



REGISTRATION CERTIFICATE

***This document certifies that the administration systems of
Andrade Holdings Pty Ltd t/a
Bentley Crane Hire***

61 Alacrity Place, Henderson, WA 6166, Australia

***have been assessed and approved by QAS International
to the following management systems, standards and guidelines:***

ISO 9001 : 2015

The approved administration systems apply to the following:

***Andrade Holdings Pty Ltd t/a Bentley Crane Hire, located in Henderson, WA, are
Crane Hire and Logistical Specialists supplying Rigging and Transport Services***

Original Approval ***30th May 2017***
Current Certificate ***30th May 2017***
Certificate Expiry ***30th May 2018***
Certificate Number ***AU1743***

Signed: Certification Officer

On behalf of QAS International

This certificate remains valid while the holder maintains their administration systems in accordance with the standards and guidelines stated above, which will be audited annually by QAS International. The holder is entitled to display the above registration mark for the duration of this certificate, which should be returned to QAS International upon reasonable request.
Issuing Office: QAS International, 20A Oxford Street, Malmesbury, Wiltshire SN16 9AX, UK



**QUALITY MANAGEMENT SYSTEM MANUAL
ISO 9001:2015**



**Andrade Holdings Pty Ltd
t/as
Bentley Crane Hire**

**61 Alacrity Place
Henderson WA 6166**

Certificate No: AU1743



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Q01 Document Control

Document

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Authorisation

Authorised By: William Andrade

Position: Executive Manager Operations

Authorised Date: 11 / 05 /2017

Distribution

Number of copies printed = 1

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Q02 Document Amendments

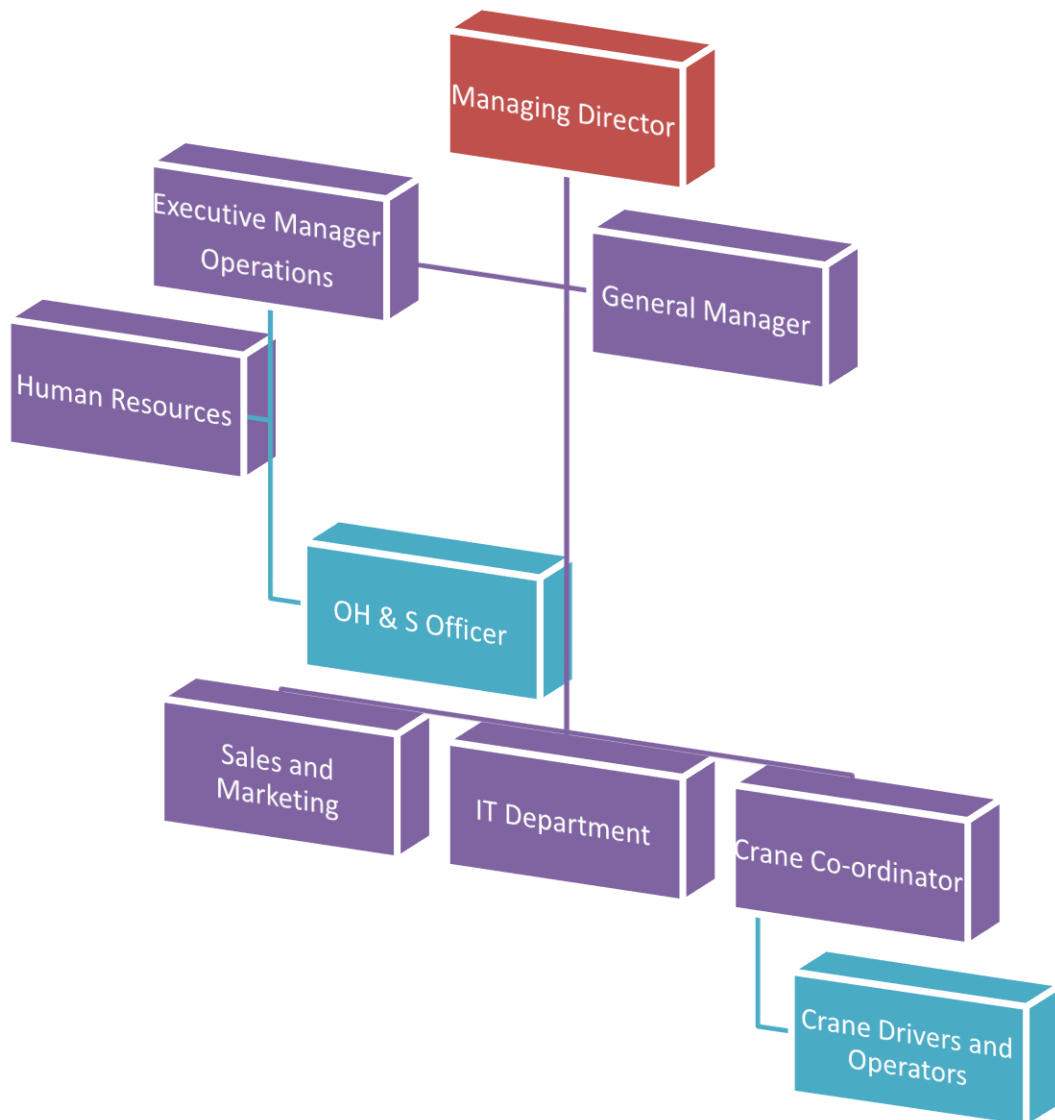
All copies of this Quality Management Systems Manual (QMSM) must be kept under strict control to prevent the system from becoming unreliable. The following controls will ensure that the system remains current and valid.

