



Quality Manual

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Revised March 2012

OASIS

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1. SCOPE

1.1 The installation of synthetic resin surface coating products including floor, wall, roof and decorative applications.

2. EXCLUSIONS

2.1 7.3 Design & Development. No design requirement. Resin capability is outlined and manufactured by suppliers and we install in accordance with the technical guidance.

2.2 7.6 Control & Monitor of Measuring Devices. No calibration and measuring devices.

2.3 All Asbestos related work (surveys and removals) is excluded from this policy. These are subject to different regulations and requirements and are audited by HSE.

3. QUALITY POLICY

3.1 We recognize that a quality installation of synthetic resin surface coatings is of the highest importance to our clients and that long term business success is dependent upon client satisfaction.

3.2 It is our policy to ensure continual improvement in the company's quality management system. This will be achieved through:

- Complying with all statutory and regulatory requirements, particularly health and safety.
- Our commitment to meet the requirements of ISO 9001:2008.
- Communicating effectively with clients to understand their needs and ensure clients have adequate information to enable them to make appropriate decisions.
- Planning in advance to minimise inconvenience to client's personnel and activities.
- Setting and measuring quality objectives and carrying out regular reviews.
- Ensuring availability of resources.
- Ensuring all personnel are appropriately trained or supervised and provided with appropriate information.
- Sourcing products from approved suppliers.
- Ensuring the quality policy is publicly available and communicated throughout the company.

Signed

For and on behalf of Oasis Environments Limited

Date April 2011

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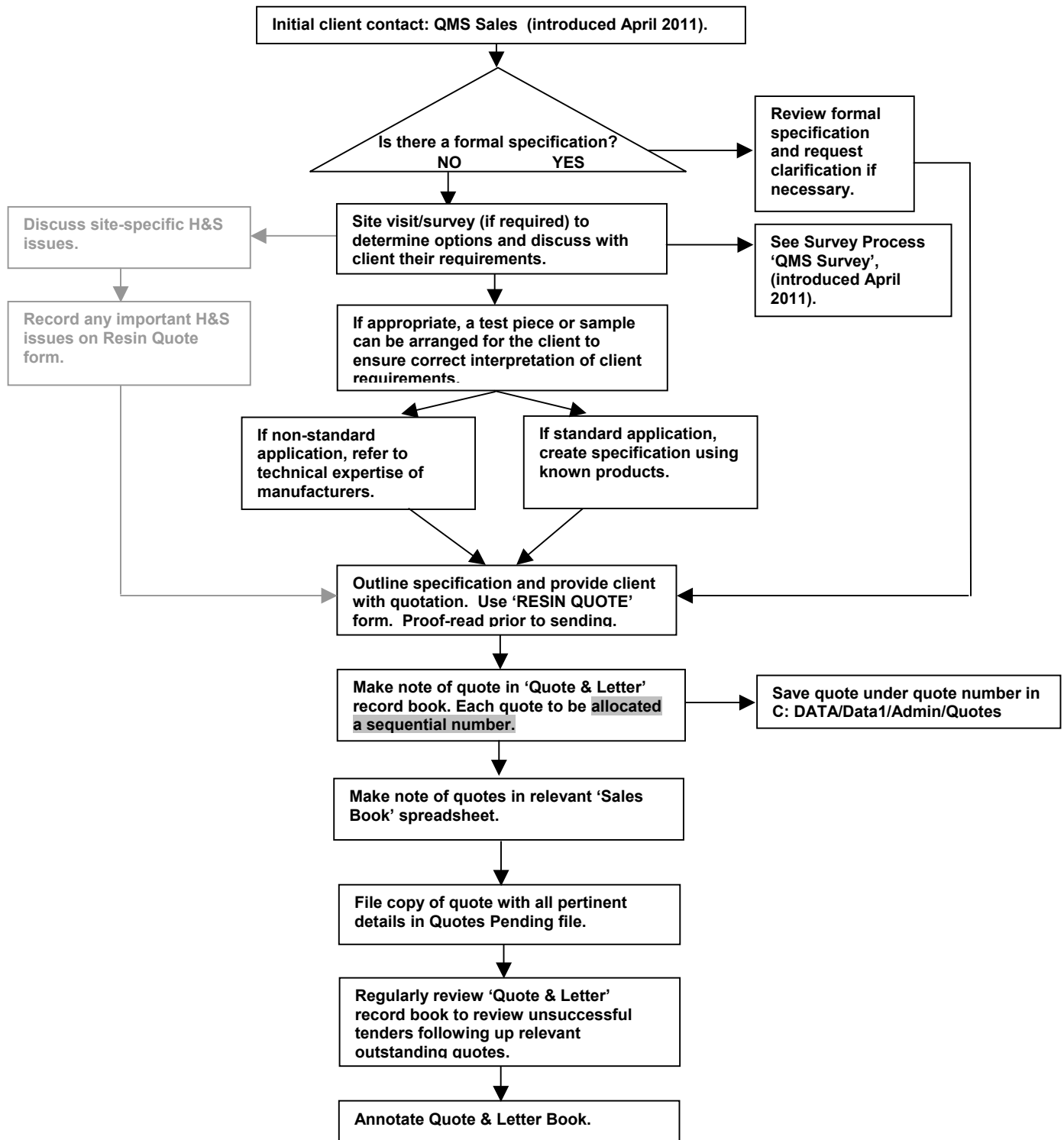
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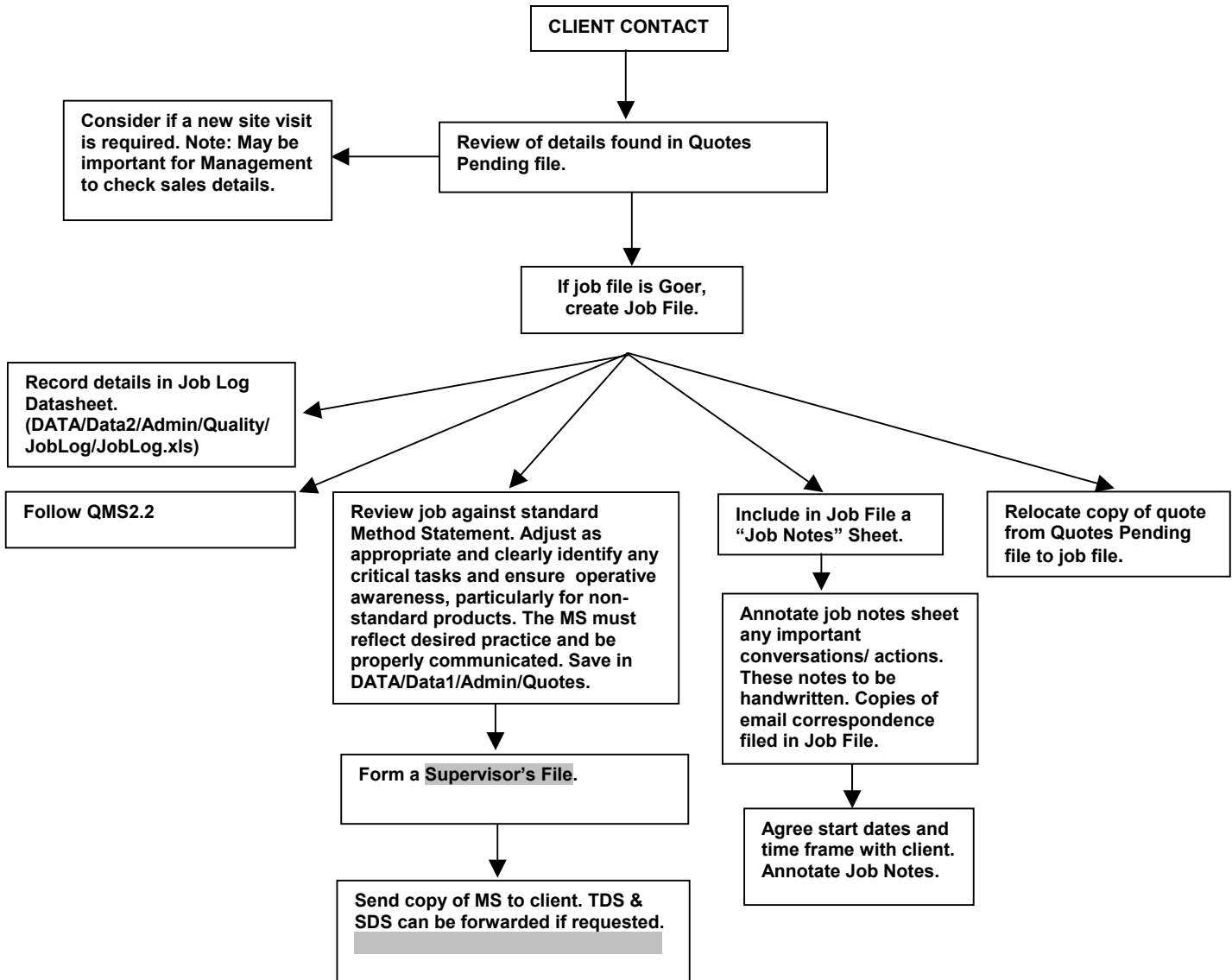
1. PROCESSES

