Bitworks Design & Consultancy Quality Management System

Part 2 - Quality Processes

This Quality Manual has been issued on the authority of the Senior Partners of Bitworks & Design Consultancy for the use of all staff, subcontractors, clients or regulatory bodies to whom Bitworks & Design Consultancy may be required to provide such information.

Author Mr Ian Bickerton   ……………………………….……
Bitworks & Design Consultancy
Quality Manager

Authorised Mr Mike Down   …….……………………………
Bitworks & Design Consultancy
Senior Partner

File No: **BW_002_03_C_QMS-Part2-QP_52_IB_01**
Version No: **01**
Date: **8.03.03**

Document Control Sheet

Title	This version		Date
Bitworks Design & Consultancy QMS Part 2 – Quality Processes	**01**		**8.03.03**
	File Name		**No of Pages**
	BW_002_03_C_QMS-Part2-QP_52_IB_01.doc		**11**

Abstract

The Bitworks Design & Consultancy Quality Management System is divided into four parts. This document is Part 2 and describes the Quality Processes adopted by Bitworks Design & Consultancy.

This document defines:

• The Quality Processes that have been developed to implement Bitworks Design & Consultancy's Quality Management System

• The associated Quality Procedures that have been designed to enable Bitworks Design & Consultancy to carry out the policies of the Quality Management System

The Quality Procedures designed to meet these processes are contained in Part 3 and the details of the Work Instructions are in Part 4.

Name	Function	Level
Mr Ian Bickerton	Quality Manager	Prepare
Mr Mike Down	Senior Partner	Approve

Keywords

Core Business Process, ISO 9001:2000, Policy, Quality, Quality Management System, Quality Manager, Quality Manual, Quality Procedure, Supporting Process, Work Instruction.

Approved

…………………..   ……………………   **Date: …………………..**
Mr Mike Down   Mr Ian Bickerton
(Senior Partners)

Amendments

Changes in the organisation of Bitworks Design & Consultancy or the environment in which it operates, may necessitate modifications, amendments, insertions and/or deletions to the overall quality management adopted by Bitworks Design & Consultancy and its associated documentation (e.g. Quality Procedures and Work Instructions). The contents of this Quality Manual may, therefore, be altered on an as required basis. All changes shall be subject to QP 8 - Change Control. Changes shall be deemed operational following approval by the authorised person/persons and published on the Bitworks Website www.bitworks-engineering.co.uk as a single point of reference for customers and employees.

No	Section	Amendment details	Date
01	All	First issue	08.03.03

Distribution List

Printed copies of this Quality Manual will be made available on a temporary basis as and when required. The controlled QMS documents are available in PDF format on the Bitworks Design & Consultancy Website www.bitworks-engineering.co.uk providing one point source for Bitworks Customers and Employees.

Contents

List of Illustrations

List of Tables

Abbreviations and Acronyms

Abbreviation	Definition
CP	Core Business Process
Bitworks	Bitworks Design & Consultancy
ISO	International Standards Organisation
QM	Quality Manual
QMS	Quality Management System
QP	Quality Procedure
SP	Supporting Process
WI	Work Instruction

References

Ref	Abbreviation	Title	Issue date
1.	ISO 9001	Quality Management Systems - Requirements	2000

1 DOCUMENTATION

Bitworks Design & Consultancy (Bitworks) has four levels of documentation within the Quality Management System (QMS) which is structured as shown in the table below. This document is Part 2 and describes the Quality Processes adopted by Bitworks.

It defines:

- The Processes that have been developed to implement Bitworks QMS

- The associated Quality Procedures that have been designed to enable Bitworks to follow the QMS

The Quality Procedures designed to meet these processes are contained in Part 3 and the details of the Work Instructions are in Part 4.

Part 1	Quality Manual	The main policy document that establishes the Bitworks QMS and how it meets the requirements of ISO 9001:2000.
Part 2	**Quality Processes**	**The Core Business Process plus the primary and secondary supporting processes that describe the activities required to implement the QMS and to meet the policy requirements made in the Quality Manual.**
Part 3	Quality Procedures	A description of the method by which quality system activities are managed
Part 4	Work Instructions	A description of how a specific task is carried out

Table 1: Bitworks Design & Consultancy Quality System - Documentation

2 PROCESSES

The Bitworks QMS is based on the requirements contained in ISO 9001:2000 with a common structure based on a Core Business Process model supplemented by a series of supporting process models.

