In this 2017 issue...

- NEW ISO 13485 Website
- Medical Device Article
- Case Study - Harry Maiden Ltd
- Safety Schemes

Management System Specialists
Looking back ... on this page last year I explained that, after the introduction of the new ISO 9001 and ISO 14001 standards, we would be delivering work on the ISO 45001 for health and safety.

Unfortunately ... with the failure to agree on its content amongst the many international bodies concerned with its drafting, it was not published. We now have to wait to see if 2017 brings forward a new draft of ISO 45001 – watch this space!

This demonstrates how we need to consider Change within our organisations; a concept that is very much part of the updated ISO standards. QCS, and many of our clients, have had to manage changes in several standards and our associated services. As part of this change I am delighted to report that QCS is now certified to ISO 9001:2015.

If you are Still working on your transition remember that all systems to ISO 9001:2015 and ISO 14001:2015 MUST be operational by mid 2018. Remember that QCS is always on hand to assist you if necessary.

One thing that did happen was the launch of ISO 13485:2016 standard for Medical Devices. As a result we now have a full suite of updated courses available to clients along with bespoke and specialist training in all areas of medical device management.

We also launched our medical device dedicated web site www.iso13485.co.uk

To date our medical device specialists have carried out multiple ISO 13456:2016 training courses across the UK and Europe in all areas of medical device specialisms. Check out our web site to see where our training can help you.

At QCS, we are rightly proud of our ability to retain long term partnerships with our clients. QCS has been working with Harry Maiden Ltd for many years and you can see in the brochure article how the relationship has given Harry Maiden so much more than just a quality management system certificate.

Editorial
Ian Phillips, MD

Throughout the year ahead we shall continue to post updates and other information on our websites – simply go to www.qcsl.co.uk or www.iso13485.co.uk to see what is happening! There will be news about standards, training special offers and other topics relevant to those involved in the delivery of management systems.

Guess who is going to be 30...?

In May 2017, QCS we will be celebrating a very special anniversary – 30 years in business.

For three decades QCS has provided clients with excellence in consultancy and training services ensuring at all times we reflect changes in the expectations of our customers to meet their organisational goals.

From an initial focus on Quality Management System development and training, QCS has expanded and developed the business to offer a wider portfolio of services. These services include Environmental Management, Health & Safety and more recently QCS has been one of the leading providers of Medical Device Manufacturing Consultancy and Training.

In our 30 years we have guided and trained our clients through 5 versions of ISO 9001, 3 versions of ISO 14001, 3 versions OHSAS 18001 and 3 versions of ISO 13485.

To celebrate, throughout our birthday month in May, we will keep you updated through our websites and newsletters of our “birthday offers and events”

We look forward to providing you with

“quality in a safe environment”
for another 30 years!

Happy 2017 to you all...
QCS – Your choice...

QCS International, with nearly 30 years of experience, offers a wide range of consultancy services in the fields of Quality, Environmental, Health & Safety and Medical Device Management Systems. You can be confident that we are the experts to turn ISO standards into real solutions for your business.

In our ever-challenging economic market, QCS recognises that each company is different. We tailor our approach to fit specifically with the needs of each client. Using only experienced consultants we can support your quality, environment, health & safety and medical device systems with an Outsource Service that gives you ‘peace of mind’ and continual business improvement.

Why use QCS for training...

- CQI/IRCA Approved Training Partner for all auditor courses
- Ongoing investment in ALL courses
- Interactive Courses... involving you in the learning experience
- Highly trained and qualified industry experts
- Access at highest level in all sectors
- Competitive prices
- 100% guarantee

Call us: 01236 734447

All this and your 100% money back guarantee

When it comes to training we know that we offer you the most unique and complete service in the market. So when you book a course with QCS, we are happy to GUARANTEE that...

