



Open Contracts Ltd

Quality Scope and Context

TABLE OF CONTENTS

Introduction.....	2
1. Context of the Organisation.....	2
2. Interested Parties.....	4
3. Scope.....	5
4. Leadership Commitment	6
5. Roles and Responsibilities.....	7
6. The Core Business Processes.....	9
7. Delivering Quality.....	10
8. Processes and Procedures.....	12
9. Revision History	13
10. Mapping ISO9001 clauses	14

INTRODUCTION

This Quality Scope and Context document has been created by us - Open Contracts Ltd - for the use of all employees, subcontractors, and clients, in addition to any regulatory bodies we may be required to provide information to.

1. CONTEXT OF THE ORGANISATION

We deliver ambitious refurbishment and fit-out office and industrial projects, including Cat A, A+ and B, in London and the South-East of England, and we've been doing so for over 22 years.

Our vision is to create spaces that work for people, and our mission is to bring the right people together to deliver refurbishment and fit-out projects that work.

But it's not just what we do but the way that we do it. These are the values that define our approach and everyone who works with us:

- We are driven - we're ambitious for ourselves, our clients and for every project we take on, and we work tirelessly to create spaces that work.
- We are caring - we take pride in our work and care as much about the detail as we do the big picture, knowing that it's the last 5% of any project that makes the difference between a space that functions and a space that's right.
- We are imaginative - we work creatively and intelligently to realise the potential of every space, finding solutions to even the trickiest of problems along the way.
- We are clear - we've created a culture where transparency and honest conversations are at the core of everything we do.
- We are collaborative - we believe it's the people that make a project work. We build lasting relationships, not just spaces.

We are committed to setting and achieving quality standards that are capable of meeting and exceeding the specified requirements and reasonable expectations of our clients. We review and learn from our work and our clients, seeking to continually improve the effectiveness of our ways of working.

Quality management is applied to every aspect of our activities and quality shall be the responsibility of everyone, in every activity, throughout the company.

All members of our team must share this aim along with our values, and everyone connected with our company shall be supported according to their individual needs for personal development, training and access to resources and facilities. Individuals and their respective roles are shown on the company structure chart.

Further details of our business can be found on our website - www.opencreatesspace.com.



The Directors have determined the external and internal issues that are relevant to our purpose and strategic direction, and those that affect our ability to achieve the intended results of the quality management system (QMS).

This has been undertaken through a SWOT and PESTLE analysis and subsequent risk analysis. The SWOT element identifies opportunities and risks related to internal issues, and the PESTLE element identifies risks and opportunities related to external issues (often beyond our control).

These issues have been recorded in an overarching Risk and Opportunities Register for the business. Risks identified can be either accepted by us, progressed further to either mitigate the risk, or taken advantage of as an identified opportunity. Actions may take the form of awareness activities, documented controls or longer-term objectives, targets, or programs for improvement.

2. INTERESTED PARTIES

We have determined the interested parties that are relevant to the quality management system (QMS), and the needs of these interested parties are defined as follows:

OCL Interested Parties			
Interested Party	Internal / External	Needs & Expectations	Compliance Obligations
Board of Directors	Internal	Business growth. Continuity and sustainability of the business. Best practice and compliance. Health and Safety of everyone.	Health & Safety, environmental and employment law compliance requirements.
Clients and their professional team	External	Handed over project. High standard of service. Demonstration of our values. Value for money. Protection of their reputation. Efficient communication.	Requirements within contracts with clients.
End Users - tenants	External	Safe Design. End product meets needs. Longevity. O&M info/after care.	Statutory compliance regulations, eg Building Control.
Employees	Internal	Rewarding (financially, job satisfaction). Safe working environment. Continuous professional development. Training. Job security. Understanding employer.	Health & Safety, Environmental and employment law compliance requirements.
Families of employees	External	Safe working environment. Job security. Understanding employer. Work/life balance.	No direct compliance requirements (indirect via employees).
Sub-Contractors and Suppliers	External	Safe working environment. Clear communication. Prompt payment. Referrals. Continuity.	Payment in line with agreed payment terms. Compliance with Health & Safety Legislation.
Regulator - Certification Body	External	Maintain certification.	Adherence to the requirements of the ISO 9001:2015 Standard.
Regulators (eg Environment Agency, Local Authority)	External	Compliant waste handling. Building control engaged at site level. Minimise pollution, noise, etc.	Health, Safety and Environmental compliance requirements. Building Control requirements.
Regulators - HSE & Government	External	Ensure safety of all sites. Maintain statutory inspections and information.	Health & Safety, environmental and employment law. Financial and Companies House compliance requirements.
Banks	External	Compliance with banking agreement. Vigilance to combat fraud. Profitability.	Management of cash flow. Fraud awareness.
Insurance Companies	External	Fulfilment of insurance conditions (safety, security, means of working, etc) and accurate reporting of facts.	Adherence to specified Insurance conditions. Regular communication with insurance broker including annual review/renewal.
Professional Bodies (eg Constructionline, Safecontractor)	External	Payment for membership. Abide by code of practice/standards. Complete relevant questionnaires including questions on specific subjects, eg COVID19.	Compliance to Codes of Practice. Payment of fees in line with agreed payment terms.
Community	External	Considerate business practice. Minimise pollution, noise, etc.	No direct compliance (other than HS&E compliance noted above)
Landlord	External	Payment on time. Fulfil terms of agreement.	Adherence to any specified occupier conditions. Payment of licence (rent) in line with agreed payment terms.

3. SCOPE

The scope of the QMS as defined on our ISOQAR Certificate **GB03/59960** is:

Project management, including design services, of the refurbishment and fitting out of commercial buildings.

The following clauses of ISO 9001:2015 are not applicable to the processes within our business:

Clause 8.5.1 f No special processes that require the validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement.

Sub Clause 7.1.5.2 No test/measuring equipment used by the company. All tests are carried out by approved subcontractors who are expected to have the necessary fully calibrated test equipment.

Our activities are carried out at our office, which is based at Temple Chambers, 3-7 Temple Avenue, London EC4Y 0HP, and on-site.

4. LEADERSHIP COMMITMENT

The Directors support the message of quality being delivered through the quality policy statement, quality objectives and other policies and procedures and expect every employee, without exception, to adhere to guidance given by these documents.

They demonstrate leadership and commitment with respect to the QMS by:

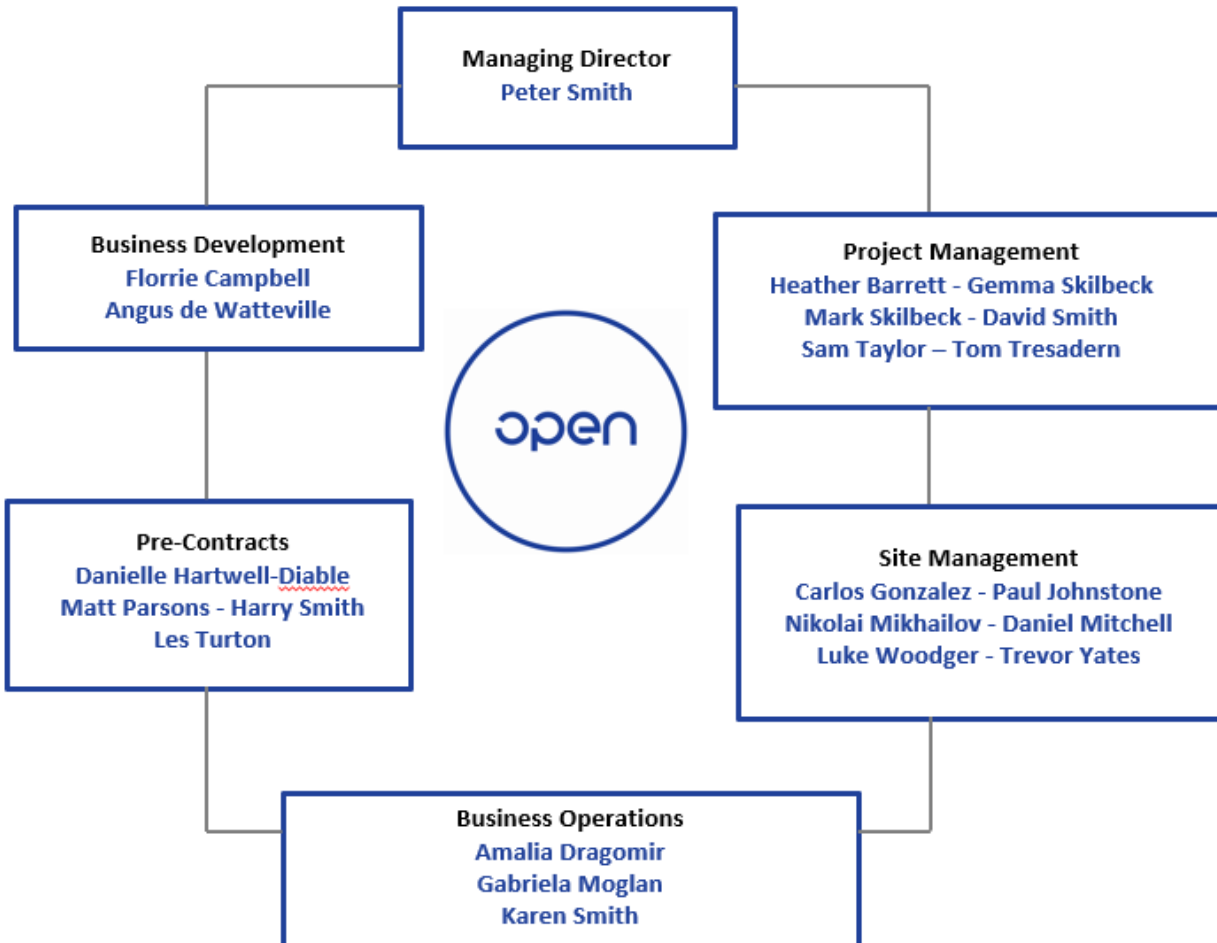
- Ensuring that the company policies and objectives are established for the QMS, and are compatible with the context and strategic direction of the company
- Promoting the use of the process approach and risk-based thinking by engaging in SWOT/PESTLE analysis and reviewing items that can feed into the quality objectives and risk assessment
- Ensuring that the resources needed for the QMS are consistently available and reviewing the four key resource elements - people, technology, information and finance
- Ensuring the integration of the QMS requirements into our daily business processes
- Engaging, directing, and supporting people to contribute to the effectiveness of the QMS through monthly meetings and setting objectives
- Taking accountability for the effectiveness of the QMS by conducting internal audits and management reviews
- Ensuring that the QMS achieves its intended results by completing all planned audits, and that the QMS remains effective for the business needs by conducting internal audits and other checks, where required. All audits shall be planned and completed as scheduled. The results of audits will be reviewed, and appropriate action taken to ensure continual improvement of the QMS
- Promoting continual improvement by communicating our objectives, encouraging ideas for continuous improvements as opportunities and obtaining feedback from our clients for the services we provide. These objectives will be recorded into the objectives template and used to drive continual improvement in the management system.
- Communicating the importance of effective quality management and of conforming to the QMS requirements
- Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility, with an escalation process in place and any non-conformities from the continual improvement log being identified and addressed.

Furthermore, they will demonstrate leadership and commitment with respect to client focus by ensuring that:

- Clients' needs and expectations, and applicable statutory and regularity requirements are determined, understood, and consistently met
- Risks and opportunities that can affect conformity of products and services and the ability to enhance client satisfaction are determined and addressed
- The focus on enhancing client satisfaction is maintained.

5. ROLES AND RESPONSIBILITIES

Our organisation chart defines our structure and individual roles within Open Contracts Ltd:



Specific responsibilities include:

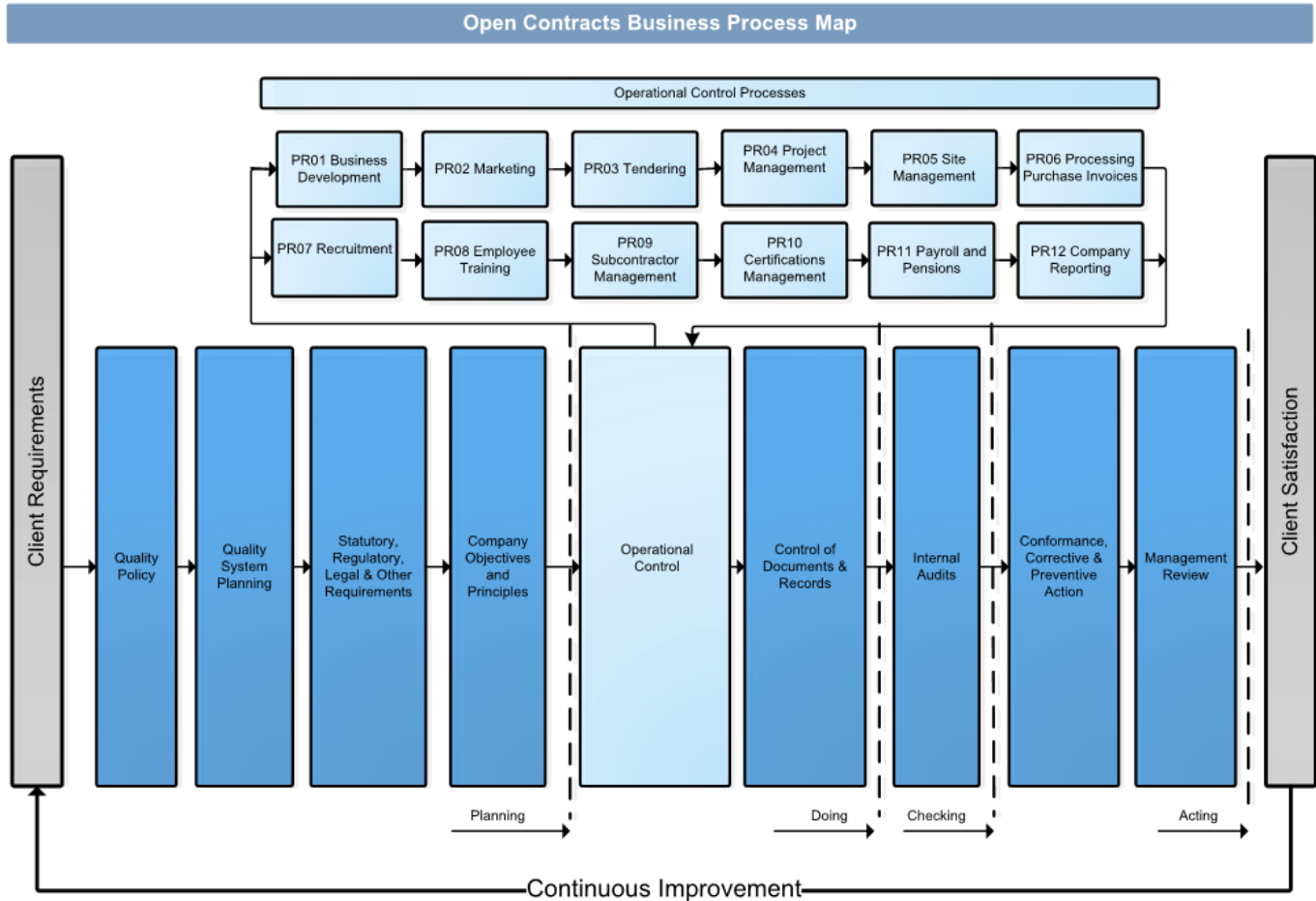
- The **Managing Director** is responsible for the general management of the company including our financial position, and is ultimately responsible for Health & Safety, ensuring that relevant information on any new statutory or regulatory requirements are communicated within the company and, where appropriate, with subcontractors and suppliers.
- The **Operations Director** is responsible for the general management of the company together with the **Managing Director**. They also have the overall authority and responsibility for the QMS. Twice a year they will, with others as required, conduct a formal management review of the system and its effectiveness in accordance with the procedures laid down. They will also ensure employee awareness of the QMS and communicate to employees on the continued effectiveness of the QMS on an ongoing basis as part of the existing communication methods. Note: The **Operations Director** is also the **Company Secretary**.



