



## Quality Manual


This quality manual has been issued on the authority of the Managing Director of EGA Consulting LLP (EGA) for the use of all staff, sub-contractors, clients or regulatory bodies to whom EGA may be required to provide such information to.

A handwritten signature in blue ink, appearing to read 'S. J. ...', is positioned below the text.

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## EGA Quality Policy

**“Quality cannot be “added in” by the quality control process. Good quality products are made that way from the start, not improved by testing at the end of a project”**

### Policy

EGA shall define and manage the processes necessary to ensure that all project deliverables conform to customer requirements. As a means of continually improving project performance, EGA shall establish a Quality Management System which shall be implemented, maintained, continually improved and have the full support of top management.

### Responsibility

All those who are part of the EGA organisation have day-to-day responsibility for ensuring conformance to the requirements and rules stated in this quality Manual. However, the Managing Director is ultimately responsible for ensuring that EGA has a quality policy and for ensuring that the necessary resources are in place to implement the policy.

### Quality Process

A project manager will be designated on each project, the project manager is responsible for ensuring quality control processes and procedures are followed. Regular weekly project review meetings are held and quality control is a fixed agenda item.

Quality processes and procedures follow the guidelines set out in ISO 9001:2000. This manual sets out the guidelines followed by EGA in implementing its quality control processes and procedures.

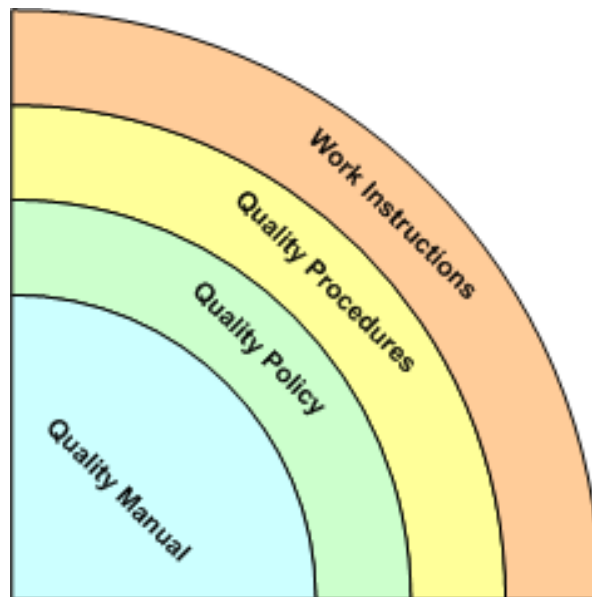
### EGA’s quality process includes:

- this quality policy, and ensuring staff understand the procedures they must follow
- an analysis and design methodology, and a project management methodology
- quality reviews

### Scope

This Quality Manual defines:

- the overall quality policy adopted by EGA
- the organisation that has been developed to implement this quality policy
- the documentation that has been designed to enable EGA to carry out that policy

**EGA's Quality Model****Quality Management System**

EGA's Quality Management System (QMS) is the organised structure of responsibilities, activities, resources and events that together provide procedures and methods of implementation to ensure the capability of EGA to meet the quality requirements of our clients.

To achieve these requirements EGA involves all phases of the business cycle from the initial identification of the requirement to the final satisfaction of the customer's requirements and expectations.

**User Requirement Specification (URS)**

The URS is the most important document in the Quality Control Process; it is the agreed specification between EGA and our Client and as such is a controlled document with version control. The document shall be 'signed off' by the Client and EGA. Any subsequent changes to the specification will result in the URS being amended and re-issued.

**Quality Reviews**

- No project is made available to the client, until it has passed a quality review
- Reviewers are independent of the producers.

To succeed EGA relies on the eight quality management principles contained in ISO 9001:2000, these are:

- **customer focused organisation** – EGA depends on our customers and is committed to understanding, anticipating and responding to our customer’s requirements with service excellence.
- **leadership** – leaders establish unity of purpose and direction and create the environment in which people can become fully involved in achieving EGA’s objectives
- **involvement of people** – EGA has created an environment which makes every employee a team member and encourages participation in achieving our goals
- **process approach** – the desired result is achieved by relating resources and activities to managed processes
- **system approach to management** – identifying, understanding and managing a system of interrelated processes for a given objective contributes to the effectiveness and efficiency of EGA
- **continual improvement** – continual improvement is a permanent objective of EGA
- **factual approach to decision making** – effective decisions are based on the logical and intuitive analysis of data and information
- **mutually beneficial supplier relationships** – mutually beneficial relationships between EGA and its suppliers enhance the ability of both organisations to create value

The QMS consists of 2 parts, Quality Procedures and Work Instructions.