- We will provide highly qualified, industry experienced trainers
- Deliver the very latest information and standard updates
- Deliver the agreed learning objectives
- Offer a practical and interactive training experience

Call us: 01236 734447
Email: info@qcsl.co.uk
On Site Training designed for you... because we know one size doesn’t fit all

At QCS we know that one size doesn’t always fit all which is why we can offer you cost effective in house training saving you time and money. We listen to you and we develop and tailor the course to suit you which is then delivered at your site.

QCS can deliver all our courses at your premises giving you the advantage of:

✓ FREE tailored course to meet your specific needs
✓ Up to 40% per person savings PLUS added benefit of saving you time, travel and expenses
✓ An experienced trainer matched specifically to your organisation and sector
✓ Peace of mind that your course is delivered by an CQI/IRCA Approved Training Partner to the highest possible industry standards
✓ Dedicated point-of-contact at QCS
✓ Discounts for 2 or more courses

In-house training

With an array of additional bespoke training, we also deliver all public courses at your premises:

✓ Integrated Internal Auditor to ISO 9001/ISO14001/OHSAS 18001 (Includes a live audit of your own management system)
✓ Risk Assessment
✓ Manual Handling
✓ A wide range of Asbestos Training
✓ Sterilisation
✓ Software Development for Medical Devices
✓ Clinical Evaluation Process

Training requirements

To discuss your training needs, advice on specific course criteria, bespoke courses and importantly, special training offers call Audrey Smith our Training Sales Director

Audrey has worked with QCS clients in the UK and overseas for 15 years and can give you all the assistance required to ensure:

✓ You get exactly what you need to meet your company objectives
✓ A price promise and 100% money back guarantee
✓ Confidence that your training needs are in the hands of an experienced Training Sales Director

Call for an ‘no obligation’ quick quote today

Audrey Smith
Training Sales Director

www.qcsl.co.uk
www.iso13485.co.uk
The one day auditor transition workshop is designed to ensure auditors have the necessary knowledge of the new standard to allow them to audit within your organization.

This course meets the criteria for your certification body.

- Introduction to Annex SL and the structure of ISO 9001
- Key changes to the standard for auditors
- Exercises to establish what new items of objective evidence auditors should seek
- Information on risk management, setting context and life cycle analysis (all part of the new standards)

As an CQI/IRCA-approved training partner QCS is pleased to offer certified auditor transition training to the ISO 9001:2015 standard. This is for auditors of all grades who wish to retain their IRCA registration. It is a requirement that you complete an IRCA certified course, and successfully complete a short exam, before September 2018.

This is a two-day course and covers the full IRCA syllabus.

- Introduction to Annex SL as a framework for ISO management systems standards
- The requirements of ISO 9001:2015
- Key changes to the standards for auditors
- Exercises to establish what new items of objective evidence auditors should seek
- Providing the knowledge and skills required to audit against ISO 9001:2015 effectively
### Introduction to ISO 9001:2015

ISO 9001 can enhance customer satisfaction and drive your operational improvement. This practical and interactive one day course will help you to understand the key requirements of ISO 9001 and how this applies to your organisation.

- How to cut through the ‘ISO speak’ to give you a practical understanding of the real business benefits of ISO 9001:2015
- Destroying the myths of system documentation — what you actually need to run your system
- How to implement ISO 9001 into your business, not your business into ISO 9001
- How your ISO 9001 system will be assessed externally
- 7 principles of Quality Management

£150+VAT  
CPD: 7 Hours

### Internal QMS Auditor (2015)

(CQI/IRCA Certified 17996)

Auditing is the basis to maintaining and improving your business. This practical and interactive two day course will give you all the tools necessary to perform QMS internal audits. This CQI/IRCA Certified course will give you the very latest training in how to audit, in addition to giving you an internationally accredited qualification that your certification body and your customers will recognise.

