



# Assessment Report.

Langley Marketing Ltd T/A Langley  
Design

## Introduction.

This report has been compiled by Teresa Howitt and relates to the assessment activity detailed below:

Visit ref/Type/Date/Duration	Certificate/Standard	Site address
8262375 Re-certification Audit (SR Opt 1) 27/01/2016 1 day(s) Effective no. of employees : 10 Total no. of employees : 10	FS 558418 ISO 9001:2008	Langley Marketing Ltd T/A Langley Design Unit 1, Priory Place Hankerton SN16 9JZ United Kingdom

The objective of the assessment was to ascertain the integrity of the organisation's management system over the current assessment cycle to enable re-certification and confirm the forward strategic assessment plan.

## Management Summary.

### Overall Conclusion

We are pleased to recommend the continuation of your certification.

I would like to thank all the audit participants for their assistance and co-operation which enabled the audit to run smoothly and to schedule.

The audit objectives have been achieved and the certificate scope remains appropriate. The audit team concludes based on the results of this audit that Langley Marketing Ltd /TA - Langley Design - does fulfil the standards and audit criteria identified within the audit report and it is deemed that the management system continue to achieve its intended outcomes.

There were no outstanding nonconformities to review from previous assessments.

No new nonconformities were identified during the assessment. Enhanced detail relating to the overall assessment findings is contained within subsequent sections of the report.

## Mandatory Requirements – Re-Certification.

Has the Recertification Review Pack been reviewed prior to the assessment by the Client Manager ?

Yes

Have all requirements of the standard been implemented?

Yes

Has the entirety of scope / processes been assessed during the current review period?

Yes

Has the certificate structure and location activities been reviewed?

Yes

Based on the recertification process, the management system continues to demonstrate the ability to support the achievement of statutory, regulatory and contractual requirements.

Where applicable, has a Technical Expert(s) been used in the Certification cycle? detail the frequency.

### **Complaints Received by BSI**

There have been no complaints received by BSI during the certification period.

### **Strategic Review Pack Summary**

During the period under review - Feb 2013 to date, there have been no minor or major NCR's raised. One observation has been raised and one opportunity for improvement which have both been considered by the client and improvements have been made in those areas. It was confirmed that all areas identified in the 3 year plan had been assessed during the review period.

### **Progress in relation to management system objectives.**

The organisation has set key objectives for quality and delivery of the product. There is a clear link between management system objectives set and the organisations quality policy.

### **Leadership, Commitment and Strategy**

It is clear that the organisation are committed to delivering a quality product and service - both through its's quality objectives which are realistic and are actively monitored and discussed daily within the team and via its' working relationship with clients and suppliers.

There is a clear and ongoing commitment to the use of certified management systems as one of the means to operate and control the business - and where practicable, deliver improvements in overall performance.

The system is mature and has its' customers at the heart of the business.

### **Effectiveness of the Management System**

The system is well established with relevant tiers of documentation and control accompanied by SOP's and changes are made as and when required. The teams however are responsive and react to change when required and in line with both regulatory and customer requirements and this is evidenced both in the management system and during day to day operations/culture.

**Impartiality Review**

Impartiality has been maintained and the client managers/team leaders have held the appropriate T and P codes for the nature of the business activities.

One day per year has been delivered and meets scheme requirements.

Do you want the current Total assessment days / Cycle to continue ?

Yes

**Justified Exclusions**

There are no justified exclusions of the standard for certificate : FS 558418

## Areas Assessed & Findings.

### **Opening Meeting / Changes / Business Update / QMS :**

The opening meeting confirmed the object of the assessment (Strategic Review), the normal BSI protocols and the plan for the day.

Staff numbers have increased slightly to 14 since the last visit - however, this will not affect the three year plan and number of days delivered going forward.

There have been no changes to the QMS since the last assessment visits. The Quality Manual remains at Revision 2 and has full document control in place.

### **Achievements**

The Production Manager recently graduated with a 1st Class Honours Degree in Engineering in August 2015 - well done Mike!

2 new staff have been appointed - 1 workshop and 1 field based to strengthen and support the team.

Some small changes were made to the Three Year plan to ensure that all areas are covered during each visit along with ensuring transition readiness is covered going forward.

### **Management Review / Objectives :**

Management Review held - Interim meeting - July 15, then: 4/11/15, 15/1/16 . Minutes comprehensive - meets Standard requirements. Objectives for 2015 were discussed and closed off at the July Interim Meeting.

Objectives agreed for 2016:

\*Maintain level of NC's < 1 per external audit and <3 per internal

\*Reduce the percentage of supplier NC's < 1.75% total supplier spend

\*95% of job bags issued within 5 days of receipt of clients instruction to proceed

(Amber projects highlighted where final details are awaited from client)

Meetings are held regularly in the form of Team Meetings, Marketing Meetings and Board Meetings - sampled throughout the visit.

**Internal Audits / Customer Complaints / CA/PA :**

Internal audits are well established - the Plan for 2015 reviewed along with the 2016 plan - and sampled accordingly as follows:

22/1/16 - Sections 6.2 & 8 - CA 264

4/8/15 - Section 7 - Prospects & Quotes - CA 240/241/242/243/24/245/256/247/248/249

Of those sampled - audits were seen to be detailed with good objective evidence and follow up of corrective actions recorded/closed out.

**Customer Complaints**

Management Review showed no specific trends in customer complaints - however, the following samples were chosen from the register and reviewed:

CR 0056 - 24/03/15

CR 0063 - 09/07/15

CR 0069 - 23/11/15

Process well established and effective with good root cause analysis shown for each one.