1.1 Project Proposal (QMS1)



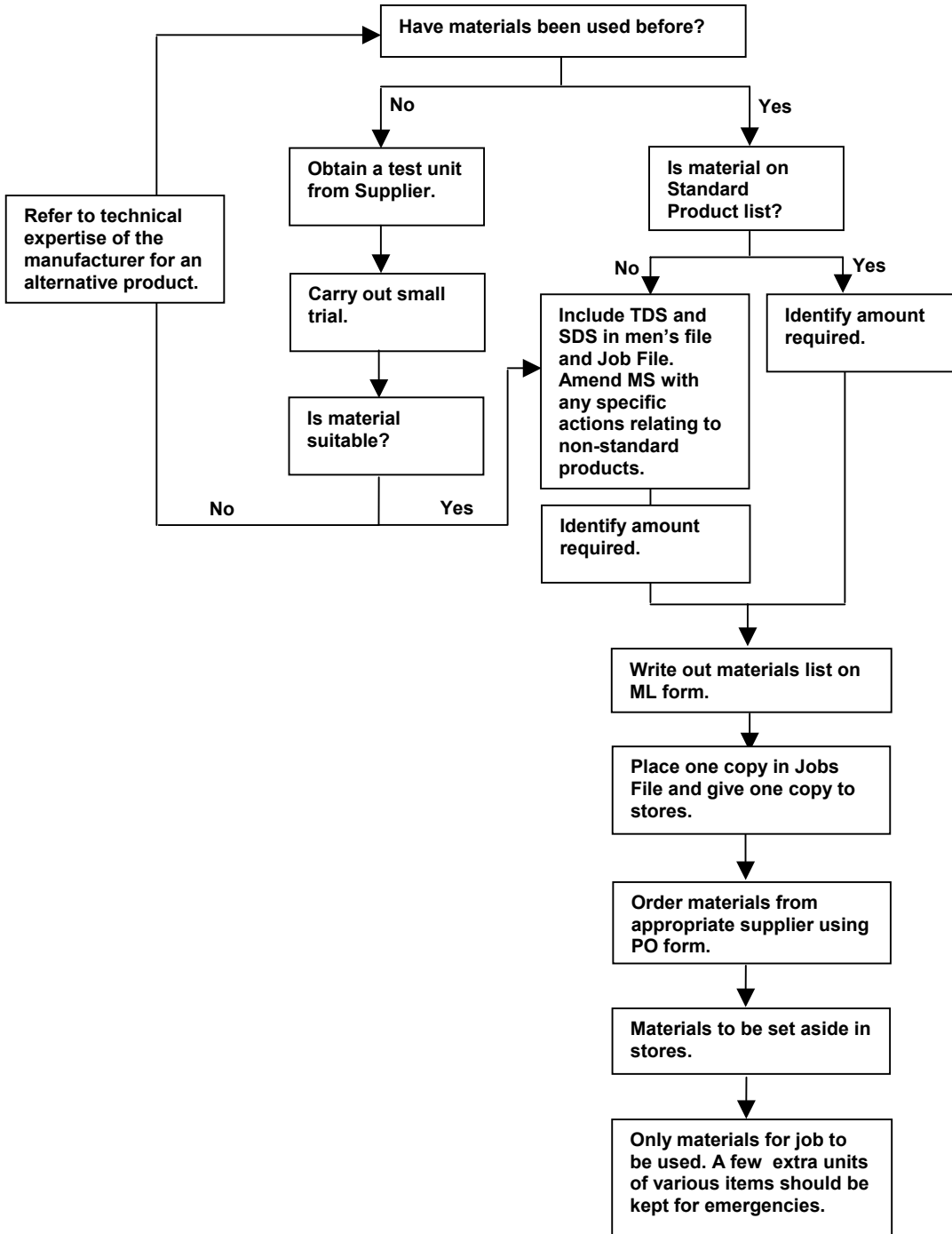
1.2 Project Planning (QMS2.1) and Materials Handling (QMS2.2)

1.2.1 Project Planning



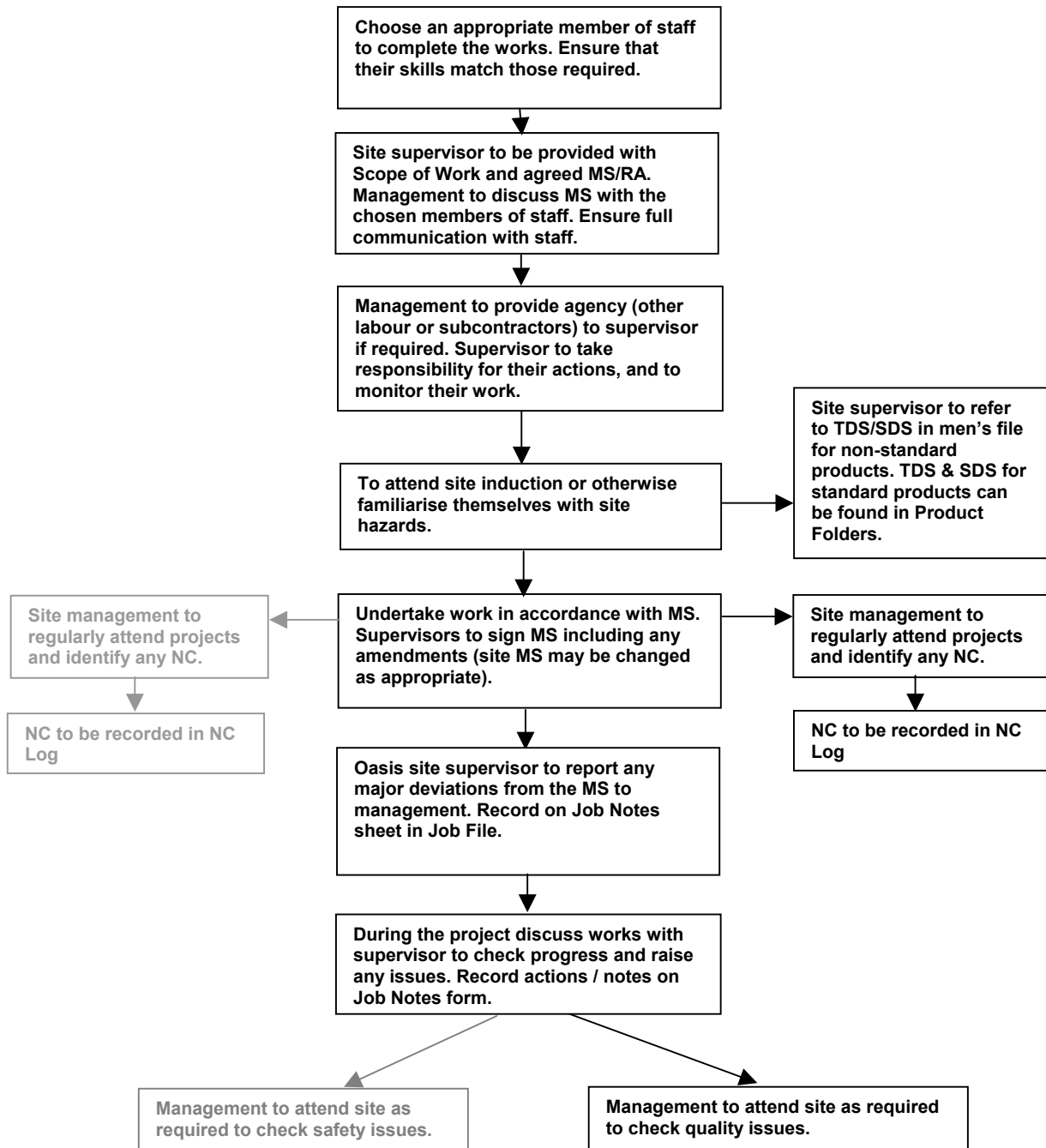
Note: The MS states that no allowance has been made for substrate testing. If required, a sample should be taken and sent to Envirochem for analysis.

