

# **STREAMLINE (ENVIRONMENTAL SERVICES) LTD**

## **QUALITY ASSURANCE**

### **❖ Information ❖**

#### **STREAMLINE (ENVIRONMENTAL SERVICES) LIMITED**

**Unit 10  
Orchard Business Centre  
Sydenham  
London  
SE26 5AQ**

**Tel: 020 8659 3450**

**UNCONTROLLED COPY  
IF PRINTED**

## 4.1 COMPANY MANAGEMENT RESPONSIBILITY

### 4.1.1 Company Policy Statement

*Streamline (Environmental Services) Ltd* specialises in providing the following services for industry:

- (1) **Chemical Descaling of Boilers and D.H.W.S. Calorifiers.**
- (2) **Disinfection of Cooling Towers, Domestic Water Systems and Pipework - (Prevention / Eradication of Legionella Pneumophila).**
- (3) **Refurbishment and Maintenance of Cooling Towers and Cold Water Storage Tanks.**
- (4) **Water Treatment.**
- (5) **Hot & Cold Water Temperature Monitoring and Inspection Services.**
- (6) **Boiler & Gas Services.**

The objective of the management of the Company is to provide their (a) *mechanical and chemical engineering* and (b) *boiler and gas services* in a manner which conforms to or exceeds contractual and regulatory requirements, using qualified, trained and experienced personnel.

In order to achieve their objective, it is the policy of *Streamline (Environmental Services) Ltd* to establish and maintain an effective and efficient Quality Assurance Programme, based on *BS EN ISO 9001 : 2008, Quality management systems - Requirements*, planned and developed in conjunction with other management functions.

*Particularly, the Company's senior management is committed to :*

- (i) *ensuring compliance with quality requirements and to continually improve the effectiveness of the Quality Management System,*
- (ii) *providing a framework for establishing and reviewing quality objectives, and*
- (iii) *reviewing this policy for continual suitability.*

The determination of conformity of work to contract regulatory requirements is made on the basis of objective evidence of quality.

*Streamline (Environmental Services) Ltd's* Quality Assurance Programme is designed to ensure that all requirements relating to quality are recognised, that a consistent and uniform control of these requirements is adequately maintained, and that effective control is established.

Compliance with these procedures is mandatory for all Company personnel.



