



# **BOSTON BOROUGH COUNCIL**

**BS EN ISO 9001:2015**

**QUALITY MANUAL**

**FOR**

**BUILDING CONTROL SERVICES**

BUILDING CONTROL SECTION  
MUNICIPAL BUILDINGS  
WEST STREET  
BOSTON  
LINCOLNSHIRE  
PE21 8QR

Issue 6 – June 2018

## Quality policy

The Principal Building Control Surveyor is committed to the concept of:

- Sustaining and improving the high quality of building control services provided to customers based on:
  - Professionalism
  - Care
  - Attention
  - Impartiality
  - Public accountability
- Seeking to continually improve the effectiveness of the quality management system.
- Providing documentation assurance to Council members and customers that the service is being provided in a consistent, professional, effective and efficient manner.
- We will therefore undertake to:
  - Be approachable, helpful, courteous, prompt and efficient in our responses to Clients.
  - Make the process of applying for, and obtaining the relevant approval as easy and as straightforward as possible.
  - Treat all customers fairly and equally.
  - Provide a service having officers with local knowledge, professional and technical expertise, with the benefits of the support of a large organisation.

In order to ensure that the aims of this quality policy are met, the section has developed and implemented the Quality Management system outlined in this manual.

The Quality Management System has been developed in accordance with the requirements of BS EN ISO 9001:2015.

Conformance with the requirements of the Quality Manual system is mandatory for all members of staff engaged in the provision of building control services.

The quality policy will be reviewed in the Annual Management Review to verify its continuing suitability.

## Quality Objectives

In order to ensure that the aims of the quality policy are achieved, the following measurable quality objectives have been established:

- Maintain a high and healthy market share.
- 65% of all Full Plans applications to be checked within 20 working days of receipt.
- 100% of Full Plans applications to be determined within the statutory period.
- 100% of all site inspection requests to be completed within 24 hours of receipt.
- Maintain a high level of customer satisfaction (customers to rate the service as good/very good).
- Maintain ISO 9001:2015 Quality Standard.
- Break even financially on an annual basis.

The Section's performance in meeting these quality objectives is measured and reported on a quarterly basis to the Corporate Management Team and results of customer feedback are published on the Council's website.

The quality objectives will be reviewed at the annual management review and adjusted to reflect any improvements that can be made to the levels of service delivery.

Authorised:



**Principal Building Control Surveyor**

## **Context of the Service**

The service has an overall goal to achieve its quality objectives.

Internal issues that are relevant include the employees; the Principal Building Control Surveyor recognises they are significant assets that assist in achieving our goal.

External issues that are relevant to the service meeting its goals include:-

- The customer base – both new and existing.
- Suppliers – building relationships for mutual benefit and to support the service in achieving its goal.
- Government, Accreditation Bodies – monitoring and reviewing their requirements.

The service monitors and reviews information relating to employees, customers, suppliers and other external bodies via the management review process. A Risk and Opportunities Register has been created to address the internal and external issues and this is shown in Appendix 5 and this will be reviewed as required and at the Annual Management Review.

## **Understanding the Needs and Expectations of Interested Parties**

The service has determined the interested parties that may impact upon performance. Any requirements of the interested parties identified as relevant to the quality management system are included within the Risk Register along with the requirements relevant to the interested party, as shown in Appendix 4.

## **Scope of the quality management system**

The Quality Management System is defined within the following key documents:

- Quality Manual
- Procedures Manual
- Service Plan
- Building Control Performance Standards

The Quality Management System has been developed to address the requirements of BS EN ISO 9001:2015 as applicable to the provision of building control services.

A Compliance Schedule, which describes how and where the requirements of BS EN ISO 9001:2015 have been addressed by the Quality Management System, is provided at Appendix 1.

The requirements of clause number 7.1.5.2 (Measurement Traceability) and 8.3 (Design and development of products and services) cannot be applied to the provision of building control services. Therefore, in accordance with the provisions of Clause A5 (Applicability) of Annex A, the requirements of these clauses of the International Standard have been excluded from the scope of the Section's Quality Management System.

## **Management Representative**

The Principal Building Control Surveyor is the Section's Quality System Manager.

Irrespective of any other duties, the Quality System Manager is assigned the responsibility and authority that includes:

- Ensuring that the processes needed for the quality management system are established, implemented and maintained.
- Reporting on the performance of the quality management system and any need for improvement, and
- Ensuring the promotion of awareness of customer requirements throughout the Section.

A summary of the duties assigned to the management representative is detailed in Part 3 of the Procedures Manual.

## **Documented Information**

A schedule of the procedures that have been established under the Quality Management System is provided at Appendix 2.

The procedures are issued as controlled documents and are retained in the Procedures Manual.

## **Interaction of the processes of the quality system**

The Council has a duty under section 91 of the Building Act to provide a building control service.

