



Assessment Report.

Tritec Environmental Services Ltd

Introduction.

This report has been compiled by Stuart Jamieson and relates to the assessment activity detailed below:

Visit ref/Type/Date/Duration	Certificate/Standard	Site address
8016809 Continuing Assessment (Surveillance) 04/08/2014 1 day(s) No. Employees: 33	FM 36525 ISO 9001:2008	Tritec Environmental Services Ltd Unit 29, Metro Centre Dwight Road Watford WD18 9SB United Kingdom

The objective of the assessment was to conduct a surveillance assessment and look for positive evidence to ensure that elements of the scope of certification and the requirements of the management standard are effectively addressed by the organisation's management system and that the system is demonstrating the ability to support the achievement of statutory, regulatory and contractual requirements and the organisations specified objectives, as applicable with regard to the scope of the management standard, and to confirm the on-going achievement and applicability of the forward strategic plan and where applicable to identify potential areas for improvement of the management system.

The scope of the assessment is the documented management system with relation to the requirements of ISO9001 and the defined assessment plan provided in terms of locations and areas of the system and organisation to be assessed.

Management Summary.

Overall Conclusion

The objectives of this assessment have been achieved.

I would like to thank all the audit participants for their assistance and co-operation which enabled the audit to run smoothly and to schedule

Based on the objective evidence detailed within this report, 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.

A minor nonconformity requiring attention was identified. This, along with other findings, is contained within subsequent sections of the report.

A minor nonconformity relates to a single identified lapse, which in itself would not indicate a breakdown in the management system's ability to effectively control the processes for which it was intended. It is necessary to investigate the underlying cause of any issue to determine corrective action. The proposed action will be reviewed for effective implementation at the next assessment.

Areas Assessed & Findings.

General Comments :

There have been no major changes in the business since the last assessment visit and the business continues to grow with a number of new employees recruited recently for both office and field positions.

There have been no major changes in the system since the last assessment visit.

The business reported that there have been no environmental incidents, complaints or regulatory issues.

QMS System :**MANAGEMENT REVIEW:**

The last annual management was held in July 2014 and covered all required areas. The minutes of the meeting indicate that a thorough review was carried out. The review combined both 9001 and 14001.

The management review process is also evident through quarterly management team meetings where a number of issues are discussed.

INTERNAL AUDITS:

The internal audit plan contains both processes of the business, areas of the standard and field based audits. Audits are up to date with planned arrangements. A number of these were reviewed and found to be well detailed.

NCR 107 raised in the internal audit of order processing was reviewed and found to be completed with appropriate detail and in line with procedures.

NCR logs found to be up to date.

CUSTOMER SATISFACTION:

Customer perception is now gathered through the contract review process and a number of contract review documents were seen which included questions on service and performance. No contract issues identified however the management review does not really discuss the results of the contract reviews.

TARGETS AND OBJECTIVES:

The company has a number of long term objectives including:

- Source an online CRM system which is fully integrated (supplier issues have held this up although progress is being made now)
- Introduce an electronic water management log book
- Become a City and Guilds registered training facility

In addition a new suite of KPI's has been added recently covering:

- response time to enquiries
- response time for submitting quotations
- time for report production

Data for these is just beginning to be collected

Observations.

Type	Area/Process	Clause
Observations	QMS System	
Scope	FM 36525	
Details:	The management review could contain more detail on the outcome of the contract reviews where customer satisfaction information is collected.	

Goods In/Storage/Purchasing/Stock Management :

Stock sheets record both reagents and chemicals required by contracts. These are update as orders are place or goods go out. The last stock check was carried out in May 2014.

Purchase orders are generated and sent to the suppliers. When goods arrive the delivery note/PO is signed off if there are no issues and paperwork is scanned and filed. There are various members of staff with the authority to release orders.

