



# NQA MANAGEMENT SYSTEMS SURVEILLANCE (REMOTE) PROCESS AUDIT REPORT

## CUTTING EDGE SERVICES LIMITED

**VISIT NUMBER:**

589121

**DATE OF OPENING  
MEETING:**

29/09/2021

**THIS REPORT HAS  
BEEN PREPARED BY:**

**REGIONAL ASSESSOR:**

James Walker

**CONTACT NUMBER:**

07837276272

**EMAIL:**

james.walker@visviva.co.uk

**APPLICABLE STANDARD(S):**

ISO 9001:2015





# AUDIT REPORT PART A - EXECUTIVE SUMMARY

## Client Information

**Primary Contact:** Agnieszka Tobola & Julie Smith

**Address:** Matrix Park, Western Avenue, Buckshaw Village, Chorley, PR7 7NB

**Contact Tel:** 01772 458400

**Contact Email:** quality@cuttingedgeservices.co.uk

**Billing Contact:** Catherine Sanchez

**Billing Tel:** 01772 458400

**Billing Email:** accounts@cuttingedgeservices.co.uk

<b>Audit Conducted at:</b>	Head Office (multi-site certification) <input type="checkbox"/>	Participating / Temporary Site (multi-site certification) <input type="checkbox"/>	Single Site Certification <input checked="" type="checkbox"/>
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<b>Audit Conducted as:</b>	Fully On-Site <input type="checkbox"/>	Split On-Site / Remote <input type="checkbox"/>	Fully Remote <input checked="" type="checkbox"/>
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**System integration  
(integrated audits only):** N/A

**Additional information on integration  
(if required):** N/A

**Certificate expiry date(s):** 16/10/2023

**Required changes to EAC  
or NQA Codes applied:** No changes required

	At this location	Across all locations (Multisite)
Total employees	81	N/A
Repetitive or parallel workers	Directors x3; Managers x9; Management Accountant x2; Transactional Processing Supervisor x1; Purchase Ledger x1; Statistical Data Analyst x1; Project Manager x1; Automation Engineer x1; Senior Category Buyer x1; Category Buyer x1; Assistant Category Buyer x1; Compliance Project Facilitator x1; Engineering Service Coordinator x1; Workshop Engineers x1; Engineering Apprentice x2; Maintenance Officer x1; Field Service Managers x2; Field Service Engineers x7; Machinery Sales Support Technician x1; Key account Manager x2; Account Manager x1; Hand Tool Sales x1; Capital Sales x1; Customer Service Advisor x2; Business Development Executives x2; Marketing Campaign Manager x1; Marketing Creative Designer x1; Assistant Production Manager x1; Edge Centre Specialist x2; Production Leaders x2; Drivers x3; Production Operatives x13; Assistant Warehouse Manager x1; Warehouse Team Leader x1; Warehouse Operatives x4.	N/A

**The date of the next audit is:** 06/09/2022 to 07/09/2022



# AUDIT REPORT PART A - EXECUTIVE SUMMARY

## Audit Information

**Audit duration (in days):** 1.5

**Scope of certification:**

“The provision of high quality food processing machinery, equipment and services to the food production, processing & preparation industry, including knives, consumables, PPE, spare parts, maintenance and sharpening services.”  
Scope is appropriate.

**Confirmation that audit objectives have been fulfilled: All objectives met.**

NQA Audit Team		Client	Position	Attendance
Lead Assessor	James Walker	Agnieszka Tobola	Compliance Manager	Opening and Closing
Member 1		Chris Spencer	Head of Procurement and Development	Opening and Closing
Member 2				Opening and Closing

## Details of Changes

Type of action or change required	Action Required	Notes
Client Name Change:	<input type="checkbox"/>	
Change of Address:	<input type="checkbox"/>	
Scope Change:	<input type="checkbox"/>	
Contact Change:	<input checked="" type="checkbox"/>	Julie Smith no longer a primary contact.
Number of Employees Change:	<input checked="" type="checkbox"/>	Now 81, all full time.
Major NCs Raised:	<input type="checkbox"/>	Plan full day on day 1, half day day2, avoid Mondays. Intending to acquire ISO 14001 certification, not ready for quote.
Special Visit Recommended:	<input type="checkbox"/>	
Other:	<input checked="" type="checkbox"/>	Client requests that the names of suppliers and customers that are gathered in audit evidence are redacted in the audit report. Client requests audit planning to avoid Mondays. Client interested in acquiring UKCAB status to deliver UKCA certification.



# AUDIT REPORT PART A - EXECUTIVE SUMMARY

## Executive Summary

This audit was undertaken fully remotely. The ICT used in carrying out the Assessment was as follows:

- Teams was used for video conferencing and screen sharing facilities throughout. Telephone and email systems were also used;
- Assessment objectives were fully achieved via these means;
- ICT systems used were fully effective in achieving the Assessment objectives.

The system continues to provide the required level of control. The organisation's context is well defined, leadership has been effectively demonstrated and commitment levels are evident.

This is reflected in the levels of compliance with requirements and operational control evident at the organisation which are appropriate to the risks and opportunities identified.

There is good availability of documented information to demonstrate that the system is well implemented and well understood throughout the organisation.

This audit has involved a review of system administration activities, a review and sample of activities at the HO location, as well as review of job-related records.

Evidence was clearly available to demonstrate that the key policy commitments are being adhered to.

Grateful thanks are passed to all auditees for their time, assistance and hospitality during this audit.

It should be noted that this audit report is based on a sample basis, a fully comprehensive audit has not been undertaken.

<b>Major NCs</b>	<b>0</b>	<b>Minor NCs</b>	<b>0</b>	<b>OFIs</b>	<b>0</b>	<b>AoCs</b>	<b>0</b>
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Is there any conflict of interest which exists between the Auditor(s) and the client, and are there any situations known to them that present themselves, or NQA, with a potential conflict of interest in respect to the audit undertaken.	No.
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## Audit Conclusion

- This visit was Satisfactory: Continuation or granting of certification is recommended
- No findings have been identified
- Any findings are as detailed on the following page(s).

## Audit Follow-up Actions

The following post-audit action(s) shall be taken by the client: No action required.

**Please note that certification will not be granted, reissued or revised until all outstanding Non-Conformance responses have been submitted, and in the case of Major Non-Conformances, the evidence of corrective action has been provided to, and accepted by, NQA.**

For further information, useful guidance and further support for responding to audit findings, please visit <https://www.nqa.com/en-gb/clients/non-conformities>

## Management system performance, such as trends in audit findings that require further investigation at the next recertification audit.

Mandatory completion at the Head Office Audit of Surveillance Year 2

Not applicable at Surveillance 1.



# AUDIT REPORT PART B – AUDIT REPORT

## Audit Findings

Ref No.	Clause No.	Details of any finding(s) raised.	Type (Major NC, Minor NC, OFI or AoC)
		No actionable findings identified.	
<b>End of Findings</b>			

**Note: Responses to findings must be sent using the Corrective Action Plan form, as applicable, to [caps@nqa.com](mailto:caps@nqa.com) within the timeframes stated on Page 5.**

## Closure of Findings from Previous Audit:

Report No.592652, Dated 09/11/2020

Ref No.	Detail of finding and client action:	Outcome (Closed or Escalated)

	Clause	Summarise Action(s) Taken to Prevent Recurrence	Category	
01	10.2	The organisation has an opportunity to improve its nonconformity and corrective action processes by referring to nonconformity as such to avoid confusion, misclassification and soft grading of findings, and also to increase the frequency of planned review of effectiveness of corrective action to ensure that all corrective actions taken are timely and effective.  NC/CAPA Process Improvement. Refer to Nonconformity and Corrective Action.	OFI	Closed

## Opening and Closing Meetings

Opening and closing meetings were performed in accordance with Form 335. The objective of the audit was to confirm that the management system had been established and implemented in accordance with the requirements of the audit standards.

Discussed awareness of remote audit plan and timescales.

Observed means of comprehensive HSE Induction to site.

Confirmed no changes to system scope. The organisation continues to assert no non-applicability determination claims from BS EN ISO 9001:2015.

Significant changes to organisation include SH (HR Manager) left, now recruiting for HR Manager, AT (Compliance Manager) joined 03/2021, SH (GM) left, management team restructure. Other than those stated, no other changes of significance to management structure since previous audit.

The organisation reports no significant changes to company operations since previous audit other than COVID-10 restriction adaptations and restructure changes identified.

The organisation reports no significant environmental or health and safety incidents, enforcements or prosecutions have occurred since the previous audit.

The organisation confirms no unusual operations scheduled during this audit.

The organisation reports no major customer complaints or environmental / health and safety complaints or issues with delivering contractual requirements have occurred since previous audit.

Discussed site visit requirements, required a minimum of once per audit cycle, to address any remote activities within scope, plan to include local site visit at SV2, circumstances permitting.

Discussed approach to audit and availability of people.

Confirmed system scope, discussed and clarified business operations occurring on and off site and within the system scope. Discussed applicability, no claimed nonapplicable clauses.

Reviewed certificate VUD 16/10/2023.

No unusual activities scheduled. No issues arising with adhering to Audit Plan as prepared.

Findings reviewed and closed out as per previous page(s).



# AUDIT REPORT PART B – AUDIT REPORT

<b>Process/audit area:</b>	<b>Organisational Context</b>
<b>Auditees:</b>	AT, CS, SH
<b>Auditor (if applicable):</b>	

**Evidence to support audit conclusion:**

Organisational Context: Purpose, Intended results, Internal and external issues, Needs & expectations of interested parties, Documented management system scope, boundaries & applicability; Non-applicability justification; Quality management system, Quality Processes

Organisational purpose: 'Everything we do, we do to give our customers the edge.'

Strategic direction:

Business Strategy 2021 extract

Summary of Directors Strategic Vision for 2021, Executive summary

Business: The Cutting Edge Services (CES) business is the supply of equipment, parts, consumables, engineering maintenance, PPE and sharp edges services to the meat, poultry, fish and food related industries in the UK and Eire. The business is based in Chorley, Lancashire and employs over 80 colleagues.

Vision: Having traded through both Covid and the distraction of the changes at board level since 04 2019; the Board's vision is use 2021 to consolidate out of hibernation. Key to this will be to reinstate the well proven systems, procedures, structures and strategies employed pre-2017, whilst retaining the best learnings and practices implemented during the H2020 period. Whilst we might achieve a modest growth in 2021, the primary focus will be to create a platform to accommodate growth and development for 2022 and beyond. A secure and current operating environment based on departmental procedures and a "whole business" CRM system will drive commercially viable growth whilst addressing environmental, employee welfare and customer requirements. Fit for purpose processes will reduce confusion, improve service levels and ultimately deliver better customer satisfaction in a cost-effective way.

Internal and external issues affecting intended results

IMS Form 016 Risks and Opportunities Matrix Rev 1.1 16/03/2021.

IMS\_P 012 Planning to Address Risks and Opportunities Rev 1.1 15/07/2021.

Refer to Risks and Opportunities.

Departmental SWOT Analysis for example Compliance 2021 SWOT:

Strengths	Weaknesses
<ul style="list-style-type: none"> <li>Robust, fit for purpose QMS that core managers still understand</li> <li>Accreditations for all key customer focus points</li> <li>Experience and skill to be able to access correct information and what is required of our suppliers</li> <li>Product knowledge</li> <li>Customer knowledge and sound relationship with added awareness of their audits and how these work</li> <li>Supply chain understanding and TACCP assessment</li> <li>Adequate quantity of specifications for the diverse range of products CES supplies</li> <li>Adaptable to industry developments/legislation updates</li> <li>Knowledge of current H&amp;S regulations</li> </ul>	<ul style="list-style-type: none"> <li>Lack of resource if quality manager is out of the business or leaves and not being able to carry on maintaining the QMS</li> <li>Resource to cover increasing workload</li> <li>Suppliers who produce inadequate and/or limited product specifications</li> <li>High/medium risk suppliers where site audit is not viable i.e. far east suppliers.</li> <li>Historic suppliers without supplier approval documentation</li> <li>Little commercial awareness and relationships with suppliers</li> <li>Current complaints process does not ring fence supplier issues</li> </ul>
Opportunities	Threats

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Educating CES's suppliers to what CES's customers require</li> <li>• Supplier audits and building solid relationships</li> <li>• New robust supplier approval process Reduction in paperwork processes and streamlined procedures</li> <li>• Additional resource – either recruitment or migration of tasks will help in meeting demands</li> <li>• Products similar to CES's in the market are expensive or of poor quality</li> <li>• Customers are generally loyal subject to price</li> </ul> | <ul style="list-style-type: none"> <li>• CM currently working her notice</li> <li>• Failure to maintain QMS effectively during transition period</li> <li>• Customers buying product elsewhere if technical information is poor</li> <li>• Customers going direct to suppliers for information</li> <li>• Questionable supply chain visibility and reliable information from worldwide suppliers</li> <li>• Loss of business due to compliance failure</li> </ul> |
|--|---|

Departmental Business Plans, for example Compliance 2021 Key Tasks and Objectives Project tracker:

#	Tasks/Projects	J	F	M	A	M	J	J	A	S	O	N	D
1.	ISO retention												
2.	BRC retention												
3.	Complaints/Cases management												
4.	Departmental Procedures & Document Control												
5.	Supplier approval process												
6.	Critical KPI reporting												
7.	H&S Internal Audit program												
8.	ISO14001												

Needs and expectation of interested parties

IMSP022 Rev 1 08/04/2021 including:

STAKEHOLDER IDENTIFICATION	Interested Parties	Influence (H, M,L)	Interest (H, M, L)	Needs & Expectations
Internal	Owner & Directors	H	H	Profitability
		H	H	Professionalism of end-to-end operations
		H	H	Legal obligations
		H	H	Security
	Employees	H	H	Job security
		H	H	Positive working environment
		H	M	Career prospects
		H	H	Personal development
		H	M	Skill enhancement
		H	M	Salary expectation
External	Customers	H	H	Reliability & quality
		H	H	Satisfied customers
	Suppliers	H	M	Reliability & quality
		H	H	Aligned
		H	H	Compliant
	Bank	L	L	Profitability growth
		L	M	Liquidity
	Accountants	M	H	Accuracy of records
		M	M	Integrity
	Neighbours	L	M	Environmental Impact
		Company Insurance	M	H
Primary	Certification Bodies – NQA – ISO9001 UK Food Cert – BRC, Alcumus - SafeContractor, Regulatory enforcers - HSE.	H	H	Compliance to standards, legislation and codes of practises



# AUDIT REPORT PART B – AUDIT REPORT

	PHE, HMRC, United Utilities, Environment Agency Resources	H	H	Systems – software / hardware (IT) Staff levels – appropriate Processes and workflows
Secondary	Families of employees	M	H	Duty of care , work life balance
Tertiary	Utilities- Water, Electricity, Gas	H	L	Safe, responsible operating practices ie environmentally aware, H&S systems.

## Scope, boundaries, applicability

Documented scope matches certification scope: “The provision of high quality food processing machinery, equipment and services to the food production, processing and preparation industry including knives, consumables, PPE, spare parts, maintenance and sharpening services.”

No claimed non-applicability determinations.

CES-HARM-007 - Scope Rev 1.0 11/03/2021.

CES-HARM-004 - Validation and Verification - Rev 1.0 11/03/2021.

