

Quality Policy

John Nixon Ltd is committed to ensuring that our plant and accommodation hire operations are performed to the highest standard in order to meet or exceed our customers' needs and expectations in line with our core values and Mission Statement.

To achieve this, we have established, implemented and maintain an effective quality management system (QMS) consisting of policies, procedures, work instructions and processes that comply with applicable requirements of ISO 9001:2008. The QMS takes account of best industry, health & safety practices and regulatory requirements.

We employ trained and competent staff, who are expected to adhere to all aspects of the Quality Management System that relate to their post. We communicate widely to our employees to highlight our successes and acknowledge their contribution to improving the quality of our services. Employees are actively encouraged to make suggestions that will improve our processes and procedures.

We monitor our performance through internal audits and the implementation of a series of Key Performance Indicators that measure service provision, the effectiveness of our processes and customer satisfaction. The data is analysed and used as a basis for setting objectives and targets to improve the QMS with a consequential improvement in hire operations and increased levels of customer satisfaction.

John Nixon

J. Nixon
Chairman



Quality Management System Documentation

Quality Manual: Level 1

Policy, Organisation, responsibilities

Procedures: Level 2

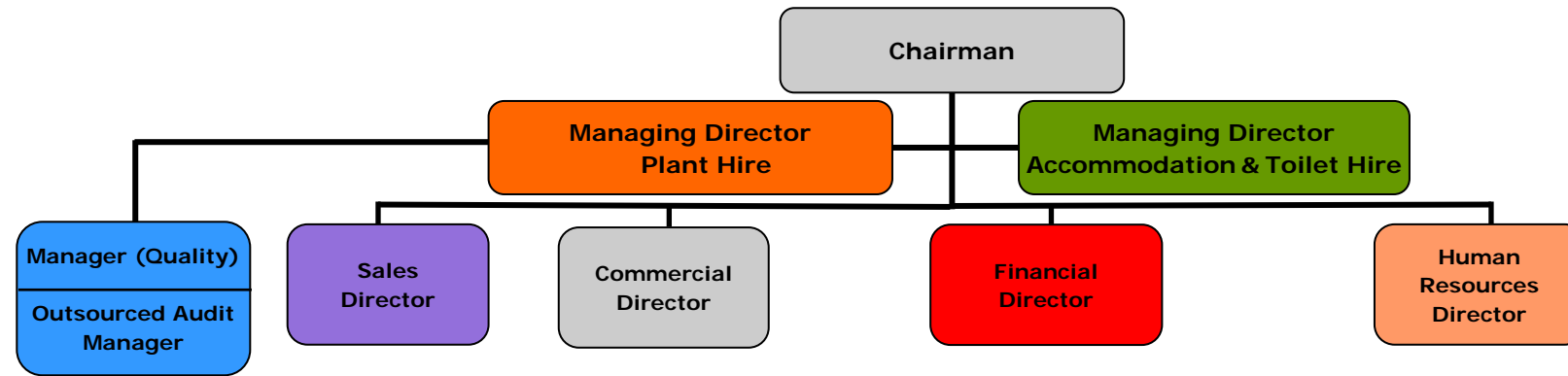
Shows how, when, who

Work Instructions: Level 3

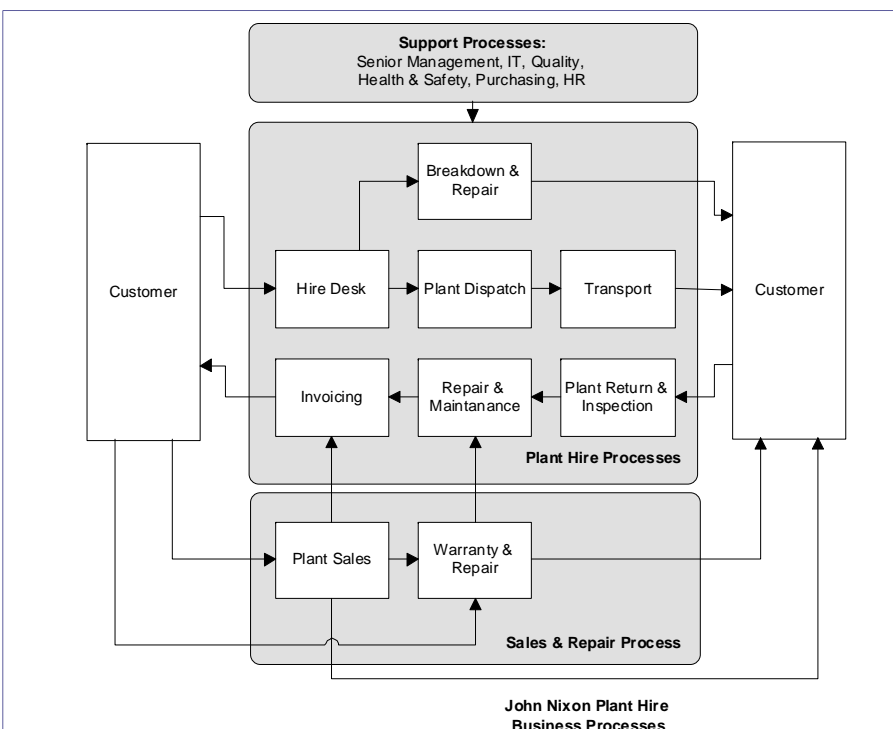
Service & process controls, documents to define how hire services are performed

