

# Assessment Report



**Organisation**

PSU Technology Group Limited

**Report Author**

Wayne Davies

**Visit Start Date**

08/05/2008



## Introduction

This report has been compiled by Wayne Davies and relates to the assessment activity detailed below:

Visit ref/Type/Date/Duration	Certificate/Standard	Site address
7039864 Continuing assessment 08/05/2008 1 day(s)	FS 28637 BS EN ISO 9001:2000	PSU Technology Group Limited Unit 3 Manchester Park Tewkesbury Road Cheltenham GL51 9EJ United Kingdom

The objective of the assessment was to evaluate the effectiveness of the clients quality management system within the areas outlined in the 'Findings' section of the report.

## Management Summary

The areas assessed during the course of the visit were generally found to be effective.

There were no outstanding nonconformities to review from previous assessments.

No new nonconformities were identified during the assessment. Enhanced detail relating to the overall assessment findings is contained within subsequent sections of the report.

## Areas Assessed & Findings

### Management System

There has been no significant change to the clients quality management since the last assessment visit. Procedural changes have been implemented as a result of the ongoing introduction of the new Teleios management system.

The quality policy outlines the direction and provision for establishing quality objectives. Key objectives have been identified, which are both are measurable and monitored by management. These are outlined below:

On time delivery against service contract.  
Solution delivery for new products.

The performance for on time delivery was reviewed for the last few months:

January 2008 - 98.91%  
February 2008 - 99.62%  
March 2008 - 99.01%  
April 2008 - 98.86%

The client has introduced a new process for capturing customer satisfaction, a questionnaire is used for determining the level of satisfaction. Criteria has been established for levels of dissatisfaction, the complaints process is then utilised to contact the client and establish any necessary corrective action. The process was seen to be effective for the complaints reviewed.

Internal audits have been utilised in order to monitor the effectiveness of the quality management system processes. Audit records reviewed indicated that there were no significant problems, although where appropriate actions had been identified in order to improve the quality management system.

Management reviews are currently completed at monthly intervals, this is conjunction with an additional management meeting carried out weekly. It was observed that some duplication existed within the meetings and as such it may be beneficial to extend the period between management review meetings.

The procurement process has been defined and documented, the internal audit process has identified a particular problem when a 'Task' is raised for procuring parts originating from engineering faults. Additionally it was observed that if product is delivered directly to the clients premises the purchase order is not always closed out, the process does not recognise direct shipment to customers. A process is in place for new

supplier selection, questionnaires are utilised. It was noted that the returned questionnaires contain banking details of the supplier, secure storage of the information should be considered. Supplier performance is reviewed within the management review meetings.

The introduction of Teleios has enhanced and improved the management of faults, clear visibility of fault status was verified. The escalation process ensures that management are kept abreast of service response and allows problems to be identified and addressed thus eliminating complaints. The process was reviewed for a number of report faults, all were managed in line with the defined process. The training records for engineers should be reviewed to ensure they reflect the skills and competencies and that the appropriate engineer can be allocated to the fault call.

The control of maintenance stock was reviewed, currently managed via an excel spreadsheet, it is planned to invoke the stock management system in Teleios at some point in time. The management stock was seen to be effectiveness with good work environment and preservation practises in place.

## Assessment Participants

On behalf of the organisation:

Name	Position
I Radford	Quality Manager

The assessment was conducted on behalf of BSI by:

Name	Role
Wayne Davies	Team leader

## Continuing Assessment

BSI believes in a partnership approach that provides added value service. It is on this basis that we propose a programme of continuing assessment as detailed below.

Site Address	Certificate Reference/Visit Cycle
PSU Technology Group Limited Unit 3 Manchester Park Tewkesbury Road Cheltenham GL51 9EJ United Kingdom	FS 28637
	Visit interval: 6 months
	Visit duration: 7 hours
	Next re-certification: 01/05/2009

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.

## Next Visit Plan

### Visit objectives:

To establish the effectiveness of the quality management system.

### Visit scope:

Detailed within the visit plan.

Date	Assessor	Time	Area/Process	Clause
13/11/2008	Wayne Davies	09:30	Opening Meeting	
	Wayne Davies	09:45	Marketing	
	Wayne Davies	10:45	Sales: Sales Administration Contracts Administration	
	Wayne Davies	12:00	Resource Management	
	Wayne Davies	12:30	Lunch	
	Wayne Davies	13:15	Management System Internal Audits Customer Satisfaction Performance against objectives Non Conformance	
	Wayne Davies	14:45	Report Generation	
	Wayne Davies	15:30	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.

## 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.

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The CO2 emissions due to the planning, delivery and administration of this assessment will be fully off-set through the BSI CarbonNeutral® project. For more information on CarbonNeutral® please visit [www.bsi-uk.com/carbonneutral](http://www.bsi-uk.com/carbonneutral).

Should you wish to speak with BSI in relation to your registration, please contact our Operations Support Team:

BSI Management Systems UK  
PO Box 9000  
Milton Keynes  
MK14 6WT

Tel: +44 (0)845 080 9000

Fax: +44 (0)1908 228123