

The majority of site work is completed at night and could be anywhere on the Highways network, so assessments must be planned with the client two weeks prior to the date of assessment.

Assessment Participants.

On behalf of the organisation:

Name	Position
Mr Dave Bullock	Managing Director
Mr Lee Radcliffe	Operations Director

The assessment was conducted on behalf of BSI by:

Name	Position
Helen Brodie	Team Leader

Continuing Assessment.

The programme of continuing assessment is detailed below.

Site Address	Certificate Reference/Visit Cycle	
InfraTec UK Ltd 50 Cranbourne Drive Redcar TS10 2SP United Kingdom	FS 618313	
	Visit interval:	12 months
	Visit duration:	1 Days
	Next re-certification:	01/11/2017

Re-certification by Strategic Review will be conducted on completion of the cycle, or sooner as required. The review will focus on the strengths and weaknesses of your Management System.

Certification Assessment Plan.

INFRAT-0047529484-000|FS 618313

		Visit1	Visit2	Visit3
Business area/Location	Date (mm/yy):	11/15	11/16	11/17
	Duration (days):	1	1	1
Management System - Changes (to include) Customer Complaints, Corrective Actions, Preventive Actions, Management Review, Customer Satisfaction, Quality Objectives, Improvements and Internal Audits, including logo review.		X	X	X
Customer Enquiry's and Order Processing		X	X	X
Purchasing and Project Management		X	X	X
Installation (Site Visit)			X	X
Test and Repair			X	X
Commissioning			X	X
Control of Documents and Records		X	X	X
Training and Competence			X	X
Calibration and Maintenance		X	X	X
Transition - ISO 9001:2015		X	X	X
Top Management Interview			X	X

Strategic Review			X
------------------	--	--	---

Next Visit Plan.

Visit objectives:

The objective of the assessment is to conduct a surveillance assessment and look for positive evidence to ensure the elements of the scope of certification and the requirements of the management standard are effectively addressed by the organisation's management system and that the system is demonstrating the ability to support the achievement of statutory, regulatory and contractual requirements and the organisations specified objectives, as applicable with regard to the scope of the management standard, and to confirm the on-going achievement and applicability of the forward strategic plan.

The scope of the assessment is the documented management system with relation to the requirements of ISO 9001:2015 and the defined assessment plan provided in terms of locations and areas of the system and organisation to be assessed.

Date	Assessor	Time	Area / Process	Clause
01/12/2016	Assessor 1		Opening Meeting - no timings are included in this plan as a site visit is required which may be at night	
			Management System - Changes (to include) Customer Complaints, Corrective Actions, Preventive Actions, Management Review, Customer Satisfaction, Quality Objectives, Improvements and Internal Audits, including logo review. Transition to ISO 9001:2015.	
			Installation, Test, Repair or Commissioning (Site Visit) including training and calibration	
			Customer Enquiry's and Order Processing, including training, purchasing, etc	
			Training and Competence	
			Report Preparation	
			Closing Meeting	

Please note that BSI reserves the right to apply a charge equivalent to the full daily rate for cancellation of the visit by the organisation within 30 days of an agreed visit date. It is a condition of Registration that a deputy management representative be

nominated. It is expected that the deputy would stand in should the management representative find themselves unavailable to attend an agreed visit within 30 days of its conduct.

Scope of Certificate FS 618313 (ISO 9001:2008).

Main Scope

The planning, installation and commissioning services for driver information and traffic monitoring systems.

The scope has been confirmed as correct.

Location	Scope
InfraTec UK Ltd 50 Cranbourne Drive Redcar TS10 2SP United Kingdom INFRAT-0047529484-000	Main Certificate Scope applies.

Notes.

The assessment was based on sampling and therefore nonconformities may exist which have not been identified.

If you wish to distribute copies of this report external to your organisation, then all pages must be included.

BSI, its staff and agents shall keep confidential all information relating to your organisation and shall not disclose any such information to any third party, except that in the public domain or required by law or relevant accreditation bodies. BSI staff, agents and accreditation bodies have signed individual confidentiality undertakings and will only receive confidential information on a 'need to know' basis.

'Just for Customers' is the website that we are pleased to offer our clients following successful registration, designed to support you in maximising the benefits of your BSI registration - please go to www.bsigroup.com/j4c to register. When registering for the first time you will need your client reference number and your certificate number (47529484/FS 618313).

This report and related documents is prepared for and only for BSI's client and for no other purpose. As such, BSI does not accept or assume any responsibility (legal or otherwise) or accept any liability for or in connection with any other purpose for which the Report may be used, or to any other person to whom the Report is shown or in to whose hands it may come, and no other persons shall be entitled to rely on the Report.

Should you wish to speak with BSI in relation to your registration, please contact our Customer Engagement and Planning:

Customer Services
BSI
Kitemark Court,
Davy Avenue, Knowlhill
Milton Keynes
MK5 8PP

Tel: +44 (0)845 080 9000

Email: MK.Customerservices@bsigroup.com

Regulatory Compliance.

BSI conditions of contract for this visit require that BSI be informed of all relevant regulatory non-compliance or incidents that require notification to any regulatory authority. Acceptance of this report by the client signifies that all such issues have been disclosed as part of the assessment process and agreement that any such non-compliance or incidents occurring after this visit will be notified to the BSI client manager as soon as practical after the event.

Expected Outcomes for Accredited Certification.

What accredited certification means:

The accredited certification process provides confidence that the organization has a management system that conforms to the applicable requirements of the certified standards covered within this assessment and scope of certification.

What accredited certification does not mean:

It is important to recognize that certification defines the requirements for an organization's management system, not for its products or services. It does not imply that the organization is providing a superior product or service, or that the product, service or performance itself is certified as meeting the requirements of an ISO standard or specification or that the organisation can guarantee 100% product, service or performance conformity, though this should of course be a permanent goal.