- How to get maximum benefits from your internal quality audits
- Purpose of a Quality Management System
- Become a value added quality auditor: The key steps you should follow to plan, prepare and perform an effective quality management system audit
- How to effectively perform your internal quality audit by knowing the right questions to ask
- How you can write a nonconformity that will deliver an effective corrective action every time

£550+VAT  
Early Bird
£910+VAT  
Two for less  
CPD: 14 Hours

### QMS Auditor / Lead Auditor (2015)

(CQI/IRCA Certified 18082)

This 5 day course is recognised by certification bodies as the qualification for auditors and quality managers and gives you the same qualification as your certification body assessor. This course is delivered by expert auditors with a wide experience of quality management systems and will give you the skills required to perform internal, supplier or certification body audits.

- How to get maximum benefits from quality audits
- A practical guide to the purpose of a Quality Management Systems
- Become a value added quality auditor: The key steps you should follow to plan, prepare, perform and lead effective quality management system audits
- How you can effectively perform quality audits by knowing the right questions to ask
- How you can write a nonconformity, that will deliver an effective corrective action every time
- How to ‘calibrate’ your audit technique and your nonconformities with your certification body
- Move beyond strict ISO 9001 compliance… Use your quality audits to drive continual improvement in your organisation

£999+VAT  
Early Bird
£1599+VAT  
Two for less  
CPD: 40 Hours

www.qcsl.co.uk  
www.iso13485.co.uk
### Introduction to ISO 14001:2015

**£150+VAT**  
CPD: 7 Hours

This one day course will give you a practical introduction to ISO 14001. By using an ISO 14001 management system you will see how your organisation can be legally compliant and reduce your impact on the environment.

- Understanding of ISO 14001:2015 standard
- The real business benefits of ISO 14001:2015
- Legislation and how to be compliant and stay compliant
- Meeting the needs of stakeholders

### Internal EMS Auditor (2015)

(CQI/IRCA Certified 18105)  

**£550+VAT**  
Early Bird  
**£910+VAT**  
Two for less  
CPD: 14 Hours

Recognised by ISO 14001 assessors as the qualification for internal auditors, this course will help you make sense of your environmental system (EMS) by first understanding how to use your EMS, manage and audit your system.

- Cut through the ‘ISO speak’ to give you a clear understanding of ISO 14001
- Understand legislation that affects your business and how to stay compliant
- The key steps you should follow to plan, prepare and perform an effective audit
- How to effectively perform the audit by knowing the right questions to ask
- How you can write a nonconformity that will deliver an effective corrective action every time
- Move beyond compliance: Use your audit system to drive continual improvement in your organisation

### Integrated Management Systems Auditor Training (in-house)

**£3,200+VAT**  
for up to 6 Delegates  
CPD: 21 Hours

This three-day course is designed for delegates who will be required to carry out internal audits.

The course will cover ISO 9001 and ISO 14001 and the principles and practice of effective auditing using ISO 19011. On Day 3 the delegates will carry out a LIVE AUDIT.

- Describe the principles and practice of integrated internal process auditing
- Explain the purpose and structure of ISO 9001 and ISO 14001
- How an Integrated Management System drives continual improvement
- Plan and prepare for an on site coached internal audit
- Gather objective evidence during an audit
- Write factual reports that drive improvement of the system
- Verify the effectiveness of corrective actions
- Describe how internal auditing can maintain and improve a management system

**Unlike many of our competitors, QCS International will retain its IRCA status for all auditor courses and ensure the high standard of teaching delivered by QCS.**  
**From January 2017 all IRCA courses will come under the auspices of the Chartered Quality Institute and QCS will again be at the forefront of Certified Auditor course delivery.**  
**QCS will continue to keep our clients fully up to date via our website and newsletters.**
# ISO 13485: 2016 Training Courses

## Introduction to ISO 13485 2016

ISO 13485 can ensure regulatory compliance and drive your operational improvement. This practical and interactive 1 day course will help you to understand the key requirements of ISO 13485, what an effective Quality Management System should look like, and how this applies to your organisation.

