Quality Policy

Owner	
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Title	Chief Executive Officer
Signature	
Date	21 December 2020

Authoriser	
Name	**Jenny Harrison**
Title	Finance Director
Signature	
Date	18 December 2020

This document forms part of the UK Power Networks Integrated Management System and compliance with its requirements is mandatory. Departure from these requirements may only be taken with the written approval of the above authoriser.

Revision Record	
How have working practices changed? The period between reviewing this document has been set to three years. The company vision has been updated. Reference to the Enterprise Risk and Control (ERC) tool has been removed as we prepare to migrate to Synergi.	**What is the impact of the change?** No impact – the changes made to this document will not have any material impact on current processes. The migration from ERC to Synergi will be briefed out separately as part of the Assurance transition process and as part of our stakeholder engagement activities in our ways of working.

Prepared by	W. Pang				
Version number	8.0	**Date published**	24/12/2020	**Next review**	30/12/2023

Version number	7.0	**What has changed?** Change of authoriser to reflect change of Directorate; and updated OHSAS 18001 references to ISO 45001.	
Date published	02/072019		
Next review date	30/11/2020	**Why has it changed?** Periodic Review. Business structure changes.	
Prepared by	J. Cogan		

Version number	6.0	**What has changed?** Change of authoriser. Removal of Technical Assurance references. Inclusion of Risk and Assurance roles. Update of referenced procedures and ISO standards. Inclusion of context of organisation.	
Date published	12/09/2017		
Next review date	01/10/2018	**Why has it changed?** Periodic Review. Business structure changes.	
Prepared by	G. Butler		

Circulation

☒ All UK Power Networks Staff

☐ Asset Management

☐ Capital Programme & Procurement

☐ Connections

☐ Contractors

☐ Customer Services

☐ Finance

☐ G81 External website

☐ HR & Communications

    ☐ Technical Training & Assurance

☐ ICPs (Independent Connection Providers)

☐ IDNOs (Independent Distribution Network Operators)

☐ Information Systems

☐ Legal

☐ Meter Operators

☐ Safety, Health & Environment

    ☐ In Business safety team

    ☐ Safety Reps

☐ Network Operations

    ☐ EPN

    ☐ LPN

    ☐ SPN

    ☐ Connection Services

    ☐ Distribution Capital Delivery

    ☐ Highway Services

    ☐ Logistics

    ☐ Network Control

    ☐ Powercare

    ☐ Transport Services

☐ Strategy and Regulation

☐ UK Power Networks Services

    ☐ Airports

    ☐ Rail

    ☐ Strategic projects

    ☐ HS1, DLR & Commercial buildings

    ☐ MUJV / Allenby

    ☐ Business Development

☐ Others (specify)

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Contents

1.0 Introduction and Purpose

This policy sets out the high-level responsibilities for UK Power Networks and UK Power Network Services in regards to quality.

UK Power Networks have a clear commitment to quality, which underpins our 3 key priorities

- To be an Employer of Choice

- To be a Respected and Trusted Corporate Citizen

- To be Sustainably Cost Efficient

This Policy defines the responsibilities, core processes and resources for developing, achieving, reviewing and maintaining the Quality Management System (QMS) to meet the ISO 9001 Quality Management Standard.

Within UK Power Networks we have implemented and developed a Quality Management System (ISO 9001) in conjunction with an Asset Management (ISO 55001), Health and Safety (ISO 45001), and Environmental (ISO 14001) Management Systems. The Integrated Management System is designed to ensure UK Power Networks provides efficient, effective and clear levels of control over its policies, procedures and processes as well as providing a framework for continuous improvement.

2.0 Scope

This policy relates to all quality aspects within UK Power Networks and UK Power Networks Services.

3.0 Responsibilities

Executive Management Team Members
Shall determine external and internal issues that are relevant to our strategic direction and our ability to achieve the intended results of our quality management system. This will include:
- Monitoring and reviewing information;

- Understanding the external context by considering issues arising from legal, technological, competitive, market, cultural, social and economic environments;

- Understanding the internal context by considering issues related to values, culture, knowledge and performance of our organisation;

- Taking accountability for the effectiveness of our quality management system;

- Ensuring that our quality policy and quality objectives are established for the quality management system and are compatible with the context and strategic direction of our organisation;

- Ensuring the integration of our quality management system into our business processes;

- Promoting the use of process approach and risk-based thinking;

- Determine the risks and opportunities that need to be addressed ;

- Ensuring that the resources needed for our quality management system are available;

- Communicating the importance of effective quality management and of conforming to the quality management system requirements;

- Ensuring that the quality management system achieves its intended results;

- Engaging, directing and supporting persons to contribute to the effectiveness of the quality management system;

- Promoting continuous improvement and implementation of lessons learned; and

- Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

Head of Risk and Assurance

Shall be the Company Representative for the Integrated Management System.

