



Nightingale Electrical (Bolton) Ltd

Quality Manual

This Manual is confidential to Company and may not be distributed outside the company without the approval of a Director.

This is a controlled document. The only valid copies are those issued by the Quality Representative. Other copies taken for operational or work purposes are valid only at the time of printing and must be marked 'Uncontrolled Copy'.

D02 Quality Manual



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Rev	Details of Change	Date	Approved by

2. Introduction to the Nightingale Electrical (Bolton) Ltd Quality Management System

The Quality Management System is designed to meet the requirements of the Microgeneration Certification scheme MCS001 and to ensure that installations meet customer needs and expectations.

3. Scope of the Quality Management System

The Quality Management System covers all activities carried out by Nightingale Electrical (Bolton) Ltd relating to the supply, design, installation, set-to-work and commissioning of microgeneration systems.



4. Nightingale Electrical (Bolton) Ltd Quality Policy

- Nightingale Electrical (Bolton) Ltd is committed to meeting customer expectations of performance, quality, price and delivery in Microgeneration Systems.
- We aim to fully understand our customers' requirements and provide products and service to meet those needs.
- We promote innovation and continually review advances in technology, which can lead to improvement of our products.
- We encourage the development of staff through skills training.
- Our quality system will be maintained to meet the requirements of accreditation to the Microgeneration Certificate Scheme and provides the framework to control and monitor our activities to continually improve our systems, products and services to customers.

Craig Nightingale
Managing Director
Nightingale Electrical (Bolton) Ltd
38 Crown Lane
Horwich
Bolton
Lancashire
BL6 7QL

Signed: **Date:**.....

5. Quality Management System Documents and Procedures

Controlled documents

The controlled documents of the Quality Management System and blank forms are listed on the Document Issue List (D00).

Operating procedures

Operating procedures needed for planning, operation and control of Company processes and for compliance with the Microgeneration Installation Standards are listed and contained in the Procedures Manual (P00)

6. Processes of the Quality Management System

Management Activities
Customer Focus Quality Policy Quality Management System Planning Communication Allocation of resources Selection of suppliers Analysis, improvement and change
Installation Processes
Sales, Design, supply, installation and commissioning processes
Continual Improvement
Corrective action Preventative Action
Resources
Equipment Staff Training
Monitoring of Performance
Internal Review Process Performance Customer Satisfaction

7. Installation Processes

Installation process must follow the requirements set out in the MCS001 and all installation and commissioning procedures, to comply with the relevant MCS installation standard

8. Organisation

Craig Nightingale - Managing Director & Quality Representative:

Roles to include the control & overall supervision of all activities, which fall within the scope of the Microgeneration Certification Scheme in accordance with MCS001.



9. Management Commitment

Craig Nightingale is committed to operating and developing the Company Management System by:

- Ensuring that the customers' requirements are fully understood and agreed before an order is accepted.
- Providing the resources for the management system to be established and continually improved.
- Ensuring that the integrity of the management system is maintained when changes are planned and implemented.

10. Internal Review

An internal review of the installation management system is carried out at least every three months to ensure the continuing suitability, adequacy and effectiveness of processes and procedures. These will be reviewed during the quarterly MCS quality management system meetings.

11. Notifiable Work Procedure

All notifiable work is to be reported to building control eg. All electrical work will be carried out by a part P registered electrician.