In order to discharge this duty the Council established the Building Control Section which has been assigned with delegated powers.

Based upon the recommendations issued by the DCLG and BRAC, which are detailed in the publication "Building Control Performance Standards", the Quality System Manager has developed a Service Plan.

The performance of the Section is monitored by the Principal Building Control Surveyor. The performance of the Section and the Quality Management System is also reviewed at the monthly Building Control Team meetings which provide a conduit for the flow of information.

The Section has established a series of service realisation processes, which are detailed in the Procedures Manual and reflected in the Flow Charts provided at Appendix 3.

In order to provide an efficient and effective service, a number of support services, both internal and external, are utilised by the section. The performance of the support services is monitored by the Principal Building Control Surveyor and reviewed at the Annual Management Review.

A management review is conducted prior to the preparation of the Service Plan.

# **APPENDIX 1**

## **BS EN ISO 9001:2015 COMPLIANCE SCHEDULE**

**BS EN ISO 9001:2015**

**COMPLIANCE SCHEDULE**

<b>Clause</b>	<b>Title</b>	<b>Notes</b>
<b>4</b>	<b>Context of the Organisation</b>	
4.1	Understanding the organisation and its context	See Quality Manual
4.2	Understanding the needs and expectations of interested parties	See Quality Manual
4.3	Determining the scope of the quality management system	See the Quality Manual
4.4	Quality management system and its processes	Refer to the specific clause requirements detailed below



## BS EN ISO 9001:2015

### COMPLIANCE SCHEDULE

Clause	Title	Notes
<b>5</b>	<b>Leadership</b>	
5.1	Leadership and commitment	
5.1.1	General	Monthly management forum meetings and monthly one to one meetings with the Head of Service, Quality Manual, Policy & Performance Standards & Service Plan
5.1.2	Customer Focus	The Council has a duty under Section 91 of the Building Act to provide a building control service. See also Customer Questionnaires, LABC Marketing Initiatives, Quality Manual
5.2	Policy	
5.2.1	Developing the quality policy	See the Quality Manual and the Building Control Performance Standards
5.2.2	Communicating the quality policy	Website, Local Server
5.3	Organisational roles, responsibilities and authorities	Addressed by Full Council Delegations to Principal Building Control Surveyor and Surveyor Job Descriptions, Internal and External Audits, Customer Feedback, Annual Management Review, Quality Policy and Procedures

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### COMPLIANCE SCHEDULE

Clause	Title	Notes
<b>6</b>	<b>Planning for the quality management system</b>	
6.1	Actions to address risks and opportunities	See the Quality Manual and the Service Plan, QP02-Corrective and Preventative Action
6.2	Quality objectives and planning to achieve them	See the Quality Manual and Building Control Performance Standards, Performance Monitoring and Annual Management Review
6.3	Planning of changes	See the Quality Manual and the Service Plan

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### COMPLIANCE SCHEDULE

Clause	Title	Notes
<b>7</b>	<b>SUPPORT</b>	
7.1	Resources	
7.1.1	General	Building (Local Authority Charges) Regulations, W/E Ratio Calculation, County Wide Support Agreement, Service Plan
7.1.2	People	Quality Manual Structure Chart
7.1.3	Infrastructure	Office based in west Street, Boston. APAS computer software, Internal Support Services – Customer Services, People Services, Business Support, Finance, IT
7.1.4	Environment for the operation of processes	Shared air conditioned work space, break-out rooms, shared file storage
7.1.5	Monitoring and Measuring Resources	
7.1.5.1	General	OP02 & OP03, QP04
7.1.5.2	Measurement Traceability	Not applicable
7.1.6	Organisational Knowledge	Job descriptions, on the job training, peer mentoring (experience), Quality Procedures, Team Meetings, Conferences, CPD courses – on-line/face to face
7.2	Competence	See Procedure QP05- Training. Individual Training Needs Analysis. Training Budget. CPD Files
7.3	Awareness	Quality Manual and Annual Management Review
7.4	Communication	Principal Building Control Surveyor(see Quality Manual), Monthly management forum meetings and one to one meetings with Head of Service, Building Control Team meetings, Quarterly performance reporting (internal), bi-yearly customer surveys (website)
7.5	Documented information	
7.5.1	General	Addressed in the Quality Manual

7.5.2	Creating and updating	See Procedure QP01- Preparation and Control of Quality Documents, and Procedure QP07- Quality System Records
7.5.3	Control of documented information	Hard copy in office (superseded versions in file store), electronic version on shared server, in pdf format to prevent unintended alterations, with short cuts on all desk tops

