



Quality Management Manual

BS EN ISO 9001:2015

This document must not be reproduced, distributed or amended in any form without prior consent of Space Solutions (Scotland) Limited. Check against live system copy to ensure this issue is current prior to use

Control Sheet

Copy No.

Document Holder

~~Controlled Copy~~ / Non-Controlled Copy

Date First Issued to Holder

Index

Control Sheet	1
Index	1
Record of Review	3
Distribution List	4
1.0 Introduction to Quality Manual	4
2.0 Description of Space Solutions	4
3.0 Quality Management System	6
3.1 General	6
3.2 Quality Management Systems (QMS) Policy Statement	7
3.3 Objectives	8
4.0 Organisation and Roles	9
1. Mr Jim Mathieson – Managing Director	9
2. Mr Robin Young – Group QHSE Manager	10
3. Member of the Senior Management Team (SLT)	11
4. Project Supervisor / Site Manager / Project Manager/ Contracts Manager / Team Leader	12
5. Designer	13
6. The Employee Operative	14
5.0 QMS Documentation	15
5.1 Owner and Status of System Documents	15
5.2 Quality Procedures	16
5.3 Forms	18
5.4 Organisation Chart (to be replaced with new SLT structure)	21

Amendment and Issue Record

Issue Date	Author	Page Number	Reason for issue	Document Change Approved By	Distribution
Issue 1 Jun 17	MK	All	New BS EN ISO 9001:2015	MK	Electronic Copy
Issue 1a Mar 18	RY	All	Change of personnel	RY	Electronic Copy
Issue 1b Mar 19	RY	All	Change in Management Structure requiring changes throughout. Addition of roles and responsibilities	RY	Electronic

Record of Review

Issue	Reason for Review	Carried out by	Actions Required (Y/N)	Description of Actions
1	Review carried out as a result of transition to new 2015 standards.	MK	Y	Redraft and Re-issue document with changes to majority of document
1a	Departure of Mark Kane and appointment of CEO	RY	Y	Amend details
1b	Change in Management Structure/Annual	RY	Y	Amend and add roles
1b	Annual Review 31/03/20	RY	N	None
1b	Annual Review 31/03/2021	RY	N	None
1b	Annual Review 31/03/2022	RY	N	None
1b	Annual Review 31/03/2023	RY	N	None

Distribution List

This Quality Management Manual can be distributed as either controlled or non-controlled copies. Controlled copies are identified with a copy number.

The Group QHSE Manager is responsible for holding controlled copies after revisions.

A copy of the latest issue of the Quality Management Manual shall be posted on the Space Solutions (Scotland) Limited network and saved as a 'read-only' version at <..\\..\\Control Docs\\Management Policies and certificates>, to which all staff shall have access.

Controlled copies of the document will be issued to the SLT of the company as thought necessary and as listed in the Distribution Record.

1.0 Introduction to Quality Manual

The Quality Management Manual describes the general organisation of Space Solutions (Scotland) Limited (Space Solutions) as a Group and defines the methods, resources and personnel structure required controlling the Quality aspects of the organisation, and minimisation of the impacts they cause to the Quality of the finished Project. It applies to all the phases of its activities.

This manual is the property of Space Solutions and constitutes the Quality component of the company's integrated management system and should be used in conjunction with other elements of the system such as the Quality Procedures, Health and Safety Policy Manual, Environmental Policy Manual, the Emergency Plan, and Quality Records. Such an integrated system is evidence that Quality, Environmental and Occupational Health & Safety are considered of strategic importance in achieving organisational excellence.

The manual meets the requirements of BS EN ISO 9001:2015 - Quality Management System -requirements.

2.0 Description of Space Solutions.

Space Solutions has its head office situated at Bishop House, 50 Carden Place, Aberdeen and was founded in 1996 to provide a comprehensive and fully integrated design and project management service utilising an in house team including Architects, Space Planners, Interior Designers, Relocation Management, Contract/Project/Facilities Management and Quantity Surveying Professionals.

Over the ensuing years we have developed our plan, meeting the changing needs of our customers within a philosophy of precise, efficient servicing and the achievement of our customers' quality requirements and delivery specification.

Our present customer base is drawn from both the Private and Public Sectors. Our philosophy and wide range of services, expertise and experience enables us to remain alert to the need for change and adapt to the precise requirements of our customers.

An organisation chart is given in section 4.4. This is updated automatically from an external source and revisions will not be noted in the revision record at the front of this document. It will however include a date of its last revision on the bottom right corner of the page.