1. All copies of the manual will be clearly numbered and the Holder recorded.
2. Each page in the manual will carry its own number.
3. The Quality Representative will be responsible for all revisions and additions being recorded.
4. Changes can be suggested by any Employee but must receive signed approval before being entered into the QMSM.
5. All changes must be recorded on the Amendments Table below and appropriate pages in each QMSM changed. Significant changes will be shaded to make them easy to identify. (Where existing text is reworded or reorganized in the document, these changes will not be shaded.)

Amendments Table

Doc. No.	Page No.	Issue	Date	Description of change	Authorisation

Q03 Company Organisational Chart



Q03.5: Terms and Definitions

Refer Appendix 2 located in the High Level Structure

Q04 Quality Management System

4. Context of the Organisation

4.1 Understanding the Organisation and its Context

Andrade Holdings Pty Ltd t/as Bentley Crane Hire is an Australian owned Family company providing a range of services to Western Australia since 1986. Our fleet ranges from 7 tonne to 1000 tonne capacity cranes through to logistic and transport vehicles, drop decks, floats, trailers and cherry pickers. Located at Henderson we are centrally located to provide immediate services at short notice. We also have facilities and a yard in Welshpool which can be activated at any time.

Bentley Crane Hire have upgraded our facilities at Henderson in close proximity to the Australian Marine Complex (AMC).

We have also acquired 3 new all-terrain cranes and two new barge cranes acquired in our fleet.

Bilyara II Charter & Training Vessel available for hire.

We are available 24 hours a day, seven days a week, service all the metropolitan areas in Western Australia including mine sites and other states in Australia.

SERVICES

- 7 - 1000 Tonne Cranes
- Wet & Dry Hire
- Long & Short Term Hire
- All Terrain Cranes
- Franna Cranes
- Hydraulic Slewing Cranes
- Rough Terrain Cranes
- City Class Cranes
- Crawler Cranes
- Charter & Training Vessel
- Barge & Tower Cranes
- Truck & Trailer Hire
- Heavy Transport Haulage
- EWP (Cherry Picker)
- Residential Services
- Commercial Services
- Mining & Industrial Services

- Dogman, Riggers & Operators
- Free Site Appraisals & Quotes

Bentley Crane Hire has obtained certification to ISO 9001:2015 demonstrating our professionalism and compliance to Australian and international standards.

Bentley Crane Hire does not require to calibrate equipment and are not involved in designing products, the processes have been included within the manuals should the company require these activities in the future.

4.2 Understanding the Needs and Expectations of Interested Parties

Bentley Crane Hire has identified the interested parties and their requirements with the emphasis being on quality. **Bentley Crane Hire** has included a process to determine any legal requirements relating to activities, products and services that are relevant to the scope of our management system.

The company has identified the effect or potential effect on our ability to consistently provide products and services that meet, customer, statutory requirements, the company has also identified the relevant interested parties and their requirements to the Quality Management System.

Bentley Crane Hire shall monitor and review information about these interested parties and their relevant requirements through the management review processes

4.3 Determining the Scope of the Quality Management System

We have determined the boundaries and applicability of our management system to develop the scope of the QMS and have taken into account the issues identified in Clause 4.1 and 4.2 above as those that relate to our product and services detailed in MO1

Minor Scope:

Crane hire and logistical specialists supplying rigging and transport services.

Major Scope:

Andrade Holdings Pty Ltd t/as Bentley Crane Hire is an Australian owned Family company providing a range of services to Western Australia since 1986. Our fleet ranges from 7 tonne to 1000 tonne capacity cranes through to logistic and transport vehicles, drop decks, floats, trailers and cherry pickers. Located at Henderson we are centrally located to provide immediate services at short notice. We also have facilities and a yard in Welshpool which can be activated at any time.