**Quality Procedures**

Quality Procedures (QPs) form the bulk of the QMS and describe how the policy objectives of the Quality Manual can be met in practice and how their processes are controlled. QPs contain the basic documentation used for planning and controlling all activities that impact on quality.

Each QP is unique and contains details of procedures directly applicable to EGA. These documented procedures can be made available and used in either hard or soft copy and may be used as separate documents outside the Quality manual.

The current Quality Procedures are as follows:

| Procedure Number | Procedure Title                   |
|------------------|-----------------------------------|
| EGA-QP/1         | Document Control                  |
| EGA-QP/2         | Project Management                |
| EGA-QP/3         | Customer Fault Reporting & Remedy |
| EGA-QP/4         | Training                          |
| EGA-QP/5         | Disaster Recovery                 |
| EGA-QP/6         | Internal Auditing                 |

**EGA-QP/1 – Document Control**

**General:**

- a centralised file system shall be used in the main office for hard copy
- a centralised file system shall be located on the main file server for soft copy
- contractual, commercial and technical documents shall be retained at the end of a project and archived, all other documents shall be disposed of and where sensitive they shall be shredded

Unless specified by our Client, all documents produced by EGA shall have the file reference assigned by the computer system together with the date produced in the footer to the left of every page. The page number shall be in the footer to the right of every page.

Where applicable documents may have a header which should contain the document title and version number. The EGA logo may only appear in the header on page 1 if headed paper is not used, a copyright message may also appear in either the footer centrally placed.

All official EGA correspondence shall be printed on EGA paper using EGA logos.

**EGA Logos to be used:**



**Draft Documents**

All draft documents shall have the word DRAFT inserted as a watermark on each page or the word DRAFT stamped on each page.

**Approved Documents**

All approved documents shall be uniquely numbered. When a new version of an approved document is issued copies of all previous versions shall be destroyed. This shall be covered by a statement in the covering letter that:

**“On receipt of a new issue number the previous version is to be destroyed”**

**Copyright**

Where applicable the following shall be included on the front page of each deliverable:

**“© EGA all rights reserved – copyright subsists in all EGA deliverables including magnetic, optical and/or any other soft copy of these deliverables, they may not be reproduced beyond that allowed for in the deliverables, in full or in part.”**

**e-mails**

All e-mails sent by EGA shall have the following footer attached to them:

This email is confidential, if you are not the intended recipient[s] please notify us immediately by telephone on +44(0)1920 860130 or by returning it to the sender. You should not copy it or use it for any purpose nor disclose its contents to any other person.

We use reasonable endeavours to virus scan all e-mails, but no warranty is given that this e-mail or any attachments are virus free. You should undertake your own virus checking.

The right to monitor e-mail communications through our networks is reserved by us.



Stop please don't print this mail

EGA Consulting LLP registered office - White Lea House, Whitehill, Dane End, Herts SG12 0JR. Registered in England and Wales, registration number OC347562

**Virus Protection**

All documents shall be scanned for viruses before opening and all e-mails and documents shall be scanned for viruses before transmission.

**Document Logging**

Soft Copy documentation shall use the application's audit controls for documents both dispatched and received, if the subject matter is unclear in the title of received soft copy documents then EGA shall append to the title a clearer description. Hard copy documentation shall be included in the unique job file; the job file shall have a document log attached to it as follows:

| Date | To/From | Subject | Type of document |
|------|---------|---------|------------------|
|      |         |         |                  |

**Software**

The following software shall be used to generate EGA documentation:

- Microsoft word – stored as MS Word 97 format
- Microsoft Excel – stored as MS Excel 97 format
- Microsoft PowerPoint – stored as MS PowerPoint 97 format

The electronic files are backed up daily.

**EGA-QP/2 – Project Management**

**General**

This Quality Process describes how EGA handles the management of tasks, this process is followed for all tasks including internal EGA work and bids and proposals.

**Define User Requirements**

This part of the process defines the user’s requirements and is usually based on the Client’s brief or Scope of Works, where this does not exist then EGA shall work with the Client to develop and agree a specification.

**Unique Job Identity**

Each Job is allocated a unique Job Number; it is this number that is used as an identifier on all files and documentation within the company the Job Number format 1234/0000 is used as the main number, where additional work is placed the suffix number is incremented by 1, where the job number relates to an annual support contract the suffix number relates to the month 0001 = January etc. and the whole of that particular month’s work will be collected under that suffix number.