- The **Operations Director** is responsible for the management and reporting of the QMS, and other business systems and processes used operationally by the business. In addition, the **Operations Director** manages the internal Human Resource requirements of the company including training, payroll and benefits, and reward.
- The **Client Relationship Manager** supports the Directors by managing client relationships. They proactively seek out new opportunities, establishing and maintaining client relationships. They work closely with the **Marketing Coordinator** who manages our online presence including the website, Instagram, LinkedIn, Twitter, and Facebook as well as various marketing tools including electronic brochures and *flipping books*.
- The **Commercial Director** manages the relationship with the company's main client, ensuring that we continue to meet their expectations and deliver to a high standard.
- The **Project Managers** are responsible to the Directors for running projects on site and for ensuring that work is carried out to specification and timescale and is approved by the client or site agent. They will communicate with clients or site agents as well as subcontractors and suppliers over progress, challenges, or problems to ensure that agreement is reached between all parties.
- The **Pre-Contracts team**, led by the Pre-Contracts Director, and including our **Estimators**, is responsible for the preparation of estimates and tenders for projects. Working closely with the **Client Relationship Manager**, this includes setting up project folders on SharePoint, conducting site surveys, arranging for subcontractor and specialist quotations.
- The **Site Managers** are responsible for assisting the **Project Managers** in the execution of their duties on site.
- The **Accounts Team** is responsible for accounting operations.

6. THE CORE BUSINESS PROCESSES

Open Contracts Ltd's core business processes describe the end-to-end activities involved in the whole business. Each process is linked to and provides inputs to the other associated processes. The processes are documented by the way of procedures that describe in generic detail how that part of the business operates.



We use Microsoft SharePoint for document management, and this is available to all employees. Secure links to specific documents or files can also be sent to third parties when required. Version control is available within SharePoint. This Quality Scope and Context also includes a revision history to capture key updates. Project folders all follow a similar format and are named using the project number and address. Project folders contain all relevant project information including the ISO checklist, tender documents, client correspondence, health & safety, and finance.

We use Xero and Expensify for financial management and expenses, and we use OnePageCRM for client management. Site Safety Services Ltd's WISE system is used dealing proactively with any site inspection findings. All systems require username and passwords and are protected and backed up by our ICT partner, BC Technologies. Paper files including contract documents and financial records, are held for the required time before being confidentially destroyed.

7. DELIVERING QUALITY

We aim to deliver the seven quality management principles upon which ISO 9001:2015 is established. To enable continual improvement of our business, our overall efficiency and to make us capable of responding to client needs and expectations.



- **Client focus** – We understand that sustained success is achieved when we attract and retain the confidence of clients on whom we depend. Every aspect of client interaction provides an opportunity to create more value for the client by understanding their current and future needs, anticipating, and responding to every client’s requirement with product and service excellence.
- **Leadership** – Leaders establish unity of purpose, direction and create the environment in which people can become fully involved in our company objectives. This is achieved through training and appraisals to meet the requirements of quality processes, in some cases KPIs are set to drive client satisfaction.
- **Engagement of people** – We have created an environment that makes every employee a team member and encourages participation in achieving our goals. Everyone is encouraged to report any perceived errors and help with developing improvements in the processes.



- **Process approach** – The desired result is achieved by relating resources and activities to managed processes. Identifying, understanding, and managing a system of interrelated processes for a given objective contributes to the effectiveness and efficiency of our company.
- **Improvement** – Continual improvement is a permanent objective of our company and is achieved through setting clear and measurable objectives, as well as understanding and eliminating the root causes of client complaints and non-conformities identified during internal and external audits. Improvements will be monitored, measured, and driven by senior management through the management review process.
- **Evidence-based decision making** – Effective decisions are based on the logical and intuitive analysis of data and information. Information will be gathered, and appropriate management and teams will review this and make a recommendation to the senior management team where it will be approved, or further follow-ups will be requested.
- **Relationship management** – Interested parties, whether clients, subcontractors, suppliers, or employees influence the performance of our company. We work with all interested parties to build relationships which optimise performance and delivers results which are mutually beneficial to all those involved.

8. PROCESSES AND PROCEDURES

The processes making up our QMS comprise a core business process describing the end-to-end activities involved in a specific function of the business. 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.

