



NQA MANAGEMENT SYSTEMS

STAGE 2 (REMOTE) PROCESS AUDIT

REPORT

PRL Solutions Ltd

VISIT NUMBER:

820959

DATE OF OPENING MEETING:

18/05/2026

THIS REPORT HAS BEEN PREPARED BY:**REGIONAL ASSESSOR:**

Steve Cooper

CONTACT NUMBER:

07711 985 376

EMAIL:

Steven.cooper@nqa.com

APPLICABLE STANDARD(S):

BS EN ISO 9001: 2015: Quality Management Systems Requirements.





AUDIT REPORT PART A - EXECUTIVE SUMMARY

Client Information

Primary Contact:	Keenan Thomas		
Address:	Beryl Road, Prenton, Wirral, CH43 9RS		
Contact Tel:	07960 871 442		
Contact Email:	keenan@prlsitesolutions.co.uk		
Billing Contact:	GB247629		
Billing Tel:	As above		
Billing Email:	As above		
Audit Conducted at:	Head Office (multi-site certification) <input checked="" type="checkbox"/>	Participating / Temporary Site (multi-site certification) <input type="checkbox"/>	Single Site Certification <input type="checkbox"/>
Audit Conducted as:	Fully On-Site <input type="checkbox"/>	Blended (On-Site / Remote) <input type="checkbox"/>	Fully Remote <input checked="" type="checkbox"/>
System integration (integrated audits only):	N/A		
Additional information on integration (if required):			
Certificate expiry date(s):	Stage Two Audit		
Required changes to EAC or NQA Codes applied:	No changes required		
	At this location	Across all locations (Multisite)	
Total employees	4		
Repetitive or parallel workers			

The date of the next audit is: 05/04/2027 to 05/04/2027



AUDIT REPORT PART A - EXECUTIVE SUMMARY

Audit Information

Total audit duration (in days):	1	Duration conducted remotely (in days):	1
Scope of certification:	The provision of recruitment services to provide qualified, professional and skilled people in the construction industry all around the UK Scope is appropriate.		

Confirmation that audit objectives have been fulfilled: All objectives met.

If no, which objectives have not been met including if remote auditing issues prevented the full completion of audit. Note that customers with installation/service activities within their scope must receive a minimum of one on-site visit once per cycle. Failure to achieve this may result in this activity being removed from the client's scope of certification.

NQA Audit Team		Client	Position	Attendance
Lead Assessor	Steve Cooper			Opening and Closing
Member 1		Keenan Thomas	Managing Director	Opening and Closing

** Mandatory attendance at OHSAS18001 / ISO45001 Audits. If these mandatory positions are not present at closing meeting, record and justify reasons in the Executive Summary.*

Details of Changes

Type of action or change required	Action Required	Notes
Client Name Change:	<input type="checkbox"/>	
Change of Address:	<input type="checkbox"/>	
Scope Change:	<input type="checkbox"/>	
Contact Change:	<input type="checkbox"/>	
Number of Employees Change:	<input type="checkbox"/>	
Major NCs Raised:	<input type="checkbox"/>	
Special Visit Recommended:	<input type="checkbox"/>	
Remote Audit Issue:	<input type="checkbox"/>	
Other:	<input type="checkbox"/>	



AUDIT REPORT PART A - EXECUTIVE SUMMARY

Executive Summary

The audit was fully undertaken remotely.

This audit was conducted to evaluate the organization's conformity with the requirements of ISO 9001:2015 (QMS) to assess the effective implementation of its management systems and determine its capability to consistently meet customer, statutory and regulatory requirements.

This was a Stage Two review of the company's scope, against the requirements of ISO 9001.

The organization's size, structure, activities, and operating environment were reviewed to ensure ongoing relevance of the company's management systems. No significant changes were observed in reference to the context of the organisation. Leadership has been effectively demonstrated and commitment levels are fully evident.

