

QMS-01

QUALITY MANUAL

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1. INTRODUCTION  
  
*//Include a brief description of your company here//*

# 2. NORMATIVE REFERENCES

The company makes reference to the terms and definitions in ISO 9000:2015 and the company Health & Safety statement of arrangements

**3. TERMS AND DEFINITIONS**  
**The Company:** *//Name of Company//*

**Merchandiser/Route Operator:** An employee of the company who carries out cleaning, replenishing, money collecting, setting of controls and similar operations.

**Field Service Technician/Engineer:** An employee of the company (or a contractor working on behalf of the company) who services, maintains and repairs machines at their locations and at the company depot.

**Authorised Person:** The person who has authorised by the company to perform specific roles or tasks

**Controllable Documents:** Those documents, which form part of the QMS, whose distribution, use and amendment must be recorded

**PDI:** Pre-delivery inspection

# 4. SCOPE OF THE QMS

4.1 Scope

This document describes the Quality Management System (QMS) of the company the scope of which is, but not limited to:

***“The supply, service and maintenance of vending equipment and water coolers. The supply of vending consumables and ancillary products”***

4.2 key processes

4.4.1 The key processes of the company are identified as:

Sales  
 Installations  
 Operations  
 Technical  
 Warehouse  
 Customer services

INTERACTION OF KEY PROCESSES



# 5. LEADERSHIP

5.1 Leadership and commitment

5.1.1 Top management demonstrate leadership and commitment with respect to the QMS by

1. taking accountability for the effectiveness of the QMS
2. the quality policy is set, reviewed and signed by the MD.
3. quality objectives for the company are set by senior management
4. the MD ensures the integration of the QMS into the company’s business processes
5. promotes the use of the process approach via approval of this QMS manual
6. ensures that adequate resources for the QMS are available
7. communicates the importance of the QMS
8. reviews the QMS via management review to ensure it achieves its intended results
9. engages, directs and supports people to contribute to the effectiveness of the QMS, both one to one and via departmental/team meetings
10. promotes improvement throughout the company
11. supports all management

5.1.2 Customer focus

Top management demonstrate leadership and commitment with respect to customer focus by ensuring that

1. Customer and applicable statutory and regulatory requirements are determined, understood and consistently met
2. The MD ensures that the focus on enhancing customer satisfaction is maintained

5.2 Roles, responsibilities and authorities  
  
The Managing Director has overall responsibility for the Quality Management System. He/she is also responsible for improvement and for promoting the awareness of customer and statutory and regulatory requirements throughout the company.

All personnel are responsible for working within the framework of the management system, irrespective of geographical location, and contributing to its continual improvement.

Roles, responsibilities and authorities have been assigned and communicated and are understood within the organisation.

1. The Manging Director is responsible for ensuring that the QMS systems conforms to the AVA quality standard
2. Each process owner is responsible for delivering their intended outputs
3. The IMS representative and various department managers are responsible for reporting on performance
4. All management is responsible for promoting customer focus
5. The IMS representative is responsible for maintaining the integrity of the system when changes are planned and implemented

# 6. PLANNING

6.1 Quality objectives

Objectives for quality, health & safety and environment have been established at relevant function, levels and processes and are documented within the system – Objective 1, 2, 3 etc.

6.2 Planning of changes

When the company determines the need for changes to the QMS, the changes are carried out in a planned manner.

# 7. SUPPORT

7.1 Resources

7.1.1 General

The company has established the resources required for the QMS.

7.1.2 The company has determined and provided the persons necessary for the effective implementation of its QMS and the operation and control of its processes.

7.1.3 The company has determined, provided and maintains the infrastructure necessary for the operation of its processes and to achieve conformity of product. Infrastructure includes:

1. Buildings and associated utilities
2. Equipment including hardware and software
3. Transportation resources
4. Information and communication technology

7.1.4 The company has determined, provides and maintains the environment necessary for the operation of its processes and to achieve conformity of product, these include social, psychological and physical environments

7.1.5 Monitoring and measuring resources

7.5.1.1 The company has determined and provides resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products to requirements.

We maintain appropriate documented information as evidence of fitness for purpose of the monitoring and measuring resources. This includes external service providers and internal monitoring equipment

7.1.5.2 Measuring traceability is a requirement of the company to provide validity of measuring results. Measuring equipment, either internal or external, is:

1. Calibrated or verified or both at specified intervals prior to use.
2. Identified in order to determine status
3. Safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results

The company will determine if the validity of previous measurement results has been adversely affected when measuring equipment is found to be unfit for its intended purpose and will take appropriate action.

7.2 Competence

The company has:

1. Determined the competence of persons doing work under its control that affects the performance and effectiveness of the QMS. These competencies are generally described in the job description for each role
2. The company ensures that people are competent on the basis of appropriate education, training or experience and maintains appropriate records
3. Where applicable we take actions to acquire the necessary competence and evaluate the effectiveness of the action taken.
4. We retain appropriate documented information as evidence of competence

7.3 Awareness

We ensure, via induction and the company notice boards the people doing work under company’s control are aware of

1. The QMS policy
2. Relevant objectives
3. Their contribution to the effectiveness of the QMS, including the benefits of improved performance

7.4 Communication

The company has determined the internal and external communication relevant to the QMS including:

1. On what we will communicate
2. When to communicate
3. With whom to communicate
4. How to communicate
5. Who communicates

7.5 Documented information

The company makes reference to QP-01 Control of documents and QP-02 Control of records

# 8. OPERATION

8.1 Operational planning and control

The company plans, implements and controls the processes needed to meet the requirements for the provision of products and services.

The outputs of our planning including installation, route and delivery requirements are suitable for our operation.

We ensure that any outsourced processes such as calibration are controlled.