The stores environment is suitable for the type of chemicals stored. There are no particular environmental conditions for storage of chemicals. There is a location plan for storage of chemicals/ the stock management. set out in defined areas of the store.

A number of orders were followed through from purchase order to the receipt of goods including those for testing and chemicals. No issues identified in the systems used.

Review of Site Files :

A number of site files were reviewed including the following contracts:

- British Antartic Survey
- Initial Verizon
- King Edward VII Hospital
- TAG Airport

The files reviewed included quotations, order acknowledgements, schedules, laboratory analysis and reports. All records are filed electronically and review of the records has identified some gaps in the electronic records which should be available e.g. CSR reports from January. Minor NCRr raised.

During the course of the visit logos were found to be used incorrectly.

The old logo's were seen to be in use in various areas of the company documentation

Minor Nonconformities Arising from this Assessment.

Ref	Area/Process	Clause
1085927N1	Review of Site Files	4.2.4
Scope	FM 36525	
Details:	There were a number of anomalies identified in the electronic records for contracts including monthly reports from January not present in the British Antarctic Survey	
Requirements:	<p>Control of records</p> <p>Records established to provide evidence of conformity to requirements and of the effective operation of the quality management system shall be controlled.</p> <p>The organization shall establish a documented procedure to define the controls needed for the identification, storage, protection, retrieval, retention and disposition of records.</p> <p>Records shall remain legible, readily identifiable and retrievable.</p>	
Objective Evidence:	Electronics Records	

Assessment Participants.

On behalf of the organisation:

Name	Position
Mr Tony Fenemore	Technical Director

The assessment was conducted on behalf of BSI by:

Name	Position
Stuart Jamieson	Team Leader

Continuing Assessment.

The programme of continuing assessment is detailed below.

Site Address	Certificate Reference/Visit Cycle
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Tritec Environmental Services Ltd Unit 29, Metro Centre Dwight Road Watford WD18 9SB United Kingdom	FM 36525	
	Visit interval:	6 months
	Visit duration:	1 Days
	Next re-certification:	01/08/2015

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.

Certification Assessment Plan.

TRITEC-0009602053-000|FM 36525

		Visit1	Visit2	Visit3	Visit4	Visit5	Visit6
Business area/Location	Date (mm/yy):	02/13	08/13	02/14	08/14	02/15	08/15
	Duration (days):	1.0	1.0	1.0	1.0	1.0	1.0
Opening meeting, management system/changes		X	X	X	X	X	X
Management review, internal audit, Objectives, analysis of data		X	X		X		X
Customer satisfaction, customer complaints, corrective action, analysis of data			X		X		X
Goods In/storage, Purchasing/Stock Management			X		X		
Site Visit & follow-up eg customer requirements, testing, equipment calibration, training, purchasing.		X		X		X	
Order Processing /Quotations/planning		X		X		X	
Review of site files - operational control					X		X
Strategic Review							X

Next Visit Plan.

Visit objectives:

The objective of the assessment is to conduct a surveillance assessment and look for positive evidence to ensure the elements of the scope of certification and the requirements of the management standard are effectively addressed by the organisation's management system and that the system is demonstrating the ability to support the achievement of statutory, regulatory and contractual requirements and the organisations specified objectives, as applicable with regard to the scope of the management standard, and to confirm the on-going achievement and applicability of the forward strategic plan.

The scope of the assessment is the documented management system with relation to the requirements of ISO14001 and the defined assessment plan provided in terms of locations and areas of the system and organisation to be assessed.

Date	Assessor	Time	Area/Process	Clause
6/2/2015	Assessor 1	0900	Opening meeting, management system/changes	
		0930	Site Visit & follow-up eg customer requirements, testing, equipment calibration, training, purchasing.	
		1230	Opening meeting, management system/changes	
		1300	Lunch	
		1300	Order Processing /Quotations/planning	
		1500	Report Preparation	
		1600	Closing Meeting	
		1630	end of assessment	

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.

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