

WINNS SERVICES LTD

Quality Manual

Revision 5

Issued 1st September 2021

Conforms to ISO 9001:2015

2021 WINNS Services Ltd; all rights reserved. This document may contain proprietary information and may only be released to third parties with approval of management. Document is uncontrolled unless otherwise marked; uncontrolled documents are not subject to update notification.

TABLE OF CONTENTS

WINNS SERVICES LTD	0
Revision History and Approval	3
Welcome to WINNS Services	3
About Winns Quality Manual	3
Terms and Definitions	3
Context of the Organisation	4
4.1 Understanding the Organisation and Its Context	4
4.2 Understanding the Needs and Expectations of Interested Parties	4
4.3 Determining the Scope of the Quality Management System	4
4.4 Quality Management System and Its Processes	5
4.4.1 Process Identification	5
4.4.2 Process Controls & Objectives	6
4.4.3 Outsourced Processes	6
5. Leadership	6
5.1 Leadership & Commitment	6
5.1.1 General	6
5.1.2 Customer focus	7
5.2 Policy	7
5.3 Organisational Roles Responsibilities and Authorities	8
6. Planning	9
6.1 Actions to Address Risks and Opportunities	9
6.2 Quality Objectives and Planning to Achieve Them	9
6.3 Planning of Changes	10
7. Support	10
7.1 Resources	10
7.1.1 General	10
7.1.2 People	10
7.1.4 Environment for the Operation of Processes	10
7.1.5 Monitoring and Measuring Resources	11
7.1.6 Organisational Knowledge	11
7.2 Competence	11
7.3 Awareness	11

7.5 Documented Information	12
8. Operation	12
8.1 Operational Planning and Control	12
8.2 Requirements for Products and Services	13
8.2.1 Customer Communication	13
8.2.2 Determining the Requirements Related to Products and Services	13
8.2.3 Review of Requirements Related to Products and Services	13
8.2.4 Changes to Requirements for Products and Services	14
8.3 Design and Development of Products and Services	14
8.4 Control of Externally Provided Processes, Products and Services	14
8.5 Production and Service Provision	14
8.5.1 Control of Production and Service Provision	14
8.5.2 Identification and Traceability	14
8.5.3 Property Belonging to Customers or External Providers	15
8.5.4 Preservation	15
8.5.5 Post-Delivery Activities	15
8.5.6 Control of Changes	15
8.6 Release of Products and Services	16
8.7 Control of Nonconforming Outputs	16
9. Performance Evaluation	16
9.1 Monitoring, Measurement, Analysis and Evaluation	16
9.1.2 Customer Satisfaction	16
9.1.3 Analysis and Evaluation	16
9.2 Internal Audit	17
9.3 Management Review	17
10. Improvement	17
10.1 General	17
10.2 Nonconformity and Corrective Action	18
10.3 Continual Improvement	18
Appendix A: Overall Process Sequence & Interaction	19

Revision History and Approval

Rev.	Nature of changes	Approval	Date
1	Original release.	Chris Stebbing	15th December 2017
2	Update of section 8.3	Chris Stebbing	1st October 2019
3	Updated section 9.3	Chris Stebbing	10 th October 2020
4	Updated to Google Docs	Chris Stebbing	25th August 2021
5	Updated Mission and Vision Statements	Chris Stebbing	1st September 2021

1. Welcome to WINNS Services

WINNS is a security and cleaning specialist in the delivery of manned guarding, cleaning single and integrated service solution. With 2 regional offices and a 24 hour control centre

2. About Winns Quality Manual

This manual is prepared for the purpose of defining the company's interpretations of the ISO 9001:2015 international standard, as well as to demonstrate how the company complies with that standard.

This manual presents "Notes" which are used to define how Winns has tailored its management system to suit its purposes. These are intended to clarify implementation approaches and interpretations for concepts which are not otherwise clearly defined in ISO 9001:2015. *Notes appear in italics, with gray background.*

Where subordinate or supporting documentation is referenced in this manual, these are indicated by ***bold italics***.

3. Terms and Definitions

Winns adopts the following terms and definitions within its Quality Management System. Where no definition is provided, the company typically adopts the definitions provided in ***ISO 9001: Quality Management – Fundamentals and Vocabulary***. In some cases, specific procedures or

documentation may provide a different definition to be used in the context of that document; in such cases, the definition will supersede those provided for in this Quality Manual or ISO 9000.