## Quality Management System and Processes

Quality Management System Processes, interacting, supported by Documented Operating Procedures including:

- IMS\_P 001 Admission to Site - rev 1.1 - 20210715.docx
- IMS\_P 002 Training - rev 1.1 - 20210715.docx
- IMS\_P 003 Supplier Approval - rev 1.0 - 20210312.docx
- IMS\_P 004 Management Review - rev. 1.1 - 20210715.docx
- IMS\_P 005 Document and Records Control - rev 1.0 - 20210321.docx
- IMS\_P 006 Product Safety - rev 1.1 - 20210715.docx
- IMS\_P 007 Complaint Management - rev 1.0 - 20210316.docx
- IMS\_P 008 Cleaning - rev 1.0 - 20210317.docx
- IMS\_P 009 Distribution Control - rev 1.0 - 20210322.docx
- IMS\_P 011 Premises and Infrastructure - rev 1.1- 20210715.docx
- IMS\_P 012 Planning to adress Risks and Opportunities - rev 1.1 - 20210715.docx
- IMS\_P 014 Control of Non-Conforming Items - rev 1.1 - 20210715.docx
- IMS\_P 015 Hazard and Risk Analysis Management - rev 1.1 - 20210715.docx
- IMS\_P 016 Product Withdrawal or Recall - rev 1.1 - 20210715.docx
- IMS\_P 017 Purchasing - rev 1.0 - 20210329.docx
- IMS\_P 018 Incident Management - rev 1.1 - 20210715.docx
- IMS\_P 019 Internal Audit Procedure - rev 1.0 - 20210408.docx
- IMS\_P 021 Equipment , Maintenance & Calibration - rev 1.0 - 20210408.docx
- IMS\_P 022 Interested Parties - rev 1.1 - 20210907.docx
- IMS\_P 023 Customer Satisfaction - rev 1.0 - 20210408.docx
- IMS\_P 024 Change Control - rev 1.0 - 20210408.docx
- IMS\_P 025 Operational Planning and Control - rev 1.0 - 20210408.docx
- IMS\_P 026 Performance Analysis, Monitoring & Measuring - rev 1.0 - 20210408.docx

**Conclusion of the overall effectiveness of the process:** Process / Audit Area is satisfactory



## AUDIT REPORT PART B – AUDIT REPORT

Process/audit area:	Leadership
<b>Auditees:</b>	AT, CS, DM (MD)
<b>Auditor (if applicable):</b>	
<b>Evidence to support audit conclusion:</b>	
<p>Leadership and Commitment &amp; Customer Focus</p> <p>Leadership interview with DM (MD): Product quality is the heart of the business from early stage BS5750, bought in, right first time approach, systems developed from early days, management team set quality objectives, continuous improvement, staff buy in, growth in turnover, implemented programme, new board of directors in 2016, workshops, employee participation, monitoring and measurement, returned 2019, consolidation, transitional year, Brexit issues, pandemic issues, recruited new Compliance Manager and Compliance Project Facilitator, local economic benefit, management meeting, matters arriving, CRM system, management review, departmental manage meeting, supplier management meeting, supplier management process improvement, proper supplier management, suppliers risk rated, reviewed at board, category buyers, repeat issues with suppliers, supplier review agenda subject to risk rating, and issues, mostly big capital machinery suppliers, processor machinery, chain mail gloves, impact on end-user, for example, continuous improvement, metrics, board level review, management meetings, dashboards, work in progress, MI processes, safety protection improvements, band saw, for example supplier of skinning &amp; de-rinding machinery, operator safety, non-uniform process, removal of risk, manufacturer safety system, opportunity to improve safety, commissioned tech team to develop improvements in safety of machinery, improve injury response time, customer focus, challenging times, maintained customer focus, no access to customer factories, limited admission to maintain machinery on site, full engaged with customer on service aspect of business, sales drive quality and return of investment, development of products and services, with customer engagement, including labour saving devices.</p> <p>QMS Processes supporting Leadership and Commitment and Customer Focus, including:</p> <p>Accountability for the effectiveness of the management system, for example by ultimately the Board for example participation in Management Review, Strategic Direction, Business Planning and Strategic Objectives.</p> <p>The Quality Policy and system objectives, for example established reviewed and authorised and reviewed at Management Review.</p> <p>The integration of the management system requirements into the core business processes, for example via QMS Procedures, SCM Procedures.</p> <p>The use of the process approach and risk-based thinking, for example System Mapping, QMS Procedures, SCM Procedures, COVID-19 Planning, Brexit Contingency Planning, Supplier Risk, Continuity Planning.</p> <p>The resources provided and availability, for example Business Planning including Resources Required, reviewed at Management Review.</p> <p>The means of communicating the importance of the management system and of conforming to the management system requirements, for example Board Members review at Management Review meeting, Training for Workers Management System requirements, contractual requirements to comply with Policy, performance reviews continuing.</p> <p>The means of ensuring that the management system achieves its intended results, for example Strategic Direction, Business Planning and Strategic Objectives, KPI monitoring, reviewed by SMT and authorised by Board.</p> <p>The means of engaging, directing and supporting people to contribute to the overall effectiveness of the management system, for example Senior Management engagement with workers, Performance Review.</p> <p>The promotion of improvement, for example via continuous improvement programme, complaint management,</p>	

nonconformity management;

The support provided to other relevant management roles to demonstrate leadership as it applies to their areas of responsibility, for example Senior Management engagement with workers, Performance Review, COVID Review Meetings;

customer and applicable statutory and regulatory requirements are determined, understood and consistently met via focus on compliance requirements;

the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed via operational processes including knife service process measurement, monitoring feedback on performance;

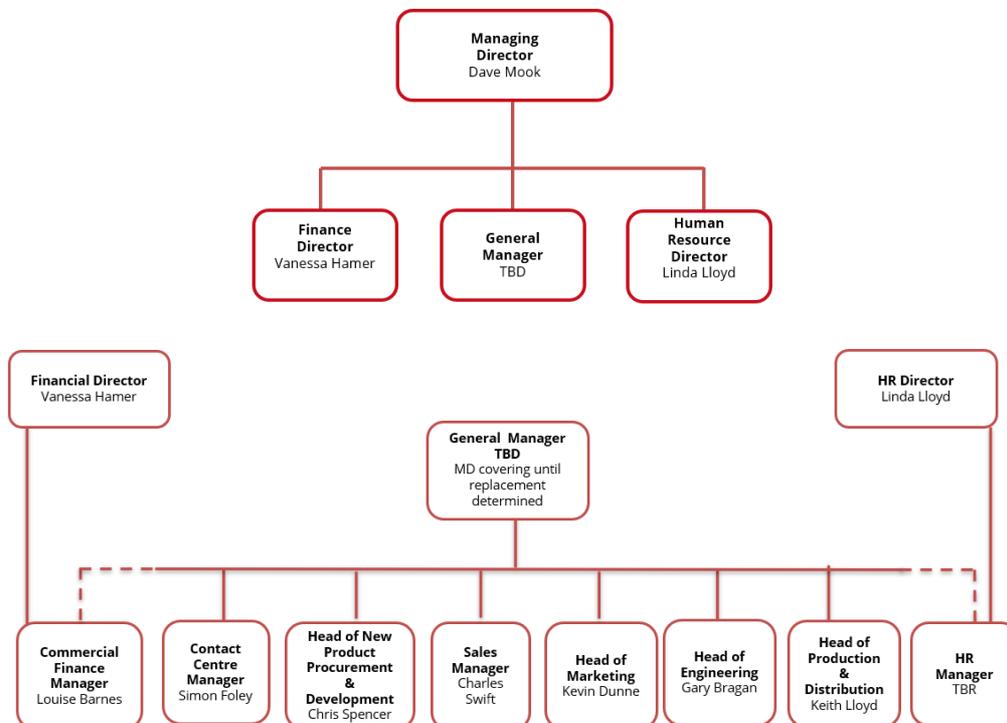
the focus on enhancing customer satisfaction is maintained via customer surveys, customer feedback, communication with customers, excellent customer feedback.

### Quality Policy

IMS-POL-001 Quality Policy Revision 1.0 Revision Date 12/03/2021 record signed by DM (MD) appropriate to purpose and context, includes objectives framework and required commitments, documented, available and communicated. Refer to Competence and Awareness.

### Organizational roles, responsibilities and authorities

#### Organisational Structure 2021



Senior management assigns responsibility and authority for:



## AUDIT REPORT PART B – AUDIT REPORT

- ensuring that the QMS conforms to the requirements of ISO 9001:2015 : Overall responsibility is with Managing Director and ensuring of its conformity lies with Compliance Manager and CES Management Team;
- ensuring that the processes are delivering their intended outputs: higher management team has responsibility to monitor the processes and deliver intended outputs;
- reporting on the performance of the QMS and on opportunities for improvement, in particular to top management: Compliance manager has responsibility of reporting to Head of Procurement & development and to Managing Director;
- ensuring the promotion of customer focus throughout the organisation: Contact Centre Manager and Marketing Manager, with support of Compliance Manager;
- ensuring that the integrity of the QMS is maintained when changes to it are planned and implemented – Compliance Manager is reporting required changes with overall responsibility for QMS with Managing Director;

Job Specification records sampled including:

Warehouse Operative 01/2017.

Production Quality Controller 03/2021.

Compliance Projects Facilitator 02/2021.

Compliance Manager 03/2021.

**Conclusion of the overall effectiveness of the process:** Process / Audit Area is satisfactory



# AUDIT REPORT PART B – AUDIT REPORT

<b>Process/audit area:</b>	<b>Planning</b>
<b>Auditees:</b>	AT, CS
<b>Auditor (if applicable):</b>	

**Evidence to support audit conclusion:**

Actions to address risks and opportunities, Quality Objectives and plans to achieve them, Planning of Changes, Continual improvement

Actions to address risks and opportunities

IMS\_P 012 Planning to Address Risks and Opportunities Rev 1.1 15/07/2021.

IMS\_P 015 Hazard and Risk Analysis Management Rev 1.1 15/07/2021.

**Risks and Opportunities Matrix record 07/09/2021 including:**

ISSUE	CATEGORY	PROB ABILITY (1-4)	SEVE RITY (1-4)	OUT COME (P X S = LMH)	Compliance obligation / applicable requirement	Control Measures In Place
Media Campaigns Eg."Frankenchickens"	S,F	2	4	8	NO	CES Ltd Management Team will discuss any matters arising during the monthly management meeting; compliance monitoring of the current situation on 2-weekly basis and via newsletters and subscription
ISO 14001	Q, S - environment	2	3	6	YES - ISO 14001 accreditation	1.GAP analysis for the requirements - to be able to comply with ISO 14001 requirements; 2. team effort in supply of environmental aspects and impacts
Sustainability	S- Ethics	3	3	9	YES	Member of SEDEX , continuously reviewed and membership renew with all relevant requirements fulfilled
Environments	S- Environment	4	4	16	YES	Site is supported by Comply Direct with regards to Plastic Tax (levy) and WEEE
Clarity on Business Strategy and Objectives	E - Engagement	2	3	6	NO	Business plans in place that include business stratgey
Employee Engagement	E - Engagement	2	2	4	NO	Develop an action plan to engage empolyees.
SKILLS & TALENT	SQDCCE	3	4	12	YES	Review Competency & Training assessments of personnel Who is responsible for delivery of training ? Who is responsible for competency / assessment of training ? Who is responsible for updating training matrices / records/ saving certificates ?
Inhouse knife sharpening	F - finance	2	2	4	NO	Internall quality standards and competetive price, high levels on customers visits increasing customer satisfaction ;
Supplier & Service Provider Assessment & Monitoring		4	4	16	YES	Supplier Approval process which is robust and allows to work with suppliers without risk to business and customers. Supplier performance is monitored via a number of metrics and any concerns are raised via supplier cases and discussed at review meetings which take place at least annually (pandemics not with standing)
HARM Assessments	S,Q,D	2	3	6	BRC Requirement, IMS_P 015 Hazard and Risk Site HARM Teams and Assessments	BRC Requirement, IMS_P 015 Hazard and Risk Assessment Site HARM Teams and Assessments
Legal Requirements	Q	4	4	16	YES	UKCA certification - working advanced to dead line of 1st Jan 2023 Food Safety Legislations ISO standards requirements relevant to specific products
Competition	F	4	4	16	Certification ISO 9001, BRCGS S&D, SafeContractors, SEDEX,	Fullfilment of certification requirements
Customer Satisfaction	F - finance	4	4	16	Certification ISO 9001, BRCGS S&D, SafeContractors, SEDEX,	Processes and procedures in place, and continual improvement
Incident Management	S,Q,D,	3	3	9	YES	IMS_P 018 Incident Management - rev 1.1 - 20210715
Crisis Business/ Disaster Recovery Plan	S,Q,D,	4	4	16	YES	Is a requirement under BRC, ISO 9001 and ISO 14001. Clarify who owns this process - for BUSINESS CONTINUITY . Implement annual simulation / test of Process to ensure effective and learn how to plug the gaps..
Product Recall , Withdrawal	S,Q,D,	3	3	9	YES under BRC, ISO 9001 and ISO	Annual mock recall IMS_P 016 Product Withdrawal or Recall - rev 1.1 - 20210715



# AUDIT REPORT PART B – AUDIT REPORT

Asset Loss	F	4	4	16	14001. No	Monthly management reviews , counts, stock taking , real time intelligence , access controls , Site Security RA , Liability Insurance
Social Media		2	3	6	NO	Code of Conduct, Consent for picture publication , account access per platform
NPD	S,Q,F,E	4	4	16	Accreditations and certification relevant to products/services	Supplier Approval process which is robust and allows to work with new supplier without risk to business and customers. Department staffed by personnel with appropriate skills & experience to ensure new products are suitable for our target markets.
Privacy and Information Security	S- SAFETY & C-COST	3	4	12	YES	CES-HRDOC-014 - Data Protection Policy - rev 1.0 - 20210820 CES-HRDOC-015 - Privacy Notice for Employees - rev 1.0 - 20210820 Servers backed up through out day, and data held in THE CLOUD.

Opportunity	Activity / Concerns	PROB ABILITY (1-4)	SEVERITY (1-4)	OUT COME (P X S = LMH)
1. Widen product portfolio to non protein market if the sales of current product will be ; 2.; get involved available webinars to decrease the risk	1. exploit existing machinery for purposes other than meat , like Glass, Siebeck , SterilAir , etc . ; 2. Consider expanding knife service towards non meat markets (fish/vegetable)	2	3	6
1.IMS implementation including environmental ; 2. roll out environmental training/awarness - 30/10/21 ; Opportunity to move toward "greener approach"	1. JS - gap analysis to be finished , internal ISO 140001 preaudi; 2. What Groups are we signed up (WRAP	2	3	6
Link ethical standard with the IMS and include Corporate Social Responsibility Policy	N/A	2	3	6
Review the government proposals regarding plastic packaging tax and look into products out of scope	Meeting with exomply direct representative to understand the impact of the plastic packaging tax on the business , include Finance in the future requirements for the payments , include information on the invoices that plastic packafing tax has been payed to acknowledge customers	3	4	12
IMS for Quality , Product Safety & future environment Environmental Communicate Business Strategy Last QMS review meeting included R&O matrix and will be reviewed and monitored on monthly basis to concentratge on the highest risk	Communication regarding R&O progress to be agreed ? Agree how to communicate the strategy and progress to all employees - meetings/briefings ?	1	3	3
Listen to employees. Identify what CES can do to , motivate employees, and engage in "our vision", improve morale and reduce staff turnover.	Establish / review engagement (Quality culture plan 2022) . Site Briefings regarding above planned for Q1 2022. HR and Operations review & risk assess skills loss and retention of staff. Eg How many employed for 5 / 10 / 15+ years	1	1	1
Training isn't always top of mind when thinking about how to improve Safety , performance and profitability. Opportunity to standardise training & competency assessments & the documentation for this across all the departments	It's easy to see training as a cost rather than an investment, can we reflect on the value it brings – and also reducing the cost of recruiting new people if disgruntled employees leave . Review Training across all departments	2	3	6
New technologies development to increase scale and performance - expansion of current market	Development process and quality consistency	2	1	2
Improving supplier performance and/or product quality will improve our service to our customers, reduce input costs and facilitate strategic decision making on margin protection and growth of market share.	Failure of business intelligence programs causes gaps in data making meaningful performance monitoring extremely difficult and reduces supplier confidence in the integrity of our data.	1	3	3
Site Senior management to ensure that all hazards to product safety, quality and legality are identified and appropriate controls established	Summary of HARM assessments to be reviewed by Top management - this is a BRC requirement and will be included at IMS Management Review.			
Compliance to Product Safety and Industry Standard requirements ; and Compliance Obligations as required ISO 14001 - IMS Legal Register to be created Leader on the market regarding UKCA Certification	*AT-CS working towards certification ASAP *Legal register to be set up and become part of compliance requirement	1	4	4
Identify specific threats and develop strategies to combat them	specify department sepcific threats and assign actions	2	4	8
Increasing customer satisfaction , which may result in increase in renewed business - determination of their needs and expectations Work towards mesuaring of the customer satisfaction via differetn portals/surveys to inrease expectations	* KD -improvement data capture regarding customer satisfaction	2	3	6
Take opportunity to improve, make this a robust process by linking it in with the IMS. RISK = ISO 1400	At IMS Review (07/09/21) agree Plan for Test Simulation & Training / awareness of Emergency Preparedness	2	3	6



# AUDIT REPORT PART B – AUDIT REPORT

NCR				
Take opportunity to improve make this a robust process by linking it in with the IMS.	Review IMS_P 020 BCP - rev 1.0 - 20210517	2	4	8
Opportunity to improve. Poorly handled recalls can have a significant impact on brand reputation, consumer loyalty & future business success. A well planned & executed product recall can improve brand perception for over 85% of customers.	Review current control measures in place and assess if product recall should be a separate process due to its nature	3	2	6
Improvement of financial management , quality control, efficiencies	Continuous improvement and monitoring	2	2	4
Develop a formal mechanism with Marketing to actively promote the good things that CES do.	Continue to publish achievements and news on regular basis	2	2	4
Opportunity is two fold; development/introduction of new products can grow our offer to existing customers, open up new markets and drive business growth. At the same time it gives us a level of protection losing market share because the existing portfolio has been made less attractive to customers due to process change, technological advances or new competitors entering the market.	The clearly defined NPD Process ensures that we focus investment in ideas that have the greatest potential for success	2	2	4
Introducing further Security measures - eg. FortiClient app log ons for working remotely Greater awareness for employees of their responsibilities with regards to Data Protection .	The 'Data Protection Policy - Employee Responsibilities' outlines individual responsibilities for data protection, however again we do not ask for employees to sign this document. The Privacy Notice is a document issued by the company to employees informing them of the categories of employee data we hold, where it comes from and what we do with it.	2	4	8

## Quality objectives and plans including:

Quality Objectives - Edge Centre			
Objective	Action	Timescale	Measured by
Increase customer satisfaction by delivering a more consistently sharp edge	Increased frequency of random KST inspections of operators work standard. Rework will be mandated for knives below standard. All knives must score at least 8 and the operator must average 8.36. Additional training will be given where results are repeatedly below standard.	Whole year	Edge Centre production records on server
Grow capacity by maximising line efficiency at acceptable quality levels	Constantly monitor line efficiency and operator processing speed at QC pass levels. Operators who repeatedly fail to achieve process targets at QC pass levels will be given additional training	Whole year	Edge Centre production records on server

Quality Objectives - Engineering Workshop/Field Service			
Objective	Action	Timescale	Measured by
Deliver future improved Customer Satisfaction by benchmarking breakdown response times to set targets for next year	Date & time of breakdown being notified to us is now recorded. Resolution date is populated when complete to create SLA record for each breakdown.	Whole year	Collating sufficient data to set a % improvement figure for 2021
Increase customer satisfaction by completing planned service work in line with their production requirements	Monthly planning meeting to review confirmed work compared to available man hours, with customer specific requests factored in. Customers are then notified of the plan so they can request revisions before the plan is confirmed. Changes to the plan are then recorded so engineers and customers affected can be notified	Whole year	Collating sufficient data to set a % improvement figure for 2021
Deliver future improved Customer Satisfaction by analysing complaint numbers and response times to set targets for next year	Engineering Coordinator will process all cases/complaints, sharing outcomes and resolution times to identify areas for improvement. These will then be assessed to agree targets for better future performance	Whole year	Collating sufficient data to set a % improvement figure for 2021
Ensure we minimise risk to customers and our own team by working at all times within constantly changing Covid control measures	New RAMS have been created incorporate customer requirements and government guidelines relating to Covid control measures. Additional PPE has been issued to all staff. Engineering coordinator is responsible for ensuring control measures are updated as guidance changes	Ongoing	No customer complaints for failure to comply with requirements. Assessment of any positive tests for team members to ensure we have taken all reasonable precautions

Quality objectives are communicated via Quality via Team briefings, informal and formal. Progress on plans to achieve quality objectives reviewed at Management Review. Refer to Management Review.