**Job File Front Page**

A Job File Front Page is raised for each allocated Job Number and is attached to the front of the client file that contains the hard copy information; this page will show a summary of the job and its progress.

|   |  |                                  |  |
|---|--|----------------------------------|--|
| <b>CLIENT</b>                           |  | <b>JOB NUMBER</b>                |  |
| <b>START DATE</b>                       |  | <b>CLIENT’S<br/>ORDER NUMBER</b> |  |
| <b>REQUIRED<br/>COMPLETION<br/>DATE</b> |  |                                  |  |

|                                   |  |                |  |
|-----------------------------------|--|----------------|--|
| <b>ACTUAL COMPLETION<br/>DATE</b> |  | <b>VERSION</b> |  |
|-----------------------------------|--|----------------|--|

**JOB TITLE / DESCRIPTION**

**CLIENT BRIEF / NOTES**

**JOB PROGRESS**

### Project Plan

Each project will have a project plan generated for it. In principle EGA uses Microsoft Project to control projects, in practice many smaller projects do not require this level of control, but in all cases a simple bar chart will be constructed and kept up to date.

For each project a project manager will be nominated, the nominated project manager will plan which activities have to take place, and when and then allocate resources to enable the deadlines to be met. The end result of this process will be, amongst other things, a traditional Gantt chart, where the bars represent the actual activities which have to be performed.

### Project Management Processes

- Risk Management

The most important part of the Project Manager's task is to manage risk, risks include factors such as technical failures, delays in carrying out scheduled work, errors by project staff and so on.

- Quality Management

The Project Manager will ensure that everything that is done or produced is fit for the purpose for which it is being done or produced and that EGA's Quality Processes are followed.

- Project Plan

The Project Plan will contain at least some of the following:

- Programme tasks and agreed milestones
- Interdependencies with other programmes
- Assigned resources and responsibilities
- Change control procedures
- Quality management roles and responsibilities
- Documentation requirements
- Applicable standards
- Tools, techniques and methodologies to be employed

- Project Reports

The following project reports may be produced:

| Report                    | Contents  |
|---------------------------|---|
| Top-Level Tasks           | A list of the highest level of tasks and summary tasks showing the scheduled start and finish dates, duration, percent complete, cost, and work.            |
| Critical Tasks            | A list of critical tasks showing the scheduled start and finish dates   |
| Milestones                | A list of milestone tasks sorted by start date.   |
| Unstarted Tasks           | A list of tasks that haven't yet started, their durations, predecessor tasks, start and finish dates, resources, and assignments, all sorted by start date. |
| Tasks Starting Soon       | A list of tasks starting within a time period specified.  |
| Tasks In Progress         | A list of tasks that are currently in progress, showing the months in which each task occurs.   |
| Completed Tasks           | A list of completed tasks, showing the months in which each task occurred.  |
| Should Have Started Tasks | A list of the tasks that should have started by the date specified.   |
| Slipping Tasks            | A list of the tasks that have been rescheduled to finish after their baseline finish dates.   |

**EGA-QP/3 – Training**

The Managing Director shall plan the training programme for all personnel; this shall include 'on-the-job' training. This training may be either in house or external approved training courses. Relevant copies of training certificates shall be kept on individual's personnel files and individual CVs shall be kept up to date.

Sub-contractors or consultants shall only be engaged if they are already fully competent and can demonstrate this fact to the satisfaction of EGA.

Project Managers are responsible for ensuring that project tasks and activities are only assigned to staff qualified for that particular task or activity.

If external training is required then it shall only be obtained from established and recognised trainers and courses for which either documented course content or a certificate of successful completion is available.

All new personnel shall be trained in the company's processes and procedures.

**EGA-QP/4 – Disaster Recovery**

EGA have a resilient network with mirrored hard drives on all servers, supported by an Uninterruptible Power Supply (UPS) in case of power failure. This configuration is resilient enough, along with the file backups and archived material, to cope with short term disasters such as disc or server failure and power cuts. The mirrored discs shall be checked monthly using the O/S disc checker and the UPS shall be tested using the onboard self test function

Each member of staff has a mobile phone to cover for out of office communications and communication failures.

Longer term disasters shall be dealt with in the following manner, each member of staff shall use either a laptop or workstation off site in their own homes, each member of staff shall have an independent e-mail account, central control of the company's operations shall be dealt with from the registered office.

The company carries adequate insurance to replace damaged equipment and business interruption insurance to ensure sufficient funding to carry on normal business functions. Off site stored backups, archives and disc mirrors will replace any lost data.

The company shall test its long term disaster handling and recovery processes annually.

