

Assessment Report

DPSS Consultants



Report Author

Ali Mian

Visit Start Date

08/09/2011



Introduction

This report has been compiled by Ali Mian and relates to the assessment activity detailed below:

Visit ref/Type/Date/Duration	Certificate/Standard	Site address
7526666 Continuing Assessment (Surveillance) 08/09/2011 1 day(s) No. Employees: 4	FS 54724 ISO 9001:2008	DPSS Consultants Magnolia House 20 Priestlands Park Road Sidcup DA15 7HR United Kingdom

The objective of the assessment was to confirm the ongoing effectiveness of the management system in meeting ISO 9001:2008 requirements to provide consistent services that satisfy client requirements and to continually improve the organisational processes by applying Plan-Do-Check-Act methodologies.

Management Summary

The sampled areas assessed during the course of the visit were generally found to be effective and we are pleased to recommend the continuation of your registration.

Corrective actions with respect to nonconformities raised at the last assessment have been reviewed and found to be effectively implemented.

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

Management Overview, Changes

Operationally the business continues to provide a high service standard and this has been confirmed again during this visit. Staff competence, commitment and dedication is generally exceptional and this factor has been key in facilitated ongoing service delivery capabilities and achievements.

The Director gave an overview of the business performance and future plans. The following was discussed through a presentation of the Strategic Development Meeting Review of 2011/12:

- * Key strategic goals for 2011/12
- * Internal and External Initiatives: development of new website and GOLD - Global Online Development e-learning tool
- * Mission & Vision
- * Product/Market Development/Strategic Partnerships and Synergies
- * Strategic Analysis, A.C.E., SWOT Analysis
- * New Opportunities Learning and Non-Learning
- * Internal Analysis: Resource Audit, Skills Audit, Knowledge Audit
- * Joint Ventures
- * Market Analysis
- * Competitor Analysis
- * Risk & Resource Analysis
- * Strategic Options and Actions
- * Publications & Articles

Service performance planning is generally well implemented with sound specific awareness of service delivery outcomes/requirements at operational level.

Management System

The QMS has generally been maintained since the last visit and there have been no significant changes to the documented quality management system. Quality system records were reviewed during the course of the assessment and these generally give an indication of good effective control over the systems processes.

The management review process is conducted annually. The minutes seen dated 17th June 2011 during the assessment show that the requirements of the clause are achieved/exceeded.

Overall the minutes reflect a consistent approach to the monitoring and evaluation of the key requirements of the business.

The internal audit schedule has been agreed and released. The audit samples taken during the assessment identify a high level of checking and reviewing of the relevant procedures, in addition ensuring the requirements of ISO 9001:2008 are verified. There are no outstanding non conformities or corrective actions.

Customer satisfaction is measured through the completion of delegate evaluations. It should be noted that the satisfaction grading is consistently very high/excellent. There have been no customer complaints.

Delivery of Training

The following training courses were sampled as part of the assessment:

- * Strategic Procurement for Engineers 'Institute for Mechanical Engineers' PRR 100%, ISO 90%.
- * Contract Management for Schools 'Southwark Schools' PRR 100%, ISO 94%.
- * Training for the Tender Committee 'African Development Bank' PRR 100%, ISO 92%.

Overall from the samples taken there is clear evidence of the contract review, course design and development, consultants contract, course review. The critical mission document is a valuable mechanism to ensure all internal and external requirements are achieved.

The course design process follows a systematic approach, which includes design inputs, feedback from the customer, design outputs, evaluation, testing, analysis, review and improvements.

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

Incorrect use of logo and symbols seen on web site, headed paper and other documentation. Client has been left with appropriate artwork and rules for use and display. Printed material will be corrected at the next print run.

Minor Nonconformities Raised at Last Assessment

Ref	Area/Process	Clause
A448722/1	Competence Awareness and training	6.2.2
Details:	There is no evidence that auditor Claudia Jordan has received any training against auditing a process based management system.	
Actions:	7365874 - e-learning course identified by client during assessment. 08.09.11: New Certified external verifier James Albutt certification number 01190550 has received the required audit training. Documents verified to ensure compliance to requirements.	
Closed?:	Yes	

Assessment Participants

On behalf of the organisation:

Name	Position
Ray Carter	Director

The assessment was conducted on behalf of BSI by:

Name	Position
Ali Mian	Team leader

Continuing Assessment

The programme of continuing assessment is detailed below.

