



# OFTEC QUALITY MANUAL

<i>Title: Quality Manual</i>	<i>Applies to: OFTEC</i>
<i>Reviewed by: Kevin Barber</i>	<i>Approved by: Paul Rose</i>
<i>Date: Dec 2023</i>	<i>Date: Dec 2023</i>
<i>Original Issue Date: 10/12/2015</i>	<i>Issue Number: 9</i>
<i>Future Review Date: At each Management Review</i>	<i>Issue Date: 27/02/2024</i>

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## 2. Organisation Profile

OFTEC operates within the UK, Republic of Ireland and dependent territories and is governed by the main board of the Trade Association, and also by the OFTEC Scheme Committee which acts as an impartiality committee for OFTEC registration schemes accredited to BS EN ISO/IEC 17065, the assessment scheme under BS EN ISO/IEC 17024 for heating installers and technicians and the Trustmark Scheme.

The business of OFTEC falls within two main categories:

- The first is to operate as a Trade Association for manufacturers and training centres operating in the heating industry and providing advice to members, making representations to Government and the European Union, promoting oil fired heating and cooking, and administering member meetings.
- The second function relates to the registration of competent installers and technicians and the provision of training and inspecting technicians. Functions include providing assessments to training centres, developing new assessment material and running registration schemes.

OFTEC has a Strategic Management Team as outlined in the organisation charts.

OFTEC is a not-for-profit organisation committed to innovative product development and will, when appropriate, launch new services for members and registrants.

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### 3. Scope of the Quality Management System

The Quality Management System incorporates the provision of registration schemes accredited by UKAS to ISO 17065 for businesses installing and maintaining oil, solid fuel and renewable heating technologies and the provision of a personal certification scheme accredited under ISO 17024 for competent heating technicians, within the United Kingdom and Republic of Ireland.

### 4. Permissible Exclusions

OFTEC registration services do not include the use of measuring equipment requiring measurement traceability, therefore clause 7.1.5.2 of ISO9001:2015 is deemed as not applicable.

This manual is issued by our Quality Consultant with the approval of the Chief Executive and is reviewed annually or shorter period (when necessary).

### 5. Quality Policy

OFTEC operates within the UK, Republic of Ireland, and dependent territories and is governed by the main board of the Trade Association, and also by the OFTEC Scheme Committee which acts as an impartiality committee for OFTEC registration schemes accredited to BS EN ISO/IEC 17065 and the assessment scheme under BS EN ISO/IEC 17024 for heating installers and technicians.

The purpose of this policy is to confirm our commitment to meeting the quality standards expected by our customers in the delivery of the products and/or services that we supply to them.

A key way to achieve this is by operating a Quality Management System (QMS) in accordance with the requirements of ISO 9001: 2015.

Top management is committed to:

- Satisfying applicable requirements by ensuring that customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- Continual improvement of the QMS by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.

Top management shall:

- Take accountability for the effectiveness of the QMS.

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- Ensure the quality policy and quality objectives are established for the QMS and are compatible with the context and strategic direction of the Company.
- Ensure that quality objectives have been set and are maintained as part of the QMS internal auditing, monitoring and management review processes, in order to enhance customer satisfaction.
- Promote the use of a process approach and risk-based thinking.
- Ensure that the resources needed for the QMS are available; including training, support and encouragement.
- Communicate the importance of effective quality management and of conforming to the QMS requirements.
- Ensuring that the QMS achieves its intended results.
- Engage, direct and support persons to contribute to the effectiveness of the QMS.
- Promote improvement.
- Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
- Establish partnerships with suppliers and interested parties to provide an improved service.

This policy will be communicated to all employees and organisations working for or on our behalf. Employees and other organisations are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment.

This policy will be reviewed annually by top management and where deemed necessary will be amended and re-issued. Previous versions of this policy are archived.

This policy is available to relevant interested parties, upon reasonable request.