The availability of documented information to demonstrate that the system is well established and is well understood throughout the site.

This audit has involved a review of system administration activities, a review and sample of activities, as well as a review of job related records.

Based on the audit activities and evidence sampled, the organization demonstrated conformity with the requirements of ISO 9001 (QMS). The company's management system was found to be effective in supporting the organisation's objectives and meeting customer and regulatory requirements.

The company will not undertake design activities or provide a design service and has been excluded from the scope of its management system.

The audit has recommended to certify the company's management system for ISO 9001: 2015.

The audit was conducted in a cooperative and professional manner. The organisation's management and staff were open, supportive, and demonstrated commitment to maintaining and improving the company's management systems.

This audit report is based on a sample approached. Other audits may highlight gaps in the company's management systems, including in the areas covered by this surveillance audit.

Major NCs	N/A	Minor NCs	N/A	OFIs	N/A	AoCs	0
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Is there any conflict of interest which exists between the Auditor(s) and the client and are there any situations known to them that present themselves, or NQA, with a potential conflict of interest in respect to the audit undertaken.	No.
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AUDIT REPORT PART A - EXECUTIVE SUMMARY

Audit Conclusion

- This visit was Satisfactory: Continuation or granting of certification is recommended
- No findings have been identified

Audit Follow-up Actions

The following post-audit action(s) shall be taken by the client: No action required.

Please note that certification will not be granted, reissued or revised until all outstanding Non-Conformance responses have been submitted, and in the case of Major Non-Conformances, the evidence of corrective action has been provided to, and accepted by, NQA.

For Recertification Audits Corrective Actions must be provided to CAPS@NQA.com before the expiration of the current certificate(s)

For further information, useful guidance and further support for responding to audit findings, please visit <https://www.nqa.com/en-gb/clients/non-conformities>

Management system performance, such as trends in audit findings that require further investigation at the next recertification audit.

Mandatory completion at the Head Office Audit of Surveillance Year 2

Detail that the previous Recertification (or Stage 2), Surveillance 1 and Surveillance 2 results have been reviewed and whether there are any trends in non-conformities or other issues which require further investigation at the next Recertification audit.



AUDIT REPORT PART B – AUDIT REPORT

Audit Findings

Ref No.	Clause No.	Details of any finding(s) raised.	Type (Major NC, Minor NC, OFI or AoC)
		End of Findings	

Note: Responses to findings must be sent using the Corrective Action Plan form, as applicable, to caps@nqa.com within the timeframes stated on Page 5.

Closure of Findings from Previous Audit: Report No. N/A

Ref No.	Detail of finding and client action:	Outcome (Closed or Escalated)

	Clause	Summarized Action(s) Taken to Prevent Recurrence	Category	
		None		

Opening and Closing Meetings

Opening and closing meetings were performed in accordance with Form 335.

The objective of the audit was to confirm that the management system had been established and implemented in accordance with the requirements of the audited standards.

The opening meeting agenda covered:

- Introductions.
- Scope of the audit.
- Status of previous audit findings.
- If the company has had any breaches of legislation.
- Reporting methods / Grading of audit findings –
 - Confirmation the audit is based on a sample of the organisation's management system.
 - Confirmation of major findings as the non-fulfilment of a requirement that affects the capability of the management system to achieve intended results.
 - Confirmation of minor findings as the non-fulfilment of a requirement that does not affect the capability of the management system to achieve intended results.
- The audit process / programme.
- Confirmation of the audit cycle review.
- Communications channels during the audit.
- Guides for auditors during the audit.
- Any safety requirements during the audit.
- Resources required by the auditor.
- Confidentiality of the audit.
- The NQA complaint process.
- Questions from the client.

The close out meeting agenda covered:

- Thanks to the client.
- Confirmation of the scope of the audit.
- Summary of the audit outcomes.
- Confirmation that the audit was based on a sample of its management systems.
- Confirmation of the non-conformance process – including timescales and post audit activity.
- Confirmation of the NQA complaint handling and appeal process.
- Confidentiality of the audit.
- Any questions from the client.