Quality Records: Level 4

Provides records that our system is operating effectively



(For detailed organisation chart see MCS Knowledge Base - HR section)



Quality Management System Requirement (ISO 9001:2008)		Procedure References & Clauses		PLANT	ACCOM	HT	SALES	FINANCE	QUALITY
Quality Management System	General Requirements: John Nixon Ltd provide a high quality plant, accommodation & portable toilet hire service throughout the UK. We have established a Quality Management System meeting the requirements of ISO 9001. We continually seek to improve effectiveness and efficiency of our business. This includes establishing processes for management of activities including, resources, service delivery & measurement of processes. The Company Outsources the internal audit process and this is controlled through the Internal Audit Procedure. The quality system is implemented through the quality policy, objectives, key performance indicators defined processes & documented procedures.	See individual processes, work instructions & process maps (4.1)							
	Scope: The scope of our ISO 9001 system covers the provision of plant & tool hire, site accommodation & portable toilet hire and the sale of new and used plant equipment. We have excluded Design & Development (7.3) from the scope of certification because we do not perform design or development activity.	(4.2.2)							
Management Responsibility	Documentation requirements: Our Quality Management System is set down in the following "Elliot Jacque" Documentation Hierarchy: Level IV - Quality Policy, Quality Manual & Objectives; Level III - Quality Procedures; Level II - Work Instructions and Level I - Forms & Records. Procedures & forms are controlled in accordance with a defined procedure & maintained on a document register by the Quality Manager. Records are also controlled with a defined procedure & maintained as required.	QP001 & QP002 (4.2)							
	Management Commitment: The Senior Management Team are committed to the implementation, development, improvement of the Quality Management System. This is communicated across the company to ensure all customer (& other requirements) are clearly identified, and understood.	Quality Policy (5.6.1 to 5.6.3)							
Resource Management	Customer Focus: The Senior Management Team aim to meet or exceed customer expectations and use the Quality Management System to improve levels of satisfaction.	QP007 (5.2)							
	Quality Objectives: Measurable quality objectives and Key Performance Indicators are set to improve the effectiveness & efficiency of our business. Objectives are communicated to all depots and monitored by the management team as an agenda item at the Management Review.	Quality Policy & Company Objectives (5.3 & 5.4.3)							
Service Delivery	Responsibility, Authority and Communication: The Senior Management Team ensures that responsibilities are defined and communicated within the company. This is done by Job Description, through procedures and by the management team. The Quality Manager is the nominated management representative who, in conjunction with process owners, is responsible for the ongoing effectiveness of the Quality Management System and for reporting on the performance of the business.	Organisation Chart & Job Descriptions (5.5 & 6.2.2)							
	Management Review: The Senior Management Team review the Quality Management System at planned intervals to ensure its continuing effectiveness and improvement.	QP004 (5.6)							
Measurement, Analysis & Improvement	Provision of Resources: All resources necessary to implement and operate the Quality Management System are provided; this includes resources necessary to continually improve its effectiveness and to ensure that customer requirements are met.	(6.1 to 6.4)							
	Competence, Awareness & Training: We have implemented a programme to determine the competence of personnel performing work affecting product quality. Where necessary training is provided & evaluated to meet the needs and records maintained.	Training Records, training procedures & induction (6.2.2)							
Measurement, Analysis & Improvement	Infrastructure & Work Environment: We provide the necessary facilities, depots, workshops & work environment to ensure that we can deliver services in a satisfactory manner. The human and physical factors within the work environment have been considered and health and safety controls implemented. Controls include carrying out relevant risk assessments, working to method statements and wearing appropriate PPE.	H & S procedures (6.3 & 6.4)							
	Planning for Service Delivery: All hire services are planned with the customer during sales & hire desk processes to ensure the hire service is effectively delivered.	Document Register (7.1)							