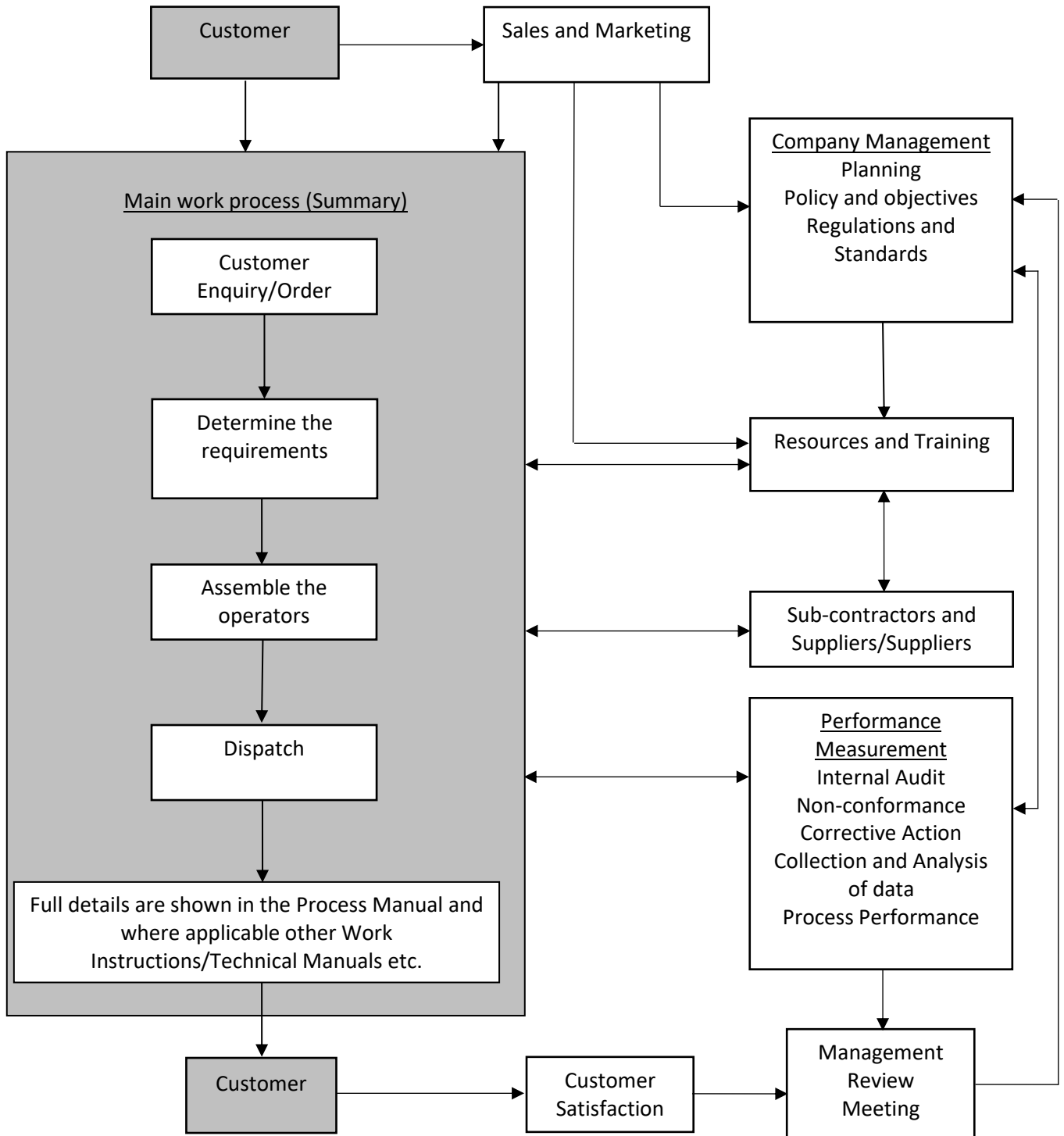
4.4 Quality Management System and its processes (QMS)

We have established and implemented, and will maintain and continually improve our quality management system, including the processes needed and their interactions, in accordance with the requirements of the international standard.

In order to deliver the requirements, **Bentley Crane Hire** has identified:

- the processes needed for the implementation, operation and maintenance of the management system along with opportunities for its improvement and their application throughout the company;
- the inputs required and outputs expected from these processes;
- the sequence and interaction of these processes;
- apply the criteria and methods needed, including monitoring, and measurements and related performance indicators needed to ensure that both the effective operation and control of these processes;
- determine the resources needed for these processes and ensure their availability;
- assign the responsibilities and authorities for these processes;
- address the risks and opportunities as determined in accordance with the requirements of 6.1 of the QMS evaluate these processes and implement any changes needed to ensure that these processes achieve their intended results.
- Improve the processes and the QMS
- generate documented information to support the operation of these processes to have confidence that the processes are being carried out as planned.

