

STREAMLINE (ENVIRONMENTAL SERVICES) LIMITED

QUALITY ASSURANCE

❖ ISO 9001: 2015 ❖
❖ Information ❖

STREAMLINE (ENVIRONMENTAL SERVICES) LIMITED

Unit 10 Orchard Business Centre
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London
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- **Company Policy Statement**

Streamline (Environmental Services) Limited specialises in providing the following services for industry:

- (1) **Chemical Descaling of Boilers and D.H.W.S. Calorifiers.**
- (2) **Disinfection of Cooling Towers, Domestic Water Systems and Pipework - (Prevention / Eradication of Legionella Pneumophila).**
- (3) **Refurbishment and Maintenance of Cooling Towers and Cold Water Storage Tanks.**
- (4) **Water Treatment.**
- (5) **Hot & Cold Water Temperature Monitoring and Inspection Services.**
- (6) **Boiler & Gas Services.**

The objective of the management of the Company is to provide their (a) *mechanical and chemical engineering* and (b) *boiler and gas services* in a manner which conforms to or exceeds contractual and regulatory requirements, using qualified, trained and experienced personnel.

In order to achieve their objective, it is the policy of *Streamline (Environmental Services) Limited* to establish and maintain an effective and efficient Quality Assurance Programme, based on *BS EN ISO 9001: 2015, Quality management systems - Requirements*, planned and developed in conjunction with other management functions.


Particularly, the Company's senior management is committed to:

- (i) *satisfying all applicable requirements;*
- (ii) *complying with all relevant legislation and regulation;*
- (iii) *continual improvement of the Quality Management System;*
- (iv) *providing a framework for setting quality objectives, and*
- (v) *ensuring its policy is appropriate to the purpose and context of the organisation and supports its strategic direction.*

The determination of conformity of work to contract regulatory requirements is made on the basis of objective evidence of quality.

Streamline (Environmental Services) Limited's Quality Assurance Programme is designed to ensure that all requirements relating to quality are recognised, that a consistent and uniform control of these requirements is adequately maintained, and that effective control is established.

Compliance with these procedures is mandatory for all Company personnel.