1.2.2 Materials Handling

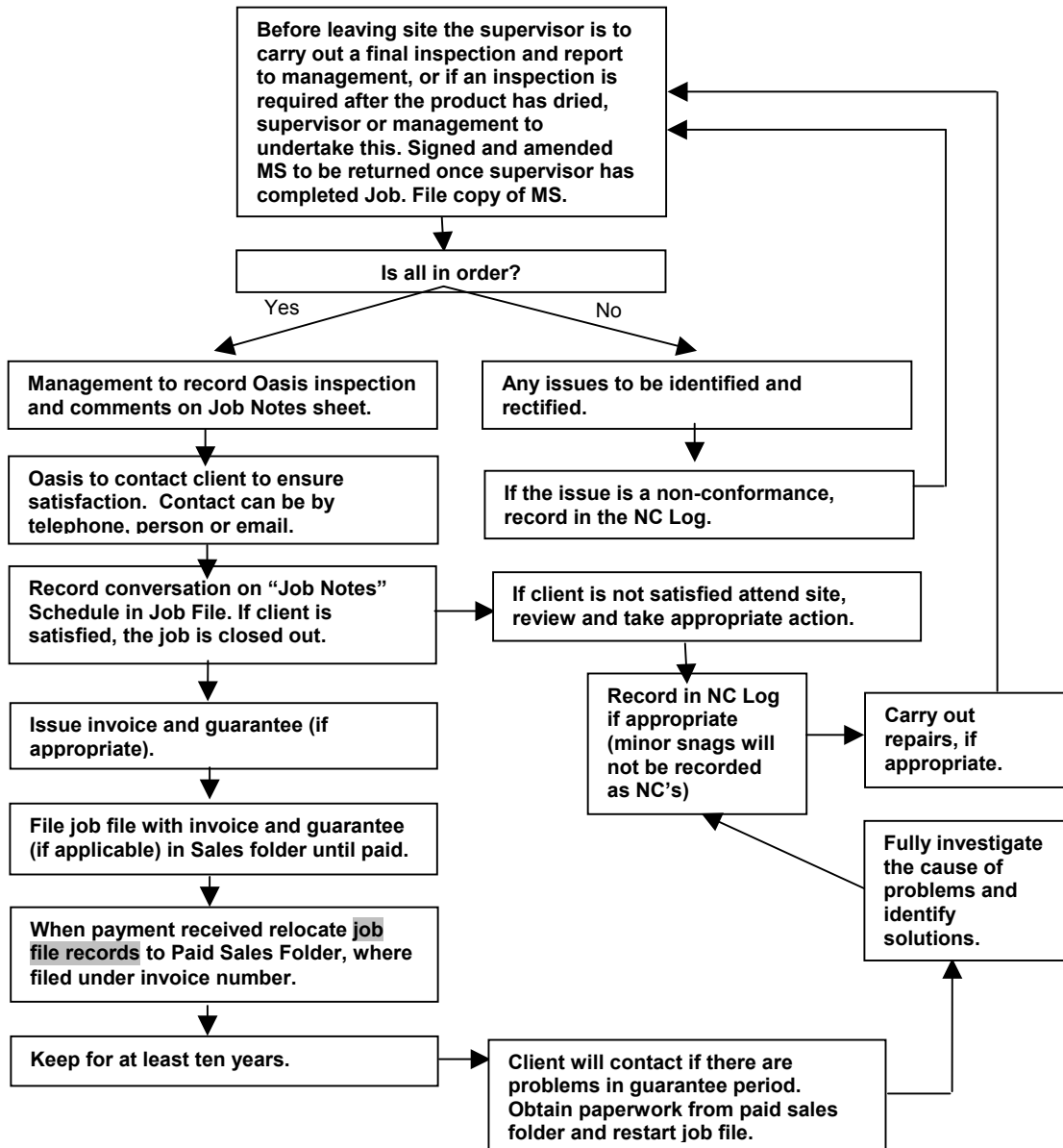


1.3 **Project Realisation and Sign-Off (QMS3)**

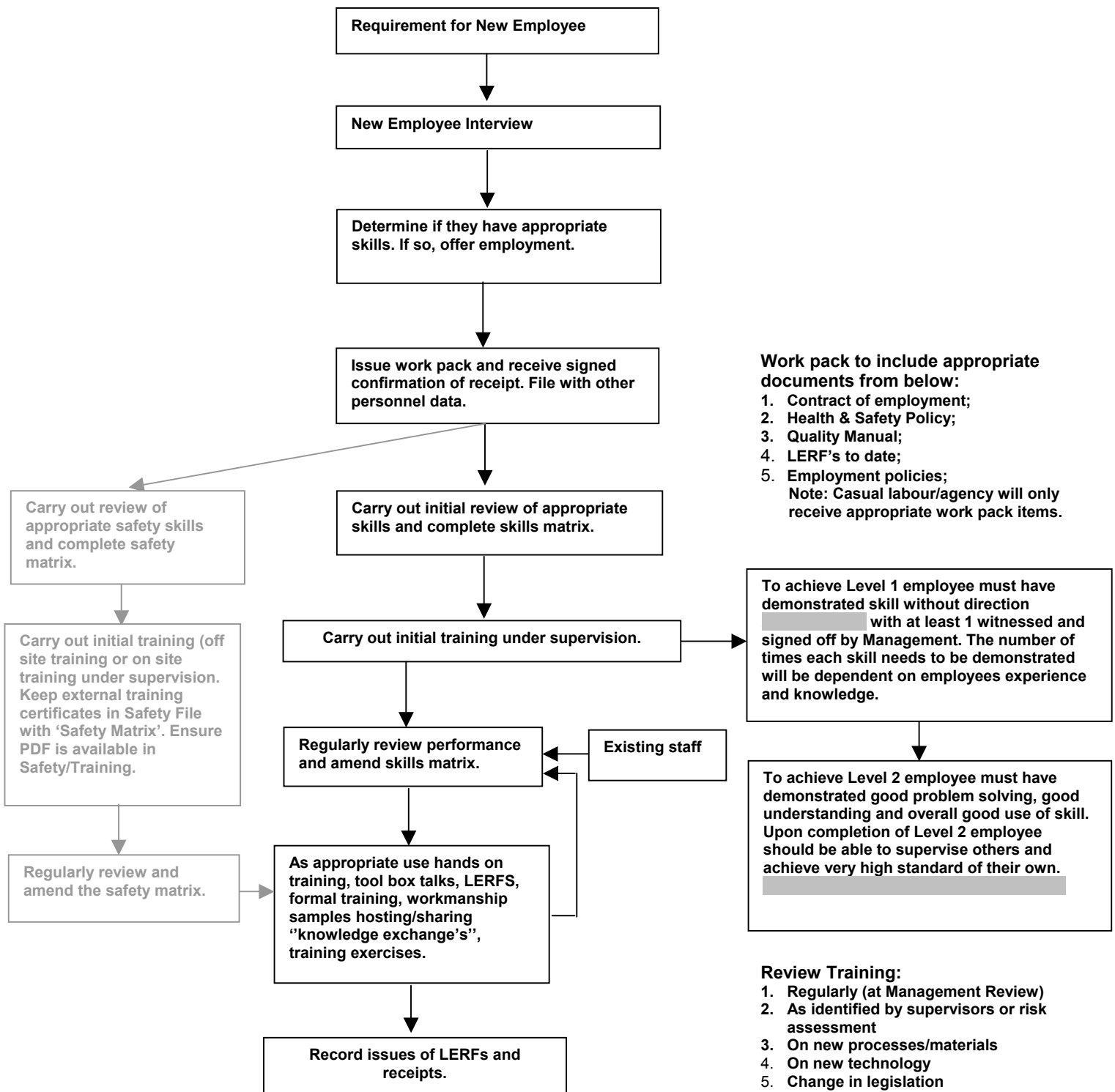
1.3.1 **Project Realisation**



1.3.2 Project Sign-Off

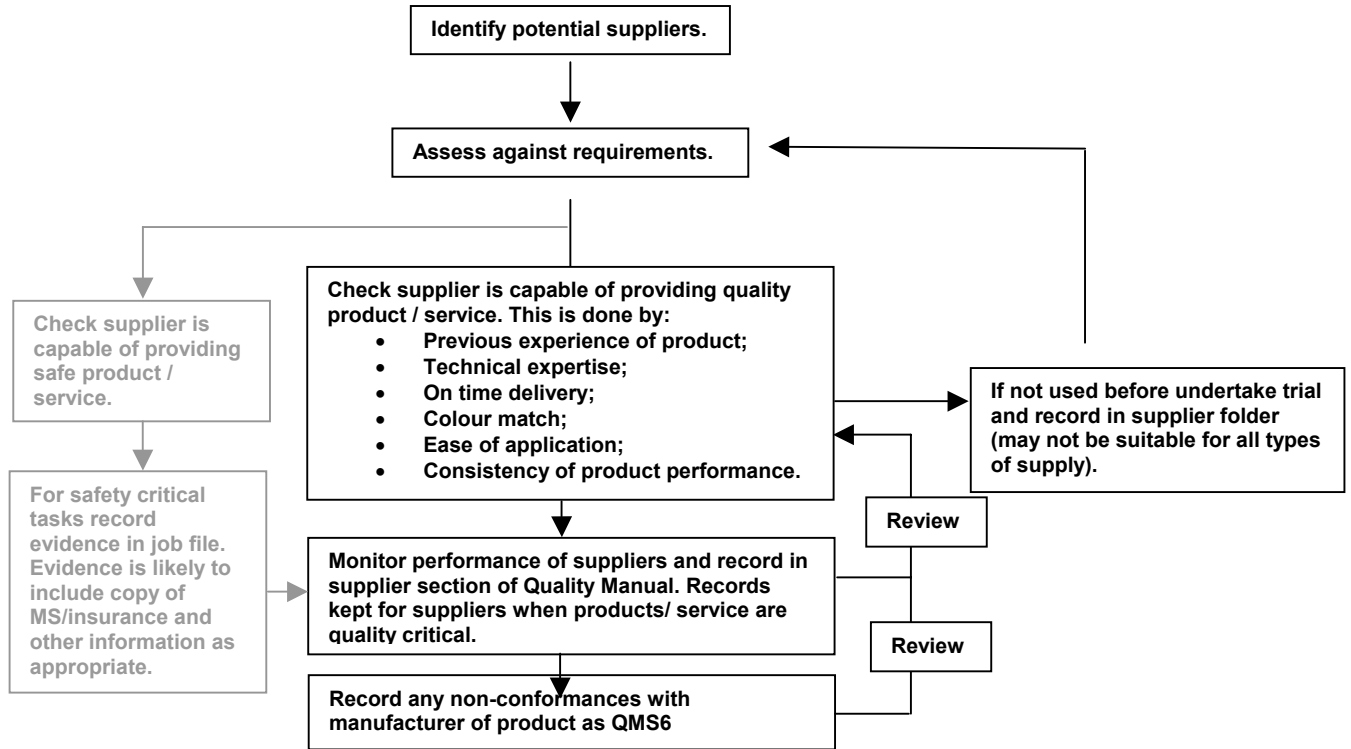