Process/audit area:	Organisational Context (External / Internal issues /interested parties / boundaries and scope / process identification)
Auditees:	Keenan Thomas
Auditor (if applicable):	Steve Cooper
Method of Audit	Remote
Evidence to support audit conclusion:	
Clause 4: Context of the Organisation	
<p>The company has established, implemented, and maintains a quality management system that complies with the requirements of ISO 9001 Clause 4, including understanding the organization and its context, the needs and expectations of interested parties, defining the scope of the QMS, and establishing and maintaining the necessary processes and interactions to achieve intended results.</p> <p>The company will not undertake design activities or provide a design service and has been excluded from the scope of its management system, clause 8.3: Design and development of products and services.</p> <p><u>Evidence Sampled:</u></p> <ul style="list-style-type: none"> • PRL-QMS1: PRL Site Solutions – Quality Management System Manual – Revision 0 / February 2026 – Management System overview / Section 2: About the Organisation & Section 3: Context of the Organisation – covering the boundaries and scope of the company’s management system. • PRL-IP1: Interested Parties / April 2026 – Record showing external stakeholders. 	
Conclusion of the overall effectiveness of the process: Process / Audit Area is satisfactory	

Process/audit area:	Leadership (Process based approach, risk based thinking, policy, identification of roles and responsibilities)
Auditees:	Keenan Thomas
Auditor (if applicable):	Steve Cooper
Method of Audit	Remote
Evidence to support audit conclusion:	
Clause 5: Leadership	
<p>The company demonstrated leadership and commitment to its quality management system in accordance with ISO 9001 Clause 5, including the establishment of a quality policy with objectives setting framework, promoting customer focus, assigning roles, responsibilities, and authorities, and ensuring the effective implementation and continual improvement of its QMS.</p> <p><u>Evidence Sampled:</u></p> <ul style="list-style-type: none"> • PRL-QPS1: Quality Policy Statement / Signed and dated January 2026 – Policy Statement. • PRL-QMS1: PRL Site Solutions – Quality Management System Manual – Revision 0 / February 2026 – Management System overview / Section 4: Leadership and Governance – covering the establishment and communication of the company’s policy, expected principals of its employees and responsibilities of top management and work colleagues in relation to its quality management system. • Job Descriptions Templates (including roles, responsibilities and authorities in relation of its quality management system) for: <ul style="list-style-type: none"> ○ Company Director / Signed and dated 14th April 2026. ○ Managing Director / Signed and dated 14th April 2026. • PRL Site Solutions Limited Organisational Chart 2026 – Current company organogram. • PRL-PA1: PESTLE Analysis / Completes April 2026 – Record. • PRL-SA1: SWOT Analysis / Completed April 2026 – Record. 	
Conclusion of the overall effectiveness of the process: Process / Audit Area is satisfactory	