Space Solutions has offices in the following locations

Aberdeen (Head Office)	Bishop House 50 Carden Place Aberdeen AB10 1UP T: 01224 218500
---------------------------	--

Edinburgh (Central Belt)	2 Lochrin Square 96 Fountainbridge Edinburgh EH3 9QA T: 0131 221 5210
-----------------------------	---

Glasgow	140 West George Street Glasgow G2 2HG T: 0141 331 6910
---------	---

Aberdeen, Edinburgh and Glasgow have been registered to BS EN ISO 9001:2015 (Certificate No FS98560 issued by BSI Management Systems (UK)).

Satellite Offices are located in Aberdeen (Altens), Dundee and Livingston

3.0 Quality Management System

3.1 General

The Quality Management System (QMS) of Space Solutions is the Quality component of the integrated site management system. It is designed to fulfil the requirements of BS EN ISO 9001:2015 with no exemptions.

The system covers all of the activities of the company, from material purchasing, to service distribution and includes sub-contract services.

The QMS is based on information obtained during the initial review, which enabled the company to identify the Quality impacts arising from its activities and the relevant legal responsibilities.

The system is documented according to the following structure:-

- Level 1: Quality Manual (Policy, Objectives and description of the system)
- Level 2: Operational Quality procedures (as per BS EN ISO 9001:2015).
Occupational Health & Safety procedures (hereafter OH & S).
- Level 3: Records and documents (results of management reviews, analysis, audit reports, initial review report etc.).

This manual shall refer to documents from other components of the site management system when appropriate.

3.2 Quality Management Systems (QMS) Policy Statement

(This section may be extracted as an uncontrolled document for display on site and issue to Clients)

Space Solutions (Scotland) Ltd is a professional and quality conscious organisation which acknowledges the impact that our operations may potentially have on our employees and interested parties. We aim to be a leading provider of Architectural, Space Planning, Interior Design, Fit-Out and Refurbishment, Contract / Project / Facilities Management, Commercial Relocations and Crate Hire and Consultancy services for the commercial sector.

We assess on an ongoing basis and achieve continual improvement in how the services we provide meet the expectations from our customers, and how well our own internal processes are operating. The information from these assessments, audits and reviews will be used to seek new ways of improving our service to customers and our processes for service delivery.

Through technical advice and design-oriented services we seek to make positive environmental impacts in the spaces created, refurbished and managed by our staff for the benefit of our clients and the wider community.

2. Aims and objectives

The organisation fully commits to:

- Implement and maintain ensuring the continually develop & improve the effectiveness of the Quality Management System that is in compliance with BS EN ISO 9001:2015.
- The enhancement of customer satisfaction
- Determine 'Interested Parties' at all levels that are effected by the Organisation's operation and understand and meet their needs & expectations.
- Determine the needs & expectations of Interested Parties that will become part of the Organisations 'Compliance Obligations' and fulfil the aim of achieving customer satisfaction.
- Implement and maintain a Risk Register for the organisation which is reviewed annually or any significant event which requires it to be reviewed.
- Communicate throughout the Organisation the importance of meeting customer needs & expectations and all relevant statutory, regulatory & compliance obligation requirements.
- Establish the Quality Policy and its objectives.
- Ensure that the Management Reviews set and review the quality objectives, and reports on the Internal Audit results as a means of monitoring and measuring the process and continuing effectiveness of the Quality Management System within the Integrated Management System.
- Ensure the availability or resources so that inputs meet the intended outputs.
- Determine all relevant statutory, regulatory & compliance obligations and ensure operations are completed in accordance with them.
- Ensure effective and expedient incident control, investigation and reporting.

The structure of the QMS is defined in the Quality Manual, Directors, management and supervisory staff have responsibilities for the implementation of the quality manual and must ensure that QMS issues are given adequate consideration in the planning and day-to-day supervision of all work. All employees and subcontractors are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as reasonably practicable, is carried out without risk to themselves or others. This includes co-operating with management on any QMS related matter Head of Group QHSE has overall responsibility for QMS matters and as such the QMS will be reviewed annually or any significant event which requires it to be reviewed.



Signed:
Jim Mathieson
Managing Director



Signed:
Robin Young
Group QHSE Manager

3.3 Objectives

The Senior Management Team (SLT) is responsible for setting up the Business Quality Objectives in conjunction with the strategic direction agreed with the Shareholders. This shall be done annually with at least a quarterly reviews of results. The following inputs should be considered:

- Business Policy
- Internal & external communications
- Technological options
- Financial, operational and business requirements.