The Bitworks QMS relies on the eight quality management principles contained in ISO 9001:2000 to enable a continual improvement of our business, our overall efficiency and to make us capable of responding to customer needs and expectations. These eight principles are:

- **Customer focused organisation** - Bitworks depends on our customers and is committed to understanding, anticipating and responding to all customer requirements with product and service excellence.

- **Leadership** – To establish unity of purpose, direction, and create the environment in which people can become fully involved in achieving Bitworks objectives.

- **Involvement of people** - Bitworks have created an environment which makes every employee a team member and encourages active participation in achieving our goals.

- **Process approach** - Achieved by relating resources and activities to Customer requirements.

- **System approach to management** - Identifying, understanding and managing a system of interrelated processes to achieve the stated objective.

- **Continual improvement** - Continual improvement is an important and permanent objective of Bitworks.

- **Factual approach to decision making** - Effective decisions are based on the logical and intuitive analysis of data and information.

- **Mutually beneficial supplier relationships** - Mutually beneficial relationships between Bitworks and its suppliers enhance the ability of both organisations to create value.

The organisational processes making up the Bitworks QMS comprise a Core Business Process (CP) (describing the end to end activities involved in Bitworks project management and the production of contract deliverables) supplemented by a number of Supporting Processes (SPs) which describe the infrastructure required to complete Bitworks projects on time and within budget.

To ensure achievement of process objectives, a process owner with full responsibility and authority for managing the process and achieving process objectives shall be nominated, currently this responsibility lies with the Project Manager working in concert with the Quality Manager.

3 QUALITY PROCESSES

PROCESS NO	INSTRUCTION TITLE
CP 1	Bitworks Core Business Process
SP 1	Human Resources
SP 2	Quality
SP 3	Budget and Finance
SP 4	Corrective and Preventive Action
SP 5	Documentation
SP 6	Audits
SP 7	Software Engineering
SP 8	Hardware Engineering

