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### **6.1 Service realisation**

The Managing Director will ensure that the Company has defined processes to enable its services to be provided on a consistent basis and in accordance with the customer's specifications whilst complying with all applicable legislation and regulations affecting the industry.

### **6.2 Planning of service realisation**

Managers will plan and develop the processes necessary to deliver civil engineering services in accordance with customer specifications and other specified regulatory requirements. As part of this planning process, the Company shall determine:-

- a) The objectives and requirements of its services.
- b) Health, safety and environmental aspects, risks and controls.
- c) The processes and documentation required to deliver the company's' services.
- d) The checks that need to be conducted to measure, inspect or test the service to be delivered and health, safety and environmental aspects of the work.
- e) The records or evidence that need to be kept to provide assurance that specified requirements have been met.

Such planning will be documented and may take the form of any one or combination of the following:-

- i. Procedures
- ii. Specifications
- iii. Work Instructions
- iv. Flow Charts
- v. Check Lists

### **6.3 Customer related processes**

#### **6.3.1 Determination of requirements related to the product or service to be provided**

In order to accurately identify the requirements of the work to be conducted for the customer the Company will employ a number of processes. These processes will ensure that:-

- a) A clear understanding of the scope of work to be conducted is obtained and documented.
- b) Elements not specified by the customer but necessary to fulfil the intended requirements of the job are identified.
- c) Any statutory or regulatory requirements are considered and catered for.

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### **6.3.2 Review of the requirements related to the product or service to be provided**

Prior to accepting an instruction, order, or contract to undertake work, the identified requirements shall be reviewed by a suitable member of the Company's staff to ensure that:-

- a) The requirements have been adequately and clearly documented by either the customer or the Company.
- b) That any ambiguities have been clarified or resolved.
- c) The Company has, or can access the necessary resources to fulfil its obligations defined by the requirements and applicable legislation or regulations.

Such reviews shall also be repeated to the degree necessary should for any reason the requirements change either prior to, or during the provision of the work.

### **6.3.3 Customer communication**

The Company will have a variety of processes to ensure clear communication paths with its customers. These processes cover the following aspects of communication:-

- a) Liaising with customers on the day-to-day aspects of the job.
- b) Taking enquiries for new jobs, determining the Customer's needs and providing a response.
- c) Recording, investigating and responding to any concerns or complaints.
- d) Determining levels of Customer satisfaction.

## **6.4 Design and development**

### **6.4.1 Design and development planning**

The Company has developed a procedure to control all the design stages to ensure that the design meets the needs of the Client and any applicable legislation or regulations.

Plans will be prepared for projects requiring a design element. These plans will normally take the form of a Method Statement, usually accompanied by a Project Programme.

Such plans will address each activity and state who is responsible for what. Only appropriately qualified personnel will be assigned to these activities and the Company will ensure that they are supported by adequate resources.

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At the outset of a design project the names of all the parties involved shall be established in order to ensure that the necessary information can be gathered and transmitted to the respective parties for review.

#### **6.4.2 Design and development inputs**

Design input requirements relating to a project are determined by the design planning team at the point of enquiry or invitation to tender.

At the same time, all possible applicable statutory and regulatory requirements are identified.

Any incomplete, ambiguous or conflicting requirements shall be resolved with those parties responsible for specifying the requirements.

#### **6.4.3 Design and development outputs**

There will be full documentation of the finally agreed design. Such documentation will show that the proposed design conforms with the design input requirements and any agreed documented modifications thereto. The design will make reference to design acceptance criteria and will identify any characteristics of the design that are crucial to the safe and proper working of the design.

The design output will be in such a form that it can be verified and validated against design input requirements, with any amendments (see below).

Design output documents are reviewed by the Design Team before being released to those who are responsible for further work on the project.

#### **6.4.4 Design and development review**

Design reviews will normally take place at two stages :-

- a) after having gathered the initial information to establish that sufficient information has been gained and that this information is correct.
- b) before submitting any proposal to a Client to ensure that the design is feasible.

#### **6.4.5 Design and development verification**

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Design verification takes place during the design stages so as to ensure that the developing design will indeed satisfy the agreed final brief of the Client.

Competent personnel are always assigned to this verification task. Verification is conducted by an individual who has not been responsible for the detailed proposal. In some cases, calculations will be repeated by others who have not been involved in the detailed calculations in the first place. Alternatively, it may only be necessary to compare the new design with similar existing designs. In other cases, tests and demonstrations may be all that is required.

On other occasions, it may only be necessary, or perhaps only be possible, to review the final design documents before release for the next stage.

#### **6.4.6 Design and development validation**

Validation of the design means that evidence will be provided to ensure that the design does indeed conform to the Client's needs and /or requirements. The means of validation will be agreed with the Client beforehand and is normally confirmed by the use of a Post Construction Validation Report.