Process/audit area:	Performance Evaluation and Improvement Processes
Auditees:	Keenan Thomas
Auditor (if applicable):	Steve Cooper
Method of Audit	Remote
Evidence to support audit conclusion:	
<p>Clause 9: Performance Evaluation</p> <p>The company evaluates the performance and effectiveness of its quality management system in accordance with ISO 9001 Clause 9, including monitoring, measurement, analysis and evaluation of processes, conducting internal audits, and performing management reviews to ensure continual suitability, adequacy, and effectiveness of its QMS.</p> <p><u>Evidence Sampled:</u></p> <ul style="list-style-type: none"> • PRL-QMS1: PRL Site Solutions – Quality Management System Manual – Revision 0 / February 2026 – Management System overview / Section 8: Performance and Evaluation – covering the company’s monitoring, measurement, analysis and evaluation procedural overview, including inputs such as customer satisfaction, evaluation of compliance (legal and other requirements), internal audits and management review inputs and outputs. • PRL-CIA1: Control of Internal Audits – Issue 0 / February 2026 – Process Document, including flow chart. <ul style="list-style-type: none"> ○ PRL-IAR1: Internal Audit Report: Gap Analysis of company policies, procedures and processes against the requirement of ISO 9001. • PRL-MR1: Control of Management Reviews – Issue 0 / February 2026 – Process Document, including a process map. <ul style="list-style-type: none"> ○ PRL-MR1: Management Review Report / Undertaken 25th March 2026, covering actions, changes in external and internal issues, information on the performance of its quality management system, resource management, risk and opportunities review, opportunity of improvement and supplier quality issues. <p>Clause 10: Improvement</p> <p>The company complies with the requirements of ISO 9001 Clause 10 by identifying and managing nonconformities, implementing effective corrective actions, and driving continual improvement to enhance the suitability, adequacy, and effectiveness of its quality management system.</p> <p><u>Evidence Sampled:</u></p> <ul style="list-style-type: none"> • PRL-QMS1: PRL Site Solutions – Quality Management System Manual – Revision 0 / February 2026 – Management System overview / Section 9: Improvement – covering an improvement procedural overview, including identification of non-conformities and arising corrective actions. • PRL-NCCA1: Control of Non-conformity and Corrective Action – Issue 0 / February 2026 – Process Document and includes a flow chart. <ul style="list-style-type: none"> ○ PRL-NCAL1: Non-Conformance / Corrective Action Log – ‘Live’ Excel Spreadsheet. ○ NC-CA Report – Non-conformance / Corrective Actions Report – Record - April 2026. 	
Conclusion of the overall effectiveness of the process: Process / Audit Area is satisfactory	

Process/audit area:	Planning and Support Processes
Auditees:	Keenan Thomas
Auditor (if applicable):	Steve Cooper
Method of Audit	Remote
Evidence to support audit conclusion:	
Clause 6: Planning	
<p>The company complies with the requirements of ISO 9001 Clause 6 by addressing risks and opportunities, establishing measurable quality objectives, and implementing appropriate planning to ensure the effective achievement and continual improvement of its quality management system.</p> <p><u>Evidence Sampled:</u></p> <ul style="list-style-type: none"> • PRL-QMS1: PRL Site Solutions – Quality Management System Manual – Revision 0 / February 2026 – Management System overview / Section 5: QMS Planning – covering a procedural overview, including undertaking risk and opportunities reviews, for strategic business risks and occupational health and safety hazards identification and assessment, setting objectives for its quality management system and planning for change. • PRL-ROP1: Control of Risks and Opportunities – Issue 0 / February 2026 – Process Document. <ul style="list-style-type: none"> ◦ PRL-RO1: Risks & Opportunity Register 2026 / Reviewed December 2025, includes the methodology for undertaking the risk assessment. • PRL-Q01: Quality Objectives & KPIs / April 2026 – Record. 	
Clause 7: Support	
<p>The company complies with the requirements of ISO 9001 Clause 7 by providing adequate resources, ensuring personnel competence and awareness, maintaining effective internal and external communication, and controlling documented information to support the effective operation of its quality management system.</p> <p><u>Evidence Sampled:</u></p> <ul style="list-style-type: none"> • PRL-QMS1: PRL Site Solutions – Quality Management System Manual – Revision 0 / February 2026 – Management System overview / Section 6: Support – covering a procedural overview to determine resources required to undertake the company’s activities, competence management, the infrastructure required for the business, the organisational knowledge required to undertake company activities. • PRL-CA1: Control of Competence and Awareness – Issue 0 / February 2026 – Process Document. <ul style="list-style-type: none"> ◦ PRL-TM1: Training Matrix 2026 – ‘Live’ Excel Spreadsheet of the office management team. • PRL-CD1: Control of Documented Information – Issue 0 / February 2026 – Process Document, includes internal and external document management, retention periods and means of disposal. <ul style="list-style-type: none"> ◦ PRL-MD11: Master Document List 2026 – ‘Live’ Excel Spreadsheet – Record. <p>The company has recently qualified for ‘Cyber Essentials’.</p> <p>The organization exchanges and holds information / data in the course of its activities and qualification reflects the company’s seriousness in how good security lowers potential risks and supports operational activities.</p> <p>Cyber Essentials – Completed May 2026 / Recertification due May 2027.</p>	
Conclusion of the overall effectiveness of the process: Process / Audit Area is satisfactory	