**Design Process - NPD :**

Procedure SOP 7.4 - 1 reviewed and an overview provided of the process by the Production Manager. New Product Development activities take place monthly with meetings and web research conducted along with formulation of Case Studies. Two examples were sampled from the NPD Register:

NPD 2023 - Cantilever Canopy - 1/4/15

NPD 2026 - Planters - 28/8/15

The full process was followed from design to completion, drawings sampled, along with Design review meeting minutes, other email correspondence and final completion. The process was seen to be well managed, with full traceability throughout.

**Top Management :**

The Managing Director confirmed his ongoing commitment to the use of certified management systems as the means to operate and control the business, and, where practicable, deliver improvements in overall performance. A commitment to maintain compliance with applicable legal and other requirements is a foundation of the business along with an open, hands-on and transparent approach.

**Transition Readiness :**

A discussion was held with the client around transition to 9001:2015 and the client has expressed a view to maybe completing transition in 2017. The client has also been made aware of the Readiness Review (template provided) and the need to book assessor time at the earliest possibility for a review to be conducted via remote review (half day).

During the course of the visit logos were found to be used correctly.

## Assessment Participants.

On behalf of the organisation:

Name	Position
Ms Janet Jenkins	HR & Systems and Compliance
Mr Nigel Brookes	Managing Director
Mr Bloxsome	Production Manager

The assessment was conducted on behalf of BSI by:

Name	Position
Teresa Howitt	Team Leader

## Continuing Assessment.

The programme of continuing assessment is detailed below.

Site Address	Certificate Reference/Visit Cycle	
Langley Marketing Ltd T/A Langley Design Unit 1, Priory Place Hankerton SN16 9JZ United Kingdom	FS 558418	
	Visit interval:	12 months
	Visit duration:	1 Days
	Next re-certification:	01/01/2019

Re-certification by Strategic Review will be conducted on completion of the cycle, or sooner as required. The review will focus on the strengths and weaknesses of your Management System.

## Certification Assessment Plan.

LANGLE-0047373065-000|FS 558418

		Visit1	Visit2	Visit3
Business area/Location	Date (mm/yy):	01/14	01/15	01/16
	Duration (days):	1.0	1.0	1.0
Changes to the system, manual & policy		X	X	X
Internal audits / Corrective Action / Preventative Action / Management Review / Objectives & Targets		X	X	X
Customer Satisfaction / CA / PA		X	X	
Document Control , Records		X	X	X
Human Resources/Training			X	
Design - NPD			X	
Prospects, Enquiries and Sales		X		
Purchasing and Goods inward			X	
Manufacture, Maintenance, Storage, Packing and despatch/NC Product/Calibration / Environment		X		
9001:2015 Transition Readiness		X	X	X
Top Management Interview				X
Strategic Review				X



## Next Visit Plan.

### Visit objectives:

The objective of the assessment is to conduct a surveillance assessment and look for positive evidence to ensure the elements of the scope of certification and the requirements of the management standard are effectively addressed by the organisation's management system and that the system is demonstrating the ability to support the achievement of statutory, regulatory and contractual requirements and the organisations specified objectives, as applicable with regard to the scope of the management standard, and to confirm the on-going achievement and applicability of the forward strategic plan.

The scope of the assessment is the documented management system with relation to the requirements of BS EN ISO 9001:2008 and the defined assessment plan provided in terms of locations and areas of the system and organisation to be assessed.

Date	Assessor	Time	Area/Process	Clause
27/1/17	Teresa Howitt	09:00	Opening Meeting	
			Changes to the system, manual & policy	
			Internal audits / Corrective Action / Preventative Action / Management Review / Objectives & Targets	
			Customer Satisfaction / CA / PA	
			Document Control , Records	
			Prospects, Enquiries and Sales	
		12:30	Lunch	
		13:00	Manufacture, Maintenance, Storage, Packing and despatch/NC Product/Calibration / Environment	
		14:30	9001:2015 Transition Readiness	
		15:00	Report Preparation	
		16:00	Closing Meeting	

Please note that BSI reserves the right to apply a charge equivalent to the full daily rate for cancellation of the visit by the organisation within 30 days of an agreed visit date. It is a condition of Registration that a deputy management representative be nominated. It is expected that the deputy would stand in should the management representative find themselves unavailable to attend an agreed visit within 30 days of its conduct.

## Scope of Certificate FS 558418 (ISO 9001:2008).

### Main Scope

The design, production and supply of external furniture.

The scope has been confirmed as correct.

Location	Scope
Langley Marketing Ltd T/A Langley Design Unit 1, Priory Place Hankerton SN16 9JZ United Kingdom  LANGLE-0047373065-000	Main Certificate Scope applies.

## Notes.

The assessment was based on sampling and therefore nonconformities may exist which have not been identified.

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Should you wish to speak with BSI in relation to your registration, please contact our Customer Engagement and Planning:

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## Regulatory Compliance.

BSI conditions of contract for this visit require that BSI be informed of all relevant regulatory non-compliance or incidents that require notification to any regulatory authority. Acceptance of this report by the client signifies that all such issues have been disclosed as part of the assessment process and agreement that any such non-compliance or incidents occurring after this visit will be notified to the BSI client manager as soon as practical after the event.

## Expected Outcomes for Accredited Certification.

### **What accredited certification means:**

The accredited certification process provides confidence that the organization has a management system that conforms to the applicable requirements of the certified standards covered within this assessment and scope of certification.

### **What accredited certification does not mean:**

It is important to recognize that certification defines the requirements for an organization's management system, not for its products or services. It does not imply that the organization is providing a superior product or service, or that the product, service or performance itself is certified as meeting the requirements of an ISO standard or specification or that the organisation can guarantee 100% product, service or performance conformity, though this should of course be a permanent goal.