

ALSTOM TRANSPORT UK & IRELAND SUPPLIER AUDIT REPORT

Supplier Audited: AST Resourcing Ltd

Audit no: GS-

Location: Newbury Suite One, Keys Business Village,
Keys Park Road, Heath Hayes, Hednesford,
WS12 2HA.

Audit date: 1 July 09

Audit Title: Safety Critical

Audit Purpose and Scope: To establish whether AST Resourcing Ltd were suitable for the supply of Safety Critical Product and Design Services.

Audit leader:

Tony Durnford

Audited entity representative inc. title/role:

Norman Robinson, QA Consultant

Personnel contacted during the audit inc. title/role:

Mark Williams Site Operations Director

Comment [1]: Enter the name of the person leading the audit.

Comment [2]: Enter details of each CAR raised (identifying the initial actionee). CARs are usually raised for deviations from defined processes, procedures or standards, that require recording for analysis and corrective action purposes. Otherwise, enter 'None.'

Founded in 1960, AST Resourcing Ltd has a wide range of experience working for clients across a diverse range of industry sectors.

The company provides a comprehensive range of Design & Engineering expertise. To ensure all work undertaken meets with the highest standards the company continues to adapt its procedures & welcomes discussion on any additional procedures their clients wish them to adopt.

The company has held ISO 9001 Quality Certification since 2001 and currently holds an ISO 9001: 2000 certificate number 10081 with an expiry date of October 2010.

All Design work is undertaken at the Keys Park Road office and all recruitment work is undertaken at the High Street, Aldridge office.

The company uses Catia, Solid edge, Microstation, AutoCad, Pro Engineer. Co-Create, Ansys and Mathcad in it's design processes.

The Site Operations Director is responsible for the Design Office and for overall control and management of all projects and is responsible for ensuring that all projects are managed, processed, completed and costed in accordance with the company and customer requirements. Procedure QP2/3-01 4.1 refers. Safety Critical Components are controlled by Procedure QP7/1-02 .

During the contract review stages of a new project and at any change or addition to the project, the Site Operations Director or nominee must identify and determine those standards that are applicable to the project being undertaken. Procedure By the use of BSI Standards facilities, industry related sources, professional bodies representing the AST related industry, or through national, international or government bodies, the Site Operations Director or nominee must obtain those regulations, standards or legal documents necessary for the continued maintenance of the quality and business management systems. Where the use of industry specific standards is necessary eg: Railway Group Standards then verification of the appropriate standard is made by checking on the RSSB website at rskb.co.uk

Due to the wide and varied nature of the project work undertaken by AST it is company policy that where any standard is applicable to a Project then the customer will be requested to supply a copy (or the appropriate extracts) to AST for use throughout the project. Where standards are required by AST (e.g. BS EN ISO 9001:2000) then such standards will be obtained and controlled by the Site Operations Director. Where these are supplied by the customer to be used on their projects in general (not project specific) then these to will be registered and controlled as for AST owned standards.

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Procedure QP1/2-02 Control of British & International Standards & Regulative, Legislative Requirements sections 2.1, 2.2, 4.1.1 and 4.2.2 refer

The company is a British Standards Subscriber. Membership number 47080123 refers.

On receipt of the Customers Order and the establishment of the computer and manual controls described above, the Site Operations Director or nominee must undertake a "Handover" meeting with the designated project team.

This meeting must be carried out in such a manner so as to ensure that each member understands their role within the Project, their responsibilities, the customer's requirements, targets and objectives and all other aspects necessary to ensure that the project can commence and proceed effectively and efficiently through all stages to a successful completion.

The Site Operations Director or nominee must carry out a Design Brief meeting, which may include the customer or their representative in order that Design requirements can be clearly defined and that concepts, criteria and design objectives, including details of Safety Critical Components, are identified.

Sections 5.0, 5.1, 5.2 & 5.3 of Procedure QP7/1-01 Project Management & Control refer.

Throughout the project the Site Operations Director or nominee must ensure that all Design changes are clearly documented, with any additions to the project, product, specification or design brief, with particular reference to Safety Critical Items, defined to the greatest extent possible (see appendix 2 of QP7/1-01).

