

REPORT

To: ENVIRONMENTAL SERVICES COMMITTEE	Subject: ISO9002 - SYSTEM UPDATE
From: DIRECTOR OF ENVIRONMENTAL SERVICES	Result of Accreditation and Surveillance Visits
Date: 15th September, 1998 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.

The accreditation visits take the format of an assessor from National Quality Assurance (NQA) being present for one to two full working days to ascertain compliance with the ISO9002 standard and when accreditation is achieved a programme of surveillance visits per year for each of the accredited sections within the Department is developed. This usually consists of the assessor visiting each accredited section of the Department for two to three working days per year. Each visit consists of external visits with staff members as well as examination of the records held at the offices.

REPORT

On 30th April -1st May, 1998 an accreditation visit took place within the Client Services Section to extend the existing scope, awarded to Dalma Coultter Landfill Site in February, 1996, to include Auchinlea Landfill Site, the Recycling Facilities and the Contract Monitoring activities of the Section. The visit was successful and NQA awarded the extension to scope after carrying out visits to the Landfill Sites and viewing the monitoring work carried out by the officers. A follow-up visit to the Client Services Section on 7th August, 1998 also proved to be successful and the work of the Section will now be reviewed by NQA at six monthly surveillance visits.

On 25th August, 1998 NQA carried out an accreditation visit at the Transport Section, Wardpark Depot, Cumbernauld. All aspects of the work carried out at the transport depot was reviewed by the assessor, the visit proved successful and the certificate of accreditation was awarded to the Transport Section at Wardpark Depot, Cumbernauld.

During late August and early September, 1998 surveillance visits to the Cleansing (Central) and Building Cleaning Sections of the Department were carried out. When carrying out the visit to the Cleansing (Central) Section the assessor accompanied the various operatives in the course of their duties. The surveillance visit to the Building Cleaning Section consisted of inspections being carried out at Cumbernauld High School, Cumbernauld and Calderhead High School, Shotts. During the above visits, the assessor from NQA was satisfied that the Department's quality system continued to meet the standards required by NQA.

Work/...

Work is now in progress to gain accreditation for the Environmental Health Section of the Department based at Bron Way, Cumbernauld.

For the information of the Committee the following sections of the Department now have full accreditation to the ISO9002 standard.

Environmental Health

Central Division

Trading Standards

All Divisions

Cleansing

Central Division - (Refuse Collection, Street Cleaning and other associated functions)

Transport

Souterhouse Depot, Coatbridge
Wardpark Depot, Cumbernauld

Client Services

Quality Assurance
Waste Disposal
Recycling
Contract Monitoring

Building Cleaning

Cleaning services provided to all High Schools as well as the Civic Centre, Motherwell, Municipal Buildings, Coatbridge, Philip Murray Road, Bellshill and Scott House, Motherwell.

M'Kenzie L. Hutton.