- How to cut through the ‘ISO speak’ to give you a practical understanding of ISO 13485: 2003 (2012)
- Destroying the myths of system documentation - what you actually need to run your system
- Key System Elements: How to implement ISO 13485 into your business, not your business into ISO 13485
- The links between ISO 13485 and the Medical Device Directive and CE Marking

**£325+VAT**  
CPD: 7 Hours

## Medical Devices QMS Internal Auditor

Auditing is the basis to ensuring effectiveness and regulatory compliance in your organisation. This practical and interactive two-day course will give you all the tools necessary to perform internal audits to ISO 13485. This course will give you the very latest training in how to audit in addition to giving you an internationally recognised qualification that your notified body and your customers will recognise.

- How to get maximum benefits from your audits
- Basic understanding of a process based quality/medical device management system
- The key steps you should follow to plan, prepare and perform an effective audit
- How to effectively perform the audit by knowing the right questions to ask
- The secrets of becoming a process based auditor
- How you can write a nonconformity that will deliver an effective corrective action every time
- Relationship between quality management, production service conformity, regulatory requirements and customer satisfaction

**£695+VAT**  
**£1200+VAT** (Two for less)  
CPD: 14 Hours

## Medical Devices QMS Auditor/Lead Auditor

This five day course is recognised by regulatory agencies as the qualification for auditors and quality managers and gives you the same qualification as your notified body assessor. This course is delivered by expert auditors with wide experience of the medical device industry and will give you the skills required to perform internal, supplier or notified body audits.

- How to get maximum benefits from your audits
- The key steps you should follow to plan, prepare and perform an effective audit
- How to effectively perform the audit by knowing the right questions to ask
- The secrets of becoming a process based auditor
- How you can write a nonconformity that will deliver an effective corrective action every time
- How to ‘calibrate’ yourself and your non-conformities with your notified body
- Move beyond compliance: Use your audit system to genuinely improve the effectiveness of your organisation
- Key system elements including: Links to ISO 9001, risk management, validation and post market surveillance systems

**£1300+VAT**  
**£2100+VAT** (Two for less)  
CPD: 40 Hours

---

**www.qcsl.co.uk**  
**www.iso13485.co.uk**
OHSAS 18001:2007 Training Courses

Introduction to OHSAS 18001:2007

Everyone in business requires an understanding of UK health and safety and this one day course will guide you through the benefits of implementing an Occupational Health and Safety Management System with a practical introduction to OHSAS 18000.

- The key requirements of OHSAS 18001
- How to develop your own Health and Safety Policy
- The importance of hazard identification, risk assessments and your legal requirements
- How to reduce organisational risk through your OH&S management system

£250+VAT CPD: 14 Hours

Internal OH&S Auditor (CQI/IRCA Certified 17463)

This two day course will help you make sense of your occupational health & safety system by helping you to understanding your key workplace hazards, how to control these and then how to manage and audit your system. This CQI/IRCA Certified course will give you the very latest training in how to audit, in addition to giving you an internationally accredited qualification that your certification body and your customers will recognise.

- Cut through the ' OHSAS speak' to give you a clear understanding of OHSAS 18001:2007
- Understand legislation that affects your business and how to stay compliant
- The key steps you should follow to plan, prepare and perform an effective audit
- How to effectively perform the audit by knowing the right questions to ask
- How you can write a non conformity that will deliver an effective corrective action every time
- Move beyond compliance: Use your audit system to drive continual improvement in your organisation

£550+VAT Early Bird
£910+VAT Two for less
CPD: 40 Hours

Risk Management Using ISO 14971

This practical and interactive one day course will give you the skills and tools to perform risk assessments and manage product and process risks using ISO 14971.

- The secrets of what your notified body is looking for in a risk management system
- How to manage risk and the product lifecycle using ISO 14971
- Why a Failure Mode Effect Analysis is not enough to pass an audit
- The key links between product design and controlling your processes
- Tool box to effectively manage and control risk

£150+VAT CPD: 7 Hours

Let QCS arrange your IOSH Courses; IOSH Working Safety (1 day), IOSH Supervisory Safety (2 Days) and IOSH Managing Safety (4 Days).

