



QUALITY POLICY MANUAL

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MOHS WORKPLACE HEALTH LTD

Introduction and Scope

MOHS was established in 1963 to help small and medium sized businesses get the same access to quality medical services that the larger companies were enjoying. Over sixty years on, its experience helps to work in all areas of commerce and industry, ranging from small ad-hoc projects to large contracts.

MOHS Workplace Health Ltd therefore provides high quality, integrated occupational health care. It has established a reputation for excellent service provision across all sections of industry, commerce and the public sector.

As a registered charity all income is re-invested into the business, helping MOHS to improve its range and quality of services. There are ~~four~~ five service units to support clients, these being health and safety training, managed delivery, health screening, occupational health physicians and mental health and wellbeing services.

The scope of MOHS Workplace Health Ltd is the provision of occupational health and medical consultations and the provision of training.

Quality Assured, Effective Systems

We are committed to providing occupational health solutions that are both cost effective and quality assured. In relation to the requirements of Clause 4.1 of ISO9001:2015, the organisation determines external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended results of the Quality Management System (see Business Continuity Plan and Risk Assessment of Process Sheets).

Introduction to and the Scope of the Quality Management System

The Quality Management System within the organisation is structured on and meets the requirements of BS.EN.ISO 9001 and regulations held within the organisation's Document Control System.

This Quality Manual provides an introduction to the processes used within the organisation and the Quality Management System.

This Manual describes the policy, organisational structure and procedures that form the Quality Management System, which is operated by MOHS Workplace Health Ltd. The system ensures the effective running of the activities and complies with the requirements of BS. EN. ISO. 9001:2015.

The Quality Management System consists of this Manual, Procedures, Protocols, Guidance Notes and documented information held in forms and spreadsheets addressing specific clauses of the Standard.

Scope of the Quality System:

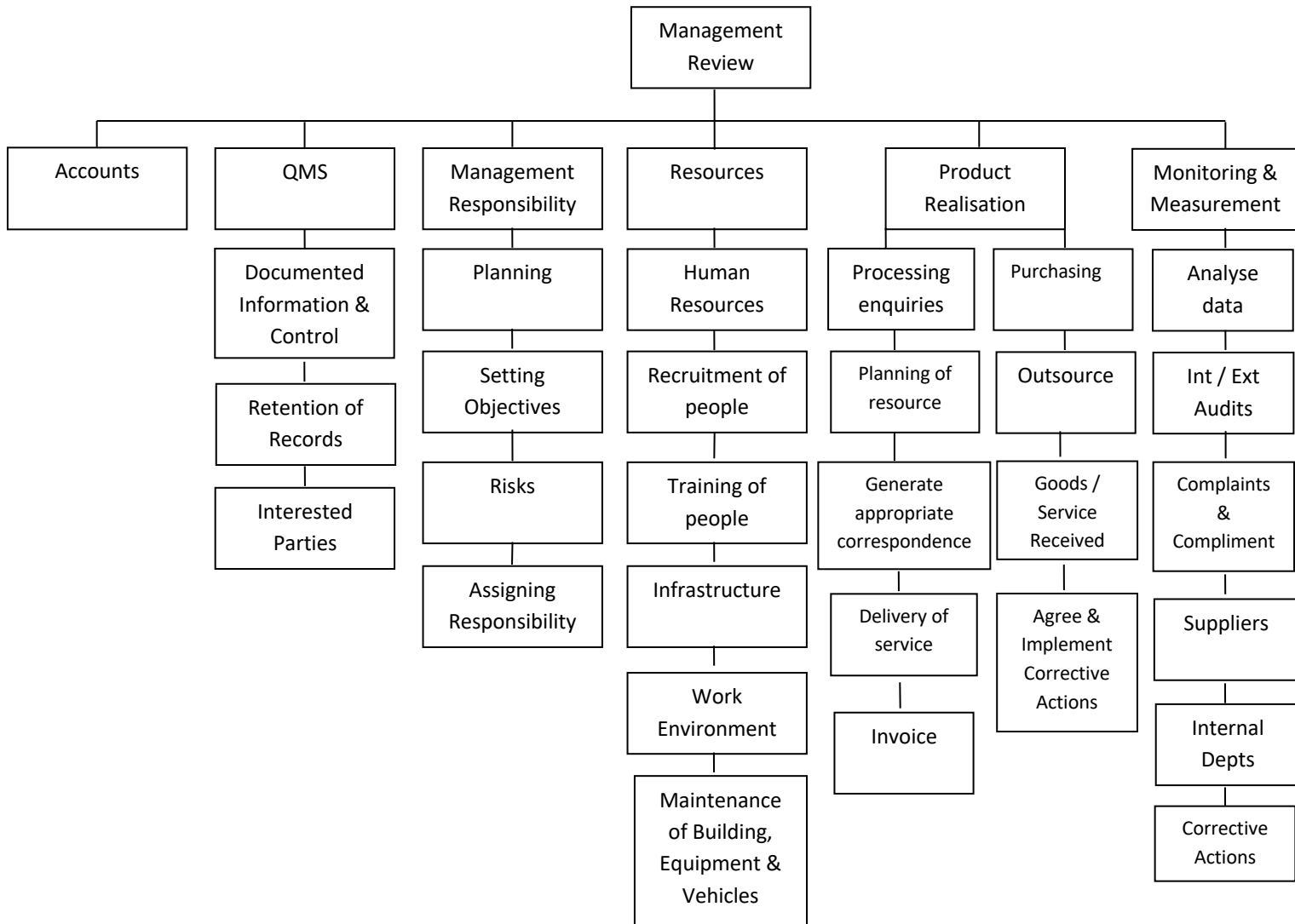
The scope of registration of the quality system is defined within the Quality Policy of this Manual.