**EGA-QP/5 – Internal Auditing**

In accordance with the principles of ISO 9001:2000 regular reviews of the EGA Quality Management Process (QMP) are required to ensure that:

- EGA is effective in attaining its objectives as described in the QM
- The QM is workable and delivers on quality

The review shall cover all activities related to the QMP as described in the QM. The details of the review and any agreed actions shall be recorded and the records shall be maintained in the Company Quality File.

During the company year all sections of the company shall be subject to separate quality audits, an Audit Report and Corrective Action Form shall be completed and circulated as required. Audit Reports shall be retained in the Company Quality File

The Senior Partner shall be responsible for ensuring the implementation of any corrective actions necessary.

**Work Instructions**

Work Instructions (WIs) describe how individual tasks and activities are to be carried out. They describe what is to be done, who should do it and when it has to be done, they are produced so as to ensure that the whole company can work to the same format.

Each WI is unique and contains details of instructions directly applicable to EGA. These documented instructions can be made available and used in either hard or soft copy and may be used as separate documents outside the Quality manual.

The current Work Instructions are as follows:

| WI Number | WI Title                        |
|-----------|---------------------------------|
| EGA-WI/1  | Pre Qualification and Tendering |
| EGA-WI/2  | Time Sheets and Expenses        |
| EGA-WI/3  | Purchasing                      |
| EGA-WI/4  | Delivery and Invoicing          |
| EGA-WI/5  | Telephone Call logging          |
| EGA-WI/6  | Meetings & Minutes              |
| EGA-WI/7  | Daily Backups                   |

**EGA-WI/1 – Pre Qualification and Tendering**

When applying for inclusion onto Tender Lists the Pre-Qualification document template shall be used, this template includes all of the information required by most tenderers.

When responding to an invitation to submit a bid the Tendering document template shall be used.

The following process shall be followed:

- o Covering letter and introduction:
- o The technical response:
  - o Scope of Supply - (on tender proformas if supplied)
  - o Assumptions - (on tender proformas if supplied)
  - o Compliance Statement - (on tender proformas if supplied)

**EGA-WI/2 – Time Sheets and Expenses**

The purpose of the time sheets, expenses and mileage record forms are to record actual times and costs incurred on behalf of the company by EGA staff. Some of these costs may be reimbursable by the client. Time Sheets will not be accepted unless signed and authorised by the client.

**EGA-WI/3 – Purchasing**

All purchase orders placed by EGA shall use the purchase order form, the original copy shall be sent to the supplier and a copy shall be placed on the Purchases File to be compared to the supplier’s delivery documentation and subsequent invoices. No purchases may be made on behalf of EGA without the express and prior approval of a Senior Partner.

**EGA-WI/4 – Delivery and Invoicing**

Where appropriate a client’s signature shall be obtained on a delivery note, this may not always be possible as some deliveries are made electronically, if this is the case the appropriate wording shall be used as part of the electronic transmission and a soft copy kept on the client’s job folder. Invoices shall be produced and

submitted in accordance with the commercial agreement between EGA and the Client, supporting documentation will be attached to the invoice which may comprise; client's instructions, delivery documentation, time sheets etc.

**EGA-WI/5 – Telephone Call Logging**

Should an incoming telephone call be for an absent member of staff the relevant details of the call including the caller and their telephone number shall be taken and put into a e-mail to the relevant member of staff marked with a priority flag.

**EGA-WI/6 – Meetings & Minutes**

A regular weekly internal project review meeting shall be held chaired by the Project Manager or his nominee. All meetings both internal and external shall have an agreed agenda prior to the meeting taking place.

It is to be expected that a frank and objective atmosphere shall prevail at all EGA's meetings, as well as a mutual willingness to overcome problems so as to arrive, wherever possible, at a valid agreed solution to any issues or problems.

The chair of the meeting shall direct discussions toward a rapid solution of any issue or problem raised without however, sacrificing the liberty to exchange views, experience and ideas amongst the participants.

Meeting minutes shall be concise and only contain essential points, the conclusions of discussions and the distribution of tasks. Meeting minutes shall normally only be distributed to the participants of the meeting.

If EGA provides the agenda and or the minutes they should always carry the EGA logo.

**EGA-WI/7 – Data Backups & Archiving**

**Backups**

Daily backups shall be made for all internal EGA files, when complete, the backup software verifies the files stored and creates log files. The backup software produces exception reports on backup failures, these failures will be manually investigated and rectified, a daily log shall be entered onto the appropriate log sheet. Backup tapes shall be kept secure.

**Archiving**

All work marked for archive shall be archived onto Gold CD-ROMs, two copies will be made, and one copy shall be stored securely off site.