All our IOSH in house courses are bespoke to your sector. They can be carried out at your premises, or at a QCS Training Venue with no additional cost.

For more information and a competitive quote call Audrey Smith, Training Sales Director on 01236 734447.

Call us: 01236 734447 Email: info@qcsl.co.uk
How QCS can help you...

QCS can work with you on a broad range of projects and activities. Consultancy support is available to make sure that the management systems you have in place are designed effectively, that they are implemented and maintained to deliver real benefits to your organisation. In addition, we can then audit these elements to ensure that you meet all of the requirements of the standards to which you subscribe.

Our consultancy services have been provided to businesses across all sectors of industry and commerce in the UK, Europe, USA, Africa and The Emirates. Using highly experienced sector specialists we can meet the needs of your quality, environmental, health & safety and medical device manufacture management systems. We also specialise in assisting clients to integrate these elements together to gain further efficiencies.

We can offer help by discussing your specific needs directly with you. We can offer a consultancy visit to your organisation, with no cost implication to establish how best we can work with you to meet your business objectives. Our service is always bespoke to your organisational needs which ensures you never have a ‘one-size-fits-all’ management system from QCS.

We are proud of our record on client retention. This is achieved by delivering what we promise.

Every one of our proposals includes within it the following key deliverables:

- We will assign qualified, experienced and effective consultants
- We thoroughly review your management systems prior to conducting audits
- Translate ‘ISO speak’ into plain language relevant to your business.
- Keep you up to date with project progress
- Deliver the agreed project objectives, on time and on budget

Our Services...

- **Design and implementation** of your management system. QCS has an 8-step approach to bringing a management system to life. We want the system to reflect the business and to contribute towards real improvement in your organisation.

- **Out-sourced Management Services.** If you are short on resource and need some assistance in maintaining your system we have consultants who can work within your business and be your system manager. This can include the delivery of your internal audits.

- **Audit Assist.** QCS have available a team of IRCA Registered auditors who can act as your own resource in the delivery of your audit programme. We promise to generate effective, clear and useful audit reports that will ensure there are no issues when your certification body visits.

- **Legal compliance.** QCS can undertake this compliance evaluation as well as review and update your registers and records linked to legal issues.

- **Fixed Price Update Transition Package.** QCS can offer a specialist service to make the transition to the 2015 standard for your Quality and Environmental Management System as smooth as possible. With our cost-effective fixed price package, completed in 12 weeks, it includes these vital components:
  
  - Update Gap Analysis
  - Manual Rewrite
  - Review and Update Existing Procedures
  - Risk Management (ISO 9001)
  - Aspects identification and Life Cycle Consideration (ISO 14001)
  - Final Audit
  - Update Auditor Training

To meet our experts for a chat about your systems and how we can help you - please call us on 01236 734447
Outsource

Let QCS become your management system manager.

We simply become your Quality, Medical Device, Environmental or Health & Safety Department, working with you to identify and tailor a service to exactly meet your needs over a 12 month period. **All this for a fraction of the cost of an in-house team.**

The service may be to cover all elements of your management system, from delivery of internal audits, corrective action programme, deliver a specific programme or activity for which you do not have an in-house resource.

With a wide range of experience of outsource services including integration, management review delivery, certification body visit support and corrective action management. You can be sure of a first class outsource service.

Audit Assist

As your Internal Outsource Auditors QCS will take the primary role to provide a fully managed internal audit system compliant to your certified management system to drive overall business improvement and maintain your system certification.

These can be audits of Quality, Environmental, Health & Safety, Medical Device or Integrated Management Systems.

All audits are completed by IRCA registered auditors, we deliver a report for input to management review and manage the corrective action process from audit findings. We can also audit your suppliers anywhere in the UK.

Consultancy

QCS International, over a 29 year period, has developed business processes to ensure conformance with management systems for clients throughout the UK and overseas. From gap analysis to final certification assessment, our 8 stages to certification ensures you progress at each stage of the process with confidence.