QMS Process Diagram



5. Leadership

5.1 Leadership and Commitment

5.1.1 General

Our Top management shall demonstrate leadership and commitment with respect to our QMS by taking accountability of the effectiveness of the QMS; by ensuring a quality policy and quality objectives are established and are compatible with the context and strategic direction of **Bentley Crane Hire**; ensuring that the integration of the QMS requirements into the company's business process; by promoting the use of the process approach and risk-based thinking; by communicating the importance of effective quality management and conforming to the QMS; promoting improvement; and by supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility

5.1.2 Customer Focus

As **Bentley Crane Hire** strives to meet our clients' expectations; top management at **Bentley Crane Hire** have demonstrated their leadership and commitment by ensuring that clients' requirements and applicable regulatory and statutory requirements are determined, understood and consistently met; that risks and opportunities that could affect conformity of our products and services and the ability to enhance customer satisfaction are determined and addressed. The company is focused in enhancing customer satisfaction being maintained.

5.2 Policy

Our Top Management have established, implemented and will maintain a quality policy that is appropriate to the purpose and context of the Company and supports its strategic direction, providing a framework for setting quality objectives, includes a commitment to continual improvement of the quality system and satisfying applicable requirements. Refer M02 Quality Policy

5.3 Bentley Crane Hire's Roles, Responsibilities and Authorities

Our Top management will ensure that the responsibilities and authorities for relevant roles are assigned, communicated and understood throughout the company. Top management shall assign the responsibility and authority for ensuring that the QMS conforms to the requirements of the International Standard, ensure that the processes are delivering their intended outputs. Reporting on the performance of the QMS and opportunities for improvement (see 10.1) in particular to top management.

Ensuring the promotion of customer focus throughout the company and ensuring that the integrity of the QMS is maintained when changes to the QMS are planned or implemented

5.3.1 Communicating the Quality Policy

The Quality policy is made available and maintained as documented information. It is communicated, understood and applied within **Bentley Crane Hire** and is available to relevant interested parties, as appropriate.

6. Planning

6.1 Actions to Address Risks and Opportunities

Bentley Crane Hire have considered the issues detailed in clause 4.1 and the requirements of 4.2 of this document and have determined the risks and opportunities that need to be addressed to assure the QMS can achieve its intended results; that the company enhances desirable effects, prevents or reduces undesired effects and achieve continual improvement.

Bentley Crane Hire have put a plan in place to address these risks and opportunities and also a plan to integrate and implement these actions into the QMS and evaluate their effectiveness. The Company addresses risks and opportunities proportionately to the potential impact on the conformity of product and services.

As defined in the standard the company are addressing these risks and opportunities as appropriately listed below:

Risks: Options to address risks can include avoiding the risk, taking risk in order to pursue an opportunity, eliminating the risk source, changing the likelihood or consequences, sharing the risk or retaining the risk.

Opportunities: may lead to the adoption of new practises, launching new products, opening new markets, addressing new customers, building partnerships, using new technology and other desirable and viable possibilities to address **Bentley Crane Hire's** customer's needs

Bentley Crane Hire have documented the risks and opportunities by the following means:

M03 Risk Assessment Procedure

R02 Risk Assessment Register

6.2 Quality objectives and planning to achieve them

The company have established quality objectives at relevant functions various levels and processes throughout the company in line with the requirements of ISO9001:2015 Clauses 6.2.1 and 6.2.2; a document has been produced detailing these objectives and the procedure around establishing them. Refer MO4 Quality Objectives and Procedures.

R03 Quality Objectives

6.3 Planning of Changes

When **Bentley Crane Hire** determines the need for changes to the QMS they would be carried out in a planned and systematic manner. The company will consider the purpose of any change, their potential consequences, the integrity of the QMS, the availability of resources and the allocation or reallocation of responsibilities and authorities. R14 Document Change Request will be completed and forwarded to Managing Director for approval.

7. Support

7.1 Resources

7.1.1 General

Bentley Crane Hire have determined and provided the resources needed for the establishment, implementation, maintenance and continual improvement of our QMS. We have considered the capabilities of, and constraints on our existing internal resources and what **Bentley Crane Hire** need to obtain from external providers.

7.1.2 People

We has determined and provided the persons necessary for the effective implementation of *its QMS and for the operation and control of its processes.*

7.1.3 Infrastructure

We have determined, provided and will continue to maintain the necessary for the operation of our processes and to achieve conformity of our products and services.

7.1.4 Environment for the Operation of Processes

We have determined, provided and will continue to maintain the environment necessary for the provision of our processes and to achieve conformity of our products and services.

7.1.5 Monitoring and Measuring Resources

Bentley Crane Hire maintains measuring and monitoring resources for evidence of conformity for our products and services and have created specific documented information detailing how we have approached this requirement. Refer M05

7.1.5.1 General

Bentley Crane Hire have determined and provided the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of product and services

Bentley Crane Hire ensures that the resources provided are suitable for the specific type of monitoring and measurement activities undertaken are maintained to ensure their continuing fitness for the purpose.

Bentley Crane Hire maintains appropriate documented information as evidence of fitness for the purpose of the monitoring and measurement resources.