Measurement, Analysis & Improvement	Customer Related Processes: Customer requirements are determined & reviewed as part of the sales & hire desk process, including acceptance and meeting the Terms and Conditions associated with each hire contract. This ensures that effective customer communication arrangements are implemented in relation to contract information; enquiries, orders & customer feedback, including complaints.	Document Register (7.2.1 to 7.2.3)							
	Purchasing: Suppliers (including sub-contractors) are evaluated & selected on their ability to provide materials or services to meet our requirements. Criteria for the selection and evaluation & re-evaluation of these suppliers are established. Purchasing information from John Nixon clearly describes the product/service to be purchased. Appropriate arrangements for the verification of purchased product are established to ensure our requirements are met.	QP008 (7.4.1 to 7.4.3)							
Measurement, Analysis & Improvement	Service provision: We plan and carry out our hire and sale services under controlled conditions. This includes, as applicable, availability of information describing our processes & services; the availability of procedures & work instructions; the use of suitable equipment; the use of any measurement equipment; the implementation of monitoring and measurement and the controls for the hire, support, servicing, repair & post-hire activities. We have established specific arrangements & controls where the output of a process can not be verified including the control of some repair & maintenance work (e.g. welding & painting).	Document Register (7.5.1 & 7.5.2)							
	Identification & Traceability: All hire activities ensure full identification and traceability of plant & accommodation during a contract.	Document Register (7.5.3)							
Measurement, Analysis & Improvement	Customer Property: Whenever customer-supplied property is used it shall be treated in the same way as John Nixon Ltd - owned property unless there is a specific agreement with the customer for special treatment. Loss, damage, deterioration or unsuitability of customer-supplied property shall be reported and appropriate action agreed with the customer.	Document Register (7.5.4)							
	Preservation of Hire Service Provision: The service provision is controlled to ensure our service is maintained to the highest standard. This includes control of our maintenance activities and other contracted service level agreements.	Document Register (7.5.5)							
Measurement, Analysis & Improvement	Control of Monitoring and Measuring Devices: We have a defined process to ensure the accuracy & calibration of all equipment used in the delivery of our hire services & the maintenance of plant or accommodation.	Calibration records (7.6)							
	Measurement of services and processes, analysis & improvement: Our hire services & processes are monitored and measured using various Performance Indicators and other data that is analysed and converted into knowledge that is used to improve the management system. Decisions are then based on fact. This helps bring about continual improvement in our processes, the quality of service delivery, customer satisfaction and the eventual achievement of the Company objectives.	KPI's (8.2.3 & 8.1.4 & 8.5.1)							
Measurement, Analysis & Improvement	Customer Satisfaction: We have established customer satisfaction measures to monitor customer feedback including complaints.	QP007 (8.2.1)							
	Internal Audit: We carry out planned audits of our processes & depots to ensure our system conforms to the requirements of ISO 9001, our own procedures and the customer requirements.	QP003 (8.2.2)							
Measurement, Analysis & Improvement	Control of Non-Conforming Hire Service: If a hire service is identified that does not meet the terms and conditions of the agreed customer contract, we will take action to remediate the service. If this is not possible then action will be taken, with the agreement of the client, as to any contract concessions or next steps.	QP005 (8.3)							
	Analysis of Data: Data including customer feedback, hire services, our processes, performance of our suppliers and opportunities for corrective & preventive actions are analysed to ensure the effectiveness of the Quality Management System and as a basis for improvement.	QP004, QP006 & Registers (8.4)							
Measurement, Analysis & Improvement	Corrective Action: Non-conformities and customer complaints are identified and their cause is investigated. Appropriate corrective action is taken, recorded and monitored for effectiveness.	QP005 & Registers (8.5.2)							
	Preventive Action: Action is taken to eliminate the causes of potential non-conformities in order to prevent their occurrence through the use of trend analysis, audit results, review, risk assessments & management review.	QP004 (8.5.3)							