

This document is the
ISO 9001 Quality Manual
of
FAR Solutions Limited
1st Floor Barclays House
Gatehouse Way
Aylesbury, Buckinghamshire
HP19 8DB

and must be returned to the
Management Representative

if required.

DO NOT MAKE COPIES OF THIS DOCUMENT

Without the prior agreement of the Management Representative.

WE NEED TO KNOW WHO HAS A COPY

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Approved for issue.



Signed:

Fernando Rose
Managing Director
1st May 2008

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1 **Scope**
1.1 **General**

The Quality Management System described in this manual and the related procedures cover:

- The Development of Quality Management Systems – i.e. ISO & ACS
- The provisions of Accredited & In House Training Services
- Business Management Consultancy Services

1.2 **Exclusions**

- Clause 7.5.2 is not applicable, as we can verify all of our products and services;

2 **Terms & Definitions**

As described in ISO 9001:2000, the following terms are used within our Quality Management System:

Supplier (Also “**Vendor**” or “**Subcontractor**”) = the organisations which supply products and/or services which we use in order to produce our own goods and/or services

Organisation = the aspects of our activities which are covered by this Quality Management System (shown in section 1.1, above)

Customer = The persons or organisations to whom we supply the goods and/or services that we produce

In addition, the following terms are used within this Quality Management System:

SIA = Security Industry Authority

ACS = Approved Contractor Scheme

3 **Procedures**

Procedure 1 – Document Control & Control of Records

Procedure 2 – Control of Nonconforming Product & Corrective Actions

Procedure 3 – Internal Quality Auditing

Procedure 4 – Preventive actions

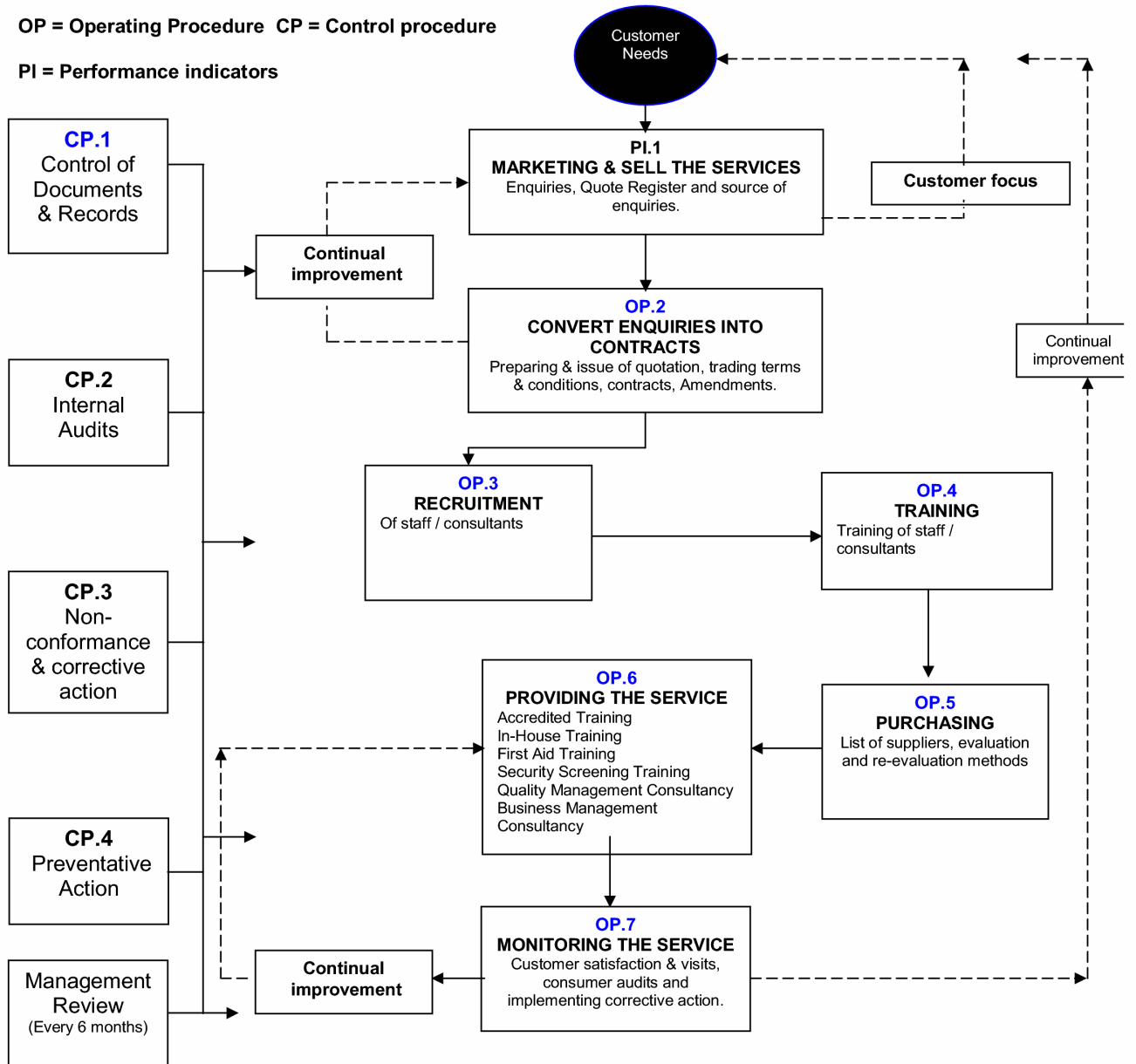
4 **Sequence of operations and their interactions:**

