



# Assessment Report.

## DPSS Consultants

## 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
7991882 Continuing Assessment (Surveillance) 02/06/2014 1 day(s) No. Employees: 25	FS 54724 ISO 9001:2008	DPSS Consultants Beech House 20 Rowley Avenue Sidcup DA15 9LB United Kingdom

The objective of the assessment was to conduct a surveillance assessment and look for positive evidence to ensure that elements of the scope of certification and the requirements of the management standard are effectively addressed by the organisation's management system and that the system is demonstrating the ability to support the achievement of statutory, regulatory and contractual requirements and the organisation's specified objectives, as applicable with regard to the scope of the management standard, and to confirm the on-going achievement and applicability of the forward strategic plan and where applicable to identify potential areas for improvement of the management system.

The scope of the assessment is the documented management system with relation to the requirements of ISO 9001:2008 Standard and the defined assessment plan provided in terms of locations and areas of the system and organisation to be assessed.

## Management Summary.

### Overall Conclusion

The objectives of this assessment have been achieved.

I would like to thank all the audit participants for their assistance and co-operation which enabled the audit to run smoothly and to schedule.

Based on the objective evidence detailed within this report, the areas assessed during the course of the visit were found to be effective.

The organisation continues to demonstrate commitment to quality and improvements through transparent and comprehensive monitoring, analysis and reporting.

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 Update :**

The Director provided a comprehensive overview of the organisation and the challenges it has faced and overcome over the previous year. 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.

Topics covered included the organisation's reasons for maintaining a quality management system, the extent to which objectives have been met over the assessment cycle, how customer satisfaction is measured and reported, and the likely future developments of the quality management system to meet organisational challenges. The management system is maintained in order to provide internal discipline as well as to comply with customer's requirements for registration to an external quality standard. It was stated that objectives have been met and very often exceeded over the course of the assessment cycle, and this was supported with evidence seen from the Management Review meeting (detailed presentation) Quality Management and Strategic Development Meeting dated May 2014:-

- \* Key strategic goals for 2013/14
- \* Internal and External Initiatives: CIPS/Non-CIPS
- \* Mission & Vision
- \* Product/Market Development/Strategic Partnerships and Synergies
- \* Strategic Analysis, A.C.E., SWOT Analysis
- \* New Opportunities
- \* Internal Analysis: Resource Audit, Skills Audit, Knowledge Audit
- \* Joint Ventures
- \* Market Analysis
- \* Competitor Analysis
- \* Risk & Resource Analysis
- \* Strategic Options and Actions
- \* Attained Accredited Partner status with IACCM

Future direction of the organisation was also discussed, key focus on growing income and profitability is a top priority. Alongside this the organisation focus on offering quality service. Top management maintains full ownership of the QMS and are involved with the BSI visits as well as the maintenance of the QMS and all mandatory items. The objectives are reviewed regularly to ensure relevance and accuracy. The Client has demonstrated effective communication with both staff and their customers. key strategic directive will focus on:-

> To build and maintain the brand; exploiting opportunities; business development; web based promotional strategy; develop and maintain existing relationships; develop the relationship with IACCM: recruit more consultants to join the network.

Evidence was seen of top management commitment and the use of the quality management system to drive continual improvement.

**Quality Management System Review :**

There have been no organisational or structure changes to report since the last assessment. The scope of registration was reviewed and is an accurate reflection of the organisations activities.

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.

Management reviews are planned and conducted annually, the record of review provides a concise record of the status of the system together with the organisations business measures or critical success factors. Throughout the year quality meetings are held and give support to the main review.

The audit schedule is planned each year and ensures all processes and procedures are assessed. Actions assigned from audit findings are reviewed and verified for effectiveness in a timely manner. The Quality Team Meetings capture data and analysis of the internal audit activity. Corrective / Preventive Actions are captured, tracked and resolved within individual processes and within the Audit mechanism and summarized in the Quality Management and Strategic Development Meeting forum. There are no Corrective and Preventive Actions outstanding.

