



Attwater
G R O U P



INVESTOR IN PEOPLE

10/10/2006

Dear Bob

Please accept our thanks for the courteous welcome and the lunch that you provided for Andy and I last week. The informal audit carried out with you identified a robust quality system in place that appeared to be well managed and maintained. The audit identified areas, with very good control and whilst was not exhaustive covered significant areas of the QMS. The purpose of the audit was, so that Attwater may gain confidence with respect to Nu-Pro as a long term supplier of sub-contracting operations. I am please to be able to say this confidence was readily found based upon both your QMS and your operations. Once again we thank you for your hospitality and are looking forward to a long term relationship.

Attached is a copy of my report, which will go on file and your company has no longer a provisional status as a supplier to Attwater. Your full approval as a supplier of quality sub contracting services has been awarded and you have been entered onto our register of approved suppliers. Future assessment will be based on your performance and service levels.

Yours sincerely



NQA certificate number 0100



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			Evidence/Observations
System	General Requirements	4.1	
	Documentation Requirements	4.2	Nu-Pro operate a classic three tier documented quality system with required procedures in place. The company uses Metfin software to assist in their administration and control of its processes. Documentation is controlled and issued by quality manager and includes customer drawings, specifications other associated data/documentation. (Airbus Digest Review)
	Configuration management	4.3	The company has well defined processes that interact to achieve product and service conformance to the customer. It documents and uses industry standards and customer specifications to produce their product and service requirements and determines process requirements.
	Management Commitment	5.1	
Mgt Responsibility	Customer Focus	5.2	The Attwater audit team was readily received by the company, which was found to be honest and open. It was clear that customer focus is one of Nu-Pro's key business processes and every effort is made by the company to achieve this focus.
	Quality Policy	5.3	Observed, embed within the companies quality manual. Contained statements in relation to improvement, compliance with customer and regulatory requirements etc. Note A very good example of a Quality Policy statement.
	Planning	5.4	Metfin software is used to assist in the planning for product realization. Customer determined specifications are registered and controlled via this system in order to ensure product and service requirements are known. Good infrastructure was identified, reasonable provision of resources to support its operations and major investment shown that shows Nu-Pro's ability to plan for current and future needs.
	Responsibility, authority & communication	5.5	
	Management Review	5.6	Carried out periodically and conforms to QMS requirements, but also is used as a tool to drive quality improvement.
	Resource Management	Provision of Resources	6.1
Human Resources		6.2	Although training records not looked at, personnel appear to full conversant with the operations they perform.
Infrastructure		6.3	
Work Environment		6.4	Paint store rooms provide appropriate environment for storage and maintenance. Process areas maintained accordingly, with appropriate lighting and heating. Some areas a little wanting of workspace, however most areas OK.

Product Realisation	Planning of product realisation	7.1	A mix of computerization and manual systems of control, have been adopted to ensure processes are established planned and maintained.
	Customer related processes	7.2	Contract review is carried out on customer orders with the aid of a review stamp. The process identifies two reviews, a standard commercial review and a technical review to identify more specific requirements relating to product or service. It was noted that the review of Attwater purchase orders identified the requirement "in furtherance of an Airbus contract/order" and the necessary specifications determined as a result. The company have the facility for amendment to contract and is able to communicate specific order requirements internally via route cards.
	Design and Development	7.3	Attwater has no interest at this moment in this activity.
	Purchasing	7.4	Nu-Pro are aware of sub-contracting requirements in relation to Airbus contracts and are using Filton Engraving (non approved source) under instruction from Attwater/Airbus (QD230) The company have the facility for amendment to contract
	Production and service provision	7.5	Route cards are produced at technical reviews which serve as instructions to workshops. These appear to be comprehensive, identifying processes and specifications to undertake on the job to be carried out. Special or customer specific instructions are placed onto these cards to ensure conformance of product. Operators record operations, batch usage and verify process onto cards which then form a complete record of the job carried out.
	Control of monitoring and measuring devices	7.6	Calibration system checked – externally used calibration house Micron. Appropriate calibration period set for equipment, records maintained and equipment identified.
Measurement, analysis and improvement	General	8.1	
	Monitoring & Measurement	8.2	Route card identifies to operators necessary process checks, these may refer to customer or internal instructions. To an extent there is reliance upon the experience of Nu-Pro operatives for verification process as specification can be a little wanting in this area. This reflects upon the companies' use of trained and competent staff. Customer specified arrangements are clearly adopted i.e. Airbus FAI requirements. Auditing systems in place appear to be substantial enough for full review of QMS in place.
	Control of non-conforming product	8.3	System in place – Nu-Pro management systems facilitate good control however errors are sometimes made that are unavoidable, in these cases product is identified as non conforming and QC records appropriate actions taken.
	Analysis of data	8.4	
	Improvement	8.5	Corrective and preventive action systems were evident.