

NORTH LANARKSHIRE COUNCIL

REPORT

To: ENVIRONMENTAL SERVICES COMMITTEE	Subject: ISO9002 - SYSTEM UPDATE Result of Surveillance Visits
From: DIRECTOR OF ENVIRONMENTAL SERVICES	
Date: 30th March, 1997 Ref:LJ/ISO9002	

PROPOSED DECISION

To note the Report.

BACKGROUND

Members will be aware that the Department operates a quality assurance section, the principal aim being to achieve accreditation for all the Department's services to the International Standard of BS.EN.ISO9002. A major part of this accreditation is customer liaison with regard to the standard of service and thereafter rectification of any lapses in the quality of service while at the same time striving for continued improvements in all sections of the Department. Once accreditation is achieved the standard is checked on a six monthly basis by an independent accreditation body, in the case of North Lanarkshire Council, National Quality Assurance (NQA), to ensure that the standard set is being maintained. If this is found not to be the case the accreditation can be withdrawn.

The surveillance visits take the format of an assessor from National Quality Assurance being present for two to three full working days per year for each of the accredited sections within the Department. The visits usually consist of external visits with staff members as well as examination of the records held at the offices.

REPORT

On **3rd March** a **surveillance visit** took place for the Transport Section of the Department based at Souterhouse Depot, various aspects of the transport maintenance and servicing activities within the Depot were inspected including all stages of a vehicle going through its MOT at Bellshill Transport Depot.

On **4th March** a **surveillance visit** took place at the Cleansing (Central) Section of the Department, the Civic Amenity Sites were visited and Litter Picking, Gully Cleaning and Refuse Collection routes inspected.

On **12th March** a **surveillance visit** was carried out at the Building Cleaning Section, with an external inspection being carried out at Rosehall High School, Coatbridge.

During the above visits, the assessor from the Department's accreditation body, National Quality Assurance was satisfied that the Department's quality system continued to meet the necessary standards.

M'Kenzie - Hutton