Customer feedback is mainly consultant focused. At the end of each course the consultant will hand out an Event Evaluation Form that will be completed by the participants and will provide feedback on the course and consultants. Scores are added up from each participant and form and an average collated. Results so far indicate that feedback has been largely satisfactory. Complaints are demonstrated in feedback by participants and are dealt by the Director. To date no complaints have been received.

**Delivery of Training :**

The organisation operates in a very specialized niche market with key strategy and objective being market penetration and course development. At present DPSS has 20 consultants who are home based. The course design methodology is based around bespoke programs and courses are very specialized and developed around individual clients requirements.

The process is well managed with client correspondence documented at each stage of negotiations. Courses are tailored to meet client requirements using experience, industry knowledge etc. A proposal is put forward and presented to the client and a mutual agreement is reached. Consultants have to meet certain requirements before they are taken on board. Consultant biographies profiling their skills and attributes are also incorporated in the proposals. For every project a file is maintained and a Mission Critical Documents (Consultancy) checklist is maintained that is checked and dated to ensure completion of the course process.

The following training courses were sampled as part of the assessment (all delivered 2014):-

- Contract Management Training for Hounslow Borough Council.
- Overview of Procurement, Market Analysis, Supplier Selection, Supplier Award and Financial Management for Bradford Council.

Delivery methodology was well established covering (where applicable):-

- Initial Enquiry and Correspondence.
- DPSS Course Design and Development Process.
- Contract Management.
- Contractors Scope of Work.
- Statement of Verification regarding Satisfactory Completion.
- New Vendor Request Form.
- Source/Research Material.
- Event Evaluation Forms.

No major concerns were identified and the sampled areas assessed indicate a high standard of work is being achieved by competent Consultants with control and business support deliverables generally in place. Customer requirements were seen to be a fundamental factor in service provision and based on an effective review process providing continual improvement.

## Assessment Participants.

On behalf of the organisation:

Name	Position
Ray Carter	Director
Carol Lineham	Admin Support

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 Beech House 20 Rowley Avenue Sidcup DA15 9LB United Kingdom	FS 54724	
	Visit interval:	12 months
	Visit duration:	1 Days
	Next re-certification:	01/06/2015

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.

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Business area/Location	Date (mm/yy):	Visit1	Visit2	Visit3	Visit4	Visit5	Visit6
		Jun13	Jun14	Jun15			
	Duration (days):	1.0	1.0	1.0	0.0	0.0	0.0
Corrective and Preventive Actions		X	X	X			
Strategic Review				X			
Delivery of Training		X	X	X			
Quality Manual, Quality Objectives & Policy		X	X	X			
Customer satisfaction, Complaints management		X	X	X			
Top Management Discussion				X			
Internal audits, Management review		X	X	X			
Internal Communication, Analysis, trends and improvements.		X	X	X			

## Next Visit Plan.

**Visit objectives:**

Re-certification Opt 1

The objective of the assessment is 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.

Date	Assessor	Time	Area/Process	Clause
02/06/2015	Assessor 1	09.30	Opening Meeting including Review of business and any changes since the last BSI visit	
		10.00	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	
		11.00	Delivery of Training	
		12.00	Lunch	

		13.00	<p>STRATEGIC REVIEW</p> <p>Part A</p> <p>Conducted in conjunction with the management representative.</p> <p>Review of:</p> <ul style="list-style-type: none"> <li>o Assessment progress against the strategic assessment plan.</li> <li>o Assessment findings over the certification cycle.</li> <li>o Progress in relation to management system objectives.</li> <li>o Completion of the 3-year plan.</li> <li>o Trends in nonconformities or, areas of concern etc.</li> <li>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</li> </ul>	
		14.00	<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"> <li>o Management commitment (stakeholder focus, management system policy, objectives, organisation, communication).</li> <li>o The effectiveness of the inter-action of all elements of the system.</li> <li>o The effectiveness of the management system in the light of internal or external changes and continued compliance.</li> <li>o The production of a Strategic Assessment plan for the next cycle that will contain any client specific requirements</li> </ul>	
		14.45	Report Preparation	
		16.00	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.

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