Exclusions

Design & Development 8.3 – MOHS Workplace Health Ltd is not involved in the design of a product or service. The design authority for the training qualifications delivered lies with awarding bodies.

Interaction of Processes

The processes identified within the Organisation are covered by procedures P1 to P16.



Understanding the Organisation and its context:

The organisation determines external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended results of the QMS.

The organisation monitors and reviews information about these external and internal issues via information received from the following sources:

- Feedback from MOHS employees
- Client satisfaction surveys
- Client employees satisfaction surveys
- Client retention statistics
- New business source (recommendations/referrals, take-over of contracts, etc.)
- Face to face meetings with both new and existing clients
- Advising existing clients on new/improved technology
- Processes to ensure service complies with all relevant statutory and regulatory requirements, including Climate Change.
- News and communications from the likes e.g. SEQOHS, BSI, Awarding bodies, Environment Agency etc.

The Business Continuity Plan and the Risk Assessment of Process sheets reflect the risks associated with the business and it's delivery of the services in the context of Buildings/Workspace, IT & Telecoms and Personnel. The documentation additionally defines the Avoidance/Mitigation Measures and Recovery Actions to be undertaken.

Understanding the Needs and Expectations of Interested Parties

Due to their effect or potential effect on the organisation's ability to consistently provide a service that meet clients, client's employees and applicable statutory and regulatory requirements, the organisation determines:

- the interested parties that are relevant to the QMS;
- the requirements of these interested parties that are relevant to the QMS.
- compliance obligations including Climate Change.

The organisation monitors and reviews information about these interested parties and their relevant requirements.

A record of Interested Parties is documented and the Risk Assessment of Process sheets define the required controls.

Determining the Scope of the Quality Management System

The organisation determined the boundaries and applicability of the QMS in order to establish its scope.

When determining this scope, the organisation considered:

- the external and internal issues referred to in clause 4.1;
- the requirements of relevant interested parties referred to in clause 4.2;
- the services of the organisation

The organisation applied all the requirements of ISO9001:2015, where applicable, within the determined scope of the QMS.