AUDIT REPORT PART B – AUDIT REPORT

Process/audit area:	Process Audits: Operational Controls, Resources, Compliance Obligations, Documented Information
Auditees:	Keenan Thomas
Auditor (if applicable):	Steve Cooper
Method of Audit	Remote

Evidence to support audit conclusion:

Clause 8: Operation

The company complies with ISO 9001 Clause 8 by effectively planning, implementing, and controlling its operational processes to ensure products and services consistently meet customer and applicable statutory and regulatory requirements.

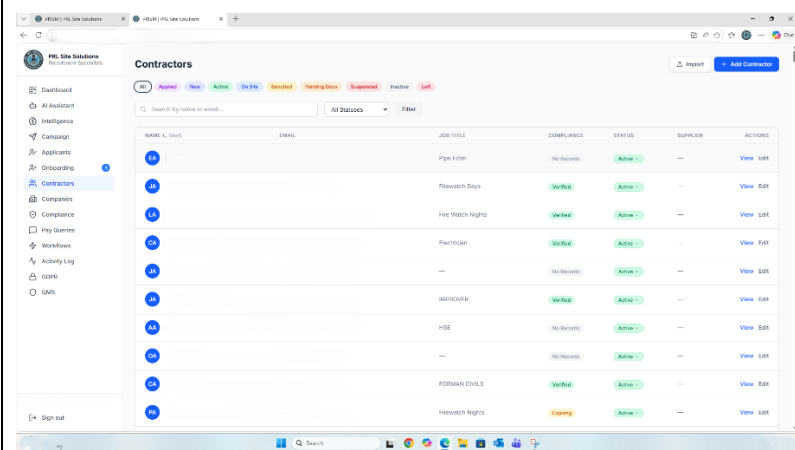
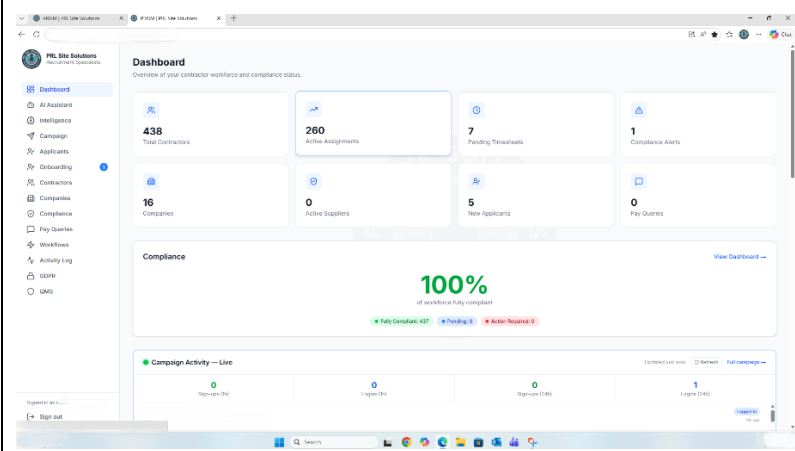
The company has automated its activities and has implemented a software portal to manage its activities. A demonstration was given during the audit.

The company will not design and products or provide design activities and is an exclusion against ISO 9001 requirements.

