

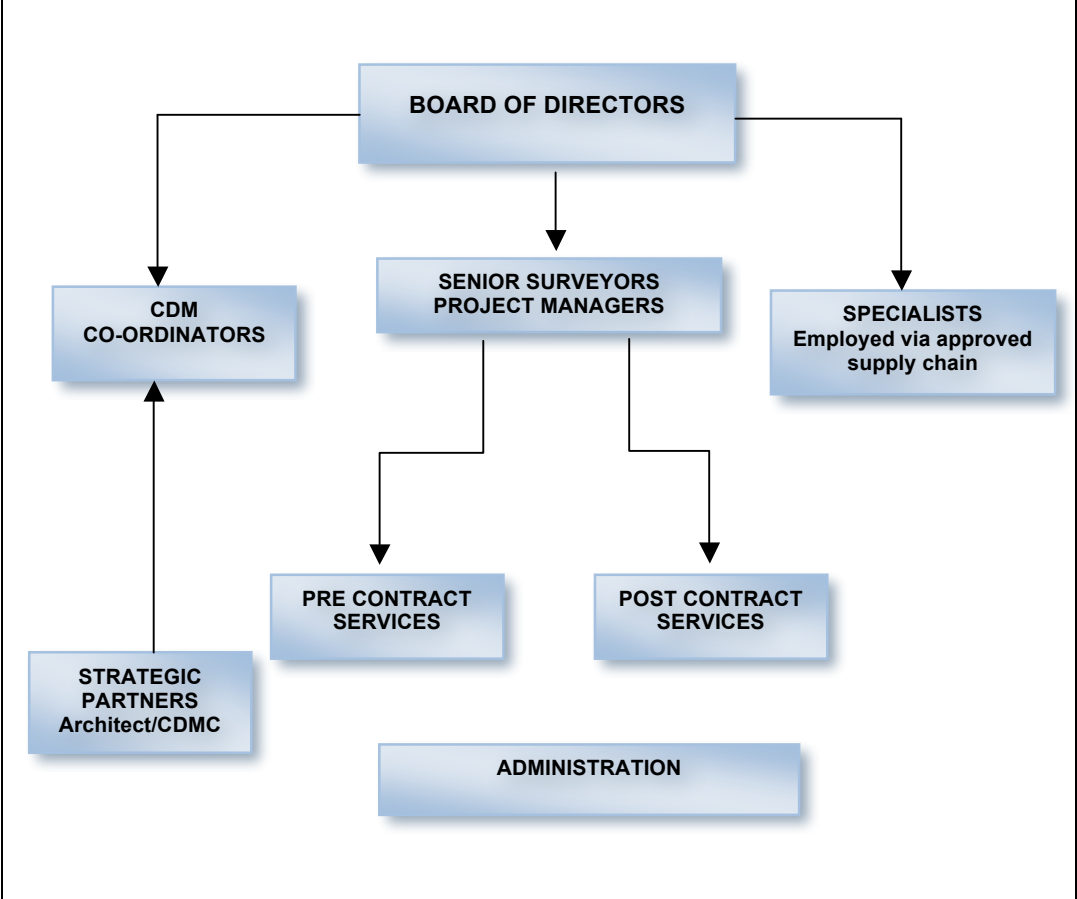
ISO9001:2008

OPERATIONS MANUAL

tmp
todd milburn
partnership

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ORGANISATION & RESPONSIBILITIES



QUALITY MANAGEMENT SYSTEM DOCUMENTATION

- PART A – QUALITY MANUAL**
Scope of the Quality System
Statement
Organisation Structure
Control
Internal Quality Audit
Training
- PART B – OPERATING PROCEDURES**
Quality Management
Quantity Surveying Services
Project Management Services
Control Forms
- PART C – RECORDS**
Job Records
Approved Sub-Contractors, Suppliers
Reference Documents
Training
Policies

QUALITY POLICY

Todd Milburn Partnership offers a complete range of Quantity Surveying and Project Management Services to the building industry and the retail sector.

Commitment is given to Management Controls and Quality Improvement with full Partner involvement throughout the Project from inception to completion.

TMP is committed to providing an efficient service to achieve a quality product within the client's timescale and budget, ensuring full cost control and information feedback at all times. The company has a prominent and diverse client base operating locally and nationally and will provide a one stop inclusive service or will bring their expertise into line with the client's own design team.

To assist in achieving this we aim to:

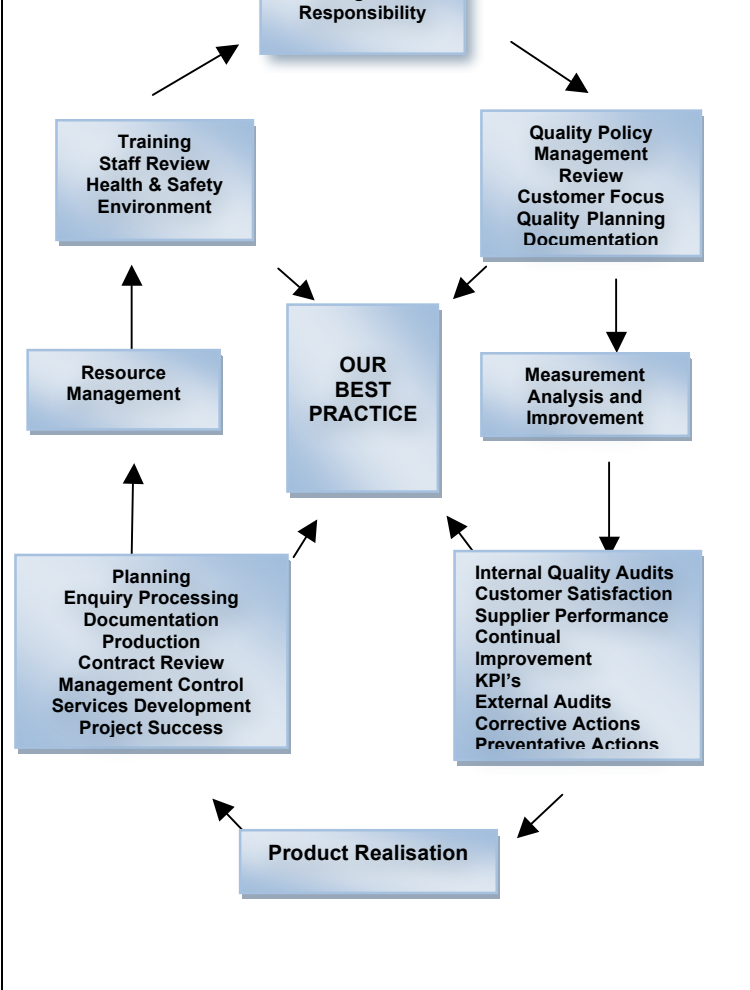
- establish, measure and maintain quality objectives
- employ high caliber staff
- create and maintain a collective commitment to quality
- operate according to best professional practices and technical standards
- continual improvement
- commitment to environmental practices

TMP have implemented a quality management system based on the requirements of BS EN ISO 9001:2008. The quality manual and operational procedures describe in detail how the system is implemented. The requirements of the system are mandatory for all TMP personnel.

Stephen Todd (Director)

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QUALITY MANAGEMENT SYSTEM REQUIREMENTS – ISO 9001:2008



QUALITY MANAGEMENT SYSTEM REQUIREMENTS – ISO 9001:2008

General Requirements: Todd Milburn Partnership Ltd have established a Quality Management System in accordance with ISO 9001:2000. The supporting information, resources, monitoring, measurement are subject to continuous improvement in order to maintain their effectiveness in accordance with the international standard.

Documentation Requirements: The Quality Management System is set out in a series of documents. Part A – The Quality Manual, Part B – The Operating Procedures and Part C – The Records. When documents become Quality Records they are controlled as described in the Document Control procedures.

Management Responsibility: The Directors of Todd Milburn Partnership Ltd are committed to the continued improvement of the Quality Management System. Effective means of communication are used to satisfy the needs and expectations of customers, allocating appropriate resources and ensuring continued improvement.

Customer Focus: Senior management ensure that customer requirements are determined and met with from project start to completion. Performance is evaluated and documented.

Quality Policy and Objectives: The Company Quality Policy is shown which provides a framework for the establishment and review of Quality Objectives which are appropriate to the purpose of the organisation. These are measured and reviewed regularly.

Responsibility, Authority and Communication: The Company's appointed Quality Representative is responsible for ensuring that processes required for the Quality Management System are established, implemented, maintained and reviewed continuously for improvement.

Management Review: Senior Management regularly review the performance of the Quality Management System for adequacy to ensure its continued effectiveness and identify areas for improvement.

Resource Management: Resources for the implementation, maintenance and improvement of the Quality Management System together with enhanced customer satisfaction are determined by the company which maintains qualified and skilled personnel and encourages continued improvement and development through ongoing training in accordance with their professional guidelines.

Product Realisation: Quality plans exist within the Quality Management System for all the services within the Company. These plans consider matters relating to quality objectives, verification and monitoring.

Customer Related Process: Client requirements are determined and reviewed where necessary for the service to be provided. Effective communications are maintained with the Client to verify information, enquiries and requirements.

Purchasing: The Company ensures that suppliers and sub-contractors are evaluated and selected based upon their ability to supply products or services. All are selected from approved lists and supply chains.

Product and Service Provision: Formal procedures are followed to ensure Quality Management Procedures are fully addressed and includes all operations are necessary to realise the agreed service. The agreed service will be detailed in the individual quality plan for the specific project.

Monitoring, Analysis and Measurement: This is undertaken to determine adherence to procedures and identify opportunities for improvement. The company carries out planned internal audits to ensure conformity with their Quality Management System and the requirements of the standard.

Control of Non-Conforming Product: The Company ensures that any service which does not conform to requirements is identified and controlled to prevent re-occurrence. The controls and related responsibilities for dealing with a NCP or service are defined in documented procedures.

Analysis of Data: The Company determines, collects and analyses appropriate data to demonstrate the suitability and effectiveness of the Quality Management Systems. The data is evaluated to ensure continual improvement to the effectiveness of the system.

Improvement: A culture of continuous improvement is established and promoted throughout the company, to ensure that through the use of the Quality Policy, Quality Objectives, Audit Results, Analysis of Data, Corrective and Preventative Actions the effectiveness of the Quality Management System is continually improved.

RELATED DOCUMENTATION

4.1	Q.A. Manual
4.2	Q.A. Manual
5.1	Q.A. Manual
5.2	Q.A. Manual
5.3	Q.A. Manual
5.4	
5.5	Q.A. Manual
5.6	Q.A. Manual
6.1	Q.A. Manual QS/PM/CDMC Services
6.4	
7.1	QS/PM/CDMC Services
7.2	QS/PM/CDMC Services
7.4	QS/PM/CDMC Services
7.5	QS/PM/CDMC Services
8.2	QS/PM/CDMC Services
8.3	Q.A. Manual
8.4	Q.A. Manual
8.5	Q.A. Manual