Strategic Objectives. Refer to Strategic Planning.

Departmental Objectives. Refer to Departmental Business Plan.

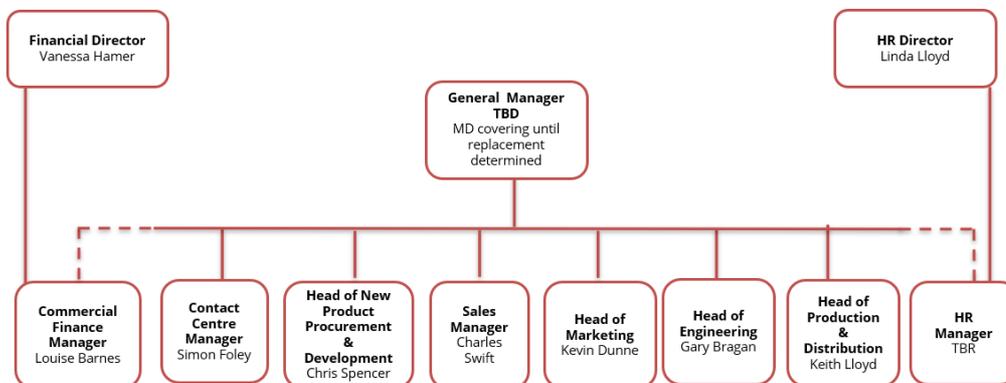
**Conclusion of the overall effectiveness of the process:** Process / Audit Area is satisfactory

<b>Process/audit area:</b>	<b>Performance Evaluation</b>
<b>Auditees:</b>	AT, CS
<b>Auditor (if applicable):</b>	
<b>Evidence to support audit conclusion:</b>	

Performance Evaluation, Management review; Monitoring, measurement, analysis, evaluation; Customer satisfaction; Internal audit

Management review

IMS Form 019 IMS Management Review Checklist Form Rev 1 09/04/2021 record 07/09/2021 period 2021/22, attendees include DM (MD), KD (Head of Marketing), GB (Head of Engineering), KL (Head of Production and Distribution), CS (Sales Manager), CS (Head of Procurement and Development), LL, SF (Contact Centre Manager), LB (Commercial Finance Manager),



Top-Level Review	Commentary	Any Actions Required? (Y/N)	If Yes brief overview of Actions	Review Date of Actions	Goal Met? (Y/N) or N/A IF not applicable
Item 1. Follow up from Previous IMS Review	No open actions from previous meeting , al have been closed out in timely manner	N			Yes
Item 2. Q & F.S , Site Security , Policies & Scope	Q&F.S audits has been conducted within the requirement of internal audit schedule, all the NCRs/OFI has been closed out within 28 days as per CAPA log, all available to view ; Site Security has been reviewed in April 2021 after NCR raised during the audit , no further changes required as all elements have been agreed during todays meeting . All current policies read / reviewed with an emphasis on Quality Policy , agreed by the management and BoD , current version of policies with new visual standard will be signed by DM in due course - to be displayed in reception Scope with regards to ISO 9001- is this still relevant( BRC Scopes will be annually assessed by Sites with BRC auditors) - can be found in CES-HARM-007 - Scope - rev. 1.0 - 20210311 - no chnages required unless stated during the ISO audit	Y	DM- to sign all current policies due to visual format beeing changed	20/09/2021	Yes
Item 3. Review of Interested Parties	Interested parties have been reviewed during the time of meeting , with relevant changes applied - new version of interested parties document can be found in X:\1. DOCUMENT CONTROL -LOG AND DATABASE\2. IMS High Level Procedure under IMS_P 022 Interested Parties - rev 1.1 - 20210907 with new revision number and date of the review	N			
Item 4. Risks & Opportunities	Risk and opportunities matrix has been reiew taking under consideration current requirements of ISO , businnes strategy and quality objectives , the reviewed document is located X:\10. MANAGEMENT REVIEW\QUALITY MANAGEMENT SYSTEM REVIEW 2021	Y	please refer to document itself - actions monitoring will be held during the monthly management meeting	2021/2022	
Item 5. HARM - Hazard & Risk	Hazard and risk management review has been held 11/03/2021 with the multi-disciplinary team. The format of the HARM has been changed to be	N			



# AUDIT REPORT PART B – AUDIT REPORT

Management	more thorough and align with Codex Alimentarius rules ; no issues identified between last review and QMS review meeting				
Item 6. Legal	Internal and external audit have not highlighted any issue with compliance towards requirement of current legislation . Discussion regarding UKCA certification and future steps towards compliance with requirements. Investigation regarding requirements of PRN and Plastic Packaging tax (scope of products)	Y	AT - to investigate possibility of self certification for UKCA ; investigation with Comply Direct if products like „ poultry band , pollycotton twine and spiraltwist twine will fall into scope of PRN and Packaging Tax	UKCA - Jan 2023 PRN - Dec 2021 Packaging Tax - Mar 2022	
Item 7. Internal and external audit results	Internal audits have not highlighted any major issue with current processes and procedures , pre-iso audit has resulted in internal NCR and some OFI which can be viewed in internal CAPA log with assigned personel to close out actions with timely manner	Y	All - CAPA Log	20/09/2021	YES
Item 9. Status of corrective and preventive actions (CAPA)	Status of CAPA discussed with use of Internal CAPA Log and CL200 cases analysis	Y	training of all employees in RCA and correct use of CA/PA	Q2 2022	
Item 10. Equipment resources requirements	Equipment resources sufficient , no changes required	N			
Item 11. Work environment & Infrastructure requirements	No changes in work environment and infrastructure has been highlighted during the time of the meeting	N			
Item 12. IMS System & Other resource requirements	Current equipment and resources are sufficient for the correct performance of Management Systems in place , although this may be a subject to change due to new business plan submission due Oct/Nov 2021	Y	New business plans to be submitted to BoD which w3ill include any requirement for resources and/or equipment. This will feed into business strategy outcome	Q4 2021	
Item 13. Training Programs	Training programmes in place with time of training added to each element , all available in Cascade	N			
Item 14. Suppliers & Service Providers	Product and services Supplier approved with use of Approved Suppliers procedure IMS_P 003 Supplier Approval - rev 1.0 - 20210312 & IMS-FORM-001 Supplier Approval Log - rev 1.0 - 20210312	Y	review of all suppliers which documentation is nearly out of date or out of date , uniform format of supplier review to be approved and implemented - CS	Q2 2022	
Item 15. Quality KPI s	Quality Key performance indicators discussed based on 2020 internal document , no changes to be included in current year KPI	N			
Item 16. Customer feedback	Customer feedback assessed with use of email communication and phone calls made to and from customers	Y	DATA CAPTURE system to be developed for customer feedback which will increase customer satisfaction levels - KD/SF	Q3 2022	
Item 17. Strategic Direction of the company	Re-read document submitted by DM - April 2021	N			
Item 18. Performance of the QMS	Current QMS system is robust and no further actions are required , also ISO 9001:2015 audit will highlight any potential gaps if any	N			
Item 19. Recommendations for improvement to products, services, or QMS	Customer feedback and satisfaction data capture recommended ; uniformity of supplier review process	N	all actions as mentioned above		

Internal audit

IMS\_P 019 Internal Audit Procedure Rev 1 08/04/2021.

Checklist approach.



# AUDIT REPORT PART B – AUDIT REPORT

## IMS Form 20 Internal Audit Schedule Rev 1.0 Audit Cycle 2021

AUDIT CRITERIA	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
IMS_P_001	Admission to Site	1										
IMS_P_002	Training		1									
IMS_P_003	Supplier Approval			1								
IMS_P_004	Management Review				1							
IMS_P_005	Document & Record Control					1						
IMS_P_006	Product Safety						1					
IMS_P_007	Complaint Management							1				
IMS_P_008	Cleaning								1			
IMS_P_009	Distribution Controls									1		
IMS_P_010	Waste Management										1	
IMS_P_011	Premises and Infrastructure											1
IMS_P_012	Planning to address Risk & Opportunities											1
IMS_P_013	Emergency Preparedness	TO BE IMPLEMENTED										
IMS_P_014	Control of Non-Conforming Items		1									
IMS_P_015	Hazard and Risk Analysis			1								
IMS_P_016	Product Recall and Withdrawal				1							
IMS_P_017	Purchasing					1						
IMS_P_018	Incident Management						1					
IMS_P_019	Internal Audit Procedure							1				
IMS_P_020	Business Continuity Plan								under review			
IMS_P_021	Equipment, Maintenance & Calibration									1		
IMS_P_022	Interested Parties										1	
IMS_P_023	Customer Satisfaction											1
IMS_P_024	Change Control											1

IMS-FORM-007	Food Safety Internal Audit - Section 1 Senior Management Commitment			1									
IMS-FORM-008	Food Safety Internal Audit - Section 2 Hazard and Risk Analysis			1									
IMS-FORM-009	Food Safety Internal Audit - Section 3 Quality Management System			1									
IMS-FORM-010	Food Safety Internal Audit - Section 4 Site and Building Standards			1									
IMS-FORM-011	Food Safety Internal Audit - Section 5 Vehicle Operating Standards			1									
IMS-FORM-012	Food Safety Internal Audit - Section 6 Facility Management			1									
IMS-FORM-013	Food Safety Internal Audit - Section 7 Good Operating Practices			1									
IMS-FORM-014	Food Safety Internal Audit - Section 8 Personnel			1									
IMS-FORM-015	Food Safety Internal Audit - Section 9 & 10 Wholesale module			1									
IMS-FORM-023	ISO 9001 - Context of organisation - Section 4					1							
IMS-FORM-024	ISO 9001 - Leadership - Section 5					1							
IMS-FORM-025	ISO 9001 - Planning - Section 6						1						
IMS-FORM-026	ISO 9001 - Support - Section 7							1					
IMS-FORM-027	ISO 9001 - Operation - Section 8								1				
IMS-FORM-028	ISO 9001 - Performance Evaluation - Section 9									1			
IMS-FORM-029	ISO 9001 - Improvement - Section 10										1		
	SEDEX			1									
	SITE BRC AUDITS (3rd Party)			1									
	ISO Audits (3rd Party)								1				
	Safe Contractor (3rd Party)			1									
	REGULATORY VISITS (3rd Party)												
	Number Scheduled	1	2	11	5	2	5	4	3	3	2	2	42

## QMS Form 023 Internal Audit Rev 1.0 30/06/2021 records

Audit	Scope	Criteria	Date	Auditor(s)	Auditee(s)	NCR / CAPA	OFI
Pre-ISO/4	Context	ISO 9001:2015 / 4	17/08/2021	JS	CES Management team + Compliance Manager	0	2
Pre-ISO/5	Leadership	ISO 9001:2015 / 5	17/08/2021	JS	Management Team	0	1
Pre-ISO/6	Planning	ISO 9001:2015 / 6	18/08/2021	JS	Management Team	2	1
Pre-ISO/7	Support	ISO 9001:2015 / 7	18/08/2021	JA	Management Team	0	0
Pre-ISO/8	Operation	ISO 9001:2015 / 8	19/08/2021	JA	Management	0	1
Pre-ISO/9	Performance evaluation	ISO 9001:2015 / 9	19/08/2021	JA	Management - Compliance Manager	0	0
Pre-ISO/10	Improvement	ISO 9001:2015 / 10	19/08/2021	JS	Management Team	0	0
IMS-P-001	Admission to Site	IMS Procedure(s)	09/08/2021	JA	Customer Service / KL	0	1
IMS-P-002	Training	IMS Procedure(s)	09/08/2021	JA	Dept Managers	0	0
IMS-P-003	Supplier Approval	IMS Procedure(s)	17/08/2021	JA	Supply Chain	0	0
IMS-P-004	Management Review	IMS Procedure(s)	10/08/2021	JA	All Managers	0	0
IMS-P-005	Doc Control	IMS Procedure(s)	10/08/2021	JA	Compliance Manager, Warehouse Manager	0	0
IMS-P-006	Product Safety	IMS Procedure(s)	10/08/2021	JA	Employees & Compliance Manager	0	0
IMS-P-008	Complaint Management	IMS Procedure(s)	10/08/2021	JA	Compliance Manager and Customer Service	0	0
IMS-P-009	Cleaning	IMS Procedure(s)	11/08/2021	JA	Compliance Manager and Department Managers	0	0
IMS-P-0010	Distribution Control	IMS Procedure(s)	11/08/2021	JA	Compliance Manager and Department Managers	0	0
IMS-P-0014	Control of NC Items	IMS Procedure(s)	11/08/2021	JA	Compliance Manager and Department Managers	0	0
IMS-P-0015	HARM	IMS Procedure(s)	12/08/2021	JA	Compliance Manager and Department Managers	0	0
IMS-P-0016	Product Withdrawal or Recall	IMS Procedure(s)	12/08/2021	JA	Compliance Manager, Customer Service	0	0
IMS-P-0017	Purchasing	IMS Procedure(s)	12/08/2021	JA	Supply Chain	0	0
IMS-P-0018	Incident Management	IMS Procedure(s)	12/08/2021	JA	Head of Procurement / Managing Director	0	0
IMS-P-0019	Internal Audit	IMS Procedure(s)	02/09/2021	JA	Compliance Manager	0	0
IMS-P-0021	Equipment Maintenance & Calibration	IMS Procedure(s)	02/09/2021	JA	PW	0	0
					TOTAL:	2	6



# AUDIT REPORT PART B – AUDIT REPORT

Review of internal audit process underway to improve effectiveness, including identification of nonconformity and opportunity for improvement.

Monitoring, measurement, analysis, evaluation

Monitoring, measurement, analysis, evaluation results reviewed at management review.

Refer to Management Review.

Monitoring and measuring data including:

Knife Issue Log record:

	Operators Number	Knife Number	Knife Replacement	Time in use Hrs	Edge Maintenance tool			Application					Reason for Change					
					X1	Ergo	Bobet	Pole Steel	Loin	Belly	Sh/Bin	Lg/Bin	Trim	Draegging	Not Lasting	Edge not sharp	Too Small	
																		Please put an X in the appropriate box below
1	89	324	E3	10 MIN		X		X			X						X	X
2	23	E4	E18	10 MIN		X		X			X						X	
3	20	291	E5	10 MIN		X		X			X						X	
4	62	546	E2	10 MIN		X					X						X	
5	17	365	369	6.5		X		X				X		X			X	
6	38	214	E1	2.5		X		X				X					X	
7	17	205	E30	4		X		X				X					X	
8	12	222	E6	4		X		X				X					X	
9	85	200	E7	4		X		X				X					X	
10	59	203	E8	4		X					X						X	
11	18	107	E9	6		X		X				X					X	
12	62	94	E48	6		X		X			X						X	

Risks and Opportunities Monitoring. Refer to Risks and Opportunities.

Customer satisfaction monitoring, feedback

IMS\_P 023 Customer Satisfaction - Rev 1.0 -08/04/2021.

Customer feedback assessed with use of email communication and phone calls made to and from customers, including

Customer MW Job 345841 09/2021.

Customer TH Job 346159 09/2021.

Customer H&C 09/2021.

Data Capture system to be developed for customer feedback which will increase customer satisfaction levels for Q3 2022.

Complaints monitoring

IMS\_P 007 Complaint Management - Rev 1.0 –16/03/2021.

Refer to Complaints.

Incidents monitoring

IMS\_P 018 Incident Management - Rev 1.1 – 15/07/2021.

Refer to Management Review.