Risk and Assurance Team

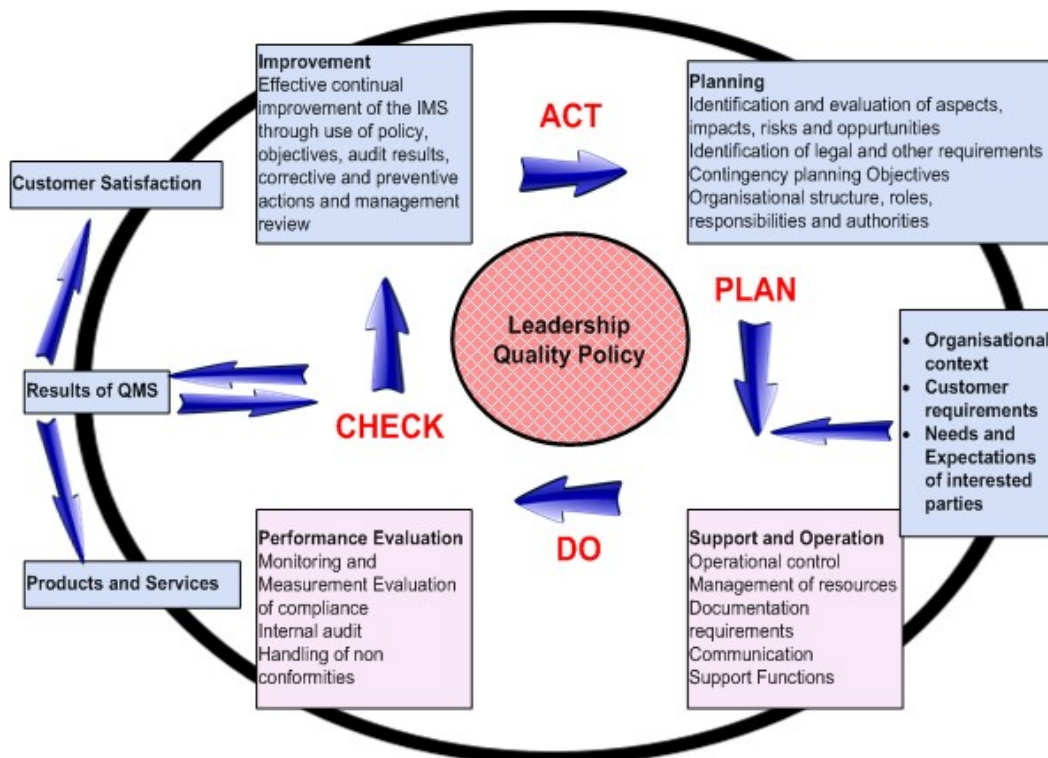Shall manage the Quality Management System within the Integrated Management System through
- Review,

- Audit, and

- Continuous Improvement.

All Employees

Shall work to the requirements of the documented policies, procedures and processes to ensure compliance to the Quality Management System.

4.0 Policy Details

Quality Management System

4.1 Quality Management System

To drive the fundamental principles of quality into all aspects of our business processes, we will:

- Implement where appropriate formal Quality Management Systems that will continually monitor, set performance targets and seek improvements in performance;

- Develop formal documented practical processes and procedures that cover all aspects of our business;

- Adopt the ISO 9001 Quality Management System principles in conjunction with a Health and Safety (ISO 45001), Environmental (ISO 14001) and Asset Management (ISO 55001) Management System;

- Produce an annual set of quality objectives that are communicated through the Health Safety and Sustainability Strategic Action Plan;

- Comply as a minimum with statutory and regulatory requirements, legislation, adopted codes of practice, best practice and company procedures;

- Provide audit assurance through internal and external, risk and compliance audit activities and provide audit detail to relevant risk/audit owner;

- Record, monitor and actively chase all audit findings through the designated audit action management tool;

- Undertake management review of the company's Quality Management System periodically by senior management and retain records in accordance with the BS 04 Management Review procedure;

- Encourage our employees and contractors to become actively involved with identifying areas for improvement e.g. in service or efficiency, to ensure we have a continued improvement in performance of our business;

- Provide sufficient training and communication in the policies, procedures and processes to ensure the appropriate competence of all employees;

- Ensure adequate financial and physical resources for the implementation of this policy; and

- Monitor and measure reactive and proactive internal and external customer satisfaction through internal and external surveys and performance monitoring, including but not limited to Safety, Network reliability, and Customer Services.

4.2 Quality Management System Documentation Requirements

- BS 01 Quality Policy;

- BS 03 Format, Issue & Control of Integrated Management System Documents;

- BS 04 Management Review Procedure;

- BS 05 Internal Assurance Process; and

- BS 06 Control of Data & Business Systems Records

Documents that form part of the Quality Management System are developed, reviewed, version controlled, owned and authorised, communicated and available at point of use through the Intranet. All obsolete documents should be removed through periodic review.

All business policies and procedures are developed in accordance with the defined format set out in BS 03 Format, Issue & Control of Integrated Management System Documents.

5.0 Records

The Quality Management System is held electronically on the Company Intranet and is controlled through the Business Systems (BS) suite of documents, some of which are referenced in 4.2 Quality Management System Documentation requirements.