



Roman Electrical Ltd. Quality Management System

Quality Policy

- Commitment to safe, compliant electrical work.
- Meeting BS 7671, EAWR 1989, Building Regulations, manufacturer instructions.
- Continuous improvement.
- Ensuring competence of staff.

Organisational Structure

- Director / Principal Duty Holder – QMS oversight, legal compliance, training, customer satisfaction.
- Qualified Supervisor – Ensures work meets BS 7671, inspections, testing, verifies competence.
- Electricians – Perform installation, testing, documentation.
- Apprentices / Mates – Work under supervision, not permitted to certify.
- Administration – Manages records, communication, scheduling, procurement.

Competence & Training Procedure

- Maintain training records and verify qualifications.
- Toolbox talks and CPD logs.
- Annual competence review.
- Record authorisations for testing and certification.

Job Planning & Risk Assessment Procedure

- Pre-job site survey.
- RAMS production.
- Permit to work requirements.
- Material compliance verification.
- Record customer requirements and changes.

Installation Procedure

- Work performed to BS 7671 and manufacturer instructions.
- Daily site safety checks.
- Use of calibrated tools.
- First-fix and second-fix quality checks.
- QS site spot checks.

Inspection, Testing & Certification Procedure

- Follow BS 7671 Part 6.
- Record all test results.
- QS reviews test sheets.
- Issue EIC, MEIWC, or EICR.
- Store certificates for minimum 6 years.

Non-Conformance & Corrective Action Procedure

- Log defect.
- QS investigates root cause.
- Corrective action documented and verified.
- Review trends annually.

Tools, Equipment & Calibration Procedure

- Maintain tool inventory.
- Annual calibration of test instruments.
- Pre-use checks.
- Remove defective tools from service.

Purchasing & Material Control Procedure

- Approved supplier list.
- Ensure CE/UKCA-marked equipment.
- Verify product data sheets.
- Track batch numbers where relevant.

Document & Record Control Procedure

- Revision-controlled documents.
- Secure storage of certificates, RAMS, training, calibration records.
- Retention: minimum 6 years.

Customer Communication & Complaints Procedure

- Log enquiries, quotes, and variations.
- Record complaints and resolve within 5 days.
- Implement corrective actions.
- Escalation to scheme provider if unresolved.

Internal Audit Procedure

- Annual audit of work, records, calibration, and training.
- Record findings and improvements.

Management Review Procedure

- Annual review of audits, complaints, non-conformances, training needs, regulation changes.
- Define improvement actions for next year.