Departmental/Business Managers are responsible for setting targets required to fulfil objectives relevant to their areas each year. They shall ensure that objectives and targets are met within their areas and raise concerns at the earliest stage if these objectives and targets are not being met.

The SLT and Managing Director shall approve the objectives and targets established during regular Review Meetings as part of the Management Team reporting structure.

4.0 Organisation and Roles

1. Mr Jim Mathieson – Managing Director

Appointed by the Shareholders and reporting to them, the Managing Director will be responsible for all Management Systems within the Company's operations.

His main responsibilities are:

- Approve the Company Quality Management Policy
- Report on Performance to the Shareholders of the Group
- Initiate the Company Policy.
- Administer the Policy, or appoint a senior member of staff to do so. (NB the Group QHSE Manager, Mr Robin Young, has been delegated this role).
- Appoint members of the Senior Management Team (SLT)
- Understand the requirements of the Standard and other relevant legislation.
- Lead by example.
- Ensure that sufficient funds and facilities are available in the Company's budget to allow the aim of the Policy to be achieved.
- Ensure that all personnel who are under his direct control are adequately and appropriately instructed, informed, trained and supervised, so as to be safe and competent in their allotted tasks.
- Insist that sound working practices are observed.
- Ensure that all operations are planned, operated and documented such that the risk of loss, physical or financial is minimised.
- Reprimand any staff member failing to satisfactorily discharge duties allocated to him.

2. Mr Robin Young – Group QHSE Manager

The Group QHSE Advisor has been appointed by the Managing Director to administer the Safety, Health, Management and Environmental Policies and Systems. He will in turn appoint individuals as QHSE Advisors to monitor these functions within the various parts of the company

His main responsibilities are:

- To develop the Key aims and Objectives determined by the Senior Management Team and Apply these to the business
- To advise management and staff on any specific matters concerning health, safety, management and environmental systems.
- To enable formal site inspections to be undertaken by a professional in the field.
- To advise site staff of any items requiring attention and reporting these to the Divisional Lead.
- Understand and Review the various Regulations, relevant legislation and good industry practice, such that hazards may be recognised, risks assessed, and effective control measures formulated and implemented.
- Understand and Review the firm's policies and appreciate the responsibilities allocated at each employee level.
- Lead by example.
- Adopt proper reporting, investigation and costing of non-conformities, analyse any accident trends and advise action to avoid reoccurrence.
- Establish effective and regular communication with industry peers and actively make use of the expertise of others.
- Collate and review information from sub-contractors prior to work commencing, thereafter ensuring their duties and obligations are properly executed.
- Ensure that all staff carry out their allotted duties satisfactorily and with due attention to the policies of the Company.
- To advise the Company on any queries with regards to regulations or new legislation and advise on training
- To promote awareness of the Management Systems at all levels.

3. Member of the Senior Leadership Team (SLT)

The Appointed Manager on the SLT for an individual company or division within the control of Space Solutions (Scotland) Limited will be responsible for all arrangements for Quality, Health, Safety and the Environment within that area of operations.

Their main responsibilities are:

- Understand the Company's Policy and how it applies to the division or company for which he has responsibility.
- Understand the requirements of the Standard and other relevant legislation.
- Set SMART Targets, aims and objectives for the Company and measure these throughout the year
- Lead by example.
- Ensure that sufficient funds and facilities are available in the Division/Company's budget to allow the aim of the Policy to be achieved and targets to be met.
- Review Non-Conformities and put in place actions to prevent future recurrence
- Undertake inspections on their division to confirm compliance
- Ensure that all personnel who are under their direct control are adequately and appropriately instructed, informed, trained and supervised, so as to be safe and competent in their allotted tasks.
- Insist that sound working practices are observed.
- Ensure that all operations are planned, operated and documented such that the risk of loss, physical or financial is minimised.
- Reprimand any staff member failing to satisfactorily discharge duties allocated to him.

4. Project Supervisor / Site Manager / Project Manager/ Contracts Manager / Team Leader

The following responsibilities will apply to any person placed in charge of a project or site where works are being co-ordinated by Space Solutions (Scotland) Limited or a subsidiary Company.

Main responsibilities:

- Understand the Company's Policy and know the broad requirements of the Standard and other relevant legislation.
- Ensure that operations under his control are conducted in a manner complying with Company Procedures and this Policy.
- Avoid taking risks, assist and control the task of maintaining and improving the quality of the end product by reporting and recording all defects and/or non-conformities, carrying out and recording quality inspections, suggesting ways of eliminating non-conformities and encouraging good practice in others, particularly newcomers and young people.
- Maintain such records as are required to demonstrate application of the policies and procedures related to sites
- Control the operations of sub-contractors and company employed workers and ensure they comply with the standards required of them to meet the targets set for the site.

