

# Assessment Report

## Warnerbus Ltd

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**Report Author**

Ronald Worsnop

**Visit Start Date**

01/12/2010



## Introduction

This report has been compiled by Ronald Worsnop and relates to the assessment activity detailed below:

Visit ref/Type/Date/Duration	Certificate/Standard	Site address
7425658 Re-certification Audit (SR Opt 1) 01/12/2010 1 day(s) No. Employees: 10	FS 512087 ISO 9001:2008	Warnerbus Ltd 165 Castle Hill Road Totternhoe Dunstable LU6 1QQ United Kingdom

The objective of the assessment was to ascertain the integrity of the organisation's management system over the current assessment cycle to enable re-certification and confirm the forward strategic assessment plan.

## Management Summary

We are pleased to recommend the continuation of your registration.

The scope of registration needs minor adjustment to reflect a slight expansion of the product range. No extra assessment time is required to facilitate this amendment.

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

The organisation continues to demonstrate continual improvement and maintains an excellent management system in line with the requirements of the ISO9001:2008 Quality Management standard.

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

### Business and organisational changes / Top Management discussion

There have been no significant changes to the organisation since the last BSI assessment.

Business has generally been good, albeit that trading conditions are difficult, nevertheless employee levels have remained at 10 over the last 12 months.

The organisation were commendable winners of the 2010 Customer Service Award and was runner up in the 2010 FSB Service Excellence Award.

The company were also featured as a Case Study within BSI publications in April this year.

It is clear from discussion with Top Management that there is a strong focus upon the implementation of a compliant ISO9001:2008 Quality System, such that effective process controls, as well as the drive for improvements, is seen to reap benefits for the organisation.

## Scope of Registration

The scope of registration was confirmed as suitably reflecting the activities of the company, although it would be pertinent to make an additional statement, within the scope wording, in respect of the conversion of now of also wheelchair accessible vehicles.

Therefore it is recommended that the scope reads....

"The conversion of minibuses and wheelchair accessible vehicles into custom-built passenger transport for the elderly, disabled and passengers in wheel-chairs. The design and build of crew buses and security vehicles to precise operational requirements."

## Quality Management System

The documented Quality System is at Version 11, dated 4th October 2010 for the Top level Policy Manual, and similarly Issue 11, dated 29th. November 2010 for the Business Process Manual.

The changes to the Manuals, in both instances, are very well recorded, such that the nature of the amendments is clear.

The System documentation is excellent with the Business Process Manual in particular being very user-friendly, with text supported by flow-charts to communicate the methodology of the various processes.

## System Review processes / Improvement

The Management Review process is very well applied, such that the annual meeting utilises a comprehensive agenda of topics and the minutes of the meeting are excellently detailed with clear identification of action needs and a delegation of a person to implement within a prescribed timeframe. The actions are then frequently checked for progress by the QA Director, with closure confirmed at the subsequent meeting.

Internal audits are carried out diligently against an annual plan. The whole system is scrutinised to a satisfactory depth, such that there is every chance of detecting any potential weaknesses, albeit that the methodology includes some sampling of the works orders / customer orders etc.

The audit reports are very good. Where there are issues arising, Non-conforming reports are generated to ensure that the problems are resolved in a timely manner.

## Customer satisfaction

There have been no complaints raised in the last 12 months at least.

A customer survey is undertaken, post delivery, for feedback against a number of topics. The response rate is good with very high scores being recorded, particularly for the quality of build and workmanship.

All responses have identified a willingness to recommend Warnerbus to others.

Where there is a perceived level of some dis-satisfaction....e.g. delivery performance, these customers are contacted in order to provide apologies and an explanation, which mostly revolves around a late delivery of the vehicle into Warnerbus.

## Process Control - Build / Improvement initiatives

The organisation have placed high levels of expectation of good workmanship and ownership with the build personnel. Improvements to the internal documentation now ensures that quality and self inspection is a key feature of the various stages of the build process. Management are responsible for final inspection and where there are deficiencies identified, then there can be debate with the persons involved to highlight where there can be remedies applied.....extra training, improved assembly processes etc.