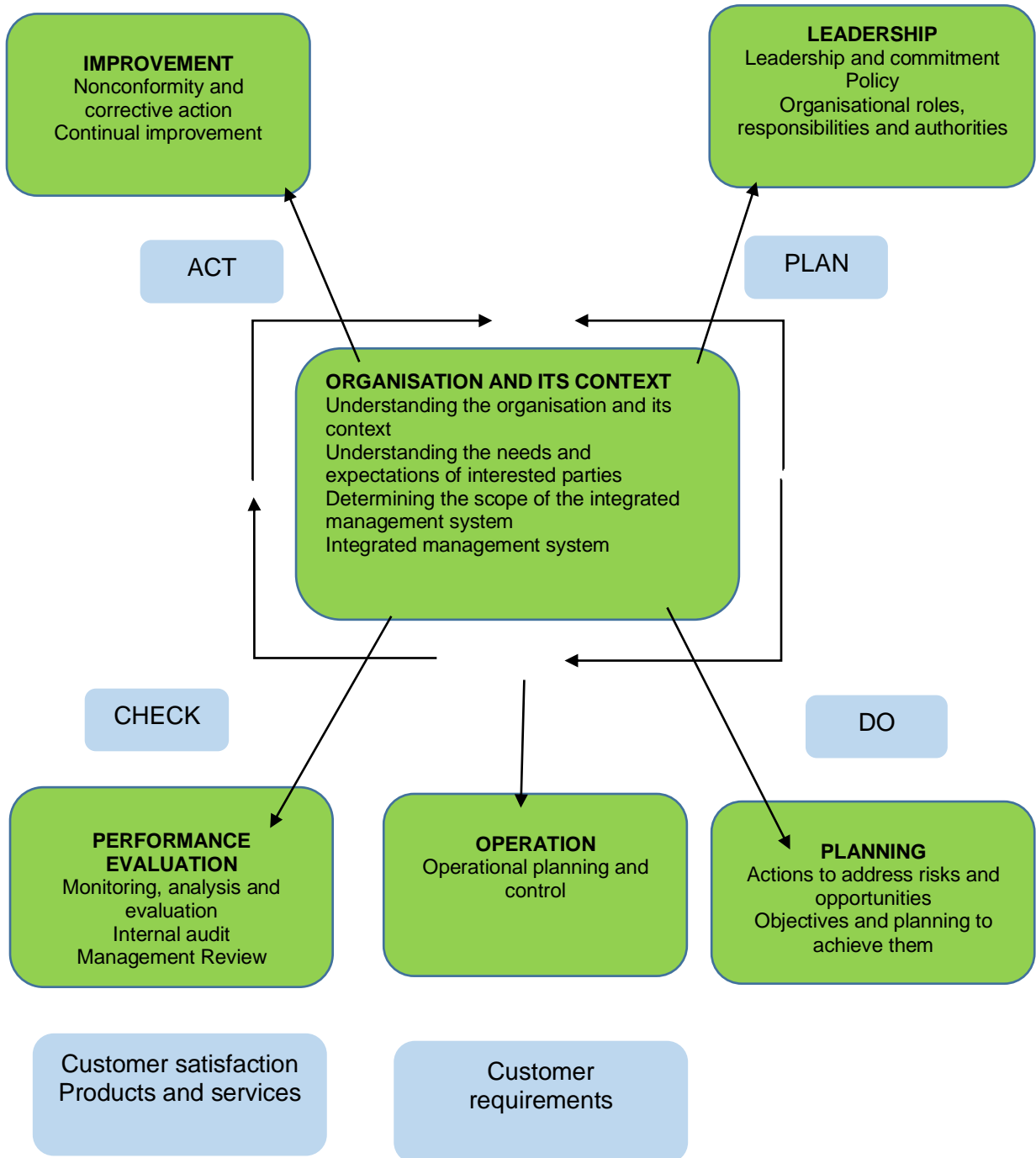
Chief Executive

Date: 30/12/2023

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## 6. QUALITY MANAGEMENT SYSTEMS

### 6.1. GENERAL REQUIREMENTS



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## 7. OFTEC QUALITY SYSTEM DOCUMENTATION

**Quality Policy** – a statement of our commitment to maintain a Quality Management System, and identifying the measures we will introduce to seek continual improvement. This is issued by our Chief Executive and is to be reviewed annually.

