

## Quality Management System

### Requirements from the International Standard BS EN ISO9001:2000

1. The standard specifies requirements for a quality management system (QMS) where an organisation; -
  - (a) needs to demonstrate its ability to consistently provide product that meets customer and applicable regulatory requirements, and
  - (b) aims to enhance customer satisfaction through the effective application of the system.
2. In the standard, the term “product” applies also to “service”.
3. The vocabulary used describes the supply chain as follows;-  
“supplier” -> “organisation” (e.g. pest control service supplier) -> “customer”.
4. The quality management system comprises the following clauses (the only exclusions allowed relate to design and development).
  - 4.1. Quality Management System
    - (i) General requirements
    - (ii) Documentation requirements.
  - 4.2. Management responsibility
    - (i) Management commitment
    - (ii) Customer focus
    - (iii) Quality policy
    - (iv) Planning
    - (v) Responsibility, authority and communication
    - (vi) Management review
  - 4.3. Resource management
    - (i) Provision of resources
    - (ii) Human resources
    - (iii) Infrastructure
    - (iv) Work environment
  - 4.4. Product/Service realisation
    - (i) Planning
    - (ii) Customer-related processes
    - (iii) Design and Development
    - (iv) Purchasing
  - 4.5. Production and Service Provision
  - 4.6. Control of monitoring and measuring devices
  - 4.7. Measurement, analysis and improvement
    - (i) Customer satisfaction
    - (ii) Internal audit
    - (iii) Control of non-conforming product/service
    - (iv) Improvement
    - (v) Corrective/Preventive action

See below for basic system requirements.

### **Basic system requirements**

As a first step towards implementing a QMS, a QUALITY MANUAL needs to be written which would include the following elements; -

- Name and address of company.  
Scope of activity and Company policy regarding quality assurance with signed endorsement by the managing director. A suggested scope might be:  
“the provision of a service of pest control including the procurement of products and equipment needed to provide such a service.”
- Responsibility/authority of named personnel. (This could be presented in the form of a work-flow chart).
- Description of the following systems and relevant data; -
  - How customer’s orders are appraised, processed and records maintained.
  - What criteria are used to select suppliers of goods.
  - List of products used.
  - List of suppliers.
  - Customer list.
  - Methods of purchasing materials.
  - Product data sheet records.
  - Stock records.
  - Method for recording treatments at customers’ premises.
  - Procedure for carrying out treatments.
  - The methods used for maintenance, calibration or testing of equipment.
  - Training of employees.
  - How complaints from customers are dealt with.
  - Methods for handling, storage and transport of products.
  - How amendments are incorporated into the quality manual and corrective action is performed.
  - Internal review of the systems used and record of the review.
  - How opportunities for improvement are addressed.