7.1.5.2 Measurement Traceability

When measurement traceability is a requirement, or is considered to be essential part of providing confidence in the validity of measurement results, measuring equipment shall be:

Calibrated or verified, or both, at specific intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standards exist, the basis used for calibration or verification shall be retained as documented information; identified in order to determine their status;

All equipment is safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results

Should **Bentley Crane Hire** determine if the validity of previous measurement results has been adversely affected when measuring equipment is found to be unfit for its intended purpose, and shall take appropriate action as/when necessary.

7.1.6 Organisational Knowledge

We have determined the knowledge necessary to operate our processes when achieving conformity of our products and services. Knowledge is maintained and made available to an extent as necessary. We address changing needs and trends considering our current knowledge and determine how to acquire or access any necessary additional knowledge and required updates.

7.2 Competence

Bentley Crane Hire have determined the competence of people doing work under our control that affects performance and effectiveness of the QMS. We ensure that these people are competent on the basis of appropriate education, training or experience and where applicable, take actions to acquire the necessary competence and evaluate the effectiveness of the actions taken and maintain appropriate documented information as evidence of this competence.

See document – R05 Competency Record
R06 Training Record

7.3 Awareness

Bentley Crane Hire ensures that people doing work under our control are aware of our Quality Policy, and other internal policies; our quality objectives their contribution to the effectiveness of the QM system including the benefits of improved performance and the implications of not conforming to the QMS requirements.

See document – R06 Training Record

7.4 Communication

Bentley Crane Hire have determined the need for internal and external communications relevant to the QM system including on what, when, with whom, how and who would communicate all or any of the aforementioned.

7.5 Documented Information

Bentley Crane Hire have written policies and procedures as appropriate to meet the requirements of our QMS and the ISO9001:2015 standard. Details of how we produce and control our documented information are detailed in M06.

8. Operation

8.1 Operational Planning and Control

Bentley Crane Hire have planned, implemented and controlled processes outlined in Clause 4.4 needed to meet requirements for the provision of our products and services, and to implement the actions determined in clause 6 of this document by determining the requirements of our products and services; establishing criteria for those processes and for the acceptance of our products and services. We have also determined the resources needed

to achieve conformity of our products and services requirements and by implementing control of the processes in accordance with the detailed criteria.

Bentley Crane Hire have determined, maintain and retain documented information to the extent necessary to have confidence that the processes have been carried out as planned and that demonstrate the conformity of our products and services. The output of this planning is suitable and compliant to **Bentley Crane Hire's** operations.

Bentley Crane Hire shall control planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects as necessary. The company shall ensure that outsourced processes are also controlled refer clause 8.4

See document – R07 Conformity Documentation

8.2 Requirements for Products and Services

8.2.1 Customer Communication

Bentley Crane Hire communicate with clients where necessary in providing information related to our products and services, enquiries, contracts or order handling including changes, handling and controlling customer property, obtaining their feedback, including complaints and specific requirements for contingency actions where appropriate.

8.2.2 Determination of Requirements Related to Products and Services

When determining the requirements for our products and services offered to clients; we define our products and services including any regulatory and statutory requirements and any others applicable or considered necessary and can substantiate any claim made for our products and services.

8.2.3 Review of Requirements Related to Products and Services

8.2.3.1

Bentley Crane Hire ensures it has the ability to meet the requirements for products and services to be offered to clients. **Bentley Crane Hire** conducts a review, R08, before committing to supply products and services and include requirements specified by the client including requirements for delivery and post-delivery activities. Requirements not stated by the client, but necessary for the specified or intended use, when known.

This includes our own requirements, statutory and regulatory requirements applicable to the product and services together with contractual or order requirements differing from those previously expressed

Bentley Crane Hire ensures that contract or order requirements differing from those previously defined are resolved.

We confirm our client's requirements before acceptance, when clients do not provide a documented statement of their requirements.

See document – R08 Results of Review of Products and Services

8.2.3.2

Bentley Crane Hire retain documented information as applicable on the results of the review and any new requirements for the products and services.

8.2.4 Changes to requirements for products and services

Bentley Crane Hire will ensure that when changes are made relevant documented information is amended and the relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.

8.3 Design and Development of Products and Services

8.3.1 General

Bentley Crane Hire have established, implemented and maintain a design and development process that is appropriate to ensure the subsequent provision of products and services

8.3.2 Design and development planning

Bentley Crane Hire have determined the stages and controls for design and development and in doing so have considered:

- The nature duration and complexity for the design and development activities
- The required process stages, including applicable design and development reviews
- The required design and development verification and validation activities
- The responsibilities and authorities involved in the design and development process
- The internal and external resource needs for the design and development of products and services
- The need to control interfaces between persons involved in the design and development process

- The need for involvement of customers and users in the design and development process
- The requirements for subsequent provision of products and services
- The level of control expected for the design and development process by customers and other relevant interested parties
- The documented information needed to demonstrate that design and development requirements have been met

See document – M07 Design and Development Procedure

R09 Confirmation of D & D Requirements
R10 Design and Development Process Output
R11 Design and Development Changes

8.3.3 Design and developments inputs

Bentley Crane Hire have determined the requirements essential for the specific types of products and services to be designed and developed. We have considered the functional and performance requirements, information derived from previous similar design and development activities.