**J. Snelling**  
**Operations Director**

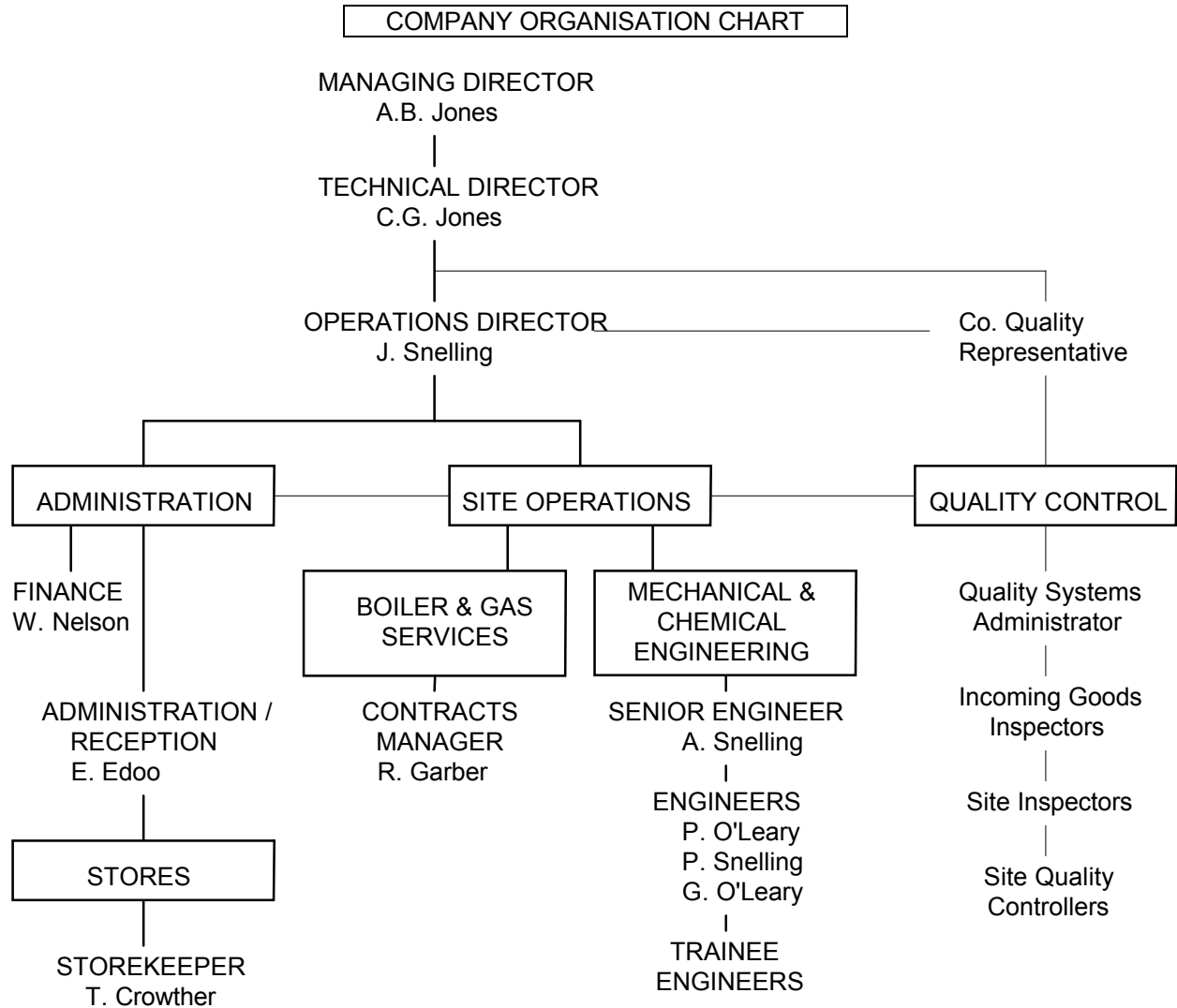
**January 2013**

First Issued: January 1998

**4.1.5 Organisation**

- (i) The organisation chart shows the relation of the various functions within the Company and the various elements of the Quality Assurance Department.

**Streamline (Environmental Services) Limited**



- (ii) The above personnel are assisted in their duties by an independent Quality Consultant.

Daniel Psaila B.Sc.(Hons), M.Sc.(TQM), FCQI CQP, FInstLM, SFIIRSM RSP, CSPA, OSHCR  
**ICON Quality & Safety Ltd**

07790 046362

OSHCR – Registered Consultant  
[www.oshcr.org](http://www.oshcr.org)

## 4.2 COMPANY QUALITY SYSTEM

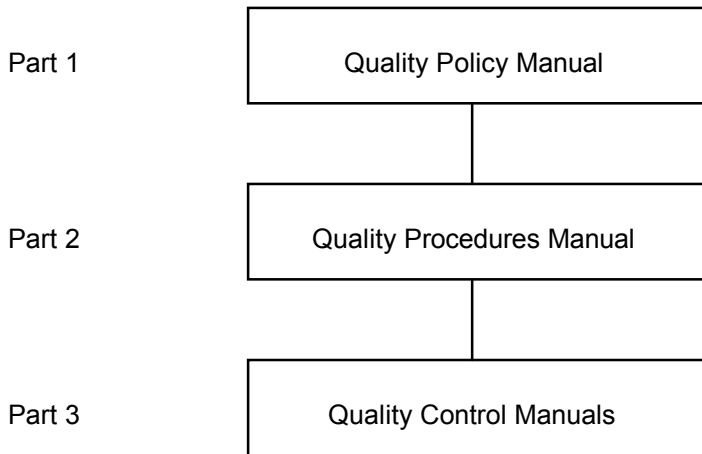
### General

This section contains the comprehensive procedures' detail to support the current quality assurance programme, as determined by in-house and contractual requirements. A brief outline of the primary functions of the Company is contained in Part One of the Quality Manual.

It includes the controls to be exercised on those aspects of the function, which have an effect on quality, to ensure compliance with contractual requirements. The procedures contained herein not only reflect current quality policies but also take into consideration the requirements of BS EN ISO 9001 2008.

### Quality System

The Company's Quality Assurance Management System exists at three levels:



Collectively, the three tiers comprise the Company's Quality Assurance Manual. The Policy Manual (Part 1) describes the Company's QA System, and outlines its Specialist Services and QA Procedures.

The Procedures Manual (Part 2) contains the Company's detailed Quality Assurance Procedures. Relevant sections of this manual are distributed to Manuals (Part 3) held by appropriate Company Personnel; thus ensuring that Standard Operating Procedures are communicated to all relevant management, administrative and engineering personnel, functions and locations within the Company's field of operations.

Procedures referenced within the Quality Assurance Manual constitute the Company's 'quality plan' for how all orders are addressed, and how quality requirements are achieved.

**5. PROCEDURES INDEX OF COMPANY QUALITY PROCEDURES MANUAL**

- 5.1 The Company has documented detailed procedures for all systems and functions that apply to this quality assurance programme. Each procedure identifies such things as:
- (a) its purpose and scope;
  - (b) who is responsible for what, how, when and where all steps are to be performed;
  - (c) what materials, equipment, processes and documentation are to be used;
  - (d) how it is all controlled.

5.2 INDEX OF DETAILED PROCEDURES TO BE FOUND IN THE COMPANY'S DETAILED QUALITY PROCEDURES MANUAL

<u>INDEX</u>	<u>PROCEDURE NUMBER</u>	<u>PROCEDURE TITLE</u>
01	QAP 010 QAP 011	Control of Quality Manual Production of Procedures
02	QAP 020	Quality Systems Review
03	QAP 030 QAP 031	Contract Review and Sales Order Processing Planning and Scheduling
04	-----	-----
05	QAP 050	Control of Documents and Data
06	QAP 060	Purchasing Control
07	-----	-----
08	QAP 080	Identification and Traceability Control
09	QAP 090 QAP 091	<i>Site Control : Mechanical &amp; Chemical Engineering</i> <i>Site Control : Boiler &amp; Gas Services</i>
10	QAP 100	Goods Inward Inspection
11	-----	-----
12	QAP 120	Project Process Control
13	QAP 130	Control of Nonconforming Product
14	QAP 140	Corrective and Preventive Action Reporting
15	QAP 150 QAP 151	Handling, Storage, Packaging, Preservation and Delivery Stock Movement Control
16	QAP 160	Control of Quality Records
17	QAP 170	Internal Quality Auditing
18	QAP 180	Recruitment, Training and Personnel Records
19	-----	-----
20	QAP 200	Statistical Analysis
---	-----	Standard Forms

--- END OF PROCEDURES MANUAL INTRODUCTION ---