**Conclusion of the overall effectiveness of the process:** Process / Audit Area is satisfactory



# AUDIT REPORT PART B – AUDIT REPORT

<b>Process/audit area:</b>	<b>Improvement</b>
<b>Auditees:</b>	AT, CS
<b>Auditor (if applicable):</b>	

**Evidence to support audit conclusion:**

Complaints, Nonconformity and corrective action

Nonconformity and corrective action

IMS\_P 014 Control of Non-Conforming Items - rev 1.1 – 20210715

IMS Form 003 CAPA Log Rev 1 2021 record

CAPA Log record

CAPA Number	Date Submitted	Findings	Scope	Type	Audit or/ Customer	Brief Description	Assigned to	Date Assigned	Req Action Due Date	Overdue	Action Complete Date	Effectiveness Review Date
01	08/03/2021	NCR	Clause 1.1.2	Internal Audit	AT	Missing written agenda	JS	09/03/2021	15/04/2021	NO	25/03/2021	10/04/2021
02	08/03/2021	OFI	Clause 1.1.2	Internal Audit	AT	Document Not controlled	JS	09/03/2021	15/04/2021	NO	25/03/2021	24/03/2021
03	08/03/2021	NCR	Clause 1.1.3	Internal Audit	AT	Not all required objectives mentioned in document	JS/AT	09/03/2021	15/04/2021	NO	12/03/2021	12/09/2021
04	08/03/2021	NCR	Clause 1.1.4	Internal Audit	AT	No date of next review, no previous minutes and actions discussed	JS	09/03/2021	15/04/2021	NO	25/03/2021	16/09/2021
05	08/03/2021	OFI	Clause 1.1.5	Internal Audit	AT	No action dates set, no records for actions completed	JS/AT	09/03/2021	15/04/2021	NO	25/03/2021	16/09/2021
06	08/03/2021	NCR	Clause 1.1.11	Internal Audit	AT	CL200 no actions or CAPA's	ALL	09/03/2021	15/04/2021	NO	17/03/2021	implementation of new CRM
07	08/03/2021	OFI	Clause 1.2.1	Internal Audit	AT	Organisational chart - doc control missing, revision date	SH	09/03/2021	15/04/2021	NO	23/03/2021	22/03/2022
08	08/03/2021	NCR	Clause 2.1	Internal Audit	AT	Prerequisite programmes not available	AT	09/03/2021	15/04/2021	NO	25/03/2021	N/A
09	08/03/2021	NCR	Clause 2.2	Internal Audit	AT	no multi-disciplinary team set	AT	09/03/2021	15/04/2021	NO	15/03/2021	15/03/2022
10	08/03/2021	NCR	Clause 2.3	Internal Audit	AT	No HARA team leader	AT	09/03/2021	15/04/2021	NO	15/03/2021	15/03/2022
11	08/03/2021	NCR	Clause 2.5	Internal Audit	AT	No implementation of HARA	AT	09/03/2021	15/04/2021	NO	15/03/2021	15/03/2022
12	08/03/2021	NCR	Clause 2.6	Internal Audit	AT	No Scope for HARA and No HARA process flow	AT	09/03/2021	15/04/2021	NO	15/03/2021	15/03/2022
13	08/03/2021	NCR	Clause 2.7	Internal Audit	AT	No hazards specified	AT	09/03/2021	15/04/2021	NO	15/03/2021	15/03/2022
14	08/03/2021	NCR	Clause 2.8	Internal Audit	AT	HARA analysis incomplete	AT	09/03/2021	15/04/2021	NO	15/03/2021	15/03/2022
15	08/03/2021	NCR	Clause 2.9	Internal Audit	AT	Hazard control - not available	AT	09/03/2021	15/04/2021	NO	15/03/2021	15/03/2022
16	08/03/2021	NCR	Clause 2.10	Internal Audit	AT	No control by prerequisites	AT	09/03/2021	15/04/2021	NO	15/03/2021	15/03/2022
17	08/03/2021	NCR	Clause 2.12	Internal Audit	AT	No hazard and risk analysis performed	AT	09/03/2021	15/04/2021	NO	15/03/2021	15/03/2022
18	08/03/2021	NCR	Clause 2.13	Internal Audit	AT	No review as no system in place	AT	09/03/2021	15/04/2021	NO	15/03/2021	15/03/2022
19	08/03/2021	OFI	Clause 3.1.2.1	Internal Audit	AT	HR documents to be changed and updated	AT	09/03/2021	15/04/2021	NO	15/03/2021	15/03/2022
20	08/03/2021	OFI	Clause 3.1.2.3	Internal Audit	AT	Improvement of visual for doc control	AT	09/03/2021	15/04/2021	NO	15/03/2021	15/03/2022
21	08/03/2021	OFI	Clause 3.2.1	Internal Audit	AT	Vague scope of internal audit audits	AT	09/03/2021	15/04/2021	NO	25/03/2021	24/03/2021
22	08/03/2021	OFI	Clause 3.2.4	Internal Audit	AT	NCR & CR not clear	AT	09/03/2021	15/04/2021	NO	15/03/2021	15/03/2022
23	08/03/2021	NCR	Clause	Internal Audit	AT	No clear responsibility	JS/AT	09/03/2021	15/04/2021	NO	17/03/2021	imple



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	2021		3-3-1			for-CAPA		2021	2021		2021	menta- tion of new CRM
24	08/03/ 2021	NCR	Clause 3.3-2	Internal Audit	AT	NCR-not closed within given time frame	ALL	09/03/ 2021	15/04/ 2021	NO	25/03/ 2021	20/04/ 2021
25	08/03/ 2021	NCR	Clause 3.3-3	Internal Audit	AT	No internal investigation or RCA in place	ALL	09/03/ 2021	15/04/ 2021	NO	25/03/ 2021	20/04/ 2021
26	08/03/ 2021	OFI	Clause 3.4-1	Internal Audit	AT	Review of contractual agreements	CHARL ES	09/03/ 2021	15/04/ 2021	NO	15/03/ 2021	15/03/ 2022
27	08/03/ 2021	OFI	Clause 3.5.1.3	Internal Audit	AT	Supplier reviews not unified	BUYER S	09/03/ 2021	15/04/ 2021	NO	17/03/ 2021	imple- menta- tion of new CRM
28	08/03/ 2021	NCR	Clause 3.10-2	Internal Audit	AT	Data not analysed and investigated	AT	09/03/ 2021	15/04/ 2021	YES	16/04/ 2021	20/04/ 2021
29	08/03/ 2021	NCR	Clause 3.10-3	Internal Audit	AT	Supplier complaint procedure	BUYER S	09/03/ 2021	15/04/ 2021	NO	16/03/ 2021	imple- menta- tion of new CRM
30	08/03/ 2021	OFI	Clause 4.2-1	Internal Audit	AT	Site risk assessment to be updated with prerequisites minimising risk	JS/AT	09/03/ 2021	15/04/ 2021	NO	25/03/ 2021	24/03/ 2021
31	08/03/ 2021	NCR	Clause 4.2-2	Internal Audit	AT	site access not monitored, gate broken	SHO	09/03/ 2021	15/04/ 2021	NO		20/06/ 2021
32	08/03/ 2021	NCR	Clause 4.3-5	Internal Audit	AT	Not enough coshh cabinets for sprays and not enough chem bungs	KL	09/03/ 2021	15/04/ 2021	NO		25/04/ 2021
33	08/03/ 2021	OFI	Clause 4.4-10	Internal Audit	AT	Building fabric monitored although not in internal audit form	CRAIG	09/03/ 2021	15/04/ 2021	NO	25/03/ 2021	NEXT AUDIT
34	08/03/ 2021	NCR	Clause 6.4-2	Internal Audit	AT	Insufficient cleaning practices	KEITH / CRAIG	09/03/ 2021	15/04/ 2021	NO	15/04/ 2021	2- weekly walks
35	08/03/ 2021	NCR	Clause 6.4-7	Internal Audit	AT	No verification of cleaning	KEITH / CRAIG	09/03/ 2021	15/04/ 2021	NO	15/04/ 2021	2- weekly walks
36	08/03/ 2021	OFI	Clause 7.2-4	Internal Audit	AT	Storage off the floor although on insufficient height	KEITH / CRAIG	09/03/ 2021	15/04/ 2021	NO	15/04/ 2021	2- weekly walks
37	08/03/ 2021	OFI	Clause 7.4-1	Internal Audit	AT	No mentioning of brittle material breakage	JS	09/03/ 2021	15/04/ 2021	NO	07/04/ 2021	07/03/ 2022
38	08/03/ 2021	NCR	Clause 7.4-2	Internal Audit	AT	No spillage procedure	JS	09/03/ 2021	15/04/ 2021	NO	12/03/ 2021	12/03/ 2021
39	08/03/ 2021	OFI	Clause 8.2-1	Internal Audit	AT	No mentioning of work wear requirement	JS	09/03/ 2021	15/04/ 2021	NO	25/03/ 2021	N/A
40	08/03/ 2021	OFI	9- PURCHA SING	Internal Audit	AT	SAQ improvements	AT	09/03/ 2021	15/04/ 2021	NO	24/02/ 2021	25- Mar
41	20/04/ 2021	NCR	Clause 4.1-2	BRC Audit	UK Food Cert	There was excessive vegetation growth in contact with the outside of the building	AT	20/04/ 2021	13/05/ 2021	NO	10/05/ 2021	20/04/ 2022
42	20/04/ 2021	NCR	Clause 4.2-1	BRC Audit	UK Food Cert	The Site Security Risk Assessment has not been reviewed in the last 12 months.	AT	20/04/ 2021	13/05/ 2021	NO	10/05/ 2021	21/04/ 2022
43	20/04/ 2021	NCR	Clause 6.1-4	BRC Audit	UK Food Cert	There were a number of unwrapped Butchers Aprons on a wooden shelf and rolls of wrapped Meat Stockinette stored on a damaged wooden pallet.	AT	20/04/ 2021	13/05/ 2021	NO	10/05/ 2021	22/04/ 2022
44	23/08/ 2021	OFI	IMS_P 001	Internal Audit	JA	Training records not updated with current IMS_P procedures	SH	23/08/ 2021	22/09/ 2021	YES	23/09/ 2021	N/A
45	23/08/ 2021	OFI	ISO 9001 Section 4.1	Internal Audit	JS	development of online based CRM system is required and correct data input for monthly reporting on quality issues	AT	23/08/ 2021	23/09/ 2021	NO		
46	23/08/ 2021	OFI	ISO 9001 Section 4.4	Internal Audit	JS	new management meeting will be held 16/09/2021 and all inputs and output will be documented in new format which will allow compliance with clause 4.4 where all information necessary	AT	23/08/ 2021	18/09/ 2021	NO	07/09/ 2021	07/09/ 2022



# AUDIT REPORT PART B – AUDIT REPORT

						for maintenance of QMS will be available and documented						
47	23/08/2021	OFI	ISO 9001 Section 5.3	Internal Audit	JS	There are no Quality Objectives for Warehouse Operations as they are under review and implementation of newly appointed Head of Production & Distribution	KL	23/08/2021	18/09/2021	NO		
48	23/08/2021	OFI	ISO 9001 Section 6.1	Internal Audit	JS	Risk and opportunities not formalised	Managers	23/08/2021	18/09/2021	NO	07/09/2021	
49	23/08/2021	NCR	ISO 9001 Section 6.2	Internal Audit	JS	Quality objectives set for production and engineering department only	Managers	23/08/2021	18/09/2021	NO		
50	23/08/2021	NCR	ISO 9001 Section 6.2	Internal Audit	JS	Resource review has not taken place in 2020	Managers	23/08/2021	18/09/2021	NO	07/09/2021	
51	23/08/2021	OFI	ISO 9001 Section 8.7	Internal Audit	JA	CA/PA is not well known in the CES and the internal training regarding root cause analysis and application of corrective and preventative actions is due to be scheduled	AT	23/08/2021	31/12/2021	NO		

CAPA Number	Close d?	Days Late	Investigation Finding	PA	CA
01	YES	-21	Agenda agreed on the day of audit although not documented	Documented controlled version to be created	Creation of Documented Agenda QMS-FORM-019 rev 1.0 20210409
02	YES	-21			
03	YES	-34	Objectives set although not all as per BRCGS v3>v4 requirement	Objectives reviewed	Management review procedure written and added to QMS files under QMS_P-004
04	YES	-21	meeting has been scheduled verbally although not date has been confirmed, new compliance manager has confirm date and announced to the board	agenda to be send prior to meeting	with potential date of next meeting QMS-FORM-019 review checklist and actions
05	YES	-21	all parties involved in the meeting hgas been asked about timescale for action to be closed	action dates updated	new form for minutes will be created with QMS update
06	ONGOING	-29	new CRM project	N/A	N/A
07	YES	-23			
08	YES	-21	internal audit procedure in place although no higher level procedures have been created or audited	QMS procedures to be written	regular intrernal audit of higher level procedures to follow
09	YES	-31	No HARA plan required by previous 3rd party auditors, although a requirement for version 4 of BRCGS S&D Standard	Rewrite the plan including codex alimentarius principles	Communicate plan and train all relevant staff
10	YES	-31	No HARA plan required by previous 3rd party auditors, although a requirement for version 4 of BRCGS S&D Standard	Rewrite the plan including codex alimentarius principles	Communicate plan and train all relevant staff
11	YES	-31	No HARA plan required by previous 3rd party auditors, although a requirement for version 4 of BRCGS S&D Standard	Rewrite the plan including codex alimentarius principles	Communicate plan and train all relevant staff
12	YES	-31	No HARA plan required by previous 3rd party auditors, although a requirement for version 4 of BRCGS S&D Standard	Rewrite the plan including codex alimentarius principles	Communicate plan and train all relevant staff
13	YES	-31	No HARA plan required by previous 3rd party auditors, although a requirement for version 4 of BRCGS S&D Standard	Rewrite the plan including codex alimentarius principles	Communicate plan and train all relevant staff
14	YES	-31	No HARA plan required by previous 3rd party auditors, although a requirement for version 4 of BRCGS S&D Standard	Rewrite the plan including codex alimentarius principles	Communicate plan and train all relevant staff
15	YES	-31	No HARA plan required by previous 3rd party auditors, although a requirement for version 4 of BRCGS S&D Standard	Rewrite the plan including codex alimentarius principles	Communicate plan and train all relevant staff
16	YES	-31	No HARA plan required by previous 3rd party auditors, although a requirement for version 4 of BRCGS S&D Standard	Rewrite the plan including codex alimentarius principles	Communicate plan and train all relevant staff
17	YES	-31	No HARA plan required by previous 3rd party auditors, although a requirement for version 4 of BRCGS S&D Standard	Rewrite the plan including codex alimentarius principles	Communicate plan and train all relevant staff
18	YES	-31	No HARA plan required by previous 3rd party auditors, although a requirement for version 4 of BRCGS S&D Standard	Rewrite the plan including codex alimentarius principles	Communicate plan and train all relevant staff
19	YES	-31	No HARA plan required by previous 3rd party auditors, although a requirement for version 4 of BRCGS S&D Standard	Rewrite the plan including codex alimentarius principles	Communicate plan and train all relevant staff
20	YES	-31	No HARA plan required by previous 3rd party auditors, although a requirement for version 4 of BRCGS S&D Standard	Rewrite the plan including codex alimentarius principles	Communicate plan and train all relevant staff