Evidence Sampled:

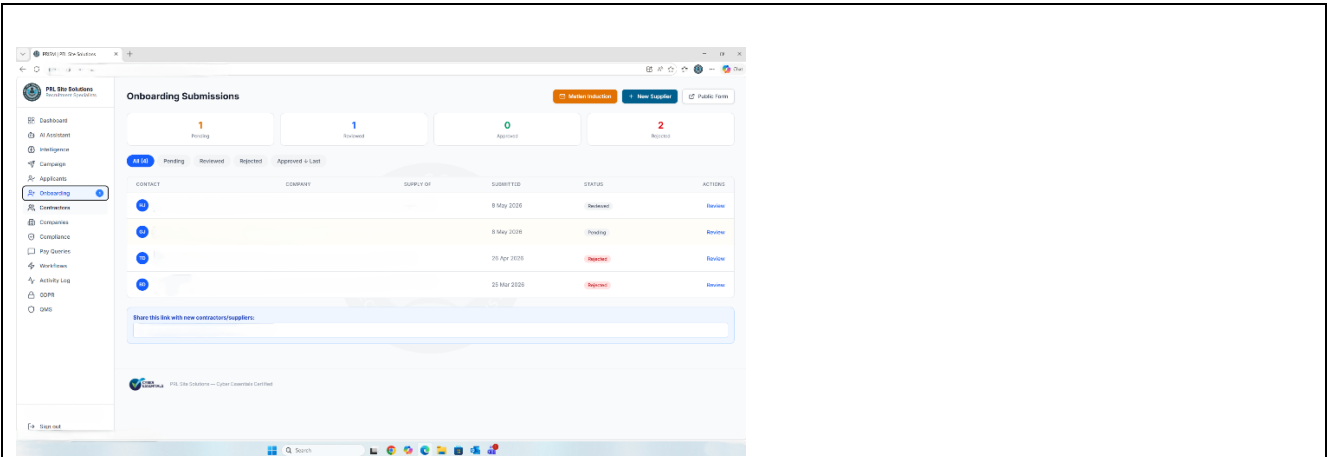
- PRL-QMS1: PRL Site Solutions – Quality Management System Manual – Revision 0 / February 2026 – Management System overview / Section 7: Operations – Procedural Overview.
- PRL-WP1: Recruitment & Placement Process – Issue A / March 2026 – Procedural Flow Chart.

The company’s software portal demonstration.





AUDIT REPORT PART B – AUDIT REPORT



Conclusion of the overall effectiveness of the process: Process / Audit Area is satisfactory

Process/audit area:	Recruitment and Placement
Auditees:	Keenan Thomas
Auditor (if applicable):	Steve Cooper
Method of Audit	Remote