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### COMPLIANCE SCHEDULE

Clause No	Title	Notes
<b>8</b>	<b>Operation</b>	
8.1	Operational planning and control	See Quality Manual, Procedures Manual and Service Plan
8.2	Requirements for products and services	
8.2.1	Customer communication	Marketing initiatives, seminars, Web Site, Administrative and Operational Procedures, Customer Surveys, LABC Communications, See Procedure QP03-Corrective and Preventative Action for customer input
8.2.2	Determination of requirements related to products and services	Performance Standards, Building Act, Building Regulations, Service Plan, Customer Feedback
8.2.3	Review of requirements related to products and services	See Procedures AP01, OP01 and OP02, Plan check sheets, amendment letters
8.2.4	Changes to requirements for products and services	Annual Management Review, Team Meetings
8.3	Design and development of products and services	Not applicable
8.3.1	General	Not applicable
8.3.2	Design and development planning	Not applicable
8.3.3	Design and development inputs	Not applicable
8.3.4	Design and development controls	Not applicable
8.3.5	Design and development outputs	Not applicable
8.3.6	Design and development changes	Not applicable
8.4	Control of externally provided processes, products and services	
8.4.1	General	See Procedure QP06-Selection and Appointment of Consultants
8.4.2	Type and extent of control	QP06, Annual Management Review
8.4.3	Information for external providers	QP06
8.5	Production and service provision	
8.5.1	Control of production and service provision	See Procedures Manual, Administration & Operational Procedures

8.5.2	Identification and traceability	See Procedure AP01- Receipt of Building Regulation Applications and Notices
8.5.3	Property belonging to customers or external providers	See Procedure AP01 and AP04
8.5.4	Preservation	See Procedure AP04- Filing and Archiving
8.5.5	Post-delivery activities	AP04 and QP08, Customer/Agents' Feedback
8.5.6	Control of changes	QP01
8.6	Release of products and services	AP01, OP01, OP02, OP03, AP05, QP08
8.7	Control of nonconforming outputs	QP08-Control of Nonconforming Service

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### COMPLIANCE SCHEDULE

Clause	Title	Notes
<b>9</b>	<b>Performance Evaluation</b>	
9.1	Monitoring, measurement, analysis and evaluation	
9.1.1	General	Service Plan, Corporate Performance, AP05, Customer Feedback
9.1.2	Customer satisfaction	Customer Feedback
9.1.3	Analysis and evaluation	AP05, Service Plan, Annual Management Review
9.2	Internal audit	
9.2.1	Internal audit	QP03-Internal Quality Audit
9.2.2	Internal audit	QP03-Internal Quality Audit
9.3	Management Review	
9.3.1	General	QP09 Annual Management Review and Meeting Minutes
9.3.2	Management review outputs	QP09 Annual Management Review and Meeting Minutes

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**COMPLIANCE SCHEDULE**

<b>Clause</b>	<b>Title</b>	<b>Notes</b>
<b>10</b>	<b>Improvement</b>	
10.1	General	Annual Management Review Minutes, Service Plan
10.2	Nonconformity and corrective action	QP02
10.3	Continual improvement	Annual Management Review



## **APPENDIX 2**

### **SCHEDULE OF PROCEDURES**

# **Procedures Manual**

## **Part 1 – Administrative Procedures**

<b>Ref</b>	<b>Title</b>
AP01	Registration and Invoicing of Applications
AP02	Incoming Post and Distribution & Recording Inspection Requests
AP03	Word Processing and Outgoing Post
AP04	Filing and Archiving
AP05	Monitoring the Section
AP06	Technical Library