These stages include: Gap Analysis; System Documentation; Procedures and Records; Applicable Registers, Implementation Visits, Awareness Training, System Auditing and a Full Pre-certification Audit.

As industry experts we can implement a wide range of management systems to ISO 9001, ISO 14001, OHSAS 18001 and ISO 13485 and unlike other consultancies we guarantee our work with our 100% money back guarantee.

Legal Compliance

It is a requirement of holding certification to ISO14001 and OHSAS18001 that you meet all of your legal and other requirements to which you subscribe. You are required to provide evidence that you have evaluated your business against identified regulations and that you take action where you think there may be a failure to meet these.

QCS are experts at ensuring you continue to fulfil the requirements of ISO 14001 and OHSAS 18001 by offering a compliance evaluation service.

We are able to review your existing legal registers (covering environmental and health & safety law), update these and then seek confirmation you are meeting statutory requirements. We generate all records and evidence required to meet the requirements of the standards.

Call us: 01236 734447  Email: info@qcsl.co.uk
The next 3 to 5 years will be a very busy time for medical device manufacturers. The European Medical Device Regulations that are to be introduced to each member state’s legislation will add an additional burden to manufacturers, who are already looking to resource the additional requirements imposed by ISO 13485:2016.

The new regulations will affect all medical device manufacturers that sell products into Europe and constitute the first wholesale change in the way medical devices have been regulated in the community since 1993.

- It requires each medical device to have a Unique Device Identifier (UDI) displayed on the label. This will provide the general public the ability to search for safety information provided in the manufacturer’s Periodic Safety Update Review (PSUR) relating to the device on a publically available database called Eudamed.
- Class III medical devices and class IIb devices that administer drugs will have to go through a process of review by the EU Commission, which could seek further ‘scientific opinion’, before the notified body gives approval for CE marking.
- The ability to claim equivalence to competitor products in relation to clinical evidence of safety and efficacy is limited to organisations that have access to the full technical documentation of the device. In practice, this means that claims of equivalence will be limited to devices that are produced by the same manufacturer.

The new regulations become effective 3 years after they are published. Any devices that are CE marked in the transition period will have a valid certificate for 4 years after the transition period or for 2 years if they are classed as an IVD.

Alongside the changes introduced by the new Medical Device Regulations, organisations are also required to be certified to the new requirements of ISO 13485:2016 by March 2019. These are the first substantial changes to the standard since 2003. There are specific new requirements in the revised standard for device manufacturers Quality Management systems including:

- Adopting a risk based approach to all QMS processes
- Validation of the application of all software to the QMS
- Agreements required to inform manufacturers of any changes planned by suppliers to ordered components or raw materials
- A documented procedure required for design and development transfer
- Increased traceability for non-active implantables.

Additionally, the introduction of the new Medical Device Single Audit Program (MD-SAP) will allow manufacturers to use one QMS audit to meet the regulatory requirements of a number of different regions. From 1st January 2019 Canada will only accept audits performed that meet the requirements of MD-SAP.

QCS specialist medical device consultants can provide advice and support to help you demonstrate compliance to the new regulations and standards.

Remember to check out our NEW dedicated ISO 13485 website for all Medical Device Consultancy and Training
www.iso13485.co.uk
ISO 13485

ISO 13485 is the international standard for quality management in the design and manufacture of medical devices. QCS offers clients a full service to ensure they meet the requirements of this standard. We can deliver all of your system requirements including design and implementation of a system, document maintenance and updates, training and all audits and procedures.

There has been a major update to ISO 13485 in 2016. This has required companies to review the changes in relation to their existing quality management systems. An emphasis on Risk Management has been introduced in the revised standard, QCS offers comprehensive training and support in relation to the Risk Management Processes for Medical Devices.

CE Marketing for Medical Devices

QCS can assist in the process of CE marking medical devices. There are many routes open to achieving a CE mark for a medical device. Factors that influence the route include the classification of the device, the costs involved in clinical investigation or clinical evaluation and the intended use of the device.