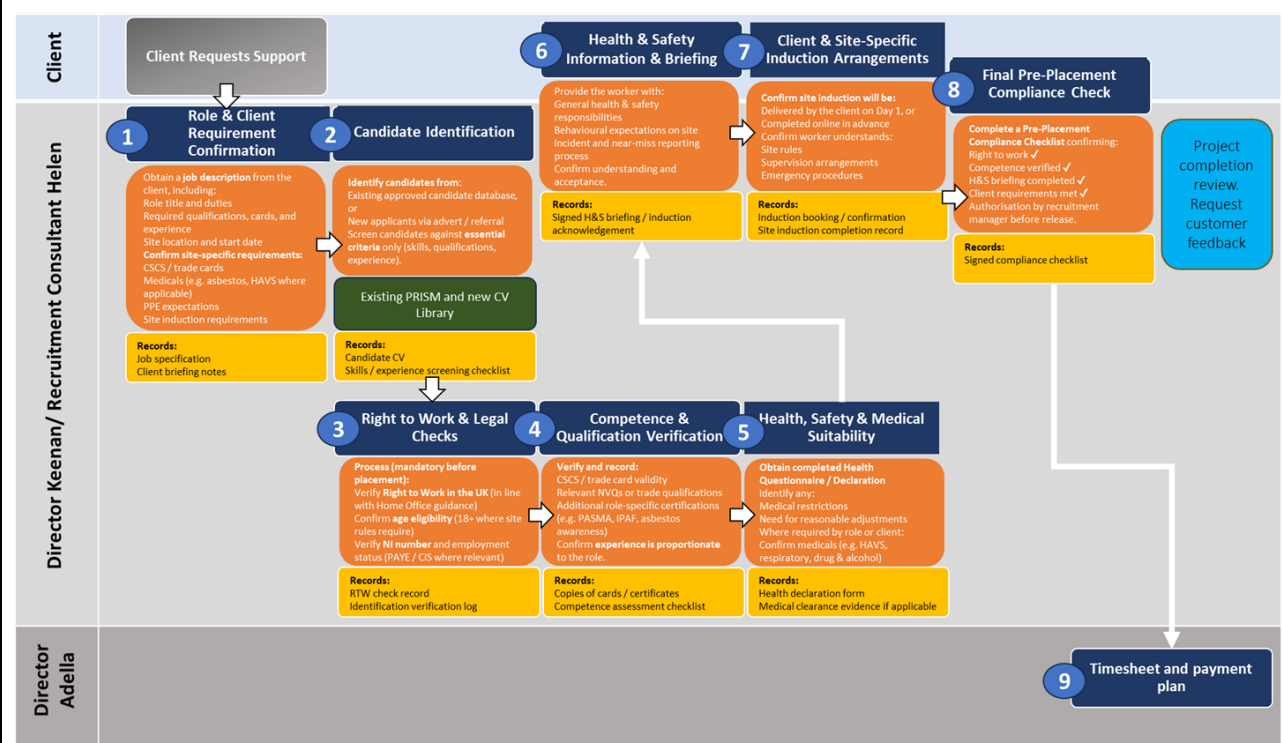
Evidence to support audit conclusion:

Clause 8: Operation

The company complies with ISO 9001 Clause 8 by effectively planning, implementing, and controlling its operational processes to ensure products and services consistently meet customer and applicable statutory and regulatory requirements, in relation to competence management for its operational activities and the supply of candidates to a clients construction activities.

The company utilises software, accessed via a portal to manage and verify competencies, communicate with clients and candidates and cascade expectations of activities and times the candidate will be required to work for the client. This automates the company’s operational activities for recruitment and placement and was demonstrated during the audit.

The system holds records (such as qualifications and the candidate’s right to work in the UK records, which are taken during the onboarding process).



Evidence Sampled:

- PRL-QMS1: PRL Site Solutions – Quality Management System Manual – Revision 0 / February 2026 – Management System overview / Section 7: Operations – Procedural Overview.
- PRL-WP1: Recruitment & Placement Process – Issue A / March 2026 – Procedural Flow Chart.

Conclusion of the overall effectiveness of the process: Process / Audit Area is satisfactory



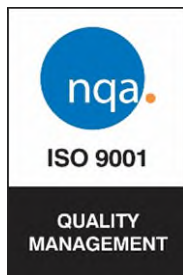
AUDIT REPORT PART B – AUDIT REPORT

Process/audit area:	Competence Management System
Auditees:	Keenan Thomas
Auditor (if applicable):	Steve Cooper
Method of Audit	Remote
Evidence to support audit conclusion:	
Clause 8: Operation	
<p>The company complies with ISO 9001 Clause 8 by effectively planning, implementing, and controlling its operational processes to ensure products and services consistently meet customer and applicable statutory and regulatory requirements, in relation to competence management for its operational activities and the supply of candidates to a clients construction activities.</p> <p>The company utilises software, accessed via a portal to manage and verify competencies. This automates the company’s operational activities for recruitment and placement and was demonstrated during the audit.</p>	
<u>Evidence Sampled:</u>	
<ul style="list-style-type: none">• PRL-QMS1: PRL Site Solutions – Quality Management System Manual – Revision 0 / February 2026 – Management System overview / Section 7: Operations – procedural overview and including Section 6: Support – covering a procedural overview to determine resources required to undertake the company’s activities, competence management.• PRL-CA1: Control of Competence and Awareness – Issue 0 / February 2026 – Process Document.<ul style="list-style-type: none">○ PRL-TM1: Training Matrix 2026 – ‘Live’ Excel Spreadsheet of the office management team.• PRL-WP1: Recruitment & Placement Process – Issue A / March 2026 – Procedural Flow Chart, includes the company’s competence & qualification verification of candidates for the company’s clients.	
Conclusion of the overall effectiveness of the process: Process / Audit Area is satisfactory	