General Terminology

Winns – Winns Services Ltd

Document – written information used to describe how an activity is done.

Record – captured evidence of an activity having been done.

Risk-Based Thinking Terminology

Risk – Negative effect of uncertainty

Opportunity – Positive effect of uncertainty

Uncertainty - A deficiency of information related to understanding or knowledge of an event, its consequence, or likelihood. (Not to be confused with measurement uncertainty.)

Nonconforming Product Terminology

Rework: Efforts to bring nonconforming product into conformance through additional operations that *do not* alter the original design of the product.

Repair: Efforts to bring nonconforming product into conformance through additional operations that alter the original design of the product; this may be through the addition of material not specified in the original design, or through altering pre-existing design features.

Scrap: The discard of nonconforming product in lieu of rework or repair.

4. Context of the Organisation

4.1 Understanding the Organisation and Its Context

Winns has reviewed and analysed key aspects of itself and its stakeholders to determine the strategic direction of the company. This requires understanding internal and external issues that are of concern to Winns and its interested parties (per 4.2 below); the interested parties are identified per the document ***Context of the Organisation***.

Such issues are monitored and updated as appropriate, and discussed as part of management reviews.

4.2 Understanding the Needs and Expectations of Interested Parties

The issues determined per 4.1 above are identified through an analysis of risks facing Winns and its interested parties. “Interested parties” are those stakeholders who receive our products and services, or who may be impacted by them, or those parties who may otherwise have a significant interest in our company. These parties are identified per the document ***Context of the Organisation***.

This information is then used by senior management to determine the company’s strategic direction. This is defined in records of management review, and periodically updated as conditions and situations change.

4.3 Determining the Scope of the Quality Management System

Based on an analysis of the above issues of concern, interests of stakeholders, and in consideration of its products and services, Winns has determined the scope of the management system as follows:

Contract Support Services for Security and Cleaning.

The quality system applies to all processes, activities, and employees of the following locations within the company:

Elgor House, 666-686 London Road Westcliff On Sea Essex SS0 9HQ 1702719100	28 George Street Birmingham West Midlands B12 9RG 01619145145
--	---

The quality system applies to all processes, activities and employees within the company. The facility is located at:

Elgor House, 666-686 London Road
Westcliff On Sea Essex SS0 9HQ

Phone: 1702719100

Fax:

Web: www.winsservices.co.uk

The following clauses of ISO 9001 were determined to be not applicable to Winns.

- 8.3 Design and Development of Products and Services.

The following sites are excluded from the company quality system at this time; in the future, these may be incorporated into the company QMS, and this manual will be updated accordingly.

28 George Street Birmingham West Midlands B12 9RG 01619145145	
---	--

4.4 Quality Management System and Its Processes

4.4.1 Process Identification

Winns has adopted a process approach for its management system. By identifying the top-level processes within the company, and then managing each of these discretely, this reduces the potential for nonconforming products and services discovered during final processes or after delivery. Instead, nonconformities and risks are identified in real time, by actions taken within each of the top-level processes.

Note: not all activities are considered "processes" – the term "process" in this context indicates the activity has been elevated to a higher level of control and management oversight. The controls indicated herein are applicable only to the top-level processes identified.

The following top-level processes have been identified for Winns:

- Supply of Cleaning Services
- Supply of Security Services
- Administrative Support

Each process may be supported by other activities, such as tasks or sub-processes. Monitoring and control of top level processes ensures effective implementation and control of all subordinate tasks or sub-processes.

Each top-level process has a **Process Definition** document which defines:

- applicable inputs and outputs
- process owner(s)

- applicable responsibilities and authorities
- applicable risks and opportunities
- critical and supporting resources
- criteria and methods employed to ensure the effectiveness of the process
- quality objectives related to that process

The sequence of interaction of these processes is illustrated in Appendix A.

Note: Appendix A represents the typical sequence of processes, and may be altered depending on customer or regulatory requirements at the job or contract level, as needed.

4.4.2 Process Controls & Objectives

Each process has at least one objective established for it; this is a statement of the intent of the process. Each objective is then supported by at least one key performance indicator (KPI) which is then measured to determine the process' ability to meet the quality objective.

Note: some processes have multiple objectives. This is determined by the nature of the process, its impact on products and services, and associated risks.

Note: Whereas ISO 9001 discusses process measurements and "quality objectives" as separate concepts, Winns combines them; i.e., quality objectives are used to control the processes. Additional objectives for products and services may be assigned, but these will also be used to measure process effectiveness.