We can assist in gaining a CE mark by providing services including:

- Identifying the required technical documentation and applicable standards.
- Validation of processes used in development and manufacture
- Ensuring critical suppliers and processes are identified and controlled
- Ensuring risk management processes meet the requirements of applicable standards (including ISO 14971)
- Verifying labelling and information supplied to users meets the required standard
- Assistance in dealing with Notified Bodies

Auditing

QCS has a team of fully qualified, experienced and IRCA-Registered auditors who can complete audits on your behalf. This may be to deliver internal audits within your organisation or second party audits on your suppliers.

Our audits are designed to offer wider benefits to your organisation; we do not simply audit, we drive improvement. With the benefit of their experience and expertise, QCS auditors can improve your QMS by making it more integrated with your specific business practices.

By identifying opportunities for improvement through the audit system, your systems administration will be more manageable and therefore reduce the resource required to ensure conformity with ISO 13485.

Regulatory Advice

At QCS, we provide guidance on meeting current and planned regulatory requirements relevant to your product. This can include advice on meeting requirements in markets throughout the world. We can also develop the relevant documentation and evidence that is required to support any application required to enter a new market.

In Europe legislation regarding Medical Devices is changing. The three existing medical device directives will be condensed into the ‘Medical Device Regulations’. There are expected to be additional hurdles related to verifying that devices meet all relevant legal requirements.

QCS is at the forefront with the necessary expertise to advise on how these changes may affect your existing products and help to develop plans that would allow continued regulatory compliance.

100% Guarantee

All QCS Training and Consultancy Services carry a 100% Money Back Guarantee...

That’s how confident we are...

Call us: 01236 734447
Email: info@qcsl.co.uk
About our services

The Safety Advisor Service is designed to help make life easier and simpler by having your own dedicated Health & Safety specialist when you need it, where you need it.

Many organisations simply can’t justify employing their own professional staff to guide them through the maze of legislation compliance. Others do have these personnel, but they find that some projects need additional resources or specialist technical input.

The Safety Advisor Service provides you with your own complete team of experts. Our range of support is specially designed to meet your own needs and resources, therefore making it bespoke and relevant.

Entry package

✓ Agreed number of days to be used on consultancy or training throughout the year, adapted as required to your changing business needs
✓ Relevant document templates designed for your industry sector
✓ Review of your draft documents
✓ Access to your own client area via our on line cloud
✓ Newsletters and other news alerts
✓ Designated “competent person” to meet health and safety legislation

Pick and mix your own services

QCS International as part of the PHSC Plc group of companies can provide you with a vast portfolio of safety services which are available to your company as part of the Safety Advisor Services these include:

Safety audits
General risk assessment services
Policy and procedure writing
Fire risk assessment and management
Noise assessment services
Occupational hygiene
Asbestos surveying and management
Legionella risk assessment and management
Attendance of safety meetings/committees
Accident/incident investigations
A large array of practical safety training (such as working at height, manual handling, fire awareness, fire marshalling and many more)

For a call or visit from our HS Specialist - contact us on 01236 734447

All our clients subscribing to the Safety Advisor Service are now covered by a policy “Insured Advice”. Terms and Conditions apply.
From relatively humble beginnings Harry Maiden Ltd has, over the past decades, developed to become one of the most trusted and respected steel fabricators in the north east of Scotland. The company exemplifies how adapting to new markets and ensuring you are ahead of the game allows you to proposer and develop in what can be a changing environment.

When founded, the company provided agricultural and blacksmithing services; the company has steadily diversified and now offers a wide range of steel fabrication assemblies to the most demanding of clients including pharmaceuticals and oil & gas businesses. To ensure access to these new markets the installation and maintenance of an ISO 9001 certified quality management system was vital.