## **Part 2 – Operational Procedures**

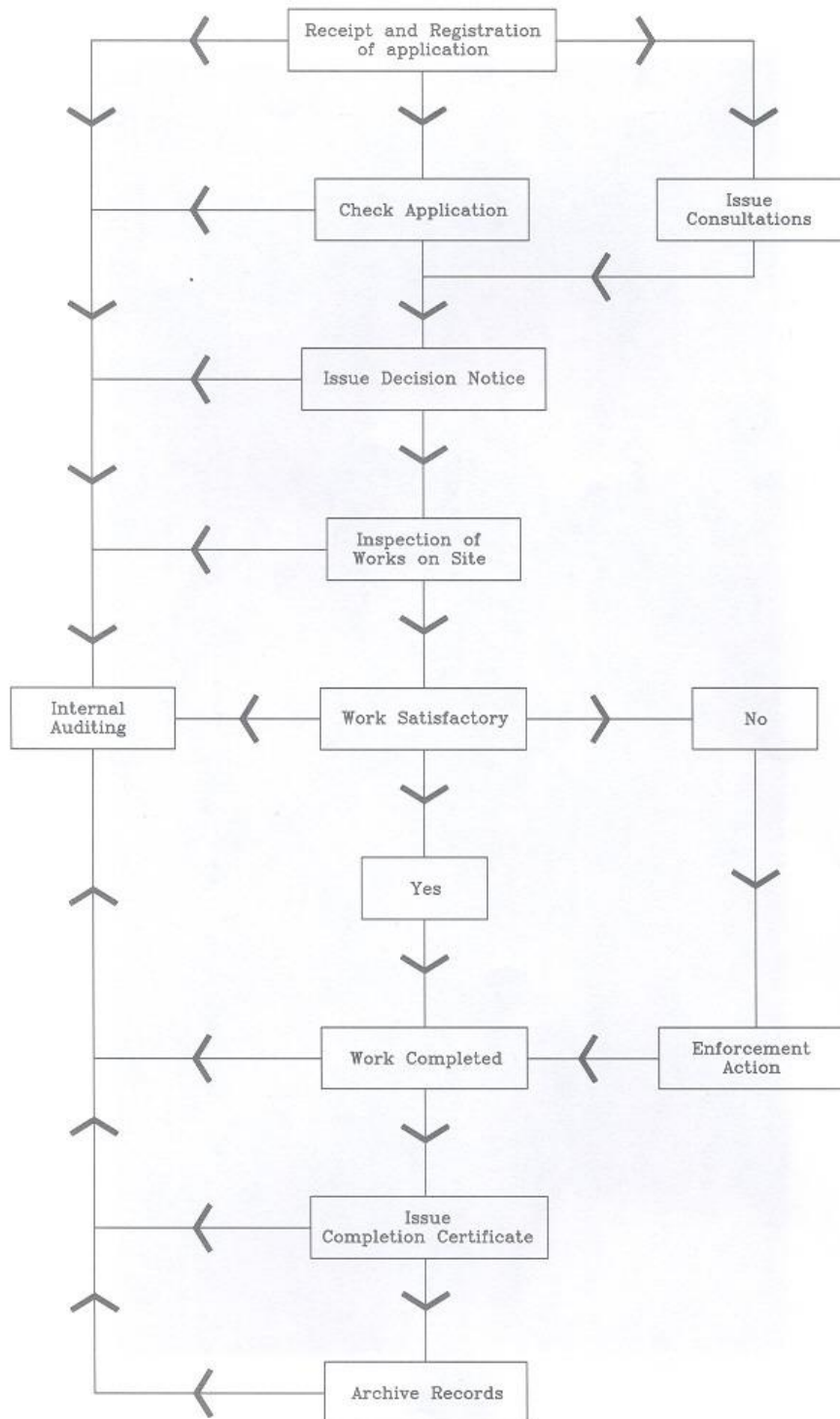
<b>Ref</b>	<b>Title</b>
OP01	Validation of Building Notices and Initial Notices
OP02	Checking of Full Plans Applications
OP03	Inspection of Works on Site
OP04	Enforcement Action and Regularisation Certificates
OP05	Demolitions
OP06	Dangerous Structures

## **Part 3 – Quality System Procedures**

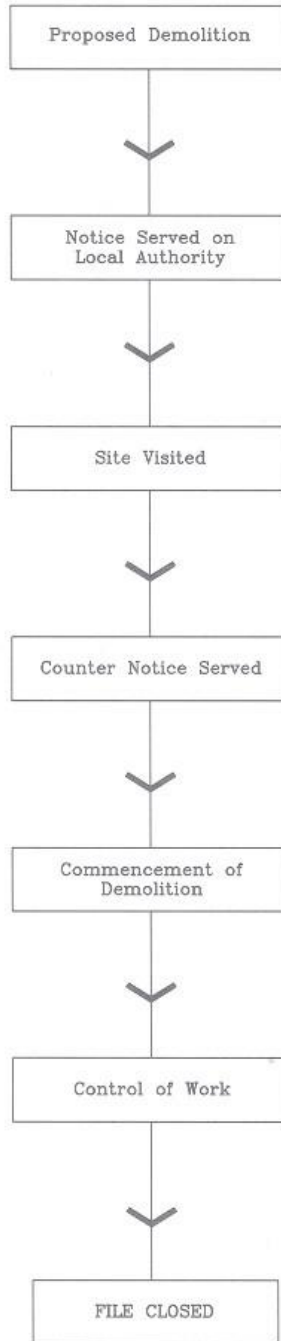
<b>Ref</b>	<b>Title</b>
QP01	Preparation and Control of Quality Documents
QP02	Corrective and Preventative Action
QP03	Internal Quality Audit
QP04	Training
QP05	Computer Software
QP06	Selection and Appointment of Consultants
QP07	Quality System Records
QP08	Control of Non-conforming Product
QP09	Annual Management Review

### APPENDIX 3 - FLOW CHARTS

INTERACTION OF THE PROCESSES UNDER THE QUALITY MANAGEMENT SYSTEM



# DEMOLITION



## **Appendix 4**

### **Interested Parties Matrix**

**Appendix 5**

**Risks and Opportunities Register**