Throughout the year, metrics data is measured and gathered by process owners or other assigned managers, in order to present the data to Senior Management Team. The data is then analysed by Senior Management Team in order that Senior Management Team may set goals and make adjustments for the purposes of long-term continual improvement.

The specific quality objectives for each process are defined in the applicable **Process Definition**.

Metrics, along with current standings and goals for each objective, are recorded in records of management review.

When a process does not meet a goal, or an unexpected problem is encountered with a process, the corrective and preventive action process is implemented to research and resolve the issue. In addition, opportunities for improvement are sought and implemented, for the identified processes.

4.4.3 Outsourced Processes

Any process performed by a third party is considered an "outsourced process" and must be controlled, as well. The company's outsourced processes, and the control methods implemented for each, are defined in **Outsourced Processes**.

The type and extent of control to be applied to the outsourced process take into consideration:

- a) the potential impact of the outsourced process on the company's capability to provide product that conforms to requirements,
- b) the degree to which the control for the process is shared,
- c) the capability of achieving the necessary control through the purchasing contract requirements.

5. Leadership

5.1 Leadership & Commitment

5.1.1 General

Senior Management Team of Winns provides evidence of its leadership and commitment to the

development and implementation of the management system and continually improving its effectiveness by:

- a) taking accountability of the effectiveness of the management system;
- b) ensuring that the **Quality Policy** and quality objectives are established for the management system and are compatible with the strategic direction and the context of the organisation;
- c) ensuring the integration of the management system requirements into the organisation's other business processes, as deemed appropriate (see note);
- d) promoting awareness of the process approach;
- e) ensuring that the resources needed for the management system are available;
- f) communicating the importance of effective quality management and of conforming to the management system requirements;
- g) ensuring that the management system achieves its intended results;
- h) engaging, directing and supporting persons to contribute to the effectiveness of the management system;
- i) promoting continual improvement;
- j) supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

Note: "business processes" such as accounting, employee benefits management and legal activities are out of scope of the QMS.

5.1.2 Customer focus

Senior Management Team of Winns adopts a customer-first approach which ensures that customer needs and expectations are determined, converted into requirements and are met with the aim of enhancing customer satisfaction.

This is accomplished by assuring:

- a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met;
- b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;
- c) the focus on enhancing customer satisfaction is maintained.

5.2 Policy

The Senior Management Team has developed the Quality Policy, defined in section 3.0 above, that governs day-to-day operations to ensure quality.

The Quality Policy is released as a standalone document as well, and is communicated and implemented throughout the organisation.

The Quality Policy of Winns is as follows:

THE DIRECTOR OF WINNS SERVICES

It is the aim of WINNS Services to provide, within budget and in the most cost effective manner, the appropriate number of staff motivated, trained in the necessary skills to meet the requirements of the clients, in accordance with the contractual specifications.

It is clear that for the company to be successful in the future it will no longer be sufficient to simply meet the contractual requirements laid out between us and the client but to exceed the level of service expected.

This must be done without incurring unnecessary revenue loss by over-delivery of non-rechargeable services and must therefore be concentrated on the customer experience of what it is like to do business with WINNS Services e.g, we work to our quality objective and include continual improvement of services through contract review. etc.

Being customer focused goes further than simply “meeting the customer’s requirement”. For WINNS Services to be recognised as a benchmark service provider, it will be necessary for all members of WINNS Services to be personally committed to the pursuit of excellence in their own contribution to the delivery of WINNS’s services, our core service outputs or the more peripheral outputs such as visits, audits and admin support etc. It also means that we must all maintain a WILCO attitude to requests for assistance. Achieving this aim will result in a vibrant, efficient and profitable company in which we can all enjoy working.

Our objectives for the quality policy can best be encapsulated in our company mission and vision statement below: -

MISSION STATEMENT

To provide a professional service specific to our client’s needs at a competitive price

VISION STATEMENT

Clean, secure and maintain every work space in the UK

TAG LINE

Clean, Secure, Maintain

5.3 Organisational Roles Responsibilities and Authorities

Senior Management Team has assigned responsibilities and authorities for all relevant roles in the company. These are communicated through the combination of the **Organisational Chart** and Position Descriptions.