Use of Registration Marks and Logos	
Use of Registration Mark (if used) is in accordance with the Rules of Registration	N/A
Stage One Audit – The company does not currently use any marks or logos.	

Example of the current NQA logos:

ISO 9001 (UKAS Accredited)



ISO 9001 (UKAS Accredited) with 'UKAS Tick and Crown'



More information can be found at: <https://www.nqa.com/en-gb/clients/logo-library>

If there are inaccuracies, errors or queries regarding this report or audit findings, please contact NQA Head Office on 0800 052 2424 within five working days of the closing meeting.

End of Audit



AUDIT REPORT PART C – AUDIT PLAN

Client's Name:	PRL Solutions Ltd
Site / Location:	Remote, via MS Teams
Audit Scope:	The provision of recruitment services to provide qualified, professional and skilled people in the construction industry all around the UK
Audit Objective:	Stage Two
Standard:	ISO 9001:2015 (QMS)

Day 1			
Auditor:	Activity / Process to be audited	Standard & Clause(s)	Date / Time
Steve Cooper	Introductions	N/A	18th May 2026
	Opening Meeting	N/A	09:00 – 09:15
	Context of the organization: <ul style="list-style-type: none"> Understanding the organization and its context Understanding the needs and expectations of interested parties Determining the scope of the QMS & EMS & processes 	ISO 9001: Clauses 4.1 / 4.2 / 4.3 / 4.4	09:15 – 12:30
	Leadership: <ul style="list-style-type: none"> Leadership and commitment Policy Organizational Roles, responsibilities and authorities 	ISO 9001: Clauses 5.1 (5.1.1, 5.1.2) / 5.2 (5.2.1, 5.2.2) / 5.3	
	Planning: <ul style="list-style-type: none"> Actions to address risks & opportunities Objectives & planning to achieve them Planning of changes 	ISO 9001: Clauses 6.1 / 6.2 / 6.3	



AUDIT REPORT PART C – AUDIT PLAN

Steve Cooper	<p><u>Support:</u></p> <ul style="list-style-type: none"> • Resources • Competence • Awareness • Communication • Documented information 	<p>ISO 9001: Clauses 7.1 (7.1.1, 7.1.2, 7.1.3, 7.1.4, 7.1.5, 7.1.6) / 7.2 / 7.3 / 7.4 / 7.5 (7.5.1, 7.5.2, 7.5.3)</p>	09:15 – 12:30
	Lunch		12:30 – 13:00
	<p><u>Operation:</u></p> <ul style="list-style-type: none"> • Operational planning & control • Requirements for products & services • Design & development of products & services • Control of externally provided processes, products & services • Product and service provision • Release of products & services • Control of nonconforming outputs 	<p>ISO 9001: Clauses 8.1 / 8.2 (8.2.1, 8.2.2, 8.2.3, 8.2.4) / 8.3 (8.3.1, 8.3.2, 8.3.3, 8.3.4, 8.3.5, 8.3.6) / 8.4 (8.4.1, 8.4.2, 8.4.3) / 8.5 (8.5.1, 8.5.2, 8.5.3, 8.5.4, 8.5.5, 8.5.6) / 8.6 / 8.7</p> <p>(Elements of