The scope of the organisation's QMS is available and is maintained as documented information within the Quality Policy Statement (Responsibility, Authority and Communication) of the Quality Manual. Justification is also provided for any requirement of ISO9001:2015 that the organisation has determined is not applicable to the scope of the QMS. Any non-applicable requirements do not affect the organisation's ability or responsibility to ensure the conformity of its services and the enhancement of customer satisfaction.

Documentation Requirements

▪ Quality Manual:

The documented Quality Management System consists of the Quality Policy Manual, Quality Procedures Manual and, where required, detailed Protocols (work instructions). The documented quality system shall be in accordance with BS EN ISO 9001:2015.

MOHS Workplace Health Ltd commitment and objectives are contained in the Quality Policy Manual. The Procedures shall detail how the organisation operates the Quality Management System and shall change as part of continuous improvement. Protocols shall be produced where a process needs to be specifically defined and issued to individuals operating that process.

The master Quality Policy Manual shall be continuously reviewed and updated as necessary and approved by the appropriate certification body (BSI). All other copies shall be updated under the authority and control of the Administrative Services Co-ordinator. The amendments are updated by means of raised issue letters/dates. The Administrative Services Co-ordinator retains one master copy and staff shall be made aware of its location.

▪ **Control of Documents:**

Rigid document and data control shall be practised at all times. The Quality Management System documentation/data shall be issued or amended by the Administrative Services Co-ordinator.

External documents/data, e.g. those supplied by Customers, British Standards or legislative documents shall be controlled. Obsolete documents shall be archived or destroyed.

▪ **Control of Records:**

Records shall be maintained to provide evidence of the standard of performance being achieved. The records shall be legible and retrievable. Minimum retention periods are specified, as is authority for disposal and necessary disposal instructions. The management team shall have the authority for the disposal of obsolete records after the retention date has expired.

The Chief Executive shall ensure the Quality Management System is developed, maintained and reviewed in accordance with BS EN ISO 9001:2015 and shall identify and provide adequate resources and assign trained personnel for management, performance of work, verification and internal quality audit activities.

The Chief Executive shall ensure the Quality Management System is implemented and maintained. The Quality Management System shall be reviewed and any necessary changes to the system shall be planned at the Management Meetings.

Leadership and Commitment

Top management demonstrates leadership and commitment with respect to the QMS by:

- taking accountability for the effectiveness of the QMS;
- ensuring that the QMS and established quality objectives are compatible with the context and strategic direction of the organisation;
- ensuring the integration of the QMS requirements into the organisation's business processes;
- promoting the use of the process approach and risk-based thinking;
- ensuring that the resources needed for the QMS are available;
- communicating the importance of effective quality management and of conforming to the QMS requirements;
- ensuring that the QMS achieves its intended results;
- engaging, directing and supporting personnel to contribute to the effectiveness of the QMS;
- promoting improvement;
- supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

Management Responsibility

Management Team:

The Management Team consists of the Chief Executive, Chief Occupational Health Advisor, Deputy Occupational Health Advisor and the Administrative Services Co-ordinator. The Management Team report to the Board of Directors. They are committed to the Quality Management System and are responsible for ensuring that employees at all levels and subcontractors are involved in the organisation achieving its objectives. They shall ensure that procedures are adhered to and preventive and corrective actions are implemented when a nonconformance to the service is identified.

Chief Executive:

The Chief Executive shall assist in the management of the day to day running of MOHS Workplace Health Ltd.

The Chief Executive has overall responsibility for allocating responsibility and authority for quality matters to appropriate members of the management team and staff, and for ensuring the adequacy of resources and the capability of assigned personnel.

The Chief Executive has overall responsibility for the promotion of the Quality Policy Statement (held in the QMS) and the implementation of the Quality Management System. She retains executive responsibility for Quality within the Management Team and shall be the Quality Management Representative on all quality matters. She shall report to the Management Team on all quality matters and have complete authority and responsibility for ensuring the Quality Management System meets the requirements of BS. EN. ISO. 9001:2015.