A Quality Management System requires self-examination and a determination to seek the best way of delivering your services. By reviewing processes, the employment of resources and the evaluation of performance Harry Maiden was able to enjoy the benefits of continual improvement. This reflects not only in increased efficiency and profitability but also greater levels of customer satisfaction.

Quality management within the business has been supplemented with ‘5S’ programmes, new time management systems, improvements in estimating and in customer communications. Testimonials from clients pay tribute to the work the company has done to be at the forefront of the sectors within which they operate. Systems in place also ensured the company was able to CE mark their fabrications to BS EN 1090

For over 8 years this improvement has been achieved with support and guidance from a QCS consultant. QCS were engaged to assist the company to design and introduce a quality management system to allow certification. This led to an ongoing partnership where QCS delivered internal audits and general advice on quality matters. The service provided also allows our consultant to discuss wider business and process improvements and give the company the opportunity to discuss other important decisions on company development.

QCS continues to work closely with Harry Maiden, recently extending support for health and safety in addition to quality management. The core strengths of the business, developed in recent years, mean that recent unsettling times in the oil and gas sector have not impacted Harry Maiden as much as may have been the case. With a proven track record in quality services and products, plus the ability to diversify, it means Harry Maiden has survived when competitors have found the going more troublesome.

QCS looks forward to an ongoing partnership with Harry Maiden and wish them well for the many years ahead.

"With QCS helping us we have really benefitted from having a quality management system. With QCS it is never a paper exercise – the systems have allowed us to grow, improve how we do things and see increased satisfaction amongst our customers. The support from someone looking in also means we get a fresh pair of eyes that highlights improvements and a new perspective. We hope the working relationship we have continues."

Frances Maiden
Director
Harry Maiden Ltd
Early bird discounts are obtained by reserving a place and paying the discounted fee by the invoice date. Two for less discounts are available for two people from the same organisation, attending the same course, making the reservation at the same time and paying the discounted fee by the invoice date. For organisations making the reservation, no cancellation refunds are available but transfer may be possible with at least 15 days notice. Payment in advance is required. Credit card bookings taken.

QCS International Ltd is a wholly owned subsidiary of PHSC Plc

Book online @ www.qcsl.co.uk or call our hotline now on 01236 734447

QCS International Ltd, Suite 9, Cumbernauld Business Park, Wardpark Road, Cumbernauld G67 3JZ.
Tel: 01236 734447    email: info@qcsl.co.uk

QCS International 2017 Training Calendar

<table>
<thead>
<tr>
<th>Course Dates</th>
<th>Venue</th>
<th>Course Dates</th>
<th>Venue</th>
<th>Course Dates</th>
<th>Venue</th>
</tr>
</thead>
<tbody>
<tr>
<td>24-25</td>
<td>Cumbernauld</td>
<td>27-28</td>
<td>Cumbernauld</td>
<td>28-1</td>
<td>Cumbernauld</td>
</tr>
<tr>
<td>9</td>
<td>28</td>
<td>13</td>
<td>27</td>
<td>21</td>
<td>27</td>
</tr>
<tr>
<td>11-15</td>
<td>20-24</td>
<td>19-23</td>
<td>19-28</td>
<td>7-8</td>
<td>4-5</td>
</tr>
<tr>
<td>6-7</td>
<td>6</td>
<td>5</td>
<td>3</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>22-23</td>
<td>21</td>
<td>21</td>
<td>2</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>17-18</td>
<td>22-3</td>
<td>18-24</td>
<td>12-23</td>
<td>19-23</td>
<td>12-23</td>
</tr>
<tr>
<td>6-7</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>6</td>
<td>3</td>
</tr>
<tr>
<td>21</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>19-20</td>
<td>3-1</td>
<td>9-27</td>
<td>3-7</td>
<td>9</td>
<td>27</td>
</tr>
<tr>
<td>12-14</td>
<td>15-17</td>
<td>15-17</td>
<td>15-17</td>
<td>15-17</td>
<td>15-17</td>
</tr>
</tbody>
</table>

APPROVED TRAINING PARTNER