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			BRCGS S&D Standard		
21	YES	-21	Scope to be updated and procedures rewritten toward standard requirement	new procedures of higher level to be written	QMS new procedures to be circulated by the end of 2021
22	YES	-31	No HARA plan required by previous 3rd party auditors, although a requirement for version 4 of BRCGS S&D Standard	Rewrite the plan including codex alimentarius principles	Communicate plan and train all relevant staff
23	YES	-29			
24	YES	-21	no clear responsibility for close out of the requirement of the audits NCRs	NCR managements given to new Compliance Manager	new non conforming products procedure
25	YES	-21	no clear responsibility for close out of the requirement of the audits NCRs	NCR managements given to new Compliance Manager	new non conforming products procedure
26	YES	-31		N/A	PROJECT – UPDATE SERVICE AGREEMENTS
27	ONGOING	-29	system in place , although not all measures are used for the review	New CRM system implementation	all buyers to follow new CRM supplier review scope
28	YES	±			
29	YES	-30	procedure covers handling and management of all different complaint	set of categorisation of complaint	update of the process flow for buyers
30	YES	-21	QMS high level procedure to become new PRP for HARA/M assessment	new QMS P to be written	apply to HARA/M-RA chart and PRPs
31	YES	-4430±			
32	YES	-4430±			
33	YES	-21	No interior building fabric audited	New audit procedure to take place and highlight any issues internally	audit to take place at least once a year
34	YES	0			
35	YES	0			
36	YES	0			
37	YES	-8			
38	YES	-34	Procedure in place although mixed with glass breakage , will be split to two	Split the procedure	add correct doc control numbers
39	YES	-21	new policy to be written including all requirements from BRCGS	policy written and executed	QMS-POL-005
40	YES	-22			
41	YES	-3	Appropriate maintenance standard of all grounds surrounding site was not included in any of internal audit and/or monthly check	Internal audit QMS-FORM010 – F.5 Section 4 Site and Building Standards rev 1.0 – 20210409 includes audit of clause 4.1.2	Schedule for Industrial Park management company to cut the excessive growth
42	YES	-3	Site security has been discussed during annual management review, although no formal documentation was available during the time of audit.	Site security to be revised and revision to be documented in the format of management meeting minutes document.	Immediate review of site security risk
43	YES	-3	All single items stored on wooden pallets shelves are inspected prior to despatch, although no extra measures where put in place and removal of wooden elements was not considered for sensitive items	As a part of preventative measures for food contact items, no food contact item will be stored directly on wooden pallets and/or wooden shelves as per Wood Policy QMS-POL-010.	Removal of food contact items from wooden shelves and pallets, storage of aprons in plastic boxes
44	YES	±	With every change to current systems and their requirement the online portal should be updated to highlight need for refresher training towards current requirements, this has not been always the case	Currently awaiting for 2 new employees into HR department to fill this gap and to stop this situation reoccurring	ongoing update in Cascade made by LL
45	ONGOING	-44462	the CRM requires extended development of its software and clear communication path with Sage , as development take place we are assessing gaps in current system and try to implement changes ASAP – although not all changes can be made atm thus still existing gap awaiting change by external IT provider	to adjust currently known gap to fulfill requirements of current CRM	development of CRM to fulfill all necessary requirements.
46	YES	-11	QMS management review meeting 2021 has been held in different format than the one implemented by new Compliance Manager , not covering all required elements of the QMS Review meeting as per ISO 9001 requirements	IMS_P-004 Management Review – rev. 1.1 – 20210715 now available and trained against	use of new document for agenda , minutes and actions which will allow to follow without fail requirements of ISO-9001:2015 for management review – IMS-FORM-019 – Management Review Checklist rev 1.0 – 20210409
47	ONGOING	-44457	The process of setting warehouse KPIs is under development by newly appointed Head of Department, the process will be similar to KPIs set for production department by same Department Head	collection of data for the development of the KPI system for warehouse	
48	YES	-11	This part of QMS has been discussed during the management review meeting but not documented	IMS-FORM-016 – Risks Opportunities Matrix rev 1.1 – 20210908	Monthly review during management meetings, annual review during QMS review
49	ONGOING	-44457	development of KPIs for all department will start at the beginning of 2022 as year 2021 has been announced transition year by Strategic Vision of Managing Director	submission of business plans by end of 2021	set KPIs for each department, monitoring and reporting on monthly basis during management monthly meetings
50	YES	-11	QMS review 2020 has not discussed resources required	Resources review discussed during review meeting 07/09/2021 – no resources required , although it's a subject to change when new business plans will be submitted	resources as part of agenda in currently standing document IMS-FORM-019 – Management Review Checklist rev 1.0 – 20210409
51	ONGOING	-44561			

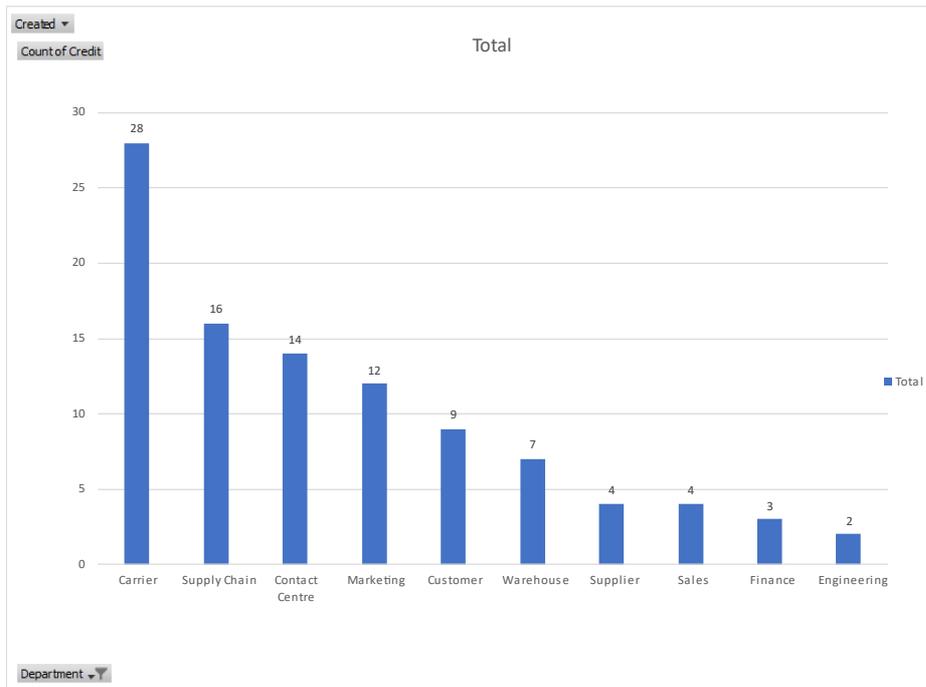
592652OFI01Closed

## Complaints

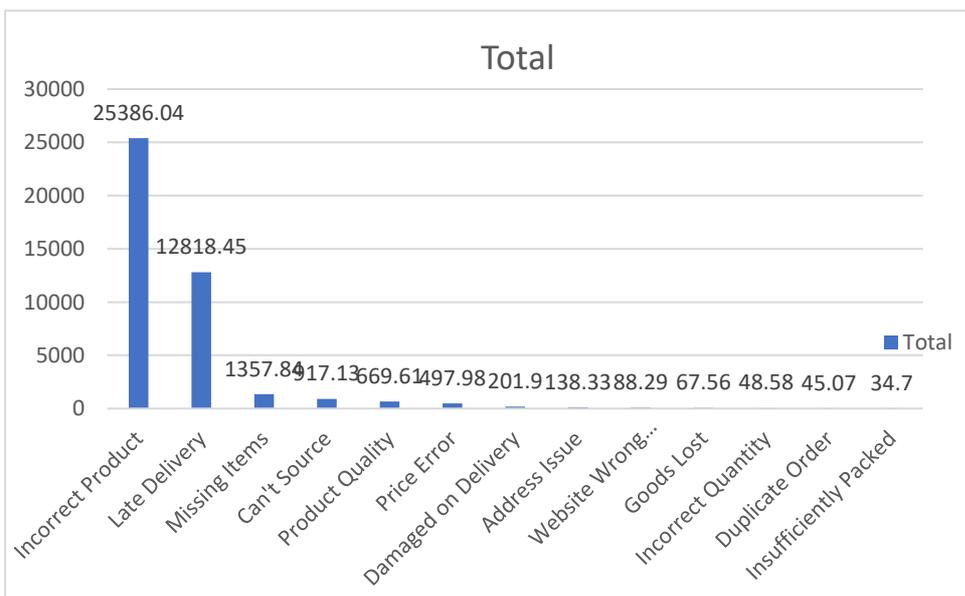
IMS\_P 007 Complaint Management Rev 1.0 16/03/2021.

Complaints Analysis Log records 2021

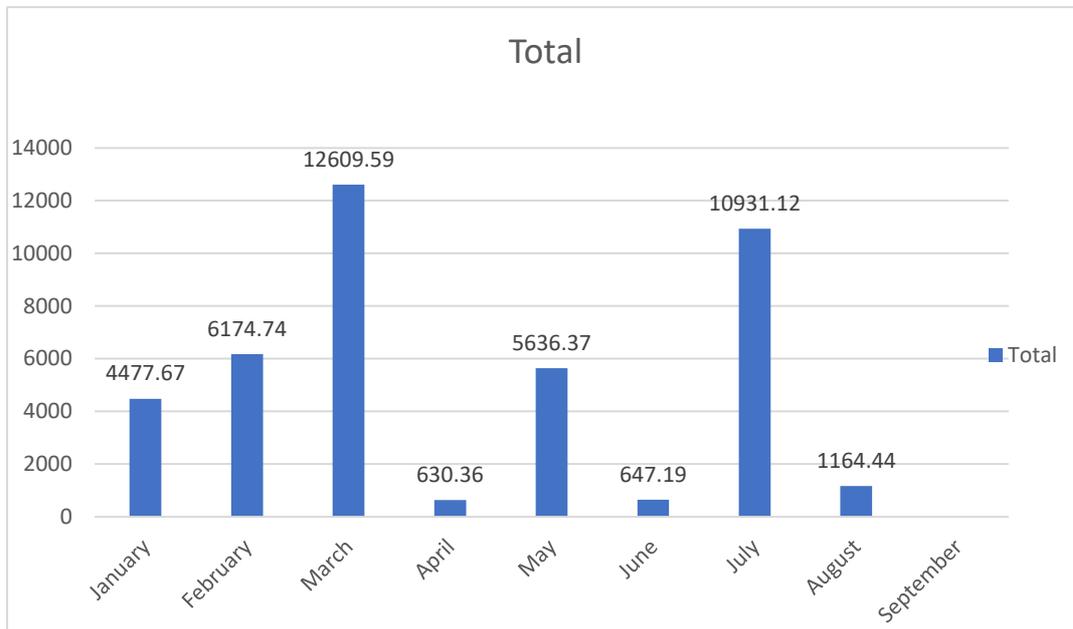
### Complaints by Dept.



### Complaints by Reason



## Cost PCM



## Complaints Log records

Case ID	Issue	Type	Required by	Completed On	Department	Reason
815	Courier kept on failing delivery multiple times. This is probably down to the fact the customer was situated at the end of a private lane??	Delivery complaint – missing / lost order	27/09/2021		Carrier	Late Delivery
816	EW did not FOC carriage on order over £200	Customer complaint – pricing error	22/09/2021		Contact Centre	Price Error
817	to be determined	Customer complaint – missing items	22/09/2021		Warehouse	Missing Items
818	tbc	Delivery complaint – missing / lost order	22/09/2021	27/09/2021	Carrier	Late Delivery
819	tbc	Delivery complaint – missing / lost order	22/09/2021	23/09/2021	Carrier	Late Delivery
820	tbc	Customer complaint – missing items	24/09/2021		Warehouse	Missing Items
821	sold on the web - unable to source	Case - Internal issue	22/09/2021		Supply Chain	Can't Source
822	cant supply item listed on the web	Web order – can't fulfil order	22/09/2021		Sales	Can't Source
823	Customer provided wrong code	Customer complaint - sales error	28/09/2021		Customer	Incorrect Product
824	goods not received	Customer complaint – missing items	22/09/2021		Warehouse	Missing Items
825		Web order – can't fulfil order	22/09/2021		Contact Centre	Website Wrong Image/Information
826	ordered 45sh-9447-9 on the web - not in stock and cannot get until the end of october - customer has requested a refund	Case - Internal issue	22/09/2021		Supply Chain	Can't Source
827		Supplier Complaint – Faulty Item	22/09/2021		Supplier	
828		Case - other	23/09/2021		Edge Centre	
829	wrong price charged	Case - Internal issue	24/09/2021		Contact Centre	Price Error
830	all sops invoiced in full in error	Case - Internal issue	27/09/2021		Finance	Incorrect Quantity



# AUDIT REPORT PART B – AUDIT REPORT

831	all sops got invoiced at invoice run	Case - Internal issue	27/09/2021	Finance	Incorrect Quantity
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Case ID	Created	Restocking Fee	Root Cause	PA	Sales Order	Sales Return Number	Credit
815	27/09/2021		Courier kept on failing delivery multiple times. This is probably down to the fact the customer was situated at the end of a private lane??	Order Recalled and refunded			
816	22/09/2021	No	EW did not FOC carriage on order over £200	credit 9.95	check CRM notes when processing		
817	22/09/2021		to be determined	replacement SOP 345883 sent as customer needs stock			
818	22/09/2021		tbc				
819	22/09/2021		tbc				
820	24/09/2021		tbc				
821	22/09/2021	No	sold on the web - unable to source	credit customer	remove items from the web once stock is gone		
822	22/09/2021		cant supply item listed on the web	refund £12.00 plus vat	take item off the website		
823	28/09/2021	No	Customer provided wrong code	Arranged collection and raised order for correct item	Sent customer correct codes for product going forwards		
824	22/09/2021		goods not received	refund for 5 blades			
825	22/09/2021	No					
826	22/09/2021		ordered 45sh-9447-9 on the web - not in stock and cannot get until the end of october - customer has requested a refund	cancel the order and credit the customer			
827	22/09/2021						
828	23/09/2021						
829	24/09/2021		wrong price charged	refund £25.00 plus vat	ensure sop is amended		
830	27/09/2021		all sops invoiced in full in error	refund 4 x 10blr-0034 ( 25.40 & vat in total)	not all priority codes to be invoiced on invoice run		
831	27/09/2021		all sops got invoiced at invoice run	refund for the rejected blades ( £54.83 plus vat in total)	only invoice certain priority codes on invoice run		

**Conclusion of the overall effectiveness of the process:** Findings have been identified - Process / Audit Area is unsatisfactory



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<b>Process/audit area:</b>	<b>Operational Planning &amp; Control: Virtual Site Tour, Environment for Operation of Processes &amp; Infrastructure Resources, Equipment Maintenance, Internal &amp; External Communications, Documented Information</b>
<b>Auditees:</b>	AT, CS
<b>Auditor (if applicable):</b>	
<b>Evidence to support audit conclusion:</b>	

Operational Planning & Control, Virtual Site Tour, Environment for Operation of Processes & Infrastructure Resources, Equipment Maintenance, Monitoring & Measuring resources, Measurement traceability; Equipment Calibration

### Virtual Site Tour

Full external and internal virtual site tour undertaken at Head Office location Matrix Park, Western Avenue, Buckshaw Village, Chorley, PR7 7NB including well-managed modern leased self-contained unit small industrial park, not shared, car park, exterior lighting, emergency exits, automated gate, access control, delivery controls, container delivery goods in, delivery used knives for sharpening, barriers, goods out for trays of bagged washed and sharpened knives, production area knife sharpening service, Omnisharp robotic sharpening process, new machine on trial, machine learning, quality check area, manual sharpening process, polishing process optional, knife washing process, grinding machine, self-calibrating, scissor sharpening process, blade sharpening process, quality check area, checking intervals, Jason M (Quality Checker), anago self-calibrated, Warehouse area, goods out, segregated Quarantine Area for customer returns and supplier returns, bays for machinery parts, FLT and REACH Truck, Picking Area, Chemical storage including Deptal for cleaning circulating machines, Quarantine (Materials) Area, Stores for small sales items including Machine Parts, Knives, Blades, Chain Mail, Custom Shelving, Storage of Bulk Items, Racking loads and inspections, Access Equipment, Bulk Locations on Top and Picking Locations below, Twine for Tying Meat, Engineering Parts, Offices including Supply Chain, Production & Distribution, Engineering, Engineering Workshop, Preparing Machinery for Sale, Customer Service, Internal Sales, Marketing, Reception, Certification, First Floor HR, Finance, Compliance, External Sales, Field Engineering, Welfare Facilities, Toilets, Canteen, NPD, Project Manager, Mezz Floor, Locker Room, Pool Table, Toilets, Meeting Room, Training Room, IT support contracted out to external providers GB3 (IT) and PDS (SG), internal first line support, employee support via line managers and HR dept, no external employee Welfare support, no shift working, remote working, employee support NHS & 111 Guidelines.

FM Processes, Environment for Operation of Processes & Infrastructure Resources, Equipment Maintenance, Monitoring & Measuring resources, Measurement traceability; Equipment Calibration

Annual Racking Inspection Report 2020 by external provider BSS.

Invoice# INV-000022 Supply, Delivery & installation of Used PSS Beams For Pallet Racking by external provider RE 04/2021.

Thorough examination report 130721-001-0028EMO FLT, RT, Bin Tip, SN 8A203219, SN :G1X115L00048, SN 154542 by external provider HSB 07/2021

TR500 S/S Service record by external provider TRN 22/06/2021.

Pressure Washer HDS 745 Full Service Report by external provider HCE Ltd. 28/09/2020.