J. Snelling
Operations Director

January 2019

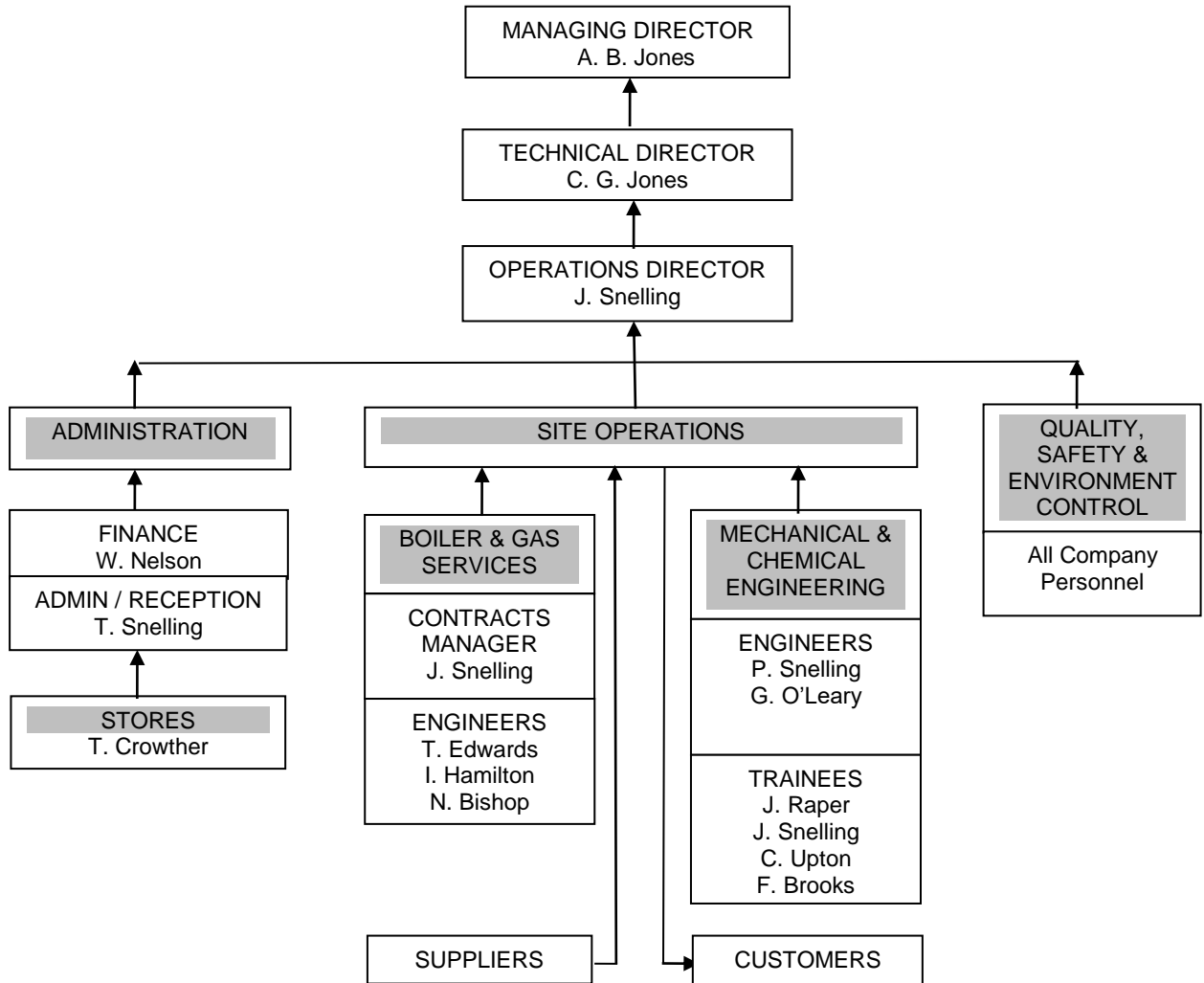
First Issued: January 1998

• **Company Organisation Chart**

- (i) The organisation chart shows the relation of the various functions within the Company and the various elements of the Quality, Safety & Environment (QSE) Department.

Streamline (Environmental Services) Limited

COMPANY ORGANISATION CHART



- (ii) The above personnel are assisted in their duties by an independent Quality & Safety Consultant.

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OSHCR – Registered Consultant; CQI MCR – Registered Senior Consultant;
 NQA – Associate Consultant (No. 01059)

- **Company Quality System**

General

This section contains the comprehensive procedures' detail to support the current quality assurance programme, as determined by in-house and contractual requirements. A brief outline of the primary functions of the Company is contained in Part One of the Quality Manual.

It includes the controls to be exercised on those aspects of the function, which have an effect on quality, to ensure compliance with contractual requirements. The procedures contained herein not only reflect current quality policies but also take into consideration the requirements of BS EN ISO 9001: 2015.

Quality System - Structure

The Company's Quality Assurance Management System exists at three levels:

Collectively, the three tiers comprise the Company's Quality Assurance Manual. The Policy Manual (Part 1) describes the Company's QA System, and outlines its Specialist Services and QA Proformas and Procedures.

The Procedures Manual (Part 2) contains the Company's detailed Quality Assurance Proformas and Procedures. Relevant sections of this manual are distributed to Manuals (Part 3) held by appropriate Company Personnel; thus ensuring that Standard Operating Procedures are communicated to all relevant management, administrative and chemical engineering personnel, functions and locations within the Company's field of operations.

Procedures referenced within the Quality Assurance Manual constitute the Company's 'quality plan' for how all orders are addressed, and how quality requirements are achieved.

Quality System – Scope (4.3)

Streamline (Environmental Services) Limited operates throughout London and the Home Counties offering the following services -

- (a) *mechanical and chemical engineering, and*
- (b) *boiler and gas services.*

The Company operate from offices and a storage facility for chemical products (finished goods) in Sydenham, South East London.

There are no design or development responsibilities or activities.

The Company uses monitoring and measuring resources which require calibration traceable to external standards.

The Company do not manufacture but offer a comprehensive *mechanical and chemical engineering, and boiler and gas servicing* service to customers.

The Company carry out servicing of equipment at client's sites.

- **Index of Company quality assurance proformas and procedures**

Streamline (Environmental Services) Limited has detailed documented quality assurance proformas and procedures for all systems and functions that apply to this quality assurance programme.

4. Context of the organisation

PF 4.1 Context of the organisation
 PF 4.2 Interested parties

5. Leadership

PF 5.1 Leadership matrix

6. Planning for the QMS

PF 6.1 Risks and opportunities (A) & (B)
 PF 6.2 Quality objectives
 QAP 601 Control of quality manual
 QAP 602 Production of procedures

7. Support

PF 7.1.6 Organisational knowledge
 PF 7.2 Training & competence matrix
 QAP 701 Control of monitoring and measuring resources
 QAP 702 Recruitment, training and personnel records
 QAP 703 Control of documented information
 QAP 704 Control of quality records

8. Operation

QAP 801 Site Control: Mechanical & Chemical Engineering
 QAP 802 Site Control: Boiler & Gas Services
 QAP 803 Project process control
 QAP 804 Contract review and sales order processing
 QAP 805 Planning and scheduling
 QAP 806 Control of externally provided products and services
 QAP 807 Identification and traceability control
 QAP 808 Goods inward inspection
 QAP 809 Handling, storage, packaging, preservation and delivery
 QAP 810 Stock movement control
 QAP 811 Control of nonconforming process outputs, products and services
 QAP 812 Corrective action reporting

9. Performance evaluation

QAP 901 Statistical analysis
 QAP 902 Internal quality auditing
 QAP 903 Quality systems review

10. Improvement

PF 10.1 Proactive improvement