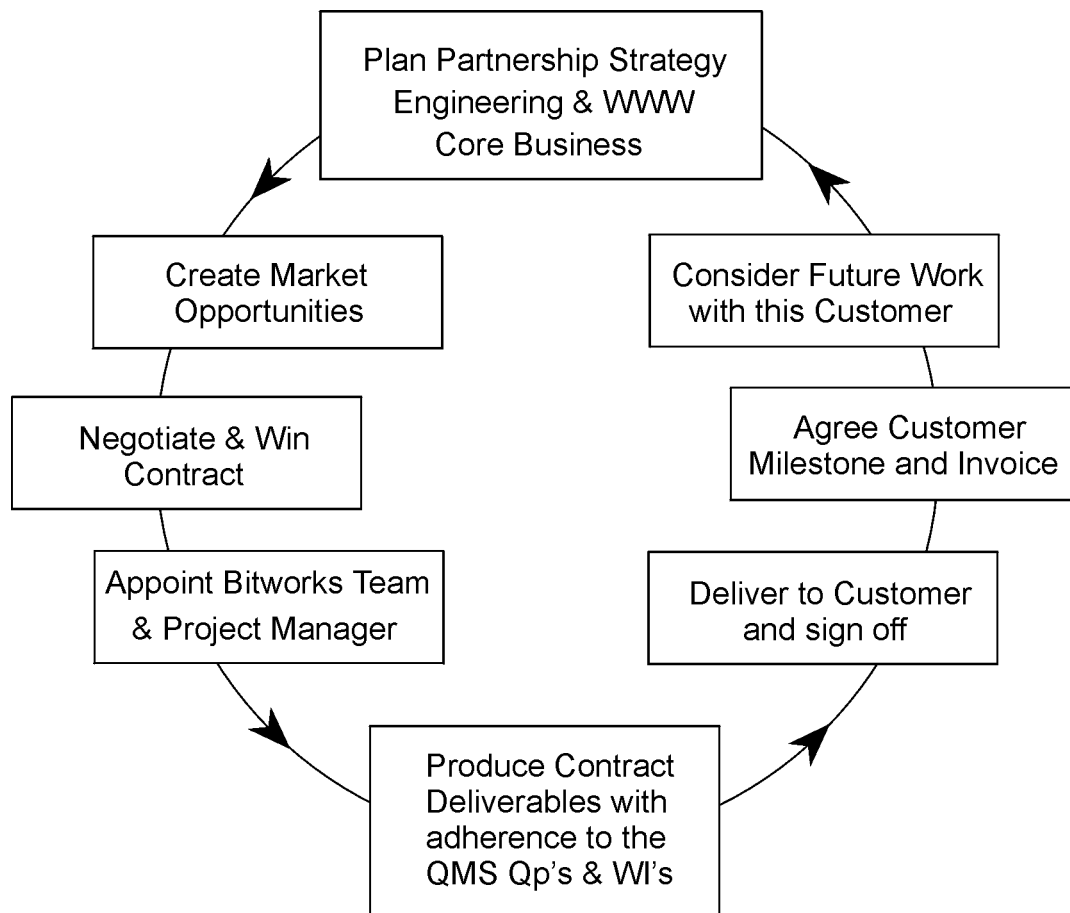**Table 2: Quality Processes**

4 CORE BUSINESS PROCESS

Figure 1: Bitworks Core Business Process

The Bitworks Core Business Process describes the end-to-end activities involved in the production of a contract deliverable. It is supported by a number of primary and secondary Support Processes (SPs), Quality Procedures (QPs) and Work Instructions (WIs).
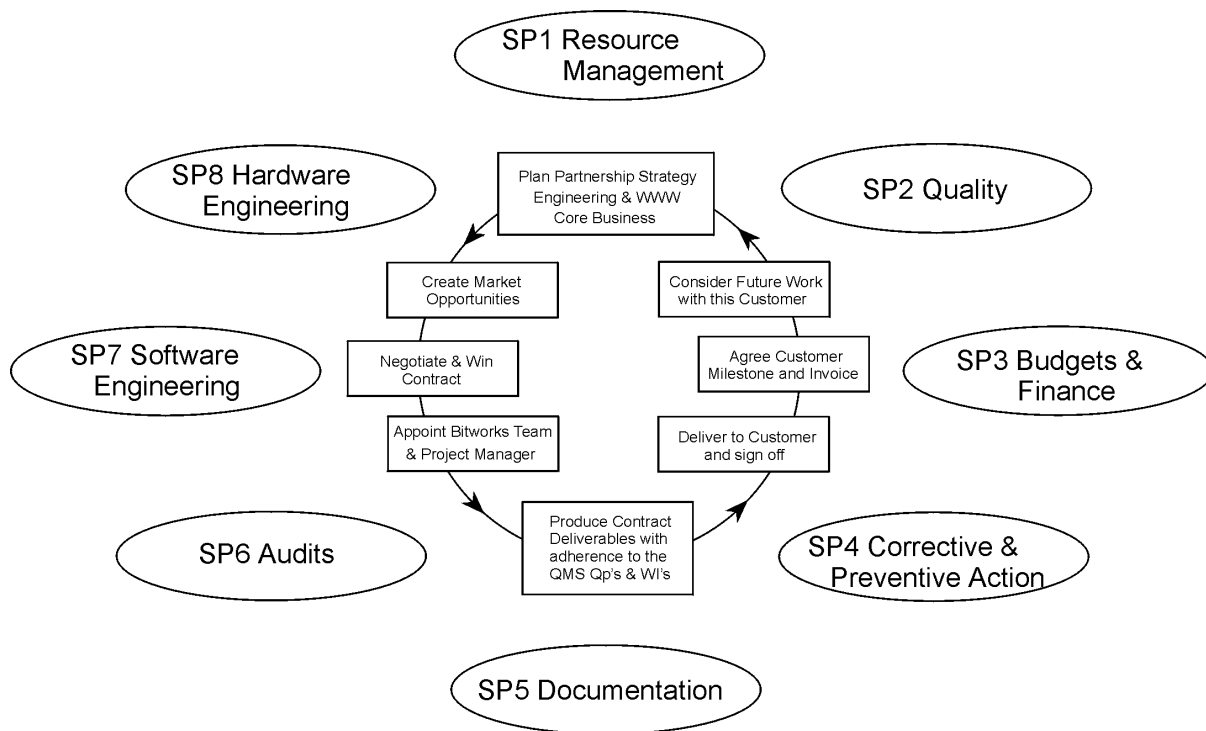
5 SUPPORTING PROCESSES

Figure 2: Supporting Processes

The supporting processes are then made up of a number of QPs and WIs.