## Resource Management / Training

There are good records to support the fact that the organisation strongly focuses on the need for adequate and effective training.

As a smaller than average business, there can be ongoing appraisal of the competences of the personnel, and this is undertaken by the management on a regular basis. The skills matrix is updated frequently to highlight the key capabilities, thus ensuring easy evaluation of training needs and any shortfall in skills that needs to be addressed.

Individuals are also the subject of annual one to one personal development review, where annual objectives are identified in order to improve the flexibility of the staff across the necessary disciplines of the business.

Specific training that has been completed is confirmed through certificates...e.g. tail-lift installation, fork lift truck requirements....e.g. Braun

The company have also availed itself of funding from the local Chamber of Commerce, in order to implement the "Train for Gain" potential.

## Re-certification by Strategic Review

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### Review of assessment progress and the re-certification plan:

The Strategic Review Report pack has been reviewed off site and subsequently discussed with the client's representatives, such that there can be assurance, that the whole of the Quality System and business processes have been the subject of assessment during the 3 year cycle of BSi visits.

The information within the pack helped to form the basis of the recommendation for continued certification.

The outcome of the review of the pack resulted in no changes needed to the plan for the day.

Details of the areas assessed today, are included in the relevant section of this report.

### Review of assessment findings:

The assessments over the last 3 years, i.e. the first Strategic Review cycle, have not identified any problems. Only 1 minor non-conformity has been raised, with suitable corrective action being applied to resolve the issue.

The organisation has shown in a tremendous way, that the Quality System has been applied dynamically to drive through improvements across the business.

Customer satisfaction is high, with 100% of the responses from the surveys indicating that they would recommend Warnerbus.

### Review of progress in relation to the organisation's objectives:

The progress over the 3 years has been exemplary with the company's KPI's being seen to be a focus for achievement. The company objectives are very well displayed and charted to show the high levels of success, as well as any adverse situations which are quickly identified and addressed.

### Management system strategy and objectives:

The Management strategy is to continue to develop the Quality System and improve the processes even further.

### BSI Client Management:

The current Client Manager has undertaken 2 of the last 3 assessment visits in this initial Strategic Review cycle and therefore, after review, there are no impartiality issues relevant.

## Assessment Participants

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On behalf of the organisation:

Name	Position
Jo Wallis	Director / QA Representative

The assessment was conducted on behalf of BSI by:

Name	Position
Ronald Worsnop	Team leader

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## Continuing Assessment

The programme of continuing assessment is detailed below.

Site Address	Certificate Reference/Visit Cycle	
Warnerbus Ltd 165 Castle Hill Road Totternhoe Dunstable LU6 1QQ United Kingdom	FS 512087	
	Visit interval:	12 months
	Visit duration:	7 hours
	Next re-certification:	01/12/2013

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

		Visit 1	Visit 2	Visit 3	Visit 4	Visit 5	Visit 6
Business area/Location	Date (mm/yy):	12/11	12/12	12/13			
	Duration (days):	1	1	1			
Business and Quality System changes		✓	✓	✓			
Quality System review processes		✓	✓	✓			
Objectives / KPIs and Improvement status		✓	✓	✓			
Preventive action process		✓	✓	✓			
Purchasing process / Inventory		✓					
Assembly process and associated processes		✓	✓				
Sales & Design process			✓				
Resource Management				✓			
Top Management Responsibility				✓			
Document Control and Quality Records		✓					
Customer satisfaction metrics		✓	✓	✓			
Strategic review				✓			

## Next Visit Plan

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### Visit objectives:

To undertake a Continuing Surveillance assessment visit, this being the first of the next 3 year Strategic Review cycle.

### Visit scope:

As per the detailed plan below

Date	Assessor	Time	Area/Process	Clause
02/12/2011	Ron Worsnop	0915	Opening meeting	
		0930	Business and organisational changes	
		0945	Quality System status	
		1000	Customer satisfaction metrics	
		1030	System Review processes and KPIS / Objectives	
		1100	Purchasing and Inventory Management	
		1200	Lunch break	
		1300	Build and assembly processes	
		1430	Report writing	
		1600	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

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The assessment was based on sampling and therefore nonconformities may exist which have not been identified.

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