1.4 Staff Development (QMS4)

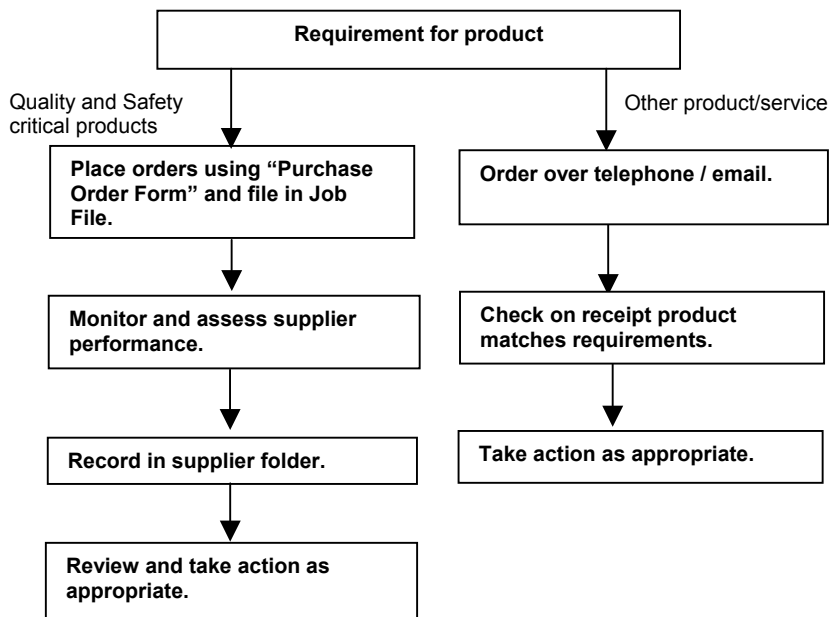


1.5 **Supplier Selection Process (QMS5)**

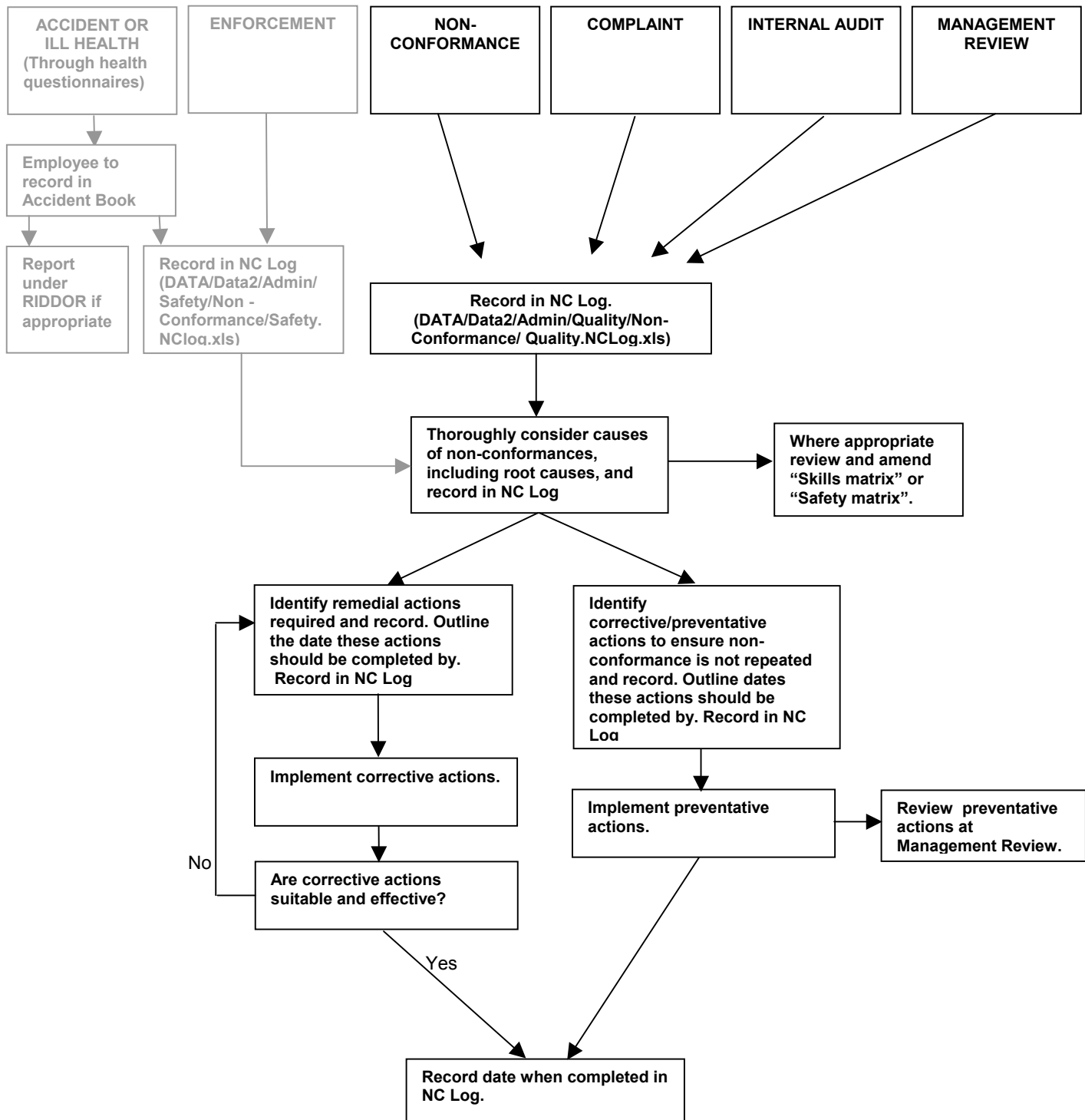
1.5.1 **Supplier selection:**



1.5.2 **Purchasing from selected suppliers:**

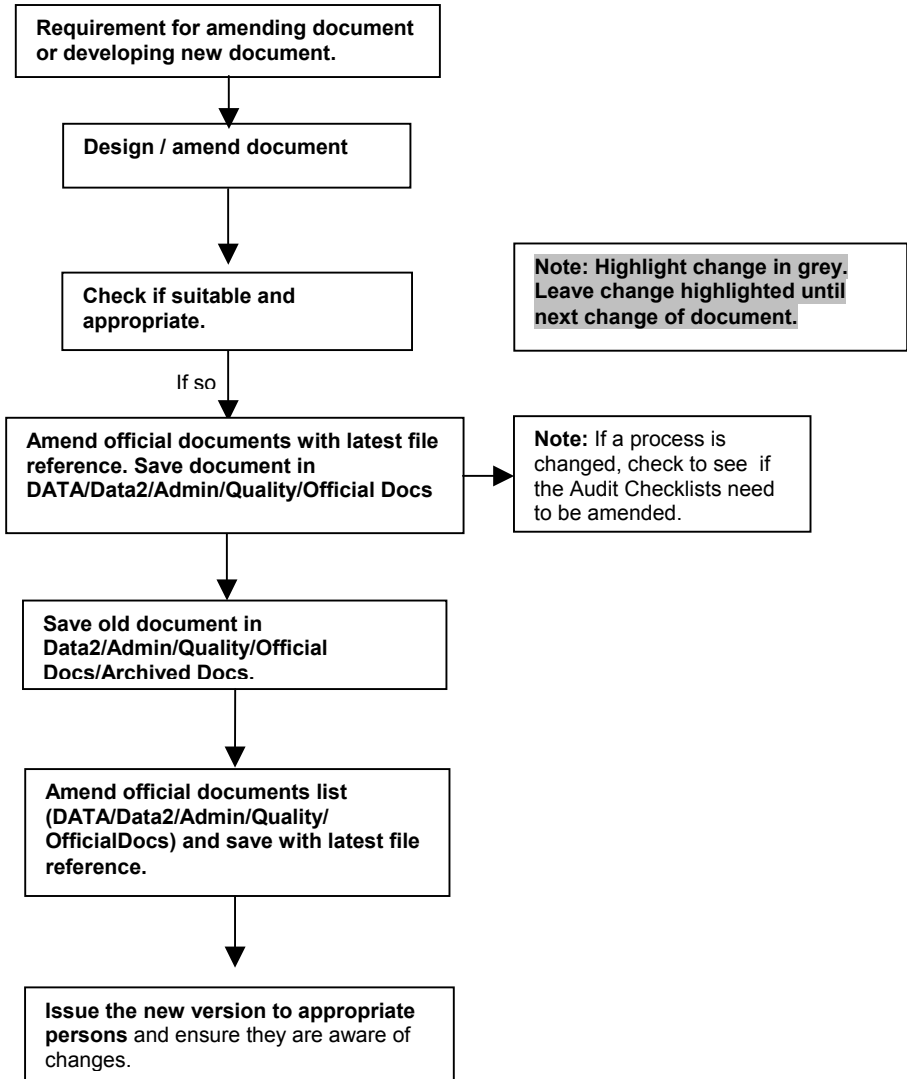