**Quality Manual** – This document details the scope of the OFTEC Quality Management System, and provides a description of the interaction of processes within the QMS. Additionally the manual provides details of documented procedures in place, and an overview of the organisation structure by way of an organisation chart. Responsibilities are also documented.

**Established Quality Procedures** – whilst there are numerous work instructions and procedures which have been prepared over many years, key procedures to address specifics of the Quality Management System are outlined below, these include:

- Context of the Organisation Encompassing Risk and Opportunity
- Control of Documents and Records
- Internal Auditing
- Management Review
- Outsourced Processes
- Non-conformances, Corrective and Preventive Action

A controlled Documents and Records Register is maintained which provides for tracking of supporting procedures/work instructions/documents used within the organisation.

## 8. Records

**Control of Records** - Records provide evidence of conformity to requirements; the procedure 'Control of Documents and Quality Records' outlines those records required by ISO9001: 2015 and ISO 17065 needing to be safeguarded until time for disposal.

## 9. Management Responsibility

### 9.1 Chief Executive

The Chief Executive has overall responsibility for setting quality goals and ensuring that they are met through the allocation of resources as required. The Chief Executive also reviews the Quality Management System regularly. In line with his commitment, the Chief Executive is responsible for the following tasks:

- Conducts regular formal communication sessions explaining business performance and how the organisation meets customer needs.

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- Conducts management reviews to verify how the organisation continues to meet quality objectives and quality plans and the availability of resources to meet such objectives and plans
- Coordinate activities meant to ensure that customer requirements are formally identified

## 9.2 Quality Consultant

The member of the management team who is allocated the role of Quality Consultant has the responsibility and authority to manage the day-to-day operation of the quality system, including advising senior management on the performance of the system. The Quality Representative is also responsible for conducting training in quality awareness.

## 9.3 Management Team

The members of the management team as defined in the Organisation Chart have the responsibility of seeing that the company's quality goals are translated into operational effectiveness. They are accountable for the quality outcomes of their departments. Managers are responsible for ensuring their staff implement the quality management system on a day to day basis.

## 9.4 All staff

Each person is individually responsible for ensuring that they understand their role in achieving quality outcomes and then putting these principles into practice. The structure of OFTEC is represented within an attachment to this manual

## 10. Objectives, Data and Goals

Objectives, data and goals are reviewed at each Management Review Meeting and shall be updated to reflect any changes/additions agreed.

## 11. Revisions and Control

The manual is a 'controlled' document within our Quality Management System however 'uncontrolled' copies can be distributed to any interested party. The manual is intended to be used as a public document that displays this company's commitment to achieving quality in all our activities.

Revision and issue status

ISSUE NO.	SECTION NO.	REVISION NO.	DATE ISSUED	CHANGES MADE
1	N/A	0	10/12/2015	New Manual
2	All	0	27/01/2017	Re-write to reflect ISO9001: 2015

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3	All	0	01/03/2017	Revised layout
4	3	0	15/03/2017	Scope of QMS made clearer One procedure for listed for non-conformances, corrective and preventive action
5	3 4	0	02/06/2017	Revised scope at section 3 Amended permissible exclusions at section 4
6	All pages	0	29/06/2018	Evidence of Policy Review Footer detail to show manual/policy being reviewed at Management Review
7	Pages 2 and 3	0	30/12/2020	Inclusion of Trustmark Scheme at Organisation Profile, Scope and Quality Policy, which also includes an update on date of approval.
8	Page 3	0	21/04/2021	Remove Trustmark Scheme from entry point 3 and 5
9	Page 4	0	27/02/2024	Updated CEO review date to coincide with review carried out at Management Review.

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