In addition, the following overall QMS responsibilities and authorities are assigned as follows:

Responsibility	Assigned To
-----------------------	--------------------

Ensuring that the management system conforms to applicable standards	Senior Management Team
Ensuring that the processes are delivering their intended outputs	Applicable process owner
Reporting on the performance of the management system and providing opportunities for improvement for the management system	General Manager
Ensuring the promotion of customer focus throughout the organisation	Senior Management Team
Ensuring that the integrity of the management system is maintained when changes are planned and implemented	Senior Management Team

The General Manager has been assigned the role of Quality Manager when having a single point of contact to represent the Winns quality system is useful or required by customer or regulations. Other duties of the Quality Manager may be defined herein or within other documented procedures.

6. Planning

6.1 Actions to Address Risks and Opportunities

Note: Winns deviates slightly from the approach towards risk and opportunity presented in ISO 9001. Instead, Winns views “uncertainty” as neutral, but defines “risk” as a negative effect of uncertainty, and “opportunity” as a positive effect of uncertainty. Winns has elected to manage risks and opportunities separately, except where they may overlap. Formal risk management may not be utilised in all instances; instead, the level of risk assessment, analysis, treatment and recordkeeping will be performed to the level deemed appropriate for each circumstance or application.

Winns considers risks and opportunities when taking actions within the management system, as well as when implementing or improving the management system; likewise, these are considered relative to products and services. Risks and opportunities are identified as part of the “Context of the Organisation Exercise” defined in Context of the Organisation, as well as throughout all other activities of the QMS.

Risks and opportunities are managed in accordance with the document **Risk and Opportunity Management**. This procedure defines how risks are managed in order to minimise their likelihood and impact, and how opportunities are managed to improve their likelihood and benefit.

6.2 Quality Objectives and Planning to Achieve Them

As part of the adoption of the process approach, Winns utilises its process objectives, as discussed in 4.4 above, as the main quality objectives for the QMS. These include overall product-related quality objectives; additional product-related quality objectives may be defined in work instructions or customer requirements.

The process objectives have been developed in consideration that they:

- a) be consistent with the quality policy;
- b) be measurable;
- c) take into account applicable requirements;
- d) be relevant to conformity of products and services and to enhancement of customer satisfaction;
- e) be monitored;
- f) be communicated;
- g) be updated as appropriate.

Process quality objectives are defined in the minutes of management review per section 9.3 below.
The planning of process quality objectives is defined in section 4.4. above.

6.3 Planning of Changes

Changes to the quality management system and its processes are carried out in a planned manner per the procedure [Change Management](#).

7. Support

7.1 Resources

7.1.1 General

Winns determines and provides the resources needed:

- a) to implement and maintain the management system and continually improve its effectiveness
- b) to enhance customer satisfaction by meeting customer requirements

Resource allocation is done with consideration of the capability and constraints on existing internal resources, as well as needs related to supplier expectations.

Resources and resource allocation are assessed during management reviews.

7.1.2 People

Senior management ensures that it provides sufficient staffing for the effective operation of the management system, as well its identified processes.

7.1.3 Infrastructure

Winns determines, provides and maintains the infrastructure needed to achieve conformity to product requirements. Infrastructure includes, as applicable:

- a) buildings, workspace and associated facilities;
- b) process equipment, hardware and software;
- c) supporting services such as transport;
- d) Information and communication technology.

Equipment is validated per the procedure **Validation of Equipment** and maintained per the procedure **Preventive Maintenance**.

7.1.4 Environment for the Operation of Processes

Winns provides a clean, safe and well-lit working environment. The Senior Management Team of Winns manages the work environment needed to achieve conformity to product requirements. Specific environmental requirements for products are determined during quality planning and are documented in subordinate procedures, work instructions, or job documentation. Where special work environments have been implemented, these shall also be maintained per 6.3 above.

Human factors are considered to the extent that they directly impact on the quality of products and services.

Note: Social, psychological and safety aspects of the work environment are managed through activities outside of the scope of the management system. Only work environment aspects which can directly affect process efficiency or product and service quality are managed through the management system.

7.1.5 Monitoring and Measuring Resources

Where equipment is used for critical measurement activities, such as inspection and testing, these shall be subject to control and either calibration or verification; see the procedure [Calibration of Equipment](#).

Note: Calibration and measurement traceability is not employed for all measurement devices. Instead, Winns determines which devices will be subject to calibration based on its processes, products and services, or in order to comply with specifications or requirements. These decisions are also based on the importance of a measurement, and considerations of risk.