4.1 **Overview**

F A R SOLUTIONS LIMITED		
BS EN ISO 9001:2000	PROCESSES & INTERACTION	FP.1
		Date: 1 st MAY 2008
		ISO 9001:2000 Ref. 4.1
	Approved by: F.ROSE	Page 1 of 1

OP = Operating Procedure CP = Control procedure

PI = Performance indicators



Quality Policy

This system covers:

- The Development of Quality Management Systems – i.e. ISO & ACS
- The provisions of Accredited & In House Training Services
- Business Management Consultancy Services

It is the policy of F A R Solutions Limited to provide customers with a high quality service and to meet contractual requirements, any applicable legal and statutory requirements and codes of practice, etc, including ISO 9001:2000 and ACS Guidelines

We seek to continually improve the effectiveness of this Quality Management System, which is reviewed during our Management Review Meetings, when we improve our existing quality objectives and establish new objectives, wherever our system may benefit from doing so.

The ongoing suitability of this Quality policy is reviewed during the Quality Management Review Meetings.

We utilise a process of continual improvement of its processes and products:

- Staff are encouraged to review their working practices and suggest methods for improvement, where appropriate. In addition, all relevant processes are reviewed and improvements determined where practical.
- Service performance is reviewed via data collected from service questionnaires: Using surveys and in-house testing. Wherever practical we will make improvements, so that the service remains competitive and is considered to have a good return on investment.

Every member of staff must be familiar with, and carry out, the procedures which are applicable to their area of work within the company.

This Quality Policy is issued and explained to all employees upon commencement of work with F A R Solutions Limited, and a copy is prominently displayed in the office area and made available for viewing on the internet (www.farsolutions.co.uk).

Fernando Rose
Director

1st May 2008

It is the policy of F A R Solutions Limited to

- Fulfil all orders received within 24 hours of receipt
- To achieve a pass rate of at least 88% for all students
- Provide 100% Service to all clients

In order to meet these objectives, measurable quality objectives have been established for relevant functions within the organisation:

- To meet with all Customers at least once every six months and determine levels of satisfaction.
- To produce a report of levels of satisfaction for review at each Monthly Sales Meeting
- To determine availability of required items and provide anticipated delivery date of any potential or actual delays within 1 day of identification

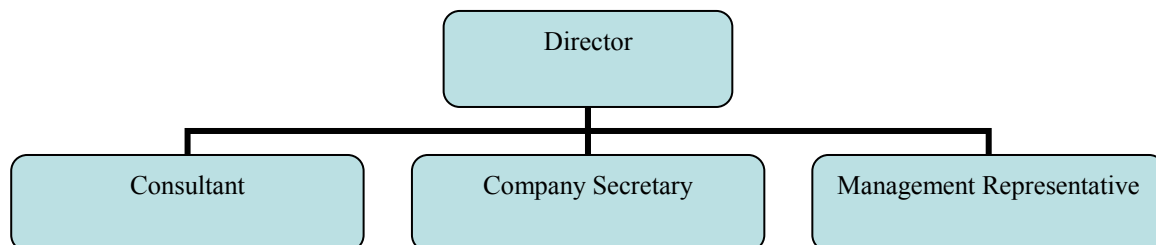
The above objectives are reviewed and revised as necessary at each of the Quality Management Review Meetings.

7 **Responsibility & Authority**

7.1 **Organisation Chart**

Notes:

- Only key positions and functions are indicated on this chart;
- Status is not indicated by relative positions within this chart.



7 **Responsibility and Authority**
7.2 **Job Functions**

The responsibilities and authorities defined below relate to the key quality responsibilities of personnel having particular functions. Each Procedure may specify additional task-related responsibilities.

- ◆ Managing Director
 - ◆ Responsible for operations of the company

- ◆ Management Representative
 - ◆ Managing Director
 - ◆ Responsible for ensuring that the Quality system is adhered to in all areas.
 - ◆ Reviews and analyses all problem reports and audit reports

7 **Responsibility and Authority (continued)**

7.3 **Management Representative**

The Director is the Management Representative and maintains the operation of the system, irrespective of any other duties.

The Management representative is responsible for reporting on the performance of the quality system and of any required improvements during the Quality Management Review Meetings.

The Management Representative will arrange for various methods of promoting awareness of Customer requirements throughout the organisation. These are reviewed and agreed during the Quality Management Review Meetings.