### Meggers

Name:	S/N	Draw#	Cert#	Calibration Ends	Send
CMA	817000369	3	U322045	17.01.22	07.01.22
ML	817000363	5	U322046	17.02.22	07.01.22



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MR	1110596446	6	U322051	17.01.22	07.01.22
FE	1100278146	7	U322049	17.01.22	07.01.22
NR	1121258590	8	U322047	17.01.22	07.01.22
RO	1100278149	9	U322050	17.01.22	07.01.22
WS	N33-0016	10	U322044	14.01.22	07.01.22
DG	817000373	11	U322054	17.01.22	07.01.22
LT	1120434173	12	U332558	24.01.22	07.01.22
IC	0202025192	20	U322055	17.01.22	07.01.22
LW	1140045190	21	U322048	17.01.22	07.01.22
Spare 1	98740972	22	U322559	24.01.22	07.01.22
Spare 2	981298/4622	22	U322053	17.01.22	07.01.22
Certificate of Calibration	204026710	22	U322052	17.01.22	07.01.22

## Tiny Tag Logs

Name	SN#	Draw#	Certificate #	Calibration Ends	Re - Order Date	Previous Logger Destroy Date
MRI	919582	A	UK20621	26/10/2021	13/10/2021	Awaiting Return
MLE	920973	B	UK20536	04/11/2021	21/10/2021	Awaiting Return
FEV	942000	D	UK42017	07/07/2022	22/06/2022	06/07/2021
LTU	942003	E	UK42017	07/07/2022	22/06/2022	06/07/2021
PROD(1)	937432	F	UK41199	20/05/2022	06/05/2022	11/07/2020
PROD(2)	920968	G	UK20536	04/11/2021	21/10/2021	11/07/2020
PROD(3)	937427	H	UK41199	20/05/2022	06/05/2022	11/07/2020
DGR	930868	I	UK20730	17/03/2022	03/03/2022	16/03/2021
ROS	941993	J	UK42017	07/07/2022	22/06/2022	06/07/2021
CMA	930866	K	UK20730	17/03/2022	03/03/2022	16/03/2021
NBR	937433	L	UK41199	21/05/2022	05/05/2022	/
PROD Spare	937434		UK41199	20/05/2022	06/05/2022	/

## Calibration Certificate records including:

TG-4105 Splash 2 temperature data logger, TCAL-937427-101, by EP GDL (UK) Ltd., SN 937427, 12M, 21/05/2021.  
 TG-4105 Splash 2 temperature data logger, TCAL-942000-101, by EP GDL (UK) Ltd., SN 942000 12M, 08/07/2021.  
 UT531 Insulation Multimeter, U322049 , by EP SC Ltd., SN 1100278146 12M, 18/01/2021.  
 AMETEK DTI1000 Temp. indicator, Pt100 probe(s), 114709, by EP GDL (UK) Ltd., SN 016516-01387, 12M, 06/10/2020.  
 AMETEK DTI1000 Temp. indicator, Pt100 probe(s), 115569, by EP GDL (UK) Ltd., SN 013078-01279, 12M, 14/12/2020.

## Internal and external communications

Internal and external communication requirements per operating procedures responsibilities including:

- IMS\_P 004 Management Review - Rev. 1.1 – 15/07/2021
- IMS\_P 005 Document and Records Control - Rev 1.0 – 21/03/2021
- IMS\_P 007 Complaint Management - Rev 1.0 - 20210316
- IMS\_P 012 Planning to Address Risks and Opportunities - Rev 1.1 – 15/07/2021
- IMS\_P 015 Hazard and Risk Analysis Management - Rev 1.1 – 15/07/2021
- IMS\_P 016 Product Withdrawal or Recall - Rev 1.1 - 15/07/2021
- IMS\_P 018 Incident Management - Rev 1.1 – 15/07/2021
- IMS\_P 023 Customer Satisfaction - Rev 1.0 – 04/08/2021
- IMS\_P 024 Change Control - Rev 1.0 - 04/08/2021

Internal and external communications set out in job specifications including:



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Warehouse Operative 01/2017.

Production Quality Controller 03/2021.

Compliance Projects Facilitator 02/2021.

Compliance Manager 03/2021.

## Documented Information

IMS\_P 005 Document and Records Control - Rev 1.0 – 21/03/2021

IMS\_P 024 Change Control - Rev 1.0 08/04/2021.

Documented information sample throughout included control requirements.

Backup and recovery processes include cloud back for all documented information and financial system records, IT support outsourced to external provider GB3.

## Organisational knowledge resources

## Knife Meeting Investigation records

Comments	Review Date	Who is going to do it?	Agreed Action	Closed Out date
Changing knives outside of expected parameter.	Nov 2020	PW/PS/GJ/CES	Site visit to investigate and gather data via production area engagement with colleagues.	Review Nov 20
Lots of knives only used for one day only. Some knives handed back on day 2 before they have been used (113B). Sharp test scores were within SHARP results (278-373) & (358-261). UPDATE: 28/29-10-2020. Still happening, line leaders not challenging due to not having time in a morning particularly on day 2 where multiple knives being changed and because it is felt that there is no point as the operators would 'down tools'/complain to HR of stress related injuries if refused fresh knives.				
Short Knives – Not fit for application.	Nov 2020	PW/PS/GJ/CES	Site visit to investigate and gather data via production area engagement with colleagues.	Review Nov 20
Some comments that knives were too small for application and we will therefore discuss and agree samples of alternative knives for each job in both Pork and Beef departments. Agreed with Seb to look into this further on next site visit. UPDATE: 28/29-10-2020. Audit of beef positions conducted and report attached. Samples of Victorinox 7" trimming knives and Caribou 7" Cavity to be organised.				
Out of spec knives.	Nov 2020	PW/PS/GJ/CES	CES provide template of existing spec in new 3D format.	Review Nov 20
No 'out of spec' knives were witnessed or presented to us. However further discussions required to agree 'finish' spec with possible 'two tier' spec.				
Knife sharpness site validation on delivery.	Nov 2020	PW/PS/GJ/CES	PS & CB to inspect knives on delivery.	Review Nov 20
CES to possibly provide Knife Sharp Tester to assist PS & CB with pre-issue inspection of knife deliveries. Blind trial of number 220B conducted and results to be discussed.				
Steeling knives before use.	Nov 2020	PW/PS/GJ/CES	Site visit to investigate and gather data via production area engagement with colleagues.	Review Nov 20
No visual evidence gathered but site representatives suggesting that this happens.				
Why don't knives last longer?	Nov 2020	PW/PS/GJ/CES	Site visit to investigate and gather data via production area engagement with colleagues.	Review Nov 20
Lots of operator comments of knives only sharp for ½ hour to 1 hour however, no mass changes of knives on day 1 of use. Lots of changes very early on day 2 with some knives changed before even being used. UPDATE: 28/29-10-2020. We witnessed lots of poor edge maintenance particularly in the PORK department with incorrect use of 'clicker' steels and also pole steels. Time pressures on pace line may also make any EDGE RECOVERY difficult however we witnessed a short period of downtime on the shoulder line but instead of using their time to work on their edges the operatives either stood chatting or in one case used the 'clicker' repeatedly rattling their knife through the bars approximately 20 times. As discussed with PW, CB & PS we believe that Edge Maintenance Training should be delivered to ALL operatives including the BEEF department who refused training previously.				
Purposeful damage to gain extra knives.	Nov 2020	PW/PS/GJ/CES	Site visit to investigate and gather data via production area engagement with colleagues.	Review Nov 20
This is information that has been mentioned to us but one operator was seen dragging his edge through the side of the nylon work block very heavily and cutting deep into the this. His explanation was that he was removing 'burr' but his knife had already been used for over an hour and it is extremely unlikely that any burr would have still been on his edge and particularly				



## AUDIT REPORT PART B – AUDIT REPORT

because the edges are polished to remove burr. UPDATE: 28/29-10-2020 Atilla asked for us to take a look at one of his knives (28A) which he said that he had only used for a short period of time. We tested the knife on our Sharp Tester and the scores were terrible, the worst we've seen at 844. We can't say with certainty that this was wilful damage and he later said that he had used the knife to remove tail bones so the condition of the edge could be process related. Images clearly show chipping and folding of the edge.

Knife Per Day	Nov 2020	PW/PS/GJ/CES	PW to discuss with technical.	Review Nov 20
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Suggestion for issuing knives on a daily basis but this is not an option at the moment.

Knife operators helping themselves to additional or sharper knives by taking from spare baskets.	Nov 2020	PW/PS/GJ/CES	Site visit to investigate and gather data via production area engagement with colleagues.	Review Nov 20
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There is a suggestion that the Pork 'belly & loin' lines are taking knives out of unattended baskets which are stored at the side of these lines and are not recording these changes. The official knife change documents are showing much fewer changes on these lines. UPDATE: 28/29-10-2020 Most operatives in the BEEF room had 4 knives in their baskets and apparently the boners are issued 4 knives to 'keep them quiet'. The PORK department operators had mostly 3 knives per basket apart from the BELLY line who each had 4 knives per basket.

Knife edges damaged when placing into stainless baskets because of missing nylon protector strips.	Nov 2020	PW/PS/GJ/CES	Site visit to investigate and gather data via production area engagement with colleagues.	Review Nov 20
--	----------	--------------	---	---------------

Quite a few comments with concerns of not enough care being taken when knives are put into metal baskets particularly when the baskets have missing nylon protective inserts. There is also potential for edge damage when washing the knives whilst still in the baskets by use of the power hose.

Hollow Ground knives feel better than non-HG.	Nov 2020	PS/GJ/CES	Quite a few comments suggesting operators prefer HG knives.	Review Nov 20
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Set up trial of HG v Non-HG. UPDATE: 28/29-10-2020. Agreed to conduct a trial of HG knives on one line, initially for two days (two knives, 1 x yellow – 1 x black). Date to be agreed.

**Conclusion of the overall effectiveness of the process: Process / Audit Area is satisfactory**



# AUDIT REPORT PART B – AUDIT REPORT

<b>Process/audit area:</b>	<b>Operational Planning &amp; Control: Sales, Picking, Packing &amp; Despatch; Stock Management</b>
<b>Auditees:</b>	AT, CS
<b>Auditor (if applicable):</b>	

## Evidence to support audit conclusion:

Operational Planning & Control: Sales, Picking, Packing & Despatch; Stock Management

Sales

345722

PO

**PURCHASE ORDER**      **B15/N497628**

Page: 1(1)

Supply To:	Supplier: CUTTING EDGE SERVICES LTD (GBP) UK UNIT 8 MATRIX PARK WESTERN AVENUE BUCKSHAW VILLAGE CHORLEY PR7 7NB	Ordered by:	PO Date: 17/09/21
Invoice To:	<b>***NOT FAXED***</b> email:	Telephone:	Payment Terms: 35 from DOI
		VAT Number: GB694458778	Freight Terms: N/A
			Supplier ID: CUT001
			Deal No:
			Print date/time: 17/09/21 / 13:33

Item Code	Description	Quantity	Qty UOM	Price	Price UOM	Net Line Amt	Delivery Date
ZZ901719	409760-Locking Joint 55TS-923	5.00	EA	4.4500	EA	22.25	22/09/21
ZZ900028	402201-Pad Blades 499X20X1mm 35PA-4992-5	100.00	EA	1.93	EA	193.00	22/09/21
ZZ900027	710145-Black Cartridge Super Securit CAL 25 55TS-1001	4.00	EA	47.88	EA	191.52	22/09/21
ZZ900050	No carriage on any orders with PAD Blades-agreed with Cheryl	1.00	EA	0.10	EA	0.10	22/09/21

Order



# AUDIT REPORT PART B – AUDIT REPORT

View Order

Order Details | Delivery & Invoicing | Payment with Order

Account Selection  
 Code: DUN0003  
 Short name:  
 Postcode:  
 Name:  
 By default supply from: 1-Matrix

Order Detail  
 Order no: 0000345722  
 Order status: Completed  
 Document date: 17/09/2021  
 Date requested: 17/09/2021  
 Date promised: 20/09/2021  
 Customer order no: 015N497620

Item	Description	Quantity	Unit Price	Disc. %	VAT Rate	Net
55TS-923	Locking Joint	5.00000	4.45000	0.00	Standard Rate t...	22.25
35PA-4992-5	C 499 x 20 x 1.0mm Skinner Blade Rig...	20.00000	9.65000	0.00	Standard Rate t...	193.00
55TS-1001	Black Cartridge Super Securit CAL25 (...)	4.00000	47.88000	0.00	Standard Rate t...	191.52
92-DEL-NIREL...	Northern Ireland Delivery 2/3 Day (UPS...	1.00000	0.00000	0.00	Standard Rate t...	0.00

Subtotals: Goods: € 406.77, Charges: € 0.00, Order disc: € 0.00  
 Totals: Net: € 406.77, VAT: € 81.35, Gross: € 488.12

Exchange Rate: Rate: 1.000000, Currency: Pound Sterling

Invoices... | Cancellations... | Despatches... | View in Document Storage | Cancelled Order Lines... | Back to Back POs... | Back to Back PO

## Picking List

**Picking List**

Warehouse : 1-Matrix  
 Customer : DUN0003  
 Order Number : 0000345722

Date 17/09/2021  
 Time 15:38:07

Priority : A  
 Requested date 17/09/2021  
 Promised date 20/09/2021

Deliver To :

Bin	Item Code	Item Description	Quantity Required	Number Picked	To Follow Units
		Northern Ireland Delivery 2/3 Day (UPS Standard)	1		Each
M0615D	35PA-4992-5	C 499 x 20 x 1.0mm Skinner Blade Right Corner Cut (pack of 5)	20	20	0 Each
M1404D	55TS-923	Locking Joint	5	5	0 Each
M1411D	55TS-1001	Black Cartridge Super Securit CAL25 (1 Box of 500)	4	4	0 Each



# AUDIT REPORT PART B – AUDIT REPORT

Carrier: DPD PALLET BOWKER  
 Picked By.....Checked by.....

Sage 200  
Page 2

### Despatch Note



**CUTTING  
EDGE**  
SHARP INNOVATIVE RELIABLE

### Despatch Note

**Sales Order No:**  
0000345722

Delivery Note: 0000088577  
 Despatch Date : 17/09/2021  
 Cust. Order No: B15/N497628  
 Account No: DUN0003

Item Code	Description	Quantity this despatch	Unit	Balance To Follow	Weight
55TS-923	Locking Joint	5.00000	Each	0.00000	0.00
35PA-4992-5	C 499 x 20 x 1.0mm Skinner Blade Right Corner Cut (pack of 5)	20.00000	Each	0.00000	1.50
55TS-1001	Black Cartridge Super Securit CAL25 (1 Box of 500)	4.00000	Each	0.00000	2.00
92-DEL-NIRELAND	Northern Ireland Delivery 2/3 Day (UPS Standard)	1.00000	Each	0.00000	0.00

### Proof of Delivery



# AUDIT REPORT PART B – AUDIT REPORT

## POD 3145722

Parcel Number: 1550 2909 449 718 T  
 Collection Date: 17/09/2021  
 Customer Ref: 345722  
 Service: parcel - dpd next day  
 Consignment: 2909449717 (2)  
 Address:

Email Address:

Parcel Number: 15502909449718  
 Name:  
 Date: 20/09/2021  
 Time: 10:07

346005

Order

Order Details		Delivery & Invoicing		Payment with Order	
<b>Account Selection</b>			<b>Order Detail</b>		
<input checked="" type="radio"/> Customer account <input type="radio"/> Cash account			Order no:	0000346075	
Code:	WEB0002		Order status:	Live	
Short name:	Web Cust		Document date:	27/09/2021	
Postcode:			Date requested:	27/09/2021	
Name:	Web Customer Sales Account		Date promised:	28/09/2021	
By default supply from:			Customer order no:	100012653	
Item	Description	Quantity			
45SO-2003G	Sioen Flexothane Classic Trousers 'Rotterdam' Medium Dark Green				
45SO-2004G	Flexothane Classic Trousers 'Rotterdam' Large Dark Green	2.00000			
45SO-1003G	Flexothane Essential Jacket - 'Jakarta' Medium Dark Green	1.00000			
45SO-1004G	Flexothane Essential Jacket - 'Jakarta' Large Dark Green	2.00000			
92-DEL-POST	Delivery	1.00000			
		1.00000			

Picking List



# AUDIT REPORT PART B – AUDIT REPORT

## Picking List

Date 24/09/2021

Time 14:08:03

Warehouse : 1-Matrix

Customer : WOO3001

Order Number : 0000346005

Priority : A

Requested date 24/09/2021

Promised date 27/09/2021

Deliver To :

Bin	Item Code	Item Description	Quantity Required	Number Picked	To Follow	Units
		2/3 Day Delivery	1	<input type="text" value="6"/>		Each
M0510D	45CE-19000	Cap Safety Centurion Bump Orange	6	<input type="text" value="6"/>		0 Each
M0601D	42CV-0235B-0	ENB12				
		Bung Caps A (255 x 425 x 25 35 micron Case 1000) Blue				
	Batch/Serial number : 78993		20	<input type="text" value="30"/>		0 Each
	Batch/Serial number : 79442	±30 0601C	10	<input type="text" value="30"/>		Each
M1118H	42LP-0008	Exhaust Tubing 4in dia 10kg Roll	2	<input type="text" value="2"/>		0 Each

Despatch Note



# AUDIT REPORT PART B – AUDIT REPORT

		<b>Despatch Note</b>		<b>Sales Order No:</b> 0000346005	
				Delivery Note: 0000088994 Despatch Date: 27/09/2021 Cust. Order No: Account No: WOO3001	
<b>Item Code</b>	<b>Description</b>	<b>Quantity this despatch</b>	<b>Unit</b>	<b>Balance To Follow</b>	<b>Weight</b>
42LP-0008	Exhaust Tubing - in dia 10kg Roll	2.00000	Each	0.00000	20.00
45CE-19000	Cap Safety Centurion Bump Orange EN812	6.00000	Each	0.00000	1.20
91-DEL-2/3DAY	2/3 Day Delivery	1.00000	Each	0.00000	0.00
42CV-02358-0	Bung Caps A (255 x 425 x 25 35 micron Case 1000) Blue	30.00000	Each	0.00000	285.00
Batch/Serial Number : 78993					
Batch/Serial Number : 79442					

## Proof of Delivery

🔍 Legs for JobItemId:3937912 - Google Chrome

🔒 Not secure | .com/eS /Dialogs/LegsDlg.aspx?JobItemId=3937912

Leg	Status	Leg Date	From Address	To Address	Vehicle	Driver	Trailers
1	Collection Complete	27/09/2021	CUTTING EDGE SERVICES LTD	~Preston	[PO18 OLB]	[GOSIK]	[LOAD 1]
2	Internal Trunk	27/09/2021	~Preston	~Leeds		(LEEDS)	(EX PRESTON)
3	Delivery Complete	28/09/2021	~Leeds				