7.1.6 Organisational Knowledge

Winns also determines the knowledge necessary for the operation of its processes and to achieve conformity of products and services. This may include knowledge and information obtained from:

- a) internal sources, such as lessons learned, feedback from subject matter experts, and/or intellectual property;
- b) external sources such as standards, academia, conferences, and/or information gathered from customers or suppliers.

This knowledge shall be maintained, and made available to the extent necessary.

When addressing changing needs and trends, Winns shall consider its current knowledge and determine how to acquire or access the necessary additional knowledge.

7.2 Competence

Staff members performing work affecting product quality are competent on the basis of appropriate education, training, skills and experience. The documented procedure **Hiring and Training** defines these activities in detail.

Note: the management system does not include other aspects of Human Resources management, such as payroll, benefits, insurance, labour relations or disciplinary actions.

7.3 Awareness

Training and subsequent communication ensure that staff are aware of:

- a) the quality policy;
- b) relevant quality objectives;
- c) their contribution to the effectiveness of the management system, including the benefits of improved performance;
- d) the implications of not conforming with the management system requirements.

7.4 Communication

The Senior Management Team of Winns ensures internal communication takes place regarding the effectiveness of the management system. Internal communication methods include:

- a) use of corrective and preventive action processes to report nonconformities or suggestions for improvement
- b) use of the results of analysis of data
- c) meetings (periodic, scheduled and/or unscheduled) to discuss aspects of the QMS
- d) use of the results of the internal audit process
- e) regular company meetings including employees

- f) internal emails
- g) memos to employees
- h) Winns "open door" policy which allows any employee access to Senior Management Team for discussions on improving the quality system

7.5 Documented Information

The management system documentation includes both documents and records.

Note: the ISO 9001:2015 standard uses the term "documented information"; Winns does not use this term, but instead relies on the terms "document" and "record" to avoid confusion. In this context the terms are defined by Winns as provided for in section 3.0 above. Documents and records undergo different controls as defined herein.

The extent of the management system documentation has been developed based on the following:

- a) The size of Winns
- b) Complexity and interaction of the processes
- c) Risks and opportunities
- d) Competence of personnel

Documents required for the management system are controlled in accordance with procedure [Control of Documents](#). The purpose of document control is to ensure that staff have access to the latest, approved information, and to restrict the use of obsolete information. All documented procedures are established, documented, implemented and maintained.

A documented procedure [Control of Records](#) has been established to define the controls needed for the identification, storage, retrieval, protection, retention time, and disposition of quality records. This procedure also defines the methods for controlling records that are created by and/or retained by suppliers.

These controls are applicable to those records which provide evidence of conformance to requirements; this may be evidence of product and service requirements, contractual requirements, procedural requirements, or statutory/regulatory compliance. In addition, quality records include any records which provide evidence of the effective operation of the management system.

8. Operation

8.1 Operational Planning and Control

Winns plans and develops the processes needed for realisation of its products and services. Planning of product and service realisation is consistent with the requirements of the other processes of the management system. Such planning considers the information related to the context of the organisation (see section 2.0 above), current resources and capabilities, as well as product and service requirements.

Such planning is accomplished through:

- a) determining the requirements for the products and services ;
- b) establishing criteria for the processes and the acceptance of products and services ;
- c) determining the resources needed to achieve conformity to the product and service requirements;
- d) implementing control of the processes in accordance with the criteria;
- e) determining, maintaining and retaining documented information to the extent necessary to have confidence that the processes have been carried out as planned and to demonstrate

the conformity of products and services to their requirements.

Changes to operational processes are done in accordance with the document [Change Management](#).

Outsourced processes and the means by which Winns controls them are defined in the documented procedure [Outsourced Processes](#).

8.2 Requirements for Products and Services

8.2.1 Customer Communication

Winns has implemented effective communication with customers in relation to:

- a) providing information relating to products and services;
- b) handling enquiries, contracts or orders, including changes;
- c) obtaining customer feedback relating to products and services, including customer complaints;
- d) handling or controlling customer property;
- e) establishing specific requirements for contingency actions, when relevant.

8.2.2 Determining the Requirements Related to Products and Services

During the intake of new business Winns captures:

- a) requirements specified by the customer, including the requirements for delivery and post-delivery activities;
- b) requirements not stated by the customer but necessary for specified or intended use, where known
- c) statutory and regulatory requirements related to products and services;
- d) any additional requirements determined by Winns.