Whatever method is agreed, the validation will be documented and final approval obtained in writing from the Client.

#### **6.4.7 Control of design and development changes**

Very few design proposals remain unchanged from first drafting. The brief from the Client may prove to be incomplete or even ambiguous when the details of the design are being considered.

Whenever there is a need to deviate from the original brief received from a Client, the proposed deviations from the brief will be discussed with the Client and formal approval will be sought from the Client before proceeding further with the design.

It is recognised that it may become necessary to make changes to a design at any stage of the design process. Such changes will only take place with the formal documented approval of both parties.

### **6.5 Purchasing**

#### **6.5.1 Purchasing processes**

Purchasing of products, materials, equipment or subcontract services for use in connection with the work undertaken by the Company shall be conducted from approved suppliers who have either been assessed by

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the Company or demonstrated their ability to regularly supply products in conformance with appropriate standards, by trial or past performance.

### **6.5.2 Purchasing information**

In order to assist our suppliers to supply the correct materials or products on time, they shall be given a clear description of what is required. This may either be by written Purchase Order or verbally, confirmed by a unique Purchase Order for a specific contract.

### **6.5.3 Verification of purchased product**

The Company has no need to check the performance of any of its suppliers or subcontractors at their own premises. However it is a condition of all subcontracted work that the performance of subcontractors may be monitored at site by the Contract Director or Site Manager.

Customers (or representatives of the customer) shall always be afforded the right to check on the activities or performance of the Company or its subcontractors.

## **6.6 Production and service provision**

### **6.6.1 Control of operations**

Operational control of the Company's activities is primarily achieved through the use of suitably qualified, experienced and supervised staff, properly equipped and carrying out their duties in accordance with documented instructions (Company Procedures or Method Statements). A full list of Company Procedures may be found in the index to the Procedures Manual. The Contracts Director and Site Supervisors have direct responsibility for communication with the customer (or their representative) and shall attend site meetings as required.

Company plant is serviced on either a pre-planned, or hours worked basis to maintain its functionality.

Other than the laying of concrete or asphalt there are no other special processes that need any form of control or validation. When it is a requirement of the contract to perform testing of concrete or asphalt materials, the appropriate samples shall be taken, and tested in accordance with the agreed specifications. The results of such tests shall be passed to the customer (or their representative) and a copy kept with project records.

All electrical equipment and critical safety equipment is subject to regular checks for statutory purposes and the Company maintains records of all such equipment.

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All health, safety and environmental aspects of the work to be undertaken will be identified prior to the commencement of the work. Any risks identified during this process will be eliminated or minimised by the application of stated controls.

### **6.6.2 Emergency Preparedness and Response**

The Company has considered all the processes and procedures necessary to ensure that, as far as practically possible, any risks to the health and safety of employees or others and the potential for any negative environmental impact have been identified and control measures specified.

Where practicable these control measure or procedures will be tested for effectiveness.

### **6.6.3 Identification and traceability**

There are no Client or legislative requirements for the Company to maintain any traceability of equipment or materials used in connection with the work performed.

All Jobs are allocated a unique Job Number and a title. Any documentation associated with either the Job Number or title and filed in Job File.

Staff working on sites complete and submit Timesheets to the Office. From these documents the times, dates, names of personnel involved and nature of work performed can be established.

### **6.6.4 Customer property**

Any property (including intellectual property) provided to the Company by Customers shall be treated and cared for in such a way as to protect it from damage, deterioration or loss. If upon receipt of such property it is found to be unsuitable for the intended purpose, or the property is lost or damaged whilst in the possession of the Company, the Company shall record the situation and report it to the provider at the earliest opportunity.

### **6.6.5 Preservation of products or services**

The Company shall consider the processes necessary to protect the products and services it provides from damage or deterioration at all stages up to the point of final hand over to the customer. In doing so, the Company shall consider the effects of handling, storage, packaging, marking or labelling and transportation.

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Any techniques considered essential to the preservation of the products or service shall be documented.

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### **6.6.6 Control of monitoring and measuring devices**

All equipment used for measurement to decide the acceptability of work performed by the Company or for use in a health & safety or environmental monitoring capacity shall be controlled.

The control shall include:

- the location or whereabouts of equipment being recorded.
- the unique identity and equipment type being recorded.
- a schedule of Calibration or Testing, giving the frequency and calibration/test method.
- the degree of accuracy required for use and its acceptable level of error

Records of the results of this control will be maintained and where any equipment is found to be in error, the consequence of that error shall be investigated and the appropriate action taken.

Statutory inspections for lifting chains, cable/gas detectors, tachographs, etc., are controlled to ensure that the necessary inspections or checks are performed at the specified intervals.

Should any item of equipment be found to faulty during these inspections, the impact of the prior use of this equipment will be assessed and any applicable actions taken.