The company maintains statutory and regulatory requirements together with standards and codes of practice we are committed to implement. Potential consequences of failure due to the nature of the products and services.

Our inputs are adequate for design and development purposes, complete and unambiguous and all conflicting design and development inputs are resolved.

The company maintain and retain documented information on design and development inputs.

8.3.4 Design and development controls

Bentley Crane Hire applies controls to our design and development processes to ensure that the results to be achieved are defined and that reviews are carried out to evaluate the ability of the results of design and development outputs meet the input requirements.

The company conducts verification activities to ensure that the design and development outputs meets the input requirements. Validation activities are conducted to ensure that the

resulting products and services meet the requirements for the specified application or intended use.

Bentley Crane Hire completes the necessary actions on problems determined during the reviews or verification, validation activities, completing, retaining and maintaining documented information of these activities.

8.3.5 Design and development outputs

Bentley Crane Hire insures that that design and development outputs meet the input requirements and are adequate for the subsequent processes for the provision of products and services.

Reference of monitoring and measuring requirements, as appropriate, and acceptance criteria are included. We also specify the characteristics of the products and services that are essential for their intended purpose and their safe and proper provision. Documented information is retained on all design and development outputs.

8.3.6 Design and development changes

Bentley Crane Hire identifies, reviews and controls changes made during, or subsequent to, the design and development of products and services, to the extent necessary to ensure that there is no adverse impact on conformity to requirements.

Documented information is retained on design and developments changes, the results of reviews, authorisation changes and the actions taken to prevent adverse impacts.

8.4 Control of Externally Provided Processes, Products and Services

8.4.1 General

Bentley Crane Hire ensure that externally provided processes, products and services conform to requirements by determining the controls to the applied to externally provided processes, products and services when:

- Products and services from external providers are intended for incorporation into the company's own products and services
- Products and services are provided directly to the client (s) by external providers on behalf of **Bentley Crane Hire**
- A process, or part process, is provided by an external provider as a result of a decision by **Bentley Crane Hire**

Bentley Crane Hire have determined and apply criteria for the evaluation, selection, monitoring of performance, and re- evaluation of external providers, based on their ability to

provide processes or products and services in accordance with requirements. We shall retain documented information of these activities and any actions arising from the evaluations.

See document – M08 Control of Externally provided products and services
R12 External Providers Evaluation Results

8.4.2 Type and extent of control

Bentley Crane Hire ensures that externally provided processes, products and services do not adversely affect our ability to consistently deliver conforming products and services to its clients.

Bentley Crane Hire ensures that externally provided processes remain within the control of its quality management system by defining both the controls that we apply to an external provider and those it intends to apply to the resulting output;

Bentley Crane Hire takes into consideration the potential impact of the externally provided process, products and services on our ability to consistently meet client and applicable statutory and regulatory requirements together with the effectiveness of the controls applied by the external provider.

Bentley Crane Hire determines the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements.

8.4.3 Information for external providers

Bentley Crane Hire ensures the adequacy of requirements prior to their communication to the external provider.

Bentley Crane Hire communicates to external providers our requirements for:

- The processes, products and services to be provided
- The approval of product and services, methods, processes and equipment and the release of product and services.

Bentley Crane Hire confirms competence, including any required qualification of persons and the external provides interactions with the company.

Control and monitoring of the external provider's performance to be applied to our Company and the verification and validation activities that **Bentley Crane Hire** or our clients, intends to perform at the external provider's premises.

8.5 Production and Service Provision

8.5.1 Control of Production and Service Provision

Bentley Crane Hire have implemented controlled conditions for the production and service provision.

Controlled conditions include as applicable:

- The availability of documented information that defines the characteristics of the products to be produced, and services to be provided, or the activities to be performed together with the results to be achieved.
- The availability and use of suitable monitoring and measuring resources together with the implementation of monitoring and measuring activities at appropriate stages to verify the criteria for control of processes or outputs, and acceptance criteria for products and services have been met.
- The use of suitable infrastructure and environment for the operations of processes and the appointment of competent persons, including any required qualifications.
- The validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement.
- The implementation of actions to prevent human error.
- The implementation of release, delivery and post-delivery activities

8.5.2 Identification and Traceability

Where necessary **Bentley Crane Hire** have introduced a system to uniquely identify our outputs of products and services for the purposes of conformity and traceability. **Bentley Crane Hire** identifies the status of our processed outputs with respect to monitoring and measurement requirements throughout the provision of our products and services. **Bentley Crane Hire** controls the unique identification of the outputs when traceability is a requirement retaining documented information necessary to enable identification and traceability.