The Chief Executive is responsible for maintaining and developing the Quality Management System and controlling internal quality audits to ensure compliance with procedures, review of procedures and identify problems related to the system. The outcome of such results shall be fed into the management meetings. The Chief Executive will implement this with the assistance of the Administrative Services Co-ordinator.

The Chief Executive has overall responsibility for the management and control of MOHS Workplace Health Ltd to ensure a consistent and efficient service is being provided. She is also responsible for the management of H&S Training Department.

Lead OH Physician:

The Lead OH Physician shall assist with the Medical Department.

The Lead OH Physician shall respond to clinical queries from staff colleagues. He shall provide in-service training as required.

PLANNING

Quality Objectives:

MOHS Workplace Health Ltd shall identify its strategies and objectives in line with the Business Plan. The Management Team shall review the objectives to monitor performance against the targets set.

Quality Management System Planning:

MOHS Workplace Health Ltd shall produce a Business Plan setting out the strategy and plan for the organisation over a 3 year period. MOHS Workplace Health Ltd shall be responsible for ensuring the organisation implements the Plan, monitors and achieves the objectives set and meets Client requirements.



Quality Policy Statement

It is the aim of MOHS Workplace Health Ltd to predominately provide a comprehensive service in occupational health and health and safety training. This will incorporate a high quality service sustaining client needs and expectations.

The Management Team of MOHS Workplace Health Ltd is committed to the Quality Management System, to all the requirements of ISO 9001:2015 and to continuous improvement.

The Mission Statement of MOHS Workplace Health Ltd is:-

We deliver contemporary, relevant occupational health by:

Measuring and meeting the needs of our clients

Assuring affordable and efficient care for the workforce

Evolving the excellence of our team and its resources

All staff shall be given adequate time and resource to ensure the Quality Management System is implemented effectively.

To achieve these aims, objectives have been set by MOHS Workplace Health Ltd.

The Quality Policy Statement shall be issued to all staff and displayed within the organisation.

Changes to the Quality Policy Statement shall be made and an amended copy shall be issued to staff and displayed. This Policy shall be reviewed annually by the Management Team and updated as required.

A handwritten signature in black ink, appearing to read 'Helen Hooper'.

Signed:

Helen Hooper
Chief Executive
MOHS Workplace Health Ltd

Responsibility Authority and Communication

The roles, responsibilities and authorities of the Management Team is defined in the above section of this Quality Policy Manual. All staff shall have a specific job description and an organisation chart displays the structure of the organisation. Regular meetings shall take place whereby job roles shall be discussed and reviewed. Responsibilities shall also be defined in the procedures.

Communication shall be channelled through supervision, team meetings, management meetings, emails, notice boards, newsletters and informal discussions with individuals.

Management Representative

The Management Representative shall be the Chief Executive. In the absence of the Chief Executive, the Administrative Services Co-ordinator shall assume responsibility.

The Management Representative shall report the performance of the QMS to the management meetings.

Management Review

The Management Team has established a structure of meetings that will plan, review and communicate and continuously improve the activities of MOHS Workplace Health Ltd. The Management Team shall hold a Management Meeting to plan and review the performance of the Quality Management System. It shall address trends in quality-related problems and the effectiveness of improvement activities. The Management Team is responsible for ensuring the suitability, adequacy and full implementation of actions that respond to error, or are intended to prevent the occurrence of error.

All actions arising from team meetings shall be recorded within the Minutes of the Team meetings and followed up at the subsequent management meeting. Agendas, minutes and/or action plans shall be produced and circulated. The Minutes of the management meetings are for circulation to the Management Team and any relevant issues are relayed to the Directors at the Board of Director Meetings or more frequently, if necessary.

Review Date: 30 November 2025