346075

Order



# AUDIT REPORT PART B – AUDIT REPORT

Order Details | Delivery & Invoicing | Payment with Order

**Account Selection**

Code: W003001  
Short name:  
Postcode:  
Name:  
By default supply from: 1-Matrix

**Order Detail**

Order no: 0000346005  
Order status: Completed  
Document date: 24/09/2021  
Date requested: 24/09/2021  
Date promised: 28/09/2021  
Customer order no: Gary

Show values  Show quantities

Item	Description	Quantity	Unit Price	Disc. %	VAT Rate	Net
42LP-0008	Exhaust Tubing 4in dia 10kg Roll	2.00000	37.27000	0.00	Standard Rate t...	74.54
45CE-19000	Cap Safety Centurion Bump Orange E...	6.00000	4.25000	0.00	Standard Rate t...	25.50
91-DEL-2/3DAY	2/3 Day Delivery	1.00000	0.00000	0.00	Standard Rate t...	0.00
42CV-02358-0	Bung Caps A (255 x 425 x 25 35 micro...	30.00000	54.88000	0.00	Standard Rate t...	1646.40

## Proof of Delivery

### Delivery Information:

Status: Delivered  
Delivered To: Receptionist/Front Desk  
Signed for by: C.C  
Delivery Location:  
Service type: FedEx Next Day  
Special Handling: Deliver Weekday;  
Indirect Signature Required  
Delivery date: Sep 28, 2021 09:44

### Shipping Information:

Tracking number: 529900132028  
Ship date: Sep 27, 2021  
Weight: 7.0 LB/3.18 KG  
Recipient:  
Shipper: CUTTING EDGE SERVICES  
Unit 8 Western Avenue  
Buckshaw Village  
Chorley, GB, PR7 7NB

Reference 346075

**Conclusion of the overall effectiveness of the process:** Process / Audit Area is satisfactory





# AUDIT REPORT PART B – AUDIT REPORT

JEW0001		Supplier	Sheffield	Blades	Slicers		Approved based on risk
JOL001	15/03/2021	-	-	Gloves	-	L	DELISTED
LEM001	15/03/2021	Manufacturer	France	PPE	Footwear	L	Approved
ATL003		Supplier	USA	Blades	Hand Tools		Approved based on risk
KAI001		Supplier	Japan	Knives,Sharpening& Cutting	Cutting		Approved based on risk
ADV002		Supplier	Cheltenham	Butchery & Abattoir Consumables	Paper		Approved based on risk
EMP001		Supplier	Lockerbie	Butchery & Abattoir Consumables	Internal Use		Approved based on risk
APP002		Supplier	Halesowen	Butchery & Abattoir Consumables	Meat Marking		Approved based on risk
LEH001	15/03/2021	Supplier	Germany	Knives,Sharpening& Cutting	Cutting	L	Approved based on risk
LEV004	15/03/2021	Supplier	Leyland	Butchery & Abattoir Consumables	Internal Use	L	Approved based on risk
LI0001	15/03/2021	Supplier	Nottingham	PPE	Gloves	L	Approved based on risk
LUT002	15/03/2021	Supplier	Germany	Blades	Hand Tools	L	Approved based on risk
MAC001	15/03/2021	Supplier	Wigan	Butchery & Abattoir Consumables	Internal Use	L	Approved based on risk
MAN005	15/03/2021	Supplier	Italy	PPE	Clothing	L	Approved based on risk
MAT005	15/03/2021	Manufacturer	Oldham	PPE	Cleaning & Hygiene	L	Approved
NEW002		Manufacturer	Shrewsbury	Butchery & Abattoir Consumables	Internal Use		Approved based on risk
NEW001		Wholesaler	Birkenhead	Knives,Sharpening& Cutting	Sharpening		Approved based on risk
NOR011		Supplier	Telford	PPE	Cleaning & Hygiene		Approved based on risk
PPU001		Supplier	Poland	Knives,Sharpening& Cutting	Knife Accessories		Approved based on risk
PAL003	15/03/2021	Manufacturer	Lutterworth	PPE	Cleaning & Hygiene	L	Approved
PAR003	15/03/2021	Supplier	Blackburn	Knives,Sharpening& Cutting	Knife Accessories	L	Approved based on risk
HAN001		Supplier	Bourne	PPE	Workplace Safety		Approved based on risk
POR001	15/03/2021	Manufacturer	Rotherham	PPE	Health & Safety Equipmnt	L	Approved
PRO003	15/03/2021	Manufacturer	France	PPE	Gloves	L	Approved
REG001	15/03/2021	Supplier	Wides	PPE	Gloves	L	Approved based on risk
HMH001		Supplier	Germany	PPE	Clothing		Approved based on risk
RIT001		Supplier	Rippin	Butchery & Abattoir Consumables	Coaxing		Approved based on risk
RIC002		Supplier	Portarlington	PPE	Clothing		Approved based on risk
ROC001	15/03/2021	Manufacturer	Leeds	Butchery & Abattoir Consumables	Internal Use	L	Delisted
SGB001		Supplier	Stafford	Knives,Sharpening& Cutting	Sharpening		Approved based on risk
SAM001		Supplier	Sheffield	Knives,Sharpening& Cutting	Knives		Approved based on risk
OTZ001	15/03/2021	Supplier	Denmark	Blades	Hand Tools	L	Approved
SIO002	15/03/2021	Manufacturer	Belgium	PPE	Clothing	L	Approved
NEI001	15/03/2021	Supplier	Sheffield	Knives,Sharpening& Cutting	Cutting	L	Approved
STA005	15/03/2021	Manufacturer	Roxburghshire	Blades	Hand Tools	L	Approved
SUP002	15/03/2021	Supplier	Smethwick	PPE	Workplace Safety	L	Approved
TAY001	15/03/2021	Manufacturer	Sheffield	Knives,Sharpening& Cutting	Knives	L	Approved based on risk
TER001	15/03/2021	Supplier	France	Butchery & Abattoir Consumables	Maintenance Supplies	M	Conditionally approved
SAF001		Supplier	Quedgeley	Knives,Sharpening& Cutting	Knives		Approved based on risk
TGW001	15/03/2021	Manufacturer	Sheffield	Knives/Blades	-	L	DELISTED
UBP001		Supplier	Burton-on-Trent	Butchery & Abattoir Consumables	Clips, Plugs, Rings & Bands		Approved based on risk
ULT001		Supplier	Wolverhampton	PPE	Gloves		Approved based on risk
UNI002	15/03/2021	Supplier	Kent	PPE	Gloves	L	Approved
UNI006		Wholesaler	London	PPE	Gloves		Approved based on risk
VEL001		Wholesaler	Italy	Butchery & Abattoir Consumables	Clips, Plugs, Rings & Bands		Approved based on risk
VIK002	15/03/2021	Supplier	Denmark	PPE	Cleaning & Hygiene	L	Approved
AGR001	15/03/2021	Agent	Italy	Butchery & Abattoir Consumables	Clips, Plugs, Rings & Bands	L	Approved
WRI002		Wholesaler	Liverpool	Knives,Sharpening& Cutting	Knife Accessories		Approved based on risk
WEI001		Supplier	Poland	Butchery & Abattoir Consumables	Coaxing		Approved based on risk
WOL001		Supplier	Sheffield	Blades	Hand Tools		Approved based on risk

Code	Re Approval Date	SAQ - Expiry Date (only applicable cert. non available)	BRC (GFSI) - Expiry Date	BR C Grade	ISO 9001 - Expiry Date	ISO 14001 - Expiry Date	ISO 18001 - Expiry Date	Industry Relevant ISO - Expiry Date	Product Liability Insurance Expiry Date	Comments	Agreed approval standard (BRC/GFSI +ISO 9001 or ISO9001 or industry relevant ISO or SAQ or RA)
ACT001	Mar-24				18/05/2022				22/11/2021		ISO 9001
ADC001	Mar-24		12/11/2021	A	23/04/2023				13/03/2022		BRC+ISO
ADE001	Mar-24				24/01/2022				31/05/2022		ISO 9001
ADV002	Mar-24		12/11/2021	A	23/04/2023						BRC+ISO
AGR002	Mar-22										
RIT001	Mar-22										
ALP003	Mar-22										
AME001	Mar-22										
LAN005	Mar-24		09/12/2021	AA	21/11/2021				REQ UEST ED - April 20		BRC+ISO
FIO001	Mar-24		29/07/2022	FSS C 220 00	26/11/2022				REQ UEST ED - April 20		FSSC+ISO 9001
ATL002	Mar-24				03/03/				REQ		ISO 9001



# AUDIT REPORT PART B – AUDIT REPORT

					2024					UEST ED - April 20		
AUE001	Mar-22											
BAC003	Mar-24		29/06/2022	FSS C 220 00						31/12 /2021	IFS approve d haulier - Rhenus Logistics 13/08/21	FSSC 22000
BEE001	Mar-24				27/02/ 2024					30/03 /2022		ISO 9001
BIR001	Mar-22											
BPI001	Mar-24				29/07/ 2022	29/07/2022	29/07/2022					ISO 9001
BOB001	Mar-22											
PAC002	Jan-22	22/01/ 2022										
BUR001	Mar-22											
CAS002	Mar-22											
CEN002	Mar-22											
CPA001	Mar-22											
CJK001	Mar-22											
COV002	Mar-24	25/06/ 2022			await ing new certific ate							ISO 9001
CPD001	Mar-22											
CRA001	Mar-22											
DAS001	Mar-22											
DAT003	Mar-24				22/11/ 2021							ISO 9001
DET001	Mar-22											
BAR003	Mar-22											
CCL001	Mar-24				05/02/ 2024	05/02/2024						ISO 9001
DUN01	Mar-24				15/06/ 2022							ISO 9001
DUR001	Mar-24				13/04/ 2022			13/04/2022			ISO 13485 - INDUST RY RELEVA NT	ISO 9001
ECO002	Mar-22											
EUR001	Mar-24			A								NOT APPROVED
EDG002	Mar-22											
EGG001	Mar-22											
ENG001	Mar-22											
SCA002	Mar-22											
EXC002	Apr-24		19/01/2022	AA	13/07/ 2022						ISO REQUE STED	BRC + ISO
EXC001	Mar-22											
FIN002	Mar-22											
FIS004	Mar-22											
FIS003	Mar-22											
FLE002	Mar-22											
GRA003	Mar-22											
GOC001	Mar-22											
HEV001	Mar-22				15/06/ 2022							ISO 9001
HON001	Mar-24				19/04/ 2022							ISO 9001
ICO001	Mar-24	16/10/ 2020									certificati on requeste d	
IND004	Mar-22											
JAS001	Mar-22											
JEW0001	Mar-22											
JOL001	Mar-22											
LEM001	Mar-24				06/11/ 2021	06/11/2021						ISO 9001
ATL003	Mar-22											
KAI001	Mar-22											
ADV002	Mar-22											
EMP001	Mar-22											
APP002	Mar-22											
LEH001	Mar-22											
LEY004	Mar-22											
LIO001	Mar-22											
LUT002	Mar-22											
MAC001	Mar-22											
MAN005	Mar-22											
MAT005	Mar-24		10/04/2022	A	09/06/ 2023							BRC+ISO
NEW002	Mar-22											



# AUDIT REPORT PART B – AUDIT REPORT

NEW001	Mar-22										
NOR011	Mar-22										
PPU001	Mar-22										
PAL003	Mar-24				27/01/2024	20/03/2024					ISO 9001
PAR003	Mar-22										
HAN001	Mar-22										
POR001	Mar-24				03/05/2022	08/05/2022		03/04/2022		ISO 45001	ISO 9001
PRO003	Mar-24				18/09/2024	05/09/2022					ISO 9001
REG001	Mar-22										
HMH001	Mar-22										
RIT001	Mar-22										
RIC002	Mar-22										
ROC001	Mar-24				15/07/2022	15/07/2022		15/07/2022		ISO 45001 & NSF Approval	ISO 9001
SGB001	Mar-22										
SAM001	Mar-22										
OTZ001	Mar-24		awaiting		awaiting	awaiting					
SIO002	Mar-24		29/06/2022	FSS C 22000	07/05/2023	05/11/2023				OEKO-TEX STANDARD APPROVED	ISO 9001 + FSSC 22000
NEI001	Mar-24				24/09/2022					FSC Approval	ISO 9001
STA005	Mar-24				06/01/2024					USDA Certification	ISO 9001
SUP002	Mar-24				28/11/2021						ISO 9001
TAY001	Mar-22										
TER001	Jun-22		awaiting to SAQ							SAQ REQUESTED	SAQ + RA
SAF001	Mar-22										
TGW001	Mar-24		08/03/2021							SAQ REQUESTED	SAQ + RA
UBP001	Mar-22										
ULT001	Mar-22										
UNI002	Mar-24				06/12/2023	06/12/2023		06/12/2023		ISO 45001	ISO 9001
UNI006	Mar-22										
VEL001	Mar-22										
VIK002	Mar-24				22/09/2023	22/09/2023					ISO 9001
AGR001	Mar-24		31/07/2022	AA	16/11/2021						BRC+ISO
WRI002	Mar-22										
WEI001	Mar-22										
WOL001	Mar-22										

## FM Processes Supplier Management record

Area	Supplier	Telephone No	Contract?	Type of Service	Notes
Intruder alarm System	MF&	0844 4130181	yes	support & maintenance	was Swift - change in name
Key holding	A	0844 5532181	yes	service	
Fire Alarm System - call out	MF&	0844 4130181	yes	support & maintenance	
Fire Alarm System - system/EL/SM checks	P	1282717171	yes	support, service & maintenance	
Rear Yard Elec Gates	HF	01772 822507	no	Annual service & maintenance	
Front access Door	BG	0870 6075050	no	maintenance	
Roller Shutters W/H	BG	0870 6075050	no	Annual service & maintenance	
Fire Extinguishers	WF	01772 693777	no	Annual service & maintenance	
Boilers	H	01704 88029	no	Annual service & maintenance	
HVAC System	T				
Office Cleaning & windows	LNC	7803427612	no formal contract	5 days a week clean (4 hours)	Would recc supplier review - 2 quotes passed to C
Pest Control	R	0808 271 9310	Yes	10 visits - to schedule	close monitoring required due to risk. Managed on portal. Annual review essential due to BRC req
General /Recycling Waste	BMW	0330 1234 100	Yes	Weekly collection	Would recc supplier review as now over weight charges being applied
PAT Testing	PC	01978 799389	No	Annual service	
Shredding	BMW	0330 1234 100	Yes	4 consoles collected monthly	
Sanitary Bins	ST	(0)1942 872 136	Yes	monthly	contract changed 2019 from Initial
Compressor Service	see Eng				
Racking	LINK 51?	01952 682251	No	T Exam - annual	Has not been done - refer to KL
FLT & pallet truck	HSB	0845 3455510	?	T Exam	Exam certs stored on HSB portal

**Conclusion of the overall effectiveness of the process: Process / Audit Area is satisfactory**



# AUDIT REPORT PART B – AUDIT REPORT

<b>Process/audit area:</b>	<b>People Resources, Competence &amp; Awareness</b>
<b>Auditees:</b>	AT, CS
<b>Auditor (if applicable):</b>	

**Evidence to support audit conclusion:**

People Resources, Competence & Awareness

Warehouse Operative

Job Specification record Warehouse Operative 01/2017.

Performance Review Appraisal Form Record 08/2021.

Training Record Ee187 2021.