These activities are defined in greater detail in the procedure [Quoting and Order Acceptance](#).

8.2.3 Review of Requirements Related to Products and Services

Once requirements are captured, Winns reviews the requirements prior to its commitment to supply the product and service. This review ensures that Winns has the capability and capacity to:

- a) meet all requirements specified by the customer, including requirements for delivery and post-delivery activities;
- b) meet any requirements not stated by the customer, but which Winns knows as being necessary;
- c) meet all requirements determined necessary by Winns itself;
- d) meet all related statutory and regulatory requirements;
- e) meet any contract or order requirements differing from those previously expressed (i.e., from a previous Winns quote).

These activities are defined in greater detail in the procedure [Quoting and Order Acceptance](#).

8.2.4 Changes to Requirements for Products and Services

Winns updates all relevant requirements and documents when the requirements are changed and ensures that all appropriate staff are notified; see the documented procedure ***Change Management***.

8.3 Design and Development of Products and Services

WINNS has reviewed its position on Design and Development of Products and Services, and it considers that this is outside of our scope, as we follow manufacturer's specifications for equipment and products, and best practice in supplying our services.

Conclusion :8.3 is not applicable to WINNS

8.4 Control of Externally Provided Processes, Products and Services

Winns ensures that purchased product and service conform to specified purchase requirements. The type and extent of control applied to the supplier and the purchased products or services are dependent on the effect on subsequent product and service realisation or the final product.

Winns evaluates and selects suppliers based on their ability to supply products and services in accordance with the organisation's requirements. Criteria for selection, evaluation and re-evaluation are established.

Purchases are made via the release of formal purchase orders and/or contracts which clearly describe what is being purchased. Received products or services are then verified against requirements to ensure satisfaction of requirements. Suppliers who do not providing conforming products or services may be requested to conduct formal corrective action.

These activities are further defined in the documents [Purchasing](#) and [Receiving](#).

8.5 Production and Service Provision

8.5.1 Control of Production and Service Provision

To control its provision of products and services, Winns considers, as applicable, the following:

- a) the availability of documents or records that define the characteristics of the products and services as well as the results to be achieved;
- b) the availability and use of suitable monitoring and measuring resources;
- c) the implementation of monitoring and measurement activities;
- d) the use of suitable infrastructure and environment;
- e) the appointment of competent persons, including any required qualifications;
- f) the validation and revalidation of special processes if applicable (see below);
- g) the implementation of actions to prevent human error;
- h) the implementation of release, delivery and post-delivery activities.

At this time, Winns does not utilise any in-house "special processes" where the result of the process cannot be verified by subsequent monitoring or measurement. Any such special processes are sent to outside suppliers, and controlled and an outsourced process per [Outsourced Processes](#).

8.5.2 Identification and Traceability

Where appropriate, Winns identifies its product and service or other critical process outputs by

suitable means. Such identification includes the status of the product and service with respect to monitoring and measurement requirements. Unless otherwise indicated as nonconforming, pending inspection or disposition, or some other similar identifier, all product and service shall be considered conforming and suitable for use.

If unique traceability is required by contract, regulatory, or other established requirement, Winns controls and records the unique identification of the product and service.

The documented procedure [Identification and Traceability](#) defines these methods in detail.

8.5.3 Property Belonging to Customers or External Providers

Winns exercises care with customer or supplier property while it is under the organisation's control or being used by the organisation. Upon receipt, such property is identified, verified, protected and safeguarded. If any such property is lost, damaged or otherwise found to be unsuitable for use, this is reported to the customer or supplier and records maintained.

For customer intellectual property, including customer furnished data used for design, production and / or inspection, this is identified by customer and maintained and preserved to prevent accidental loss, damage or inappropriate use.

This activity is defined in greater detail in the document [Control of Third-Party Property](#).

8.5.4 Preservation

Winns preserves conformity of product or other process outputs during internal processing and delivery. This preservation includes identification, handling, packaging, storage, and protection. Preservation also applies to the constituent parts of a product.

The documented procedure [Preservation of Product](#) defines the methods for preservation of product.

8.5.5 Post-Delivery Activities

As applicable, Winns conducts the following activities which are considered "post-delivery activities":

- Start-up Review Meeting (Finance)
- Client Re-view meeting
- Contract Re-view meeting

Post-delivery activities are conducted in compliance with the management system defined herein. In determining the extent of post-delivery activities that are required, Winns considers:

- a) statutory and regulatory requirements;
- b) the potential undesired consequences associated with its of products and services;
- c) the nature, use and intended lifetime of its of products and services;
- d) customer requirements;
- e) customer feedback.