Business/Support Processes	Process Owner	Link
PR 01 Business Development	Client Relationship Manager	PR01_business_development
PR 02 Marketing	Marketing Coordinator	PR02_marketing
PR 03 Tendering	Precontracts Director	PR03_tendering
PR 04 Project Management	Project Managers	PR04_project_management
PR 05 Site Management	Site Managers	PR05_site_management
PR 06 Processing Purchase Invoices	Accounts	PR06_processing_purchase_invoices
PR 07 Recruitment	Operations Director	PR07_PR12_business_operations
PR 08 Employee Training	Operations Director	PR07_PR12_business_operations
PR 09 Subcontractor Management	Operations Director	PR07_PR12_business_operations
PR 10 Certifications Management	Operations Director	PR07_PR12_business_operations
PR 11 Payroll and Pensions	Operations Director	PR07_PR12_business_operations
PR 12 Company reporting	Operations Director	PR07_PR12_business_operations

9. REVISION HISTORY

Version	Details	Date	By Whom	Next Review
1.0	Open Contracts Ltd Quality Scope & Context established	March 2021	Karen Smith	July 2022
1.1	Updated to include to include information on Document and Data Control (ISO 11)	August 2021	Karen Smith	July 2022
1.2	Mapping ISO9001 clauses to relevant internal ISO9001 documentation	September 2021	Anju Punetha	July 2022
1.3	Updated org structure with Florrie Campbell replacing Linda Maples	September 2021	Karen Smith	July 2022
1.4	Updated org structure with David Smith	October 2021	Karen Smith	July 2022
1.5	Updated at Management Review to include change to Operations Director for Karen Smith	January 2022	Karen Smith	July 2022
1.6	Updated to reflect changes in team and new office address	June 2022	Karen Smith	July 2022
1.7	Updated to reflect changes in team	January 2023	Karen Smith	July 2023
1.8	Updated to reflect changes in team and remove 'interior' from Scope	February 2023	Karen Smith	July 2023
1.9	Updated to reflect changes in team	July 2023	Karen Smith	January 2023

10. MAPPING ISO9001 CLAUSES

ISO 9001:2015 Clause	Sub-clause	Internal document/process reference
Clause 4: Context of the organisation	4.1 Understanding the organisation and its context	Section 1 of OCL Quality Scope and Context document, and OCL Context and Planning spreadsheet
	4.2 Understanding the needs and expectations of interested parties	Section 2 of OCL Quality Scope and Context document, and Interested Parties matrix in OCL Context and Planning spreadsheet
	4.3 Determining the scope of the quality management system	Section 3 of OCL Quality Scope and Context document
	4.4 Quality management system and its processes	Core Business Processes diagram in Section 6 of OCL Quality Scope and Context document
Clause 5: Leadership	5.1 Leadership and commitment	Section 4 of OCL Quality Scope and Context document
	5.2 Policy	Quality Assurance Policy Statement
	5.3 Organisational roles, responsibilities, and authorities	Section 5 of OCL Quality Scope and Context document, organisation chart, and job descriptions
Clause 6: Planning	6.1 Actions to address risks and opportunities	Risk and Opportunities in OCL Context and Planning spreadsheet
	6.2 Quality objectives and planning to achieve them	Quality Objectives in Context and Planning spreadsheet
Clause 7: Support	7.1 Resources	PR07 Recruitment
	7.2 Competence	PR08 Employee Training, training matrix, and training records
	7.3 Awareness	Induction, and internal communications
	7.4 Communication	Internal communication, and project management meetings
	7.5 Documented Information	SharePoint

ISO 9001:2015 Clause	Sub-clause	Internal document/process reference
Clause 8: Operation	8.1 Operational Planning and Control	Diagram in Section 6 of OCL Quality Scope and Context document
	8.2 Requirements for products and services	PR01 Business Development PR02 Marketing PR03 Tendering
	8.3 Design and development of products and services	PR04 Project Management PR05 Site Management
	8.4 Control of externally provided processes, products, and services	PR06 Processing Purchase Invoices PR09 Subcontractor Management
	8.5 Production and service provision	PR04 Project Management PR05 Site Management
	8.6 Release of products and services	PR04 Project Management PR05 Site Management
	8.7 Control of nonconforming outputs	PR04 Project Management PR05 Site Management
Clause 9: Performance Evaluation	9.1 Monitoring, measurement, analysis, and evaluation	Quality objectives, internal audits records, and Management Review meetings
	9.2 Internal Audit	Internal audit schedule and internal audit reports
	9.3 Management Review	Management Review meetings
Clause 10: Improvement	10. Improvement	Continuous improvement log