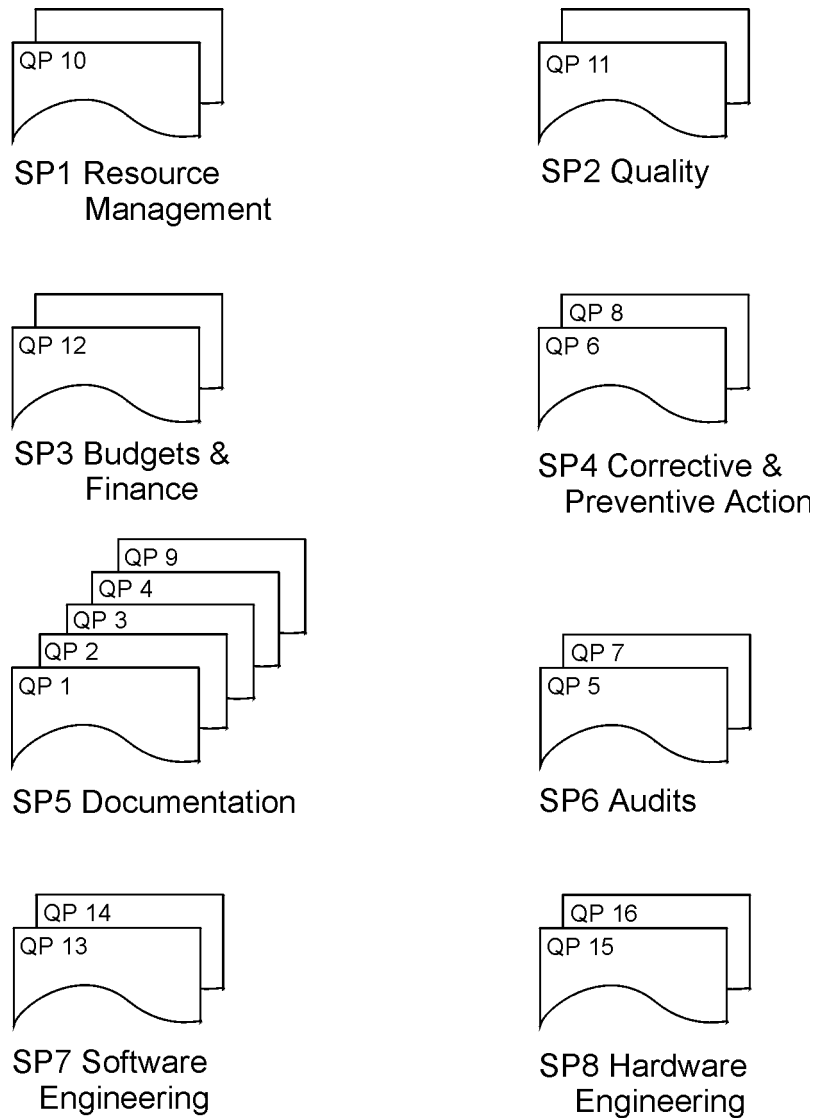|	
QP 10 — **SP1 Resource Management**	QP 11 — **SP2 Quality**
QP 12 — **SP3 Budgets & Finance**	QP 8 / QP 6 — **SP4 Corrective & Preventive Action**
QP 9 / QP 4 / QP 3 / QP 2 / QP 1 — **SP5 Documentation**	QP 7 / QP 5 — **SP6 Audits**
QP 14 / QP 13 — **SP7 Software Engineering**	QP 16 / QP 15 — **SP8 Hardware Engineering**

Figure 3: Quality Processes