5. Designer

The following responsibilities will apply to any person carrying out a design on behalf of Space Solutions (Scotland) Limited or a subsidiary Company including where the Company has been appointed Principal Designer under the CDM Regulations 2015.

As Designer

- Ensure that works under his control are conducted in a manner complying with Company Procedures and this Policy.
- Maintain such records as are required to demonstrate application of the policies and procedures related to designs and architectural services
- Eliminate, reduce or control foreseeable risks that may arise during the construction and maintenance and use of a building once it is built
- Provide information in good time to other members of project teams to help them fulfil their responsibilities
- Ensure the Client and others are aware of their duties
- Take into account in designs the general principles of prevention in regard to Quality
- Carry out quality inspections of the works as it progresses on and off site as required by the contract

Additionally, where the Company is appointed as Principal Designer

- Assist the Company in its duty to plan, manage, monitor and coordinate health and safety during the pre-construction phase
- Liaison with the Principal Contractor in their duty to plan, manage, monitor and coordinate health and safety during the construction phase
- Assist in the preparation of information for the Health and Safety File

6. The Employee Operative

All site employees will be responsible to the person the Company places in charge of the site or work area, or to any delegated Company Supervisor and will obey instructions issued to him by Company Appointed Supervisors.

Employees will be guided by the principles of this Policy and will obey any written Company procedures or system of work brought to his attention, or any other written or verbal instruction issued by the Company or by any authorised person or body.

Main responsibilities:

- Observe good working practices as known, advised and instructed.
- Avoid taking risks, assist and co-operate in the task of maintaining and improving the quality of the end product by reporting all defects and/or non-conformities, suggesting ways of eliminating them and encouraging good practice in others, particularly newcomers and young people.

5.0 QMS Documentation

5.1 Owner and Status of System Documents

Procedure Name	Owner	Revision
Quality Management System Manual	Group QHSE Manager	Issue 1 B
Quality Policy Statement	Managing Director	1A
Business Objectives	SLT	
Business Planning	SLT	
Quality Procedures (QP)	Group QHSE Manager	As per 5.2
Forms (QF)	Group QHSE Manager	As per 5.3

5.2 Quality Procedures

Ref	Name	Revision
QP01	The Project Information Sheet	Rev -
QP02	Enquiry Handling	Rev -
QP03	Job Creation	Rev B
QP04	Weekly Project Reports	Rev A
QP05	Document Control	Rev B
QP06	Control of the Technical Library	Rev B
QP07	Drawing Naming Convention	Rev A
QP08	Drawing Checking	Rev A
QP09	Drawing Issue	Rev A
QP10	Superceding Drawings	Rev A
QP11	Electronic Drawing Filing & Archiving	Rev A
QP12	Purchasing & Control of Suppliers	Rev B
QP13	Records of Discussions	Rev A
QP14	Records Management	Rev C
QP15	Invoicing	Rev B
QP16	Loss Prevention (Preventative Action)	Rev B
QP17	Training	Rev B
QP18	Not Used	
QP19	Auditing	Rev A
QP20	Service Failures	Rev C
QP21	Business Planning	Rev B

QP22	Reporting	Rev A
QP23	Supplier Approval Process	Rev -
QP24	Operations Team Process Flowchart	Rev A
QP25	Shell Process Draft	Rev -
QP26	Training Promotion Structure (Relocations)	Rev -

5.3 Forms

Ref	Name	Revision
QF01	Not Used (transferred to HR)	
QF02	Job Information Sheet & Checklist	-
QF03	Drawing Issue Sheet (Not Used – Now within Design Team Docs)	-
QF04	Measured Survey Checklist (Removed)	-
QF05	Schedule of Conditions of Existing Buildings (Removed)	-
QF06	Workplace Space Analysis	-
QF07	Workscope Change Form (Now in QS Process)	-
QF08	CDM Regulations – Designer Responsibilities	-
QF09	Checklist of Contents of Pre-tender H&S Plan	-
QF10	Checklist of Contents of H&S File	-
QF11	Architects Instruction	A
QF12	Site Inspection , Schedule of Work Required	-
QF13	Pre-practical Completion Snagging List	-
QF14	Defects Reported after Partial / Practical Completion	-
QF15	Schedule of Completion of Defects at end of Defects Liability Period	-
QF16	Record of Internal Training	A
QF17	General Debrief	-
QF18	Not Used	-
QF19	Not used	-
QF20	Record of Completed Project	-