8.5.3 Property belonging to Customers or External Providers

Bentley Crane Hire exercises due care and attention when dealing with property belonging to external providers (including clients) while it is under our control. The company identifies, verifies, protects and safeguards clients' or external providers' property provided for use or incorporation into our products and services. When the property of a client or external provider is lost, damaged or otherwise found to be unsuitable for use, we shall report this to the customer or external provider and retain documented information on what has occurred.

8.5.4 Preservation

Bentley Crane Hire ensures the preservation of our outputs during production and service provision to the extent necessary to maintain their conformity throughout the production process.

8.5.5 Post-delivery Activities

Bentley Crane Hire ensures that where applicable we meet the requirements for post-delivery activities associated with our products and services to the extent that **Bentley Crane Hire** have considered the risks associated with the products and services, the nature of use and lifetime of the products and services, client's requirements and client's feedback together with the statutory and regulatory requirements.

8.5.6 Control of Changes

Bentley Crane Hire review and control changes necessary for the production and service provision to ensure continued conformity of our products and services. We keep documented records of any such changes, the person authorising those changes using form R14 Document Change Request.

See documents – M09 Production and Service Provision
R07 Conformity Documentation
R13 Traceability Record

8.6 Release of Products and Services

Bentley Crane Hire have implemented planned arrangements at appropriate stages of production or service provision to verify that product and service requirements have been met; evidence of such acceptance criteria are recorded on the product and service record (see form R15).

Products and services will not be released to our clients until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and as

applicable by the customer. Appropriate records of evidence of conformity and the acceptance criteria, and traceability of who authorized the release are recorded on the product and service record (see form R15).

See document - R15 Acceptance Documentation

8.7 Control of Nonconforming Outputs

8.7.1

Bentley Crane Hire shall ensure that outputs that do not conform to the requirements are identified and controlled to prevent their unintended use or delivery.

We take appropriate action based on the nature of the nonconformity and its effects on the conformity of products and services. This shall apply to nonconforming products and services and applies to nonconforming products and services detected after delivery of products, during or after the provision of services

Bentley Crane Hire deals with nonconforming outputs in one or more of the following ways:

- Correction
- Segregation, containment, return or suspension of provision of products and services
- Informing the client
- Obtaining authorisation for acceptance under concession.

Conformity to requirements shall be verified when nonconforming outputs are corrected.

8.7.2

Bentley Crane Hire retains documented information that describes the nonconformity, describes actions taken, describes any concessions obtained and identifies the authority deciding the action in respect of the nonconformity is detailed within M10 Non-conformance & Corrective Action

9. Performance Evaluation

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

Bentley Crane Hire have determined what needs to be monitored and measured; the methods for monitoring, measurement, analysis and evaluation, as applicable, to ensure valid results; when the monitoring and measuring shall be performed and when the results from monitoring and measurement shall be analysed and evaluated.

Bentley Crane Hire retains documented information on the results of such monitoring and measurement to enable us to evaluate the effectiveness of our QMS.

See document – M11 Monitoring and Measurement Results

9.1.2 Customer Satisfaction

Bentley Crane Hire monitors client's perceptions of the degree to which their needs and expectations have been fulfilled and have determined the methods for obtaining monitoring and reviewing this.

See document – M11 Monitoring and Measurement Results
Client Feedback Register

9.1.3 Analysis and Evaluation

Bentley Crane Hire analyses and evaluates data gathered as part of our monitoring and measuring activities and the results are used as part of our Management Review process.

See document – M11 Monitoring and Measurement Results

9.2 Internal Audit

9.2.1

Bentley Crane Hire conducts internal audits at planned intervals to provide information on whether our QMS conforms to our requirements, to the requirements of ISO 9001:2015 Quality Management System standard and is effectively implemented and maintained; it also takes into consideration the importance of the processes concerned. We have implemented a procedure (M12) that covers in detail the process surrounding the internal audit process.

9.2.2 Requirements of Bentley Crane Hire

Bentley Crane Hire plans establishes, implements and maintains our audit program including frequency, methods, responsibilities, planning requirements and reporting. These take into consideration the importance of the processes concerned, changes affecting the company, and the results of previous audits.

Bentley Crane Hire defines our audit criteria, scope for each audit, select auditors and conduct audits to ensure objectivity and impartiality of the audit process. Our results of audits are reported to relevant management and we take appropriate correction and corrective actions without undue delay.

Bentley Crane Hire retains documented information as evidence of the implementation of the audit program and the audit results.

See document – M12 Internal Audit
R16 Internal Audit Program
R17 Internal Audit Report

Other Documentation required:

Selection requirements for auditors
Criteria of the audits
Scope of audits
Reporting process

9.3 Management Review

9.3.1 General

Our Top management reviews the company's QMS at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of **Bentley Crane Hire**.

