Quality Plan

enterprise**mouchel**

Document Reference:	HA13-58721337
Process/ Procedure:	CP 6 – Continual Improvement

Contents

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1. Scope

ISO9001:2008 (7.1)

This Quality Plan describes how EnterpriseMouchel intends to meet the Highways Agency's requirements, ensuring that the management of the Commission delivers these requirements and those of BS EN ISO 9001:2008 which includes National Highway Sector Scheme numbers 12a/b, 12c, 12d, 18, 2a, 2b, 2c and 8. BS EN ISO 14001:2004 and OHSAS 18001:2007.

The Area 13 IMS can be accessed by following this link.

This document has been produced in accordance with the requirements of section 2.1 of the Service Information, Clause 40 of the Conditions of Contract, and in line with clause 5.3 of the Contract Guidance Manual.

2. Quality Plan Inputs

ISO9001:2008 (7.1))

This Quality Plan has been produced under the EnterpriseMouchel quality management system. This sets out the people, procedures and other resources intended to deal with the risks to delivery of the Employer's objectives.

Annex 24 of the Service Information represents a framework which EnterpriseMouchel has adopted in preparing, implementing and on-going updating of this Quality Plan.

Annex 14 of the Service Information details the Continual Improvement Process required to ensure efficient delivery.

The Area 13 Quality Statement included with the tender submission, sets out how the risks would be managed. These statements have been incorporated into the Quality Plan, and may not be changed without the agreement of the Service Manager. These statements constitute commitments entered into by EnterpriseMouchel at tender, and formed in part the justification for the award of contract. No changes to the statements can be accepted which would result in a reduced standard of service or quality of product for the Employer, unless the reduction can be justified as providing improved value to the Employer. However, it is always open to the parties to agree changes that are mutually beneficial.

3. *Quality Policy & Objectives*

ISO9001:2008 (7.1a)

EnterpriseMouchel is required to produce a Quality Policy and Quality Objectives as part of operating ISO 9001:2000.

3.1. Policy

The Quality Policy is a primary commitment and communication mechanism that provides the focal direction for Quality within the Area 13-specific business stream of EnterpriseMouchel.

In relation to the application of the Quality Policy to delivering the Services, the Highways Agency requires EnterpriseMouchel to embrace the following four overarching themes:

1.   Fast – in terms of all work cycle times
2.   Right – in terms of outputs of all work
3.   Lean – in terms of the cost of doing all work
4.   Easy To Do Business With – we have structured our operations first and foremost to meet the Highways Agency's and its' Customers requirements.

Work in this context covers all types of work including managerial and operational. EnterpriseMouchel's process designs take the above four themes into account. EnterpriseMouchel will constantly test the policy to demonstrate that it is not only reflective of our strategic intentions, but that it is an embedded and inherent part of our culture.

The Quality Policy can be found on the EnterpriseMouchel IMS.

3.2. Objectives

The Highways Agency have produced objectives for each of the Seven Core Processes and Thirty-Two Sub-Processes which EnterpriseMouchel have adopted.

These are documented within the individual Role Activity Diagrams on the Area 13 IMS.

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4. _Management Responsibilities_

ISO9001:2008 (5.1, 5.5.1, 5.5.3 & 5.2)

4.1. Personal Accountability

The Highways Agency requires that Senior Managers operating at Director level within the Provider's organisation take personal accountability for the design and performance of the Provider's Processes and that all work carried out by the Provider can be traced back in relation to any performance issue to an individual named senior person within the Provider's management team.

These accountabilities can be found on the individual Role Activity Diagrams on the Area 13 IMS.

4.2. Area 13 Organisation Structure

Our Organisation Structure is shown here.

This structure moves away from the traditional, discipline orientated, organisation to create one that links our teams to the core process value chain described in Annex 24. This ensures that people and process are clearly aligned, with strong leadership, clear roles and responsibilities and certain accountability. First and foremost this structure is designed to deliver the Highways Agency's customer focused outcomes, in a consistent approach that will deliver improving performance and budgetary certainty.

4.3. Area 13 Leadership Team

Our leadership team is outlined below:

The **Service Director** is accountable to the HA Service Manager for the overall Service Delivery, representing EnterpriseMouchel (with the General Manager) on the Network Board and be a focal point for feedback from senior Highways Agency staff.

The **General Manager** is accountable to the HA Team Leaders for managing the day to day operation of the contract, having full authority to manage the service, achieve the Area Business Strategy and deliver continual improvement.

Business Strategy and Continual Improvement is the responsibility of the Providers' Senior Management Team. As **Senior Managers**, they are responsible for all aspects of performance, contract compliance and continual improvement of their _core process_.

4.4. Area 13 Core Teams

The **Network Needs Team** is responsible for inspecting the Asset condition, managing inventory databases, undertaking technical surveys and identifying schemes. The team is also responsible for managing network intelligence, delivery of the Watchman role and identifying maintenance requirements.

The **Network Solutions Team** is responsible for the Value Management Process and development of schemes. The team is also responsible for developing the Severe Weather and Cyclic Maintenance Plans.

The **Network Delivery Team** is responsible for undertaking cyclic maintenance, managing incidents and carrying out unplanned maintenance works. The team also construct Providers schemes and provides the Severe Weather service.