Ref	Name	Revision
QF21	Minutes Template	-
QF22	Non Conformance Report	B
QF23	Interim Certificate	A
QF24	Final Certificate	A
QF25	Certificate of Completion of Making Good Defects	A
QF26	Change Control Form	-
QF27	Certificate of Partial Completion	-
QF28	Certificate of Practical Completion	A
QF29	Weekly Project Update Report	D
QF30	Meeting Attendance Record	-
QF31	Draft Client Meeting Agenda	A
QF32	Draft Design Team Meeting Agenda	A
QF33	Draft Pre-Start Meeting Agenda	A
QF34	Draft Contract Progress Meeting Agenda	A
QF35	Standard Trading Terms and Conditions	D
QF36	Office Filing System	B
QF37	Audit Review/Report	-
QF38	Corrective Action Plan	-
QF39	Draft Statement of Retention	-
QF40	Project Labour Register	-
QF41	Client Feedback Questionnaire	Draft
QF42	Confirmation of Verbal Instruction (CVI)	-
QF43	CVI Operations	-

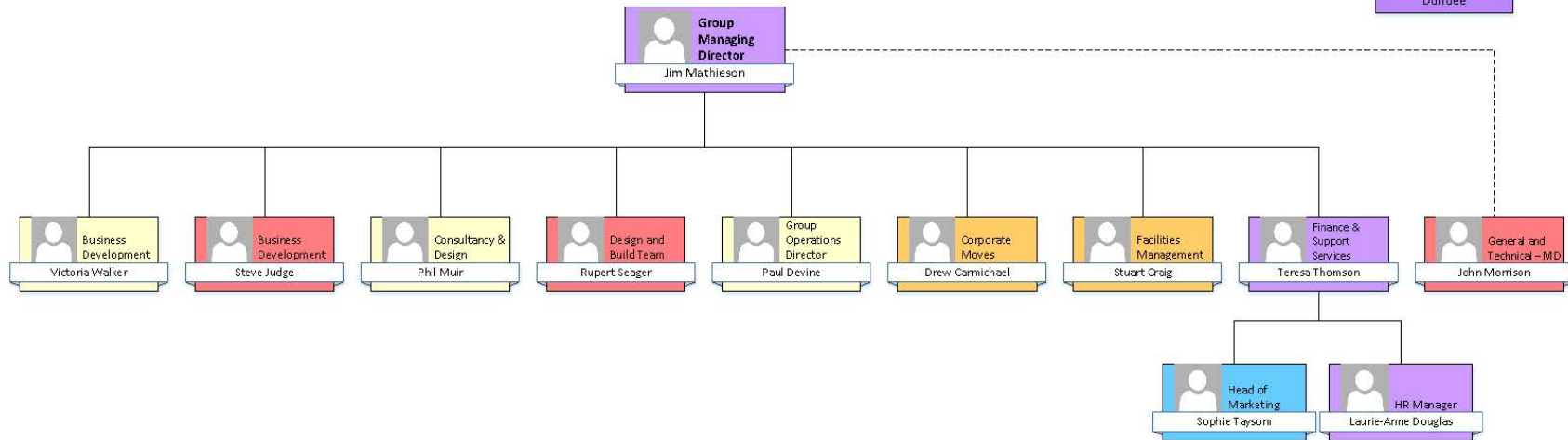
Ref	Name	Revision
QF44	Customer Satisfaction Process Flowchart	-
QF45	Fee Breakdown	-
QF46	Notification of Extension of Time	-
QF47	Request for Information	Deleted
QF48	Request for Information + Register	B
QF49	CVI Register	-
QF50	Not Used	-
QF51	Tender Log List	-
QF52	Notification to Nominated Sub Contract	-
QF53	Failure to Provide Proof	-
QF54	Certificate of Non-Completion	-
QF55	No Used	-
QF56	Contractor Evaluation	B
QF57	Not Used	-
QF58	Drawing Approval Sheet	-
QF59	Project Handover Meeting Agenda	

5.4 Organisation Chart – Leadership Team



SPACE SOLUTIONS (SCOTLAND) LTD
LEADERSHIP TEAM ORGANOGRAM

- Aberdeen
- Edinburgh
- Glasgow
- Livingston
- Dundee



TOTAL COUNT - 12
Last Updated By JR
1st April 2023
FIN CODE 8