

Jim McLachlan & Son Roofing Contractors Ltd.



Business Management System

Jim McLachlan & Son Roofing Contractors
Management System Manual

Introduction

Jim McLachlan & Son Roofing Contractors provides a service of reliable and cost-effective roof contracting services to its customers. Operating in a highly competitive and dynamic market, Jim McLachlan & Son Roofing Contractors recognises that it must continually strive to improve or at least maintain the levels of service offered to its customers, while also improving the effectiveness of its internal processes.

In order to manage these processes, Jim McLachlan & Son Roofing Contractors has used ISO9001: 2000 as a model for its management system. This management system covers all activities of Jim McLachlan & Son Roofing Contractors, and provides for the planning of business processes, for their resourcing and implementation, and for the routine analysis of data gathered through monitoring and measuring the effectiveness of the business processes in delivering the required services to our customers.

Jim McLachlan & Son Roofing Contractors use a Business Planning process to translate its [Business Policy](#) into a clear set of [Objectives](#) for developing and improving both services delivered to customers, and the internal processes required to deliver those services.

Jim McLachlan & Son Roofing Contractors recognises that not all of the elements of ISO9001: 2000 are applicable to its activities. Those elements considered as not applicable are identified in [Appendix I](#).

The Business Management System.

Scope.

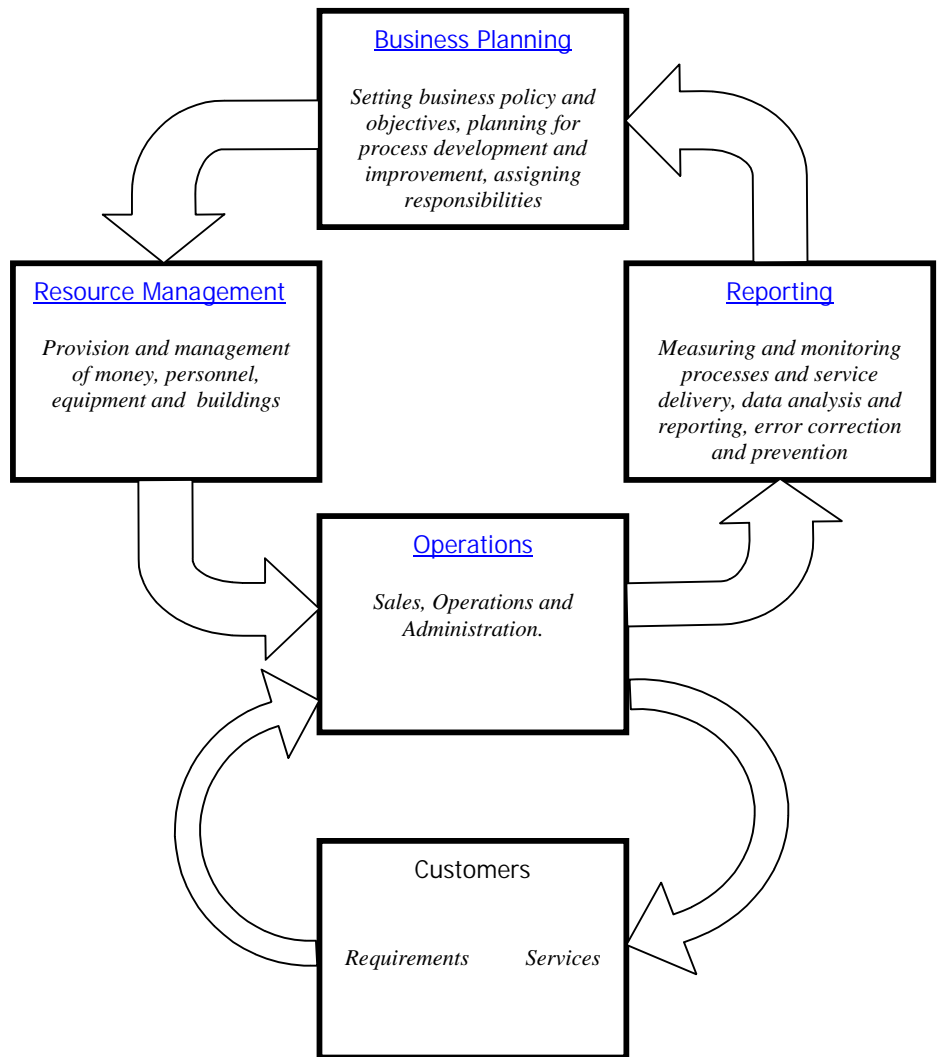
Jim McLachlan & Son Roofing Contractors Business Management System applies to all the activities of the company.

Documentation.

The Business Management System has been developed in ways best suited to the various participants in it. Consequently, direction to the system can be found in this Manual, in the formal [procedures](#) required by ISO9001: 2000, in the Forms used within the company, in the Job Specifications used for stipulating the competencies deemed necessary for personnel, in the Work Instructions used for developing those competencies, and in the various records used throughout the company to demonstrate the effective operation of the processes and compliance of services provided to requirements.

Processes.

The interaction of the processes used for the Business Management System is shown in the diagram below (based upon ISO9001: 2000):-



Appendix I – Clauses of ISO9001: 2000 not applicable to Jim McLachlan & Son Roofing Contractors.

Clause	Reason or exclusion
7.3 (all)	Jim McLachlan & Son Roofing Contractors does not undertake any design or development of its services as part of customer requirements. The development of internal processes is however undertaken as a consequence of the business management process.
7.5.2	Jim McLachlan & Son Roofing Contractors does not operate any processes as described in this clause of ISO9001: 2000.

Appendix II – Procedures required by ISO9001: 2000.

ISO9001: 2000 Clause	Procedure
4.2.3 Control of Documents	Document Control
4.2.4 Control of Records	Records Management
8.2.2 Internal Audit	Auditing the Management System
8.3 Control of Non-conforming Product	Service failures
8.5.2 Corrective Action	Loss Prevention
8.5.3 Preventive Action	Loss Prevention

Process Status

Owner: Managing Director
Last Review date: 8th February 2011
Amendment detail: Revised in full for ISO9001: 2000

Records

There are no records generated by this procedure.