1.6 Non-Conformance Record and Actions (QMS6)

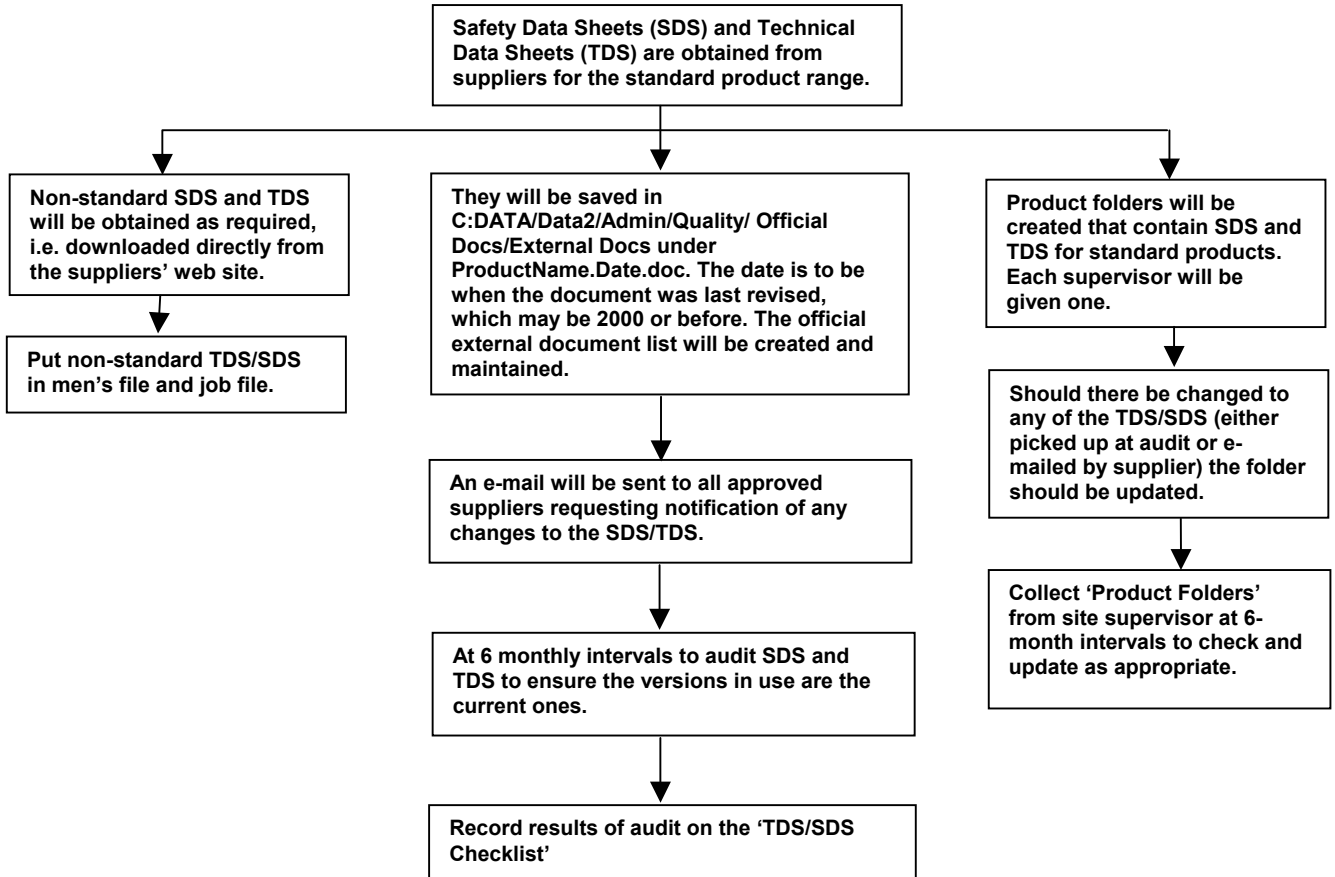


1.7 Document Control (QMS7)

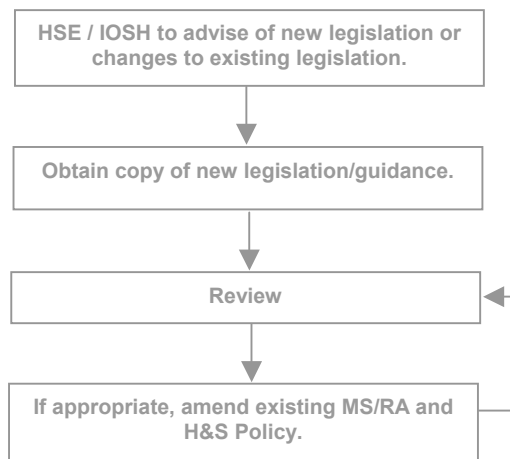
1.7.1 Internal Document Control



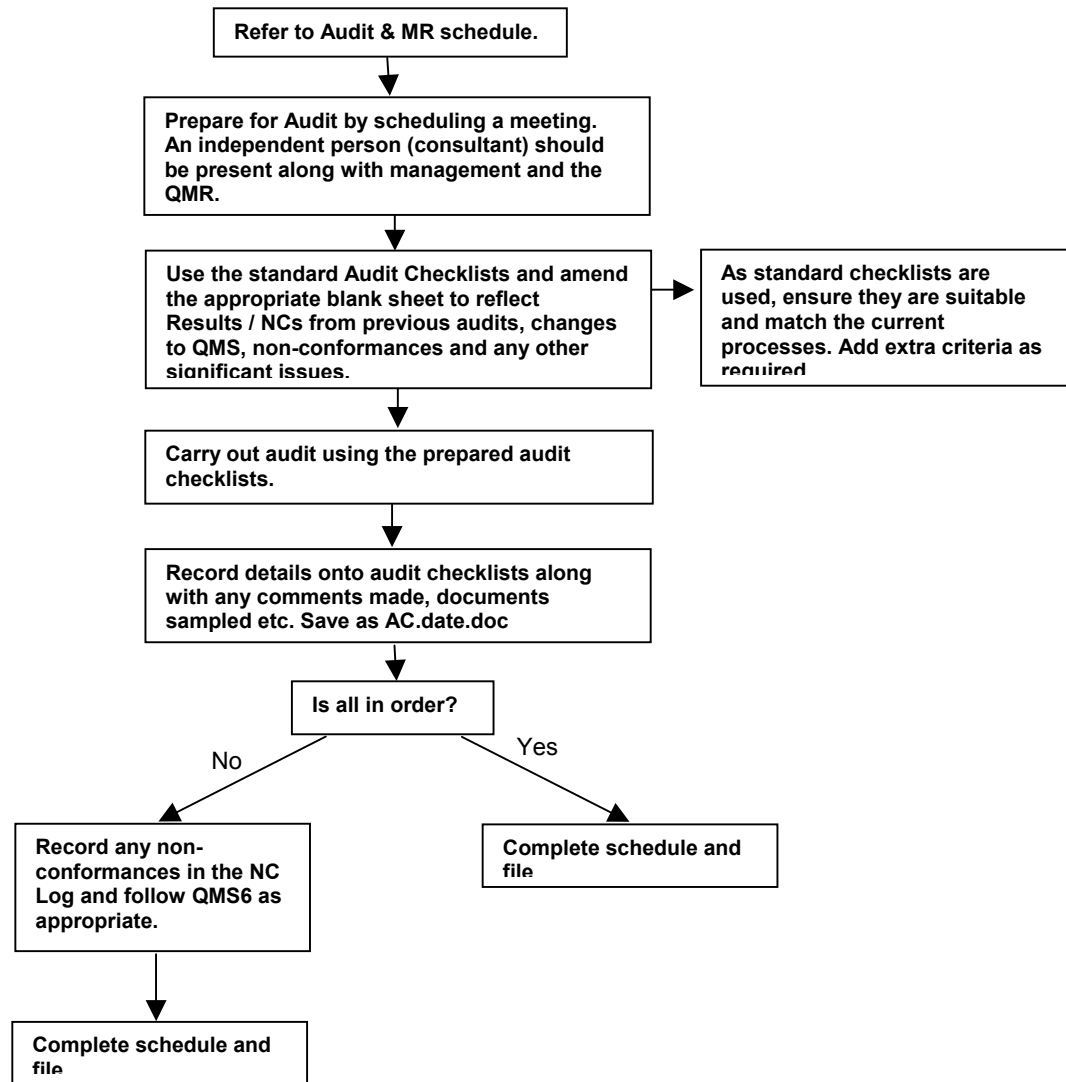
1.7.2 External Document Control:

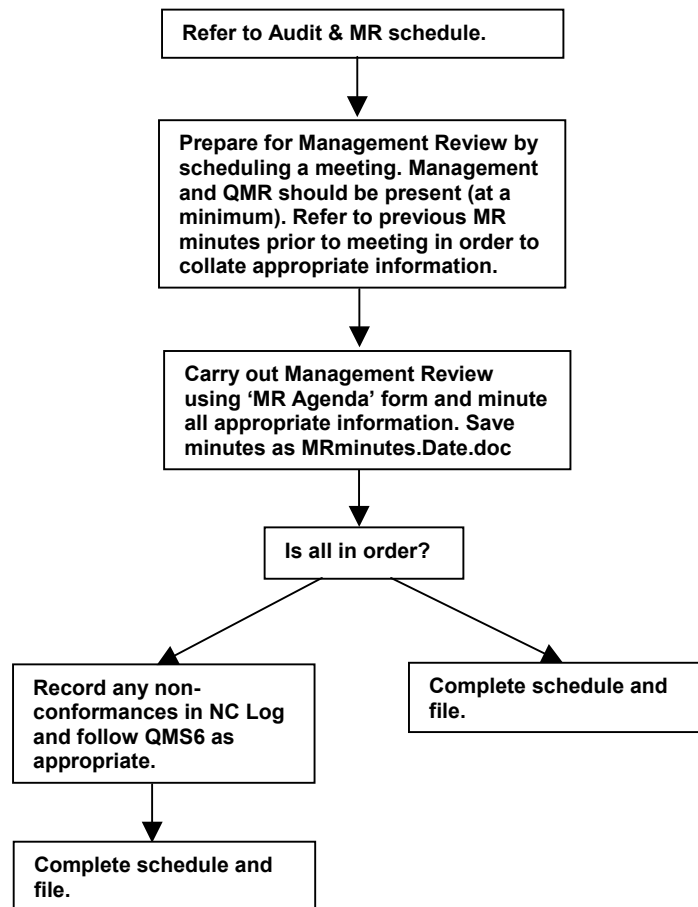


1.7.3 Legislation Changes

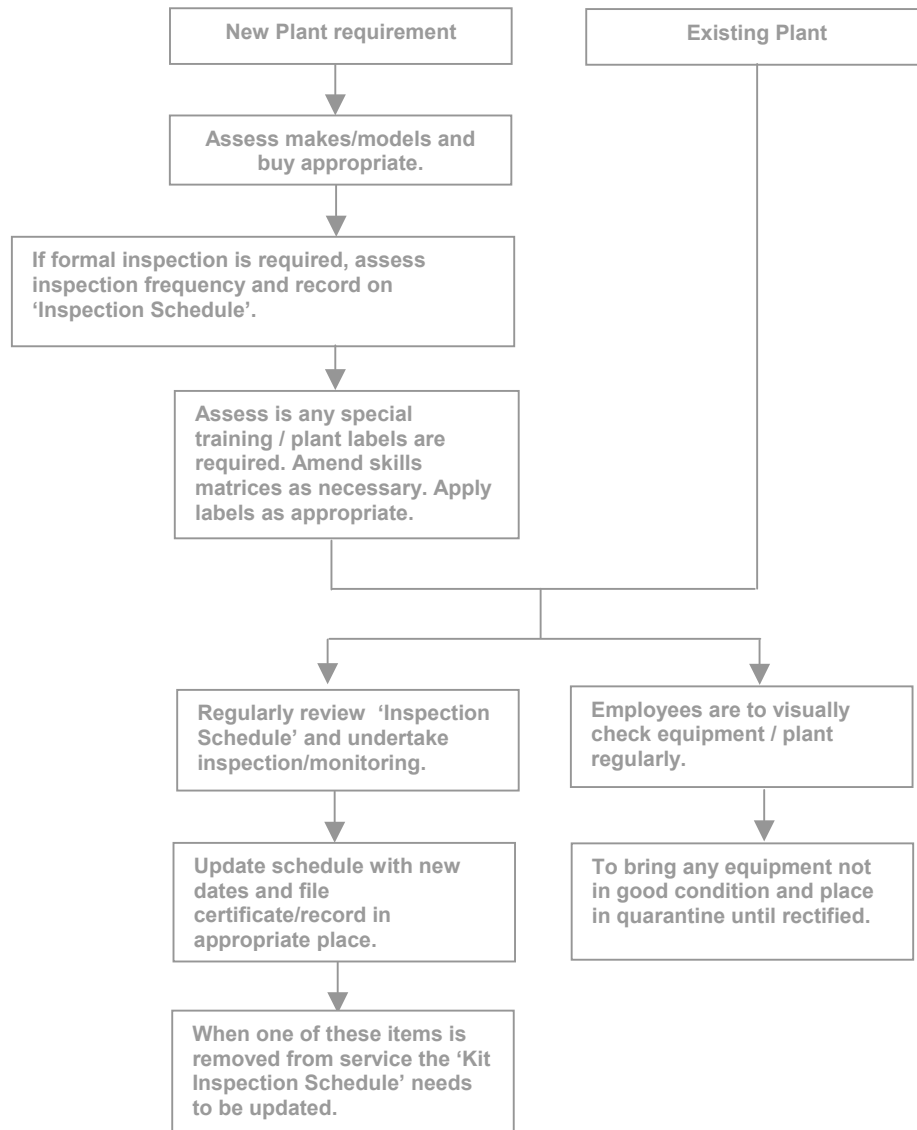


1.8 Internal Audit Procedure (QMS8)

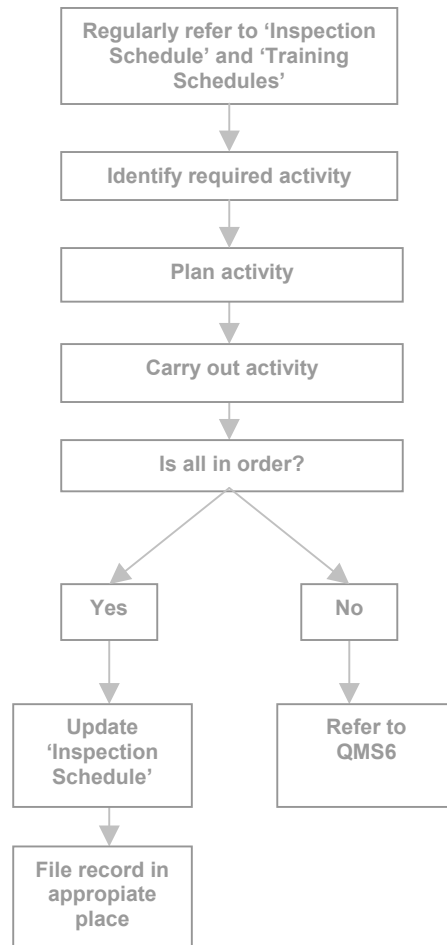


1.9 Management Review (QMS9)

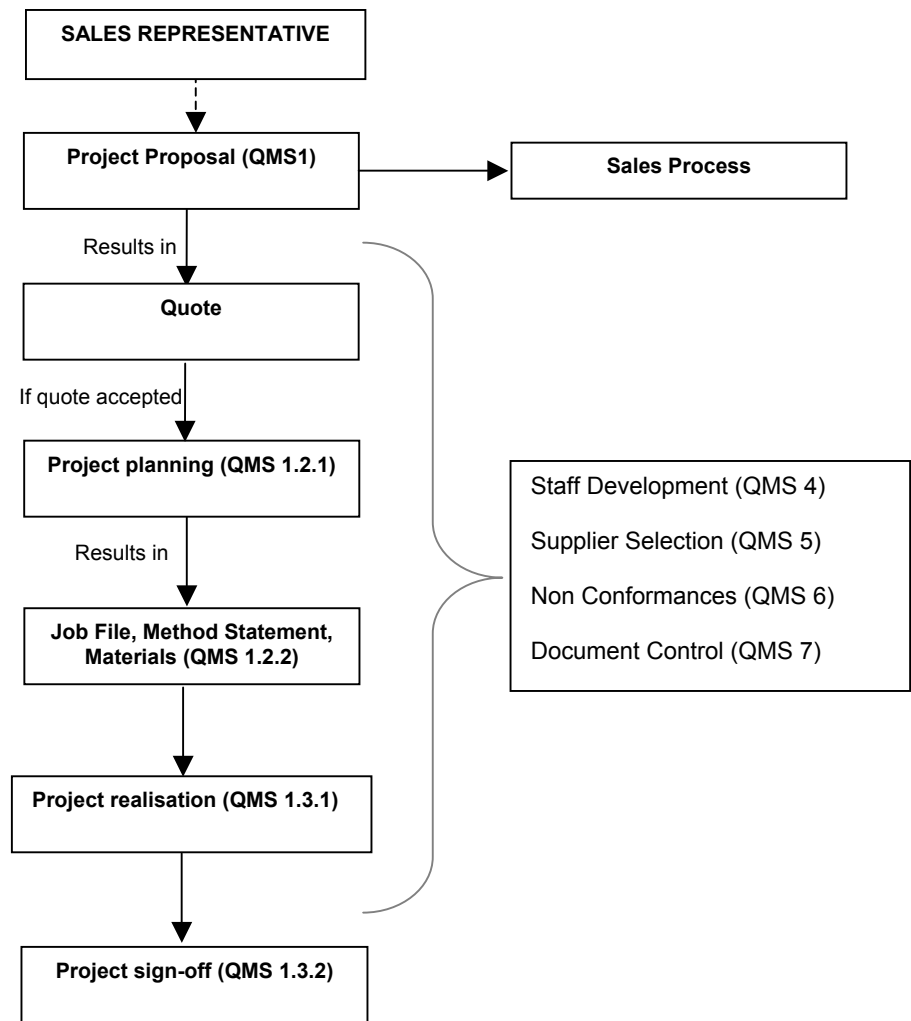