9.3.2 Management review inputs

Each review will take into consideration the status of actions from any previous meetings and any changes in internal or external issues relevant to our QMS and information on performance and effectiveness of the QMS including trends in:

- Customer satisfaction and feedback from relevant interested parties
- The extent to which quality objectives have been met
- Process performance and conformity of products and services

- Nonconformities and corrective action
- Monitoring and measurement results
- Audit results
- The performance of external providers
- The adequacy of resources
- The effectiveness of actions taken to address risks and opportunities
- Opportunities for improvements

9.3.3 Management review outputs

Management reviews outputs including decisions and actions related to opportunities for improvement, any need for change to the QMS and resource needs.

Documented information is retained as evidence of the results of the management reviews.

Information relating to each of these meetings is recorded using document R18 Management Review Agenda and Minutes

See document – M13 Management Review

10 Improvements

10.1 General

Bentley Crane Hire have determined and shall implement such opportunities as necessary for improving our clients' requirements and enhance client satisfaction. This will include improving our products and services to meet these requirements and to address future needs and expectations by correcting, preventing or reducing undesired effects, improving the performance and effectiveness of our QMS.

10.2 Nonconformity and Corrective Action

10.2.1

When non-conformity occurs, including any arising from complaints, **Bentley Crane Hire** shall react to the nonconformity and take action to control and correct it and then deal with the consequences.

Bentley Crane Hire will evaluate the need for action to eliminate the causes of the nonconformity, in order that it does not recur or occur elsewhere in the company by reviewing and analysing the nonconformity, determine the causes and determine if similar nonconformities exist or could potentially occur.

Bentley Crane Hire shall implement any action needed, reviewing the effectiveness of the action taken and update risks and opportunities determined during planning as necessary. Corrective actions will be appropriate to the effects of the nonconformities encountered.

See documents – M10 Non-conformance and Corrective Action
R19 Non-conformance Report Form
R20 Corrective Action Report Form
Non-conformance/complaint register

10.3 Continual Improvement

Bentley Crane Hire shall continually improve the suitability, adequacy and effectiveness of our QMS. We consider the results of analysis and evaluation and the outputs from management review to determine if there are needs or opportunities that could be addressed as part of our continual improvement.

Q05 Document Register

Reference	Title	Issue No.	Date	Authority
M01	Scope of QMS	1	11/5/17	FF / WA
M02	Quality Policy	1	11/5/17	FF / WA
M03	Risk Assessment Procedure	1	11/5/17	FF / WA
M04	Planning to Achieve Quality Objectives	1	17/5/17	FF / WA
M05	Monitoring & Measuring Resources	1	19/5/17	FF / WA
M06	Document Control & Records	1	19/5/17	FF / WA
M07	Design & Development	1	19/5/17	FF / WA
M08	Control of Externally Provided P & S	1	19/5/17	FF / WA
M09	Production & Service Provision	1	25/5/17	FF / WA
M10	Non-conformance & Corrective Action	1	25/5/17	FF / WA
M11	Monitoring & Measurement Results	1	25/5/17	FF / WA
M12	Internal Audit	1	11/5/17	FF / WA
M13	Management Review	1	11/5/17	FF / WA
R01	Job Description	1	19/5/17	FF / WA
R02	Risk Assessment Register	1	11/5/17	FF / WA
R03	Quality Objectives	1	17/5/17	FF / WA
R04	Calibration Register	1	19/5/17	FF / WA
R05	Competency Statement	1	19/5/17	FF / WA
R06	Training Record	1	19/5/17	FF / WA

Reference	Title	Issue No.	Date	Authority
R07	Conformity Documentation	1	25/5/17	FF / WA
R08	Results of Review of Products & Services	1	24/5/17	FF / WA
R09	Confirmation of D & D Requirements	1	24/5/17	FF / WA
R10	D & D Process Outputs	1	24/5/17	FF / WA
R11	D & D Changes	1	24/5/17	FF / WA
R12	External Providers Evaluation Results	1	19/5/17	FF / WA
R13	Traceability Record	1	24/5/17	FF / WA
R14	Document Change Request	1	25/5/17	FF / WA
R15	Acceptance Documentation	1	24/5/17	FF / WA
R16	Internal Audit Programme	1	11/5/17	FF / WA
R17	Internal Audit Report	1	11/5/17	FF / WA
R18	Management Review Agenda & Minutes	1	11/5/17	FF / WA
R19	Non-conformance Report Form	1	25/5/17	FF / WA
R20	Corrective Action Report Form	1	25/5/17	FF / WA
R21	Competent Person Register	1	19/5/17	FF / WA
R22	Competent Person Detail Sheet	1	19/5/17	FF / WA
R23	Non Conformance Register	1	19/5/17	FF / WA
R24	Supplier Performance Register	1	19/5/17	FF / WA