



Toureen Group Quality Management Systems

Toureen Group has an accredited Quality Management System in place. The company is currently accredited and compliant with the ISO 9001:2015 standards. The company are externally audited twice annually to ensure that they maintain compliance and continual improvement. The external auditors are UKAS accredited to ensure the highest quality standards are maintained.

The company have an appointed and competent Quality Manager in place. The Quality Manager is responsible for ensuring that the Quality Management System is in place and that quality processes are implemented and maintained throughout the business.



Quality performance is monitored by the Quality Manager to assess the level of compliance within the company, introducing improvement initiatives where necessary. The system is made up of the following:

Quality Policy

A quality policy has been put in place and is communicated throughout the business. This policy is reviewed at least annually. Further to this it is displayed on all sites.

Quality Procedures & Guidelines

Many procedures and guidelines have been developed within the business to control and detail how quality processes should be managed across the business. These procedures are communicated to all personnel.

Analysis & Review

Performance of the Quality Management system is analysed regularly. This is to ensure that any quality issues are identified, and improvement actions can be implemented. Reviews will be held with relevant parties to ensure that system performance is communicated and action plans can be developed.

Training

In order to ensure that the company can deliver and manage quality on site. The company invest heavily in training, this ensures that the correct that Toureen have highly trained and experienced personnel.



Quality Management on Site

There are a number of ways that quality is managed on site:

Quality Plans

Quality Plans are put in place at the start of every project. The quality plan will detail how quality will be managed on site and those that are responsible for various aspects on site. The quality plans allow the site to plan for quality and ensure that controls are in place, this includes mandatory inspections, calibration checks and document and record control to mention a few. This document can also be used as a training document for new starts within the business to make them aware of our QA processes.

Inspection Test Plans

Inspection and test plans are also put in place for the main activities on site. The inspection and test plan will define the QA processes that should be used in relation to the tasks. It details the steps of a task and what actions and inspections including what testing needs to be carried out at each stage.

Quality Reps

Each site has an appointed Quality Representative, this is usually the engineer on site. The engineer is responsible for ensuring that:

- Quality inspections are carried out
- Checking calibration equipment is in date and maintained on site
- Carry out as built surveys where required
- Ensuring that quality standards are maintained on site

Quality Audits

The Quality Manager visits site regularly to carry out quality audits on the site. This is to ensure that the site is compliant with the Quality Management System. Where there are significant breaches non-conformances will be issued.

Inspections

Inspections are carried out throughout the construction process to ensure that all relevant aspects of the work are checked for Quality. They will vary for the different tasks that are carried out and will be detailed in site specific ITP's.

As-Builts and Testing

Where required, as built surveys are carried out by site engineers to verify that the works have been carried out as per specified by the drawings. The as-builts will convey this and will show that the works have been done within tolerance. Testing is also carried out on final products to ensure that they meet the specification, and they meet the necessary strength or capacity.



Quality Assurance Statement

Operations & Maintenance Manuals

At the end a project, an O&M manual is prepared to include product details, datasheets and necessary testing results following the build. This is to verify conformity and also to detail maintenance instructions for products installed.

Aftercare Manager

We have a dedicated aftercare manager to liaise with our clients post completion to ensure full and continued satisfaction.

We recognise the importance of innovation, constantly striving to develop new technology to offer to our customers. This allows us to constantly improve the capabilities of our existing range of services.