Site Address	Certificate Reference/Visit Cycle	
DPSS Consultants Magnolia House 20 Priestlands Park Road Sidcup DA15 7HR United Kingdom	FS 54724	
	Visit interval:	12 months
	Visit duration:	7 hours
	Next re-certification:	01/06/2012

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):	06/10	06/11	06/12			
	Duration (days):	1	1	1			
Quality Manual, Quality Objectives & Policy		✓	✓	✓			
Corrective and Preventive Actions		✓	✓	✓			
Internal audits, Management review		✓	✓	✓			
Customer satisfaction, Complaints management		✓	✓	✓			
Internal Communication, Analysis, trends and improvements.		✓	✓	✓			
Delivery of Training		✓	✓	✓			
Top Management Discussion				✓			
Strategic Review				✓			

Next Visit Plan

Visit objectives:

To evaluate the effectiveness of Quality Management System in the areas specified in the plan. The next visit will be a Re-certification Audit (SR Opt 1). The assessment will be completed in line with the requirements of ISO 9001:2008 and is scheduled for June 2012.

Visit scope:

Applicable to the processes defined below, other connected processes or sub-processes may be audited depending on the audit trails.

Date	Assessor	Time	Area/Process	Clause
27/06/2012	Ali Mian	09.30	Opening meeting including: BSI formalities Close of last report Review of business and any changes since the last BSI visit.	
		10.00	STRATEGIC REVIEW Part A Conducted in conjunction with the management representative. Review of: o Assessment progress against the strategic assessment plan. o Assessment findings over the certification cycle. o Progress in relation to management system objectives. o Completion of the 3-year plan. o Trends in nonconformities or, areas of concern etc. o Closure of complaints received by BSI details of which are contained in the pack or can be obtained from the Complaints Co-ordinator - Compliance and Risk	

		11.00	<p>Part B</p> <p>Conducted in conjunction with the management representative and senior management.</p> <p>Assessment of:</p> <ul style="list-style-type: none"> o Management commitment (stakeholder focus, management system policy, objectives, organisation, communication). o The effectiveness of the inter-action of all elements of the system. o The effectiveness of the management system in the light of internal or external changes and continued compliance. o The production of a Strategic Assessment plan for the next cycle that will contain any client specific requirements. 	
		12.00	Lunch	
		12.30	<p>Management system organisation and review including: Quality Manual, Quality Policy, Quality Objectives, Internal audits, Management review, Customer satisfaction, Complaints management, Internal Communication, Analysis, trends and improvements</p>	
		1.30	Delivery of Training	
		2.30	Report Writing	
		4.00	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

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

If you wish to distribute copies of this report external to your organisation, then all pages must be included.

BSI, its staff and agents shall keep confidential all information relating to your organisation and shall not disclose any such information to any third party, except that in the public domain or required by law or relevant accreditation bodies. BSI staff, agents and accreditation bodies have signed individual confidentiality undertakings and will only receive confidential information on a 'need to know' basis.

'Just for Customers' is the website that we are pleased to offer our clients following successful registration, designed to support you in maximising the benefits of your BSI registration - please go to www.bsi-emea.com/JustForCustomers to register. When registering for the first time you will need your client reference number and your certificate number (43210371/FS 54724).

The Carbon Dioxide emissions due to the planning, delivery and administration of this assessment will be fully off-set through the BSI CarbonNeutral® project. For more information on CarbonNeutral® please visit www.bsigroup.co.uk/en/Assessment-and-Certification-services/Management-systems/News-and-Events/Carbon-Neutral.

This report and related documents is prepared for and only for BSI's client and for no other purpose. As such, BSI does not accept or assume any responsibility (legal or otherwise) or accept any liability for or in connection with any other purpose for which the Report may be used, or to any other person to whom the Report is shown or in to whose hands it may come, and no other persons shall be entitled to rely on the Report.

Should you wish to speak with BSI in relation to your registration, please contact our Operations Support Team:

Customer Services

BSI

PO Box 9000

Milton Keynes

MK14 6WT

Tel: +44 (0)845 080 9000 Fax: +44 (0)1908 228123