8.5.6 Control of Changes

Winns reviews and controls both planned and unplanned changes to processes to the extent necessary to ensure continuing conformity with all requirements.

Process change management is defined in the document [Change Management](#).

Documents are changed in accordance with procedure [Control of Documents](#).

8.6 Release of Products and Services

Acceptance criteria for products and services are defined in appropriate subordinate documentation. Reviews, inspections and tests are conducted at appropriate stages to verify that the requirements have been met. This is done before products and services are released or services are delivered.

Each process utilises different methods for measuring and releasing products and services. These methods are defined in **Process Definitions**.

8.7 Control of Nonconforming Outputs

Winns ensures that products and services or other process outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

The controls for such nonconformances are defined in [Control of Nonconforming Product](#) and [Control of Nonconforming Service](#).

9. Performance Evaluation

9.1 Monitoring, Measurement, Analysis and Evaluation

9.1.1 General

Winns has determined which aspects of its quality management system must be monitored and measured, as well as the methods to utilize and records to maintain, within this Quality Manual and subordinate documentation.

Monitoring and measurement of the processes, as defined in 4.4 above, ensure that the Senior Management Team evaluates the performance and effectiveness of the quality management system itself.

9.1.2 Customer Satisfaction

As one of the measurements of the performance of the management system, Winns monitors information relating to customer perception as to whether the organisation has met customer requirements. The methods for obtaining and using this information include:

- recording customer complaints
- iauditor client meetings
- iauditor site visit forms
- changing volume of orders for product
- obtain customer scorecards from certain customers
- submittal of customer satisfaction surveys

The corrective and preventive action system shall be used to develop and implement plans for customer satisfaction improvement that address deficiencies identified by these evaluations, and assess the effectiveness of the results.

9.1.3 Analysis and Evaluation

Winns analyses and evaluates the data and information arising from monitoring and measurement in order to evaluate:

- a) conformity of products and services;
- b) the degree of customer satisfaction;

- c) the performance and effectiveness of the quality management system;
- d) if planning has been implemented effectively;
- e) the effectiveness of actions taken to address risks and opportunities;
- f) the performance of external providers;
- g) the need for improvements to the quality management system.

Statistical techniques used may be defined in appropriate documented procedures; in all cases, the methods are based on established standards or are otherwise determined to be statistically valid.

9.2 Internal Audit

Winns conducts internal audits at planned intervals to determine whether the management system conforms to contractual and regulatory requirements, to the requirements of ISO 9001, and to management system requirements. Audits also seek to ensure that the management system has been effectively implemented and is maintained.

These activities are defined in the document [Internal Audits](#).

9.3 Management Review

The Senior Management Team reviews the management system, annually at planned intervals, to ensure its continuing suitability, adequacy and effectiveness. The review includes assessing opportunities for improvement, and the need for changes to the management system, including the **Quality Policy** and quality objectives.

Management review frequency, agenda (inputs), outputs, required members, actions taken and other review requirements are defined in the documented procedure [Management Review](#).

Records from management reviews are maintained.

10. Improvement

10.1 General

Winns uses the management system to improve its processes, products and services. Such improvements aim to address the needs and expectations of customers as well as other interested parties, to the extent possible.

Improvement shall be driven by an analysis of data related to:

The results of analysis shall be used to evaluate:

- h) conformity of products and services;
- i) the degree of customer satisfaction;
- j) the performance and effectiveness of the management system;
- k) the effectiveness of planning;
- l) the effectiveness of actions taken to address risks and opportunities;
- m) the performance of external providers;
- n) other improvements to the management system.

10.2 Nonconformity and Corrective Action

Winns takes corrective action to eliminate the cause of nonconformity in order to prevent recurrence. Likewise, the company takes preventive action to eliminate the causes of potential nonconformities in order to prevent their occurrence.

These activities are done through the use of the formal Corrective Action (**CAR**) system, and are defined in the document [Corrective and Preventive Action](#).

10.3 Continual Improvement

Through the process effectiveness reviews, done as part of Management Review, Winns works to continually improve the suitability, adequacy and effectiveness of the quality management system. This includes seeking opportunities for improvement.

Appendix A: Overall Process Sequence & Interaction