8.2 Requirements for products and services

8.2.1 Communications with customers include:

1. Information regarding products and services which are available via the website and marketing materials
2. Handling enquiries, contracts or orders, including changes – these are normally via e-mail or phone
3. Obtaining customer feedback relating to products and services including complaints. We maintain a register of Corrective Action Requests including Customer Complaints

8.2.2 When determining the requirements for products and services to be offered to customers we ensure that:

1. The requirement for the product or service has been defined including statutory and regulatory requirements
2. We can meet the claims for the products and services we offer

8.2.3 Review of requirements for products and services

8.2.3.1 We ensure that we have the ability to meet the requirements for the products and services that we offer to customers. We conduct a review before committing to supply to the customer that includes:

1. Requirements specified by the customer including delivery and post-delivery activities
2. Requirements specified by the company
3. Statutory and regulatory requirements applicable to the product
4. Contract or order requirements differing for those previously expressed

We ensure that contract or order requirements differing from those previously defined are resolved

The customer’s requirements are confirmed, usually via e-mail, before acceptance, when the customer does not provide a documented statement of their requirements

8.2.3.2 We maintain documented information on:

1. The results of review – this is often enshrined within e-mail communications
2. On any new requirements for products or services

8.2.4 when changes to products and services are required we ensure that relevant documented information is amended and that relevant persons are made aware of the changed requirements.

8.3 Design and development

The company does not undertake any design or development activities

8.4 Suppliers

8.4.1 We ensure that externally provided processes, products and services conform to our requirements. We determine the controls to be applied when the external provider supplies direct to our customers

8.4.2 We ensure that externally provided processes, product and services do not adversely affect the company’s ability to consistently deliver conforming products and services to our customers

1. We ensure that externally provided processes remain with the control of our QMS
2. Both the controls that we apply to the supplier and the controls we apply to the outputs
3. Take into consideration:
   1. The potential impact of the externally provided process, product or service on the company’s ability to consistently meet customer and applicable statutory and regulatory requirements
   2. The effectiveness of the controls applied by the external provider
4. We determine the verification or other activities necessary to ensure that the externally provided processes, products and services meet requirements

8.4.3 We ensure the adequacy of our requirements prior to communication with the supplier.

We communicate to external providers our requirements for:

1. The products, processes and services to be provided
2. The approval for:
   1. Products and services
   2. Methods, processes and equipment
   3. The release of products and services
3. Competence, including any required qualification of person
4. The external provider’s interactions with the company
5. Control and monitoring of the external providers’ performance to be applied by the company
6. Verification or validation activities that the company or its customer intends to perform at the external provider’s premises.

8.5 Production and service provision

8.5.1 We implement product and service provision under controlled conditions. Controlled conditions include as applicable:

1. The availability of documented information
2. The availability and use of suitable monitoring and measuring resources
3. The implementation of monitoring and measuring activities at appropriate stages of production and service provision to verify that acceptance criteria have been met
4. The appointment of competent persons including any required qualifications
5. The implementation of actions to prevent human error
6. The implementation of release, delivery and post-delivery activities

8.5.2 identification and traceability

All vending products are labelled with batch number and sell by date. Vending machines contain an identification plate with serial number and production date

8.5.4 We have processes in place to safeguard products whilst under our control. These include identification, handling, contamination control, packaging, storage and transportation

8.5.5 We meet requirements for post-delivery activities associated with the products and services that we provide. In determining the extent of these activities we consider:

1. Statutory and regulatory requirements
2. The potential undesired consequences associated with the supply of vending machines and products
3. The nature, use and intended lifetime of vending machines and products
4. Customer requirements
5. Customer feedback

8.6 Release of products and services

We have planned arrangements in place to verify that product and service requirements have been met

Machines are not released to the client until a full PDI has been undertaken. The PDI check sheet is signed by the operator and maintained as documented evidence

8.7 Control of nonconforming outputs

The company maintains procedures for non-conforming product and corrective and preventive actions. QP-04 Control of non-conforming product QP-05 Corrective actions QP-06 Preventive actions

# 9. PERFORMANCE AND EVALUATION

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 The company has determined what needs to be monitored and measured and the methods used for monitoring and measurement, these include but are not limited to:

* Machine inspections
* Break downs, response times, first time fixes
* Corrective action requests
* Customer complaints

Appropriate documented information is kept as evidence

9.1.2 The company monitors customer satisfaction via one to one conversation, repeat orders and analysis of Corrective Action Requests

9.1.3 We analysis and evaluate appropriate data and information arising from monitoring and measuring. This analysis includes:

1. Conformity of products
2. The degree of customer satisfaction
3. The performance and effectiveness of the QMS, via internal audits
4. If installation and operational planning has been implemented effectively
5. The performance of external providers
6. The need for improvement to the QMS

9.2 Internal audit

We have established a procedure for internal audit QP-03

9.3 Management review

Management review is undertaken as a minimum annually and is attended by senior management

# 10 CONTINUAL IMPROVEMENT

10.1 General

The company determines and selects opportunities for improvement and implements necessary actions to meet customer requirements and enhance customer satisfaction. These include:

1. Improving products and services to meet requirements as well as to address future needs and expectations
2. Correcting, preventing or reducing undesired effects
3. Improving the performance and effectiveness of the QMS

## 

## 10.2 Non-conformity and corrective actions

The company has established procedure for non-conformity and corrective actions QP-04, QP-04

## 10.3 Continual improvement

The company will continually improve the suitability, adequacy and effectiveness of the quality management system

REVISION HISTORY

Subsequent updates/amendments to the quality manual should be registered below.

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| --- | --- | --- | --- |
| Revision No and Date | Person updating and organisation *[Print]* | Page(s) revised | Description of Revision |
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