1.10 Plant Inspection and Maintenance (QMS10)



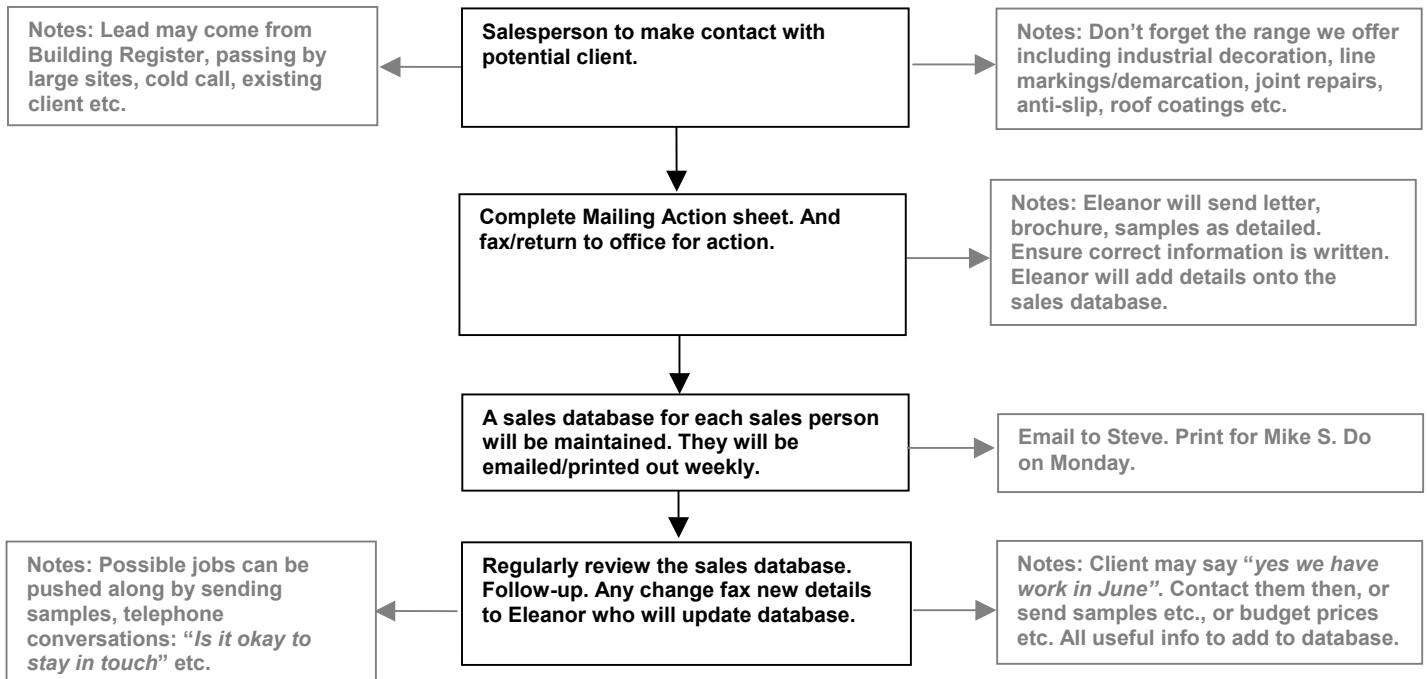
Note: Formal inspection will generally be for equipment that is safety/quality critical. Most equipment will be subject to breakdown maintenance, not formal planned maintenance.