The Site Operations Director must ensure that the implications of the design change is considered, all costing implications evaluated, with details of additional costs, delays, process or resource elements clearly defined and documented.

The implications of the design changes must be communicated to all members of the Project Team, each of whom are responsible for identifying to the Site Operations Director any implications the changes may have on the design and/or the project. All design changes must be added to the project file.

Sections 5.6, 5.6.1, 5.6.2, 5.6.3, 5.6.4 & 5.6.5 of Procedure QP4/1-01 Control of Design & Development refer

The company does not sub-contract any part of it's operations and the only suppliers are those of office consumables Procedure QP5/1-01 refers.

Whilst Engineering Analyses (EA's) may be carried out in order to support and substantiate design developments, they may also be carried out either as customer requirement to be incorporated into the design project, or as a specific process in their own right as instructed by the customers order. Sections 2.1 and 2.2 of Procedure QP4/3-01 Generation & Control of Engineering Analyses refer.

Whilst this procedure describes the elements that are applicable to projects requiring EA's, the controls defined in QP4/1-01 and 4/2-01 must also be followed as applicable to the project.

Where drawings are produced as part of the design process, either in AST or customer specified formats that these are checked by an independent person, i.e. a person other than the designer/draughtsman who prepared the design. Section 3.1 of procedure QP4/2-01 Control of Design Cchecking & Validation refers.

At Present the company does not possess any assets which require calibration but Procedure QP8/1-01 applies should need arise.

AST Resourcing currently engage their design personnel on a contract basis through sister company AST Recruitment Ltd.

Competencies of persons not previously employed are checked by means of face to face interviews. In some instances tests on working with a particular design software package are carried out.

AST Group employ personnel who have the necessary skills and competencies necessary for the project work being undertaken. Such personnel will compliment the permanent staff and management skills.

Where the company identifies skill needs, then the applicable training and/or employment of the necessary skills will be undertaken to meet specific project objectives.

Sections 2.1 & 2.2 of Procedure QP 10/1-01 Control of Personnel Training & Competence Records refer.

The Quality Manager or nominee must carry out a periodic analysis and review of ALL Non-conformance reports, Customer Complaints, Corrective Action Notices and Concessions granted to, or requested by AST Resourcing Ltd to determine the cause of the non-conformance, to enable corrective action to be taken to prevent repetition and to eliminate potential causes of non-conformance.

Supplier records must be reviewed by the Quality Manager or nominee and action taken with sub-contractors on receipt of non-conforming supplies.

Sections 2.1 & 2.2 of Procedure QP9/2-01 Corrective & Preventive Action Procedure refer.

The nature of the activities of AST Ltd are such that regular interface with the customer is 'project' led and therefore customer care, concerns and complaints are directly controlled within the project management process. Section 2.3 of Procedure QP9/3-02 Customer Care, Complaints & Customer Satisfaction Management refer.

The responsibilities and controls for the preparation, carrying out and management of Internal Quality Audits of the Quality system are documented in Procedure QP9/1-01 Procedure for the Control of Internal Auditing

External audits are carried out by an authorised UKAS accreditation body on a 12 monthly basis.

Following the completion of the audit and the issue of the Audit report and copies of the CAN's to the respective personnel, the Quality Manager must arrange for a close out meeting (Quality Meeting) with managers and the departments/sections audited

The Audit Report and CAN's must be reviewed and discussed at the meeting (if not already done).

Clarification of any points raised during the audit may be given where necessary.

The Quality Manager, Site Operations Director and other personnel at the Audit close-out meeting, must then determine the proposed corrective action(s), and agree a 'completion date' with the respective personnel.

Where appropriate, and where these affect others, then the proposed corrective actions may be discussed with other departments/personnel and agreements reached. Sections 7.1, 7.2, 7.3 & 7.4 refer.

CONCLUSION:

It is considered that AST Resourcing Ltd is suitable for the provision of S1 rated Design Services.

ATTENDEES AT CLOSING MEETING

Comment [m3]: Add more rows as required.

NAME	POSITION/TITLE
Tony Durnford	Supplier Approval Manager and lead Auditor Alstom Transport UK & Ireland
Norman Robinson	QA Consultant AST Resourcing Ltd
Mark Williams	Site Operations Director AST Resourcing