Training Desc	Training Method	Completion Date	Expiry Date if Applicable	ISO Doc Ref	Level of Competency
TRAINING RECORD	Internal				
FLT - Counterbalance	External		05/01/2018		Fully Trained & Competent
FLT - Counterbalance	External		05/01/2018		Fully Trained & Competent
Training Record 2016	Internal	11/01/2016			Fully Trained & Competent
Manual Handling	Internal	31/08/2016		HR011R	Fully Trained & Competent
Goods in - Work instructions	Internal	06/01/2017		WARE001	Fully Trained & Competent
Goods out - Work instructions	Internal	06/01/2017		WARE002	Fully Trained & Competent
Receiving Returned Goods - Work Instruction	Internal	06/01/2017		WARE004	Fully Trained & Competent
Perpetual Inventory Count - Work Instruction	Internal	06/01/2017		WARE010	Fully Trained & Competent
Demo Returns to Goods In - Work Instruction	Internal	06/01/2017		WARE017	Fully Trained & Competent
Glass and Chemical Spill Procedure	Internal	12/01/2017		WARE014	Fully Trained & Competent
Personal Hygiene Policy	Internal	30/01/2017		QMS022	Read & Understood
Dress Code Policy	Internal	23/02/2017		HR037P	Fully Trained & competent
Employee Handbook V10	Internal	06/04/2017			Read & understood
Goods in Work Instructions	Internal			WARE001	Fully Trained and Competent
Blade Regrind Order Processing Process Flow	Internal			PROD032	Fully Trained and Competent
Engineering Customr Quote Request	Internal			ENG016	Fully Trained and Competent
Direct Delivery Process Flow	Internal			CUST045	Fully Trained and Competent
Blade Regrind Order Processing WI	Internal			CUST037	Fully Trained and Competent
Employee Handbook V12	Internal	14/07/2017			Read& understood
Basics of HACCP and Prerequisite Awareness	Internal	13/10/2017			Fully Trained & Competent
Tone of Voice Workshop	External	10/01/2018			Fully Trained & Competent
Reach Truck Refresher	External	30/05/2018	29/05/2021		Fully Trained & Competent
Counterbalance Refresher	External	23/05/2018	22/05/2021		Fully Trained & Competent
Site Security Procedure	Internal	12/11/2019		SCM009	Fully Trained & Competent
Working Safely during COVID-19	Internal	09/06/2020			Fully Trained & competent
Goods-In work instruction	Internal	14/07/2020		WARE001	Fully Trained & competent
Goods-out work instruction	Internal	14/07/2020		WARE002	Fully Trained & competent
COVID-19 Policy	Internal	06/11/2020			Read & Understood
Goods in -Work Instruction	Internal	15/01/2021		WARE001	Fully Trained & Competent
Goods out -Work Instruction	Internal	11/02/2021		WARE002	Fully Trained & Competent
Chemical Spill Procedure	Internal	07/04/2021		WARE015	Fully Trained & Competent
Glass & brittle material breakage procedure	Internal	08/04/2021		WARE014	Fully Trained & Competent
Fork Lift Truck - Reach	External	13/05/2021	13/05/2024		Fully Trained & Competent
D1 Fork Lift Truck Refresher	External	13/05/2021	13/05/2024		Fully Trained & Competent
Fork Lift Counter Balance	External	20/05/2021	20/05/2024		Fully Trained & Competent
Working at height awareness	External	27/07/2021			Fully Trained & Competent
Quality Policy	Internal			IMS-POL-001	Read & Understood

Production Quality Controller.

Job Specification record Production Quality Controller 03/2021.

Appraisal Form Record 08/2021.

Training Record EeID 238 2021.



# AUDIT REPORT PART B – AUDIT REPORT

Training Desc	Training Method	Completion Date	Expiry Date if Applicable	ISO Doc Ref	Level of Competency
Hollow Grind Procedure	Internal	08/09/2016		PROD010	Fully Trained & Competent
HG QC Guide	Internal	06/09/2016		PROD017a	Fully Trained & Competent
Tipping Procedure	Internal	06/09/2016		PROD022	Fully Trained & Competent
Tipping QC check guide	Internal	06/09/2016		PROD022a	Fully Trained & Competent
Polishing - single	Internal	06/09/2016		PROD012	Fully Trained & Competent
Polisher - twins	Internal	06/09/2016		PROD011	Fully Trained & Competent
Quality Policy	Internal	06/09/2016	06/09/2016		Fully Trained & Competent
Health & Safety Policy	Internal	06/09/2016	06/09/2016		Fully Trained & Competent
Environment Policy	Internal	06/09/2016	06/09/2016		Fully Trained & Competent
Ethical Policy	Internal	06/09/2016	06/09/2016		Fully Trained & Competent
Mission Statement	Internal	06/09/2016	06/09/2016		Fully Trained & Competent
Hygiene Policy	Internal	06/09/2016	06/09/2016		Fully Trained & Competent
QMS Structure	Internal	06/09/2016	06/09/2016		Fully Trained & Competent
Manual Handling	Internal	06/09/2016	06/09/2016		Fully Trained & Competent
Whizard Blade Sharpening Procedure	Internal	28/10/2016		PROD018	Fully Trained & Competent
Knife Preparation Procedure	Internal	18/01/2017		PROD017	Fully Trained & Competent
Slicer Blade Sharpening Procedure	Internal	18/01/2017		PROD016	Fully Trained & Competent
Scissor Sharpening QC Guide	Internal	18/01/2017		PROD015a	Fully Trained & Competent
Personal Hygiene Policy	Internal	30/01/2017		QMS022	Read & Understood
Hollow Grind Procedure	Internal	14/03/2017		PROD010	Fully Trained & Competent
Polishing (Twins) Procedure	Internal	14/03/2017		PROD010	Fully Trained & Competent
Honing Procedure	Internal	14/03/2017		PROD013	Fully Trained & Competent
Edge Centre - Clean Down Procedure	Internal	14/03/2017		PROD024	Fully Trained & Competent
Employee Handbook V10	Internal	06/04/2017			Read & understood
Blade Regrind Order Processing Process Flow	Internal			PROD032	Fully Trained and Competent
Blade Regrind Order Processing WI	Internal			CUST037	Fully Trained and Competent
Safe Driving at Work Policy	Internal			HR0055	Read & Understood
Employee Handbook V12	Internal	14/07/2017			Read& understood
Fire Marshal Training	External	06/02/2018			Fully Trained & Competent
Tone of Voice Workshop	External	10/01/2018			Fully Trained & Competent
Counterbalance Refresher	External	18/05/2018	17/05/2021		Fully Trained & Competent
Site Security Procedure	Internal	12/11/2019		SCM009	Fully Trained & Competent
Working Safely during COVID-19	Internal	19/06/2020			Fully Trained & competent
COVID-19 Policy	Internal	06/11/2020			Read & Understood
Washing & Bagging Procedure PROD014	Internal	06/11/2020		PROD014	Read & Understood
Knife Preparation Procedure PROD017	Internal	06/11/2020		PROD017	Read & Understood
Chemical Spill Procedure	Internal	07/04/2021		WARE015	Fully Trained & Competent
Glass & brittle material breakage procedure	Internal	08/04/2021		WARE014	Fully Trained & Competent
Fork Lift Truck - Counter Balance	External	20/05/2021	20/05/2024		Fully Trained & Competent
Fire Marshal Training	External	09/06/2021	09/06/2024		Fully Trained & Competent
Quality Policy	Internal			IMS-POL-001	Read & Understood

Maintenance / Caretaker, Internal Auditor

Job Specification record Maintenance / Caretaker 02/2017.

Performance Review Appraisal Form Record 07/2021.

Training Record Ee203 2021.

Training Desc	Training Method	Completion Date	Expiry Date if Applicable	ISO Doc Ref	Level of Competency
ISO Training Certificates	External	02/10/2001			Fully Trained & Competent Trainer
Safety Rack Certificates	External	30/03/2015			Fully Trained & Competent Trainer
Manual Handling	Internal	01/09/2016		HR011R	Fully Trained & Competent
Personal Hygiene Policy	Internal	30/01/2017		QMS022	Read & Understood
Dress Code Policy	Internal	23/02/2017		HR037P	Fully Trained & competent
Employee Handbook V10	Internal	06/04/2017			Read & understood
Safe Driving at Work Policy	Internal			HR0055	Read & Understood
Employee Handbook V12	Internal	14/07/2017			Read& understood
Basics of HACCP & Prerequisite Awareness	Internal	23/01/2019			Fully Trained & Competent
Site Security Procedure	Internal	12/11/2019		SCM009	Fully Trained & Competent
COVID-19 Policy	Internal	06/11/2020			Read & Understood
Working at height awareness	External	23/07/2021			
Working at Heights V3	Webinar	23/07/2021			Fully Trained & Competent
Quality Policy	Internal	22/09/2021		IMS-POL-001	Read & Understood

Compliance Projects Facilitator, Internal Auditor

Job Specification record Compliance Projects Facilitator 02/2021.



# AUDIT REPORT PART B – AUDIT REPORT

Internal Auditor 01/2014.

Training Record Ee342 2021.

Training Desc	Training Method	Completion Date	ISO Doc Ref	Level of Competency
Manual Handling	Induction	10/02/2021		Fully Trained & Competent
Company Handbook v12	Induction	10/02/2021		Read & Understood
Employee Safety Handbook	Induction	10/02/2021		Read & Understood
Employee Code of Conduct	Induction	10/02/2021	HR003R	Read & Understood
Health & Safety Policy	Induction	10/02/2021	QMS002	Read & Understood
Quality Policy	Induction	10/02/2021	QMS001	Read & Understood
Personal Hygiene Policy	Induction	10/02/2021	QMS022	Read & Understood
ICT Acceptable Use Policy	Induction	10/02/2021	HR013R	Read & Understood
Training Policy	Induction	10/02/2021	HR046R	Read & Understood
Bradford Factor Memo	Induction	10/02/2021		Read & Understood
Deductions from Pay Agreement	Induction	10/02/2021	HR006	Read & Understood
Contact with Clients & Customer Info	Induction	10/02/2021		Read & Understood
Dress Code Policy	Induction	10/02/2021		Read & Understood
Travel & Expenses Policy	Induction	10/02/2021	HR046	Read & Understood
Privacy Notice for Employees	Induction	10/02/2021	HR046	Read & Understood
Data Protection Policy	Induction	10/02/2021	HR051	Read & Understood
Subject Access Request Policy	Induction	10/02/2021	HR060	Read & Understood
Site Security Procedure	Induction	10/02/2021	SCM009	Fully Trained & Competent
COVID-19 Policy	Induction	10/02/2021		Read & Understood
Mobile Phone Policy and Procedure	Internal	08/06/2021		Read & Understood
Environmental Awareness	External	15/06/2021		Basic Training
Quality Policy	Internal	28/09/2021	IMS-POL-001	Read & Understood

Compliance Manager

Job Specification record Compliance Manager 03/2021.

Probation Review Form Record 08/2021.

Training Record EeID343 2021.

Training Desc	Training Method	Completion Date	Expiry Date if Applicable	ISO Doc Ref	Level of Competency
Manual Handling	Induction	01/03/2021			Fully Trained & Competent
Company Handbook v12	Induction	01/03/2021			Read & Understood
Employee Safety Handbook	Induction	01/03/2021			Read & Understood
Employee Code of Conduct	Induction	01/03/2021		HR003R	Read & Understood
Health & Safety Policy	Induction	01/03/2021		QMS002	Read & Understood
Quality Policy	Induction	01/03/2021		QMS001	Read & Understood
Personal Hygiene Policy	Induction	01/03/2021		QMS022	Read & Understood
ICT Acceptable Use Policy	Induction	01/03/2021		HR013R	Read & Understood
Training Policy	Induction	01/03/2021		HR046R	Read & Understood
Bradford Factor Memo	Induction	01/03/2021			Read & Understood
Deductions from Pay Agreement	Induction	01/03/2021		HR006	Read & Understood
Contact with Clients & Customer Info	Induction	01/03/2021			Read & Understood
Dress Code Policy	Induction	01/03/2021			Read & Understood
Travel & Expenses Policy	Induction	01/03/2021		HR046	Read & Understood
Privacy Notice for Employees	Induction	01/03/2021		HR046	Read & Understood
Data Protection Policy	Induction	01/03/2021		HR051	Read & Understood
Subject Access Request Policy	Induction	01/03/2021		HR060	Read & Understood
Site Security Procedure	Induction	01/03/2021		SCM009	Fully Trained & Competent
COVID-19 Policy	Induction	01/03/2021			Read & Understood
Fire Marshal Training	External	09/06/2021	09/06/2024		Fully Trained & Competent
Mobile Phone Policy and Procedure	Internal	07/06/2021			Read & Understood
Environmental Awareness	External	15/06/2021			Basic Training
Emergency first aid at work	External		21/07/2024		Fully Trained & Competent
Quality Policy	Internal			IMS-POL-001	Read & Understood

**Conclusion of the overall effectiveness of the process: Process / Audit Area is satisfactory**

## Use of Registration Marks and Logos

Use of Registration Mark (if used) is in accordance with the Rules of Registration	Yes
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Corporate website.



### Example of the current NQA logos:

ISO 9001 (UKAS Accredited)



ISO 9001 (UKAS Accredited) with 'UKAS Tick and Crown'



More information can be found at: <https://www.nqa.com/en-gb/clients/logo-library>

If there are inaccuracies, errors or queries regarding this report or audit findings, please contact NQA Head Office on 0800 052 2424 within five working days of the closing meeting.

**End of Audit**



# AUDIT REPORT PART C – AUDIT PLAN

## Audit Plan

This plan relates to the next Surveillance visit.

Relevant Standard/Supporting Documentation: ISO9001:2015

Member/ Role	TBC (Lead Auditor)	Member/ Role	TBC (Lead Auditor)
<b>Date</b>	Day 1	<b>Date</b>	Day 2
<b>Time</b>	Location/Department /Function	<b>Time</b>	Location/Department/Function
0900	Arrive at Local Customer Site	0900	Opening Meeting
0900	Site Visit, Operational Planning and Control: Service Delivery (Maintenance & Sharpening) at point of service.	0915	Performance Evaluation: Management review; Internal audit; Monitoring, measurement, analysis, evaluation; Customer satisfaction
		1000	Complaints, Nonconformity and corrective action, Continual improvement
		1030	Organisational Context: Purpose, intended results, Internal and external issues, Needs & expectations of interested parties, Documented management system scope, boundaries & applicability; Quality management system, Quality Processes
		1100	Leadership and Commitment & Customer Focus: Interview, Quality Policy, Organisational Roles, Responsibilities & Authorities
		1130	Planning: Quality Objectives and plans to achieve them, Actions to address risks and opportunities, Planning of Changes
1200	End of Day 1	1200	Lunch
		1230	Site Tour
		1300	Environment for Operation of Processes & Infrastructure resources, Equipment Maintenance, Monitoring & Measuring resources, Measurement traceability; Equipment Calibration
		1330	Operational Planning & Control: New Product Development
		1430	People resources, Competence & Awareness
		1500	Organisational knowledge resources
		1520	Internal & External Communications, Documented Information, Use of Marks
		1545	Consolidation of any actionable findings
		1600	Closing Meeting
		1630	Report Writing
		1700	End of Audit
Completed by	James Walker	Timings and content may be subject to change	

The objectives of the audit will be:

- To confirm that the management system had been established implemented and maintained in accordance with the requirements of the audit standard.
- To evaluate the ability of the management system to ensure the client organisation meets applicable statutory, regulatory and contractual requirements. Note: A management system certification audit is not a legal compliance audit.
- To evaluate the effectiveness of the management system to ensure it is continually meeting its specified objectives
- To identify as applicable, areas of the management system for potential improvement.

The audit scope describes the extent and boundaries of the audit, such as physical locations, organisational units, activities and processes to be audited.

Where the initial or re-certification process consists of more than one audit (e.g. covering different locations), the scope of an individual audit may not cover the full certification scope, but the totality of audits shall be consistent with the scope in the certification document.



# AUDIT REPORT PART D – AUDIT MATRIX

<b>Relevant Standard/Supporting Documentation:</b>	<b>ISO 9001:2015</b>
<ul style="list-style-type: none"> <li>This audit programme is to be prepared by the Lead Auditor at the completion of the Stage 2 audit or the Recertification audit. It should be replicated in all subsequent surveillance visit reports.</li> <li>Where an element(s) of the programme cannot be completed at a given visit the programme shall be amended and up-issued accordingly to ensure coverage at the following visit.</li> <li>Site visits are to be included in the programme with a clear indication as to the processes intended to be sampled.</li> </ul>	

Type of visit	Surveillance 2	Recertification	Surveillance 1	Surveillance 2	Recertification
<b>Visit Due Date (MM/YY)</b>	10/19	10/20	09/21	09/22	09/23
<b>Mandatory Elements / Selected Processes</b>	<b>Processes to be audited during visits are to be indicated with a cross (X). All processes are to be audited during a three-year certification cycle excluding the re-certification visit.</b>				
<b>Context of the organization</b>	✓	✓	X	X	X
<b>Leadership</b>	✓	✓	X	X	X
<b>Planning</b>	✓	✓	X	X	X
<b>Support</b>	✓	✓	X	X	X
<b>Performance evaluation</b>	✓	✓	X	X	X
<b>Improvement</b>	✓	✓	X	X	X
<b>Use of marks and references to certification / Client website</b>	✓	✓	X	X	X
<b>Site Tour</b>		✓	X	X	X
<b>Operational Planning &amp; Control Processes in "The provision of high quality food processing machinery, equipment and services to the food production, processing &amp; preparation industry, including knives, consumables, PPE, spare parts, maintenance and sharpening services.":</b>					
• Service Delivery (Maintenance & Sharpening)	✓	✓		X	X
• Sales	✓	✓	X		X
• Picking, Packing & Despatch, Stock Management		✓	X		X
• Purchasing & Control of External Providers		✓	X		X
• New Product Development		✓		X	X
<b>Off Site Processes for review at Site Visits (Specify)</b>					
• Service Delivery (Maintenance & Sharpening)	✓			X	X
<b>Non-Core Shifts to be Audited (non-core shifts to be audited minimum of 1 per cycle)</b>					
• Not applicable					
<b>Client Locations to be visited (Specify)</b>					
• Matrix Park, Western Avenue, Buckshaw Village, Chorley, PR7 7NB	✓	Remote	Remote	X	X
<small>Audit trails will be developed based upon identified risk throughout the audit and as such timings and content may be subject to change. Where the client operates shifts, the activities that take place during shift working shall be considered when developing the audit programme</small>					

# ONGOING SUPPORT SERVICES



## Training promotions and complimentary e-learning

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APPROVED TRAINING PARTNER



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**Access all NQA logos here:**

<https://www.nqa.com/en-gb/clients/logo-library>