1.11 Other planned activities (i.e. health monitoring, review of insurance and risk assessments)

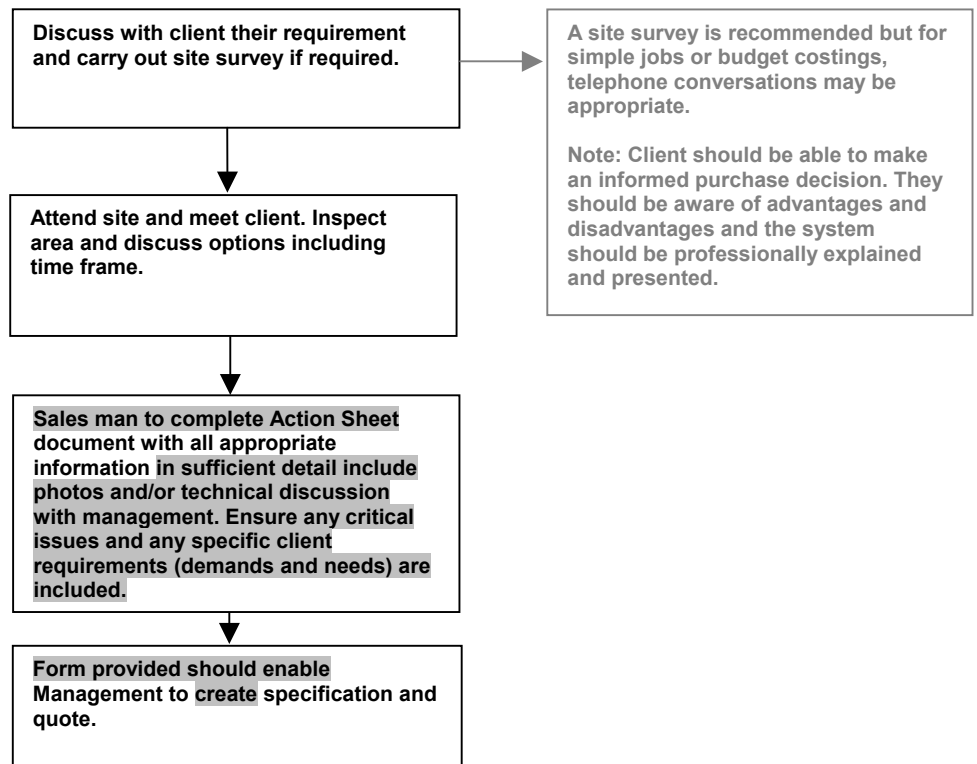
1.12 Overall Sequence and Interaction



1.13 Initial Client Contact Process (QMS Sales)



1.14 Sales/Survey Process (QMS Survey)



2. RESPONSIBILITIES

2.1 Top Management

2.1.1 Management shall be responsible for the following matters:

- To organise and administer the quality and safety policies and regularly review them;
- To assess work tasks and implement appropriate health, safety and quality control measures;
- To ensure appropriate resources are available (including welfare facilities, first aid facilities and waste disposal);
- To ensure personnel are trained and provided with suitable information;
- To consult with employees and take into account any matters raised;
- To ensure all persons working for Oasis are aware of their roles and responsibilities;
- To arrange for all necessary insurance, licences, certificates etc appropriate to the work;
- To liaise with clients to discuss their requirements (products, time scales);
- To ensure records are kept;
- To ensure all personnel are clear in their understanding of pursuance of quality;
- To set a personal example;
- To investigate all complaints or client dissatisfaction and resolve;
- To obtain advice where appropriate;
- To ensure liaison between Oasis and HSE / LA / EA etc if appropriate.

2.2 Sales Manager

2.2.1 The sales manager shall be responsible for the following:

- Researching new leads / sales opportunities.
- To follow up sales opportunities with appropriate activities (brochures, samples, meetings, specifications).
- Developing and building relationships with clients.
- Carrying out site visits.
- Discussing client requirements and ensuring appropriate information is provided to clients.
- Measuring out, taking photos and providing adequate information to Top Management to enable pricing.
- Following up quotes sent and discuss with client.
- Attending site during jobs to review progress and liase with client. Explain issues and resolve queries.
- Some limited marketing involvement.
- To regularly liase with Top Management and report.
- Any other business as deemed appropriate by Top Management.

2.3 Supervisors / Site Managers

2.3.1 The responsibilities of site supervisors shall be:

- To review and follow Method Statements and report deviations to management (M. Shorland);
- To liaise with client as appropriate;
- To ensure the correct materials and tools are taken to site;
- To ensure work areas are kept clean and tidy;
- To wear appropriate PPE;
- To review each stage of the project and ensure a high standard has been achieved;
- To ensure young or inexperienced workers are shown correct methods of work and are supervised at all times;
- To take responsibility for these persons' work and their Health and Safety;
- To report any errors, defects or damage to management (M. Shorland);
- To keep tabs on materials and advise management (M. Shorland) if there is likely to be a shortage;
- To snag (quality check) their own work throughout;
- To advise management (M. Shorland) on completion that they are happy with the finish;
- To review all LERFs / memos and ensure mistakes are not repeated;
- To inspect equipment before use and remove from use any items that are not functioning effectively;
- To set a personal example and work in a professional manner. Not allow 'horseplay';
- To attend training as required;
- To suggest where working arrangements can be improved;

- To refer to Product Datasheet folder as appropriate;
- To keep projects to projected timescales (as far as possible).

2.4 Operatives

2.4.1 Operatives have a duty:

- To seek guidance on any matters on which they are unsure;
- To maintain work areas in a clean, safe and tidy manner;
- To report any defects in equipment or materials to management/supervisors;
- To use the appropriate tools and equipment for the task;
- To not carry out tasks without the supervisor's authority;
- To wear PPE at all times as appropriate;
- To act in a professional manner and not take part in 'horseplay' or practical jokes;
- To attend formal training as required.

2.5 Safety Management System Representative

2.5.1 The Safety Management System Representative has a duty:

- To maintain and update the Safety File, including the Safety Manual;
- To maintain job files and ensure all relevant documentation is in place;
- To make suggestions whereby processes or documentation can be improved;
- To attend Management Reviews and audits and contribute as appropriate;
- To ensure non-conformances are closed off within timescales and liaise with management to ensure this occurs;
- To carry out other tasks as appropriate in pursuance of continual safety improvement.

2.6 Subcontracting Organisations

2.6.1 All subcontractors are required to:

- Carry out their work in such a manner that risks to themselves, and others who may be affected are kept to an absolute practical minimum;
- Refrain from modifying, altering or otherwise interfering with any plant, equipment or materials for which they have no responsibility or need to use, unless otherwise authorised by the site supervisor;
- Ensure that any injury or damage caused by an accident must be reported to the site supervisor immediately;
- Observe all statutory provisions concerning dangerous, toxic, inflammable or other volatile substances which they shall bring onto, or use, on site;
- Keep all work places, for which they are responsible, clean and tidy and to clean them periodically as work progresses;
- Wear protective clothing and use safety equipment appropriate to the operation.

2.7 Visitors

Visitors will be briefed on arrival, by competent operatives or management, of all hazards and risks associated with the site, and where a site book is provided this should be signed. Visitor will be accompanied at all times with that person taking responsibility for the visitors' safety.