The **Enablers Team** is responsible for the financial management and commercial governance of the contract. The team deals with the target cost setting of schemes, red and green claims and procurement and supply chain management. The team is also responsible for performance management, quality management and the management of the IMS as well as risk management.

5. *Control of Documents and Records*

ISO9001:2008 (4.2.3)

All documents within the Area 13 IMS are controlled by the Document and Data Control Procedure located on the EnterpriseMouchel IMS.

6. *Resources*

ISO9001:2008 (6)

6.1. Human Resources

ISO9001:2008 (6.2)

Staff requirements are shown on the Area 13 Organisation Structure.

HR and Training is managed locally following corporate procedures and administered centrally.

6.2. Infrastructure and Work Environment

ISO9001:2008 (6.3, 6.4)

Depot Management Plans are developed and maintained by the Network Delivery Manager.

Processes and Procedures for managing facilities, fleet and ICT are located on the Area 13 IMS.

7. *Requirements*

ISO9001:2008 (7.2.1, 7.2.2)

A general overview of the services to be provided by EnterpriseMouchel, including the scope of services and general obligations are defined in the Service Information, a copy of which is maintained on the IMS along with a copy of the Contract Guidance Manual.

8. *Customer Communications*

ISO9001:2008 (7.2.3, 8.2.1)

EnterpriseMouchel has a clear enabling sub-process in place to deal with customer communication and covers the necessary training to ensure that the correct attitude and style is employed for both written and verbal communication. This can be viewed on the Area 13 IMS.

9. *Design and Development*

ISO9001:2008 (7.3)

9.1. Design and Development Process

ISO9001:2008 (7.3.1 to 7.3.6)

Design and development will be implemented in accordance with the following processes which are located on the Area 13 IMS.

- 2.4   Identify Schemes;
- 3.3   Value Manage Schemes;
- 3.4   Develop Schemes;
- 4.4   Construct Provider Schemes;
- 4.5   Manage Works by Others.

9.2. Control of Design and Development Changes

ISO9001:2008 (7.3.7)

Overall control of scheme design and development will be implemented in accordance with the appropriate EnterpriseMouchel Scheme Delivery Processes (as defined in 9.1 (above) and supplementary Procedures which are accessible via the associated links pages within each of the sub-processes, available on the IMS.

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10. Purchasing

ISO9001:2008 (7.4)

Our supply chain partners and other suppliers are evaluated, selected and controlled via our Procurement and Supply Chain Management sub process. This can be viewed on the Area 13 IMS.

11. Service Provision

ISO9001:2008 (7.5.1, 7.5.2)

Service Provision is realised via the seven Core processes of our Annex 24-based Area 13 IMS.

12. Identification and Traceability

ISO9001:2008 (7.5.3)

The Highways Agency requires that all work carried out by EnterpriseMouchel can be traced back, in relation to any performance issue, to an individual named senior person within the Provider's management team.

Our process designs specify who (i.e. which Team, Function or Individual) actually performs the work, and are absolutely clear about their accountabilities.

These accountabilities are documented within Process Ownership Register and which can be found on the Area 13 IMS.

13. Customer Property

ISO9001:2008 (7.5.4)

We acknowledge that the Customer Property is the asset that we maintain on behalf of the Highways Agency and this is done in accordance with the Contract and the requirements of ISO9001:2008, ISO14001:2004 and OHSAS 18001: 2007. In addition to this there are the intellectual property rights to the various Client databases that are maintained by Enterprisemouchel along with Client depots and fleet.

14. Preservation of Product

ISO9001:2008 (7.5.5)

This clause is not considered to be relevant to the Area 13 MAC contract.

15. Control of Non-Conforming Product

ISO9001:2008 (8.3)

Process designs include Stage Gates at key risk areas to ensure that no inadequate or flawed work continues through the Process without being checked and corrected. There are named persons accountable with clear roles at each of the Stage Gates. These are defined on the Role Activity Notes (RAN), which can be accessed from each of the Role Activity Diagrams (RAD) i.e. the sub processes.

16. Monitoring & Measurement

ISO9001:2008 (7.6, 8.2.3, 8.2.4, 8.4)

Whilst all the other Core processes are being delivered, performance of them will be delivered in accordance with Core Process 5, Measure Performance which can be found on the Area 13 IMS.

17. Audits

ISO9001:2008 (8.2.2)

EnterpriseMouchel will manage compliance to Standards at a Corporate level. This will include the Policy & Directive for Maintaining an Internal Audit Programme.

The Audit Programmes will be defined at Commission level for this Contract.

The results of the Internal Audit Programme and changes to requirements, both contractual and legal, will be reviewed during the Management Systems Review to assist and determine changes and improvements.

The results of Second Party (i.e. those conducted by the Client) and Third-Party Audits (i.e. those undertaken by Certification Bodies and others) will be reviewed at Management Review on a regular basis. The Quality Manager will be responsible for maintaining and implementing the Commission Annual Audit Programme. The Monthly Management Meetings will identify, based on the results of the Monthly Corrective Action Management Reports, any requirement for additional Audits to provide for improvement actions.

18. Review, Acceptance, Implementation and Revision of the Quality Plan

ISO9001:2008 (7.1)

Review, Acceptance, Implementation and Revision of the Quality Plan is undertaken in accordance with Core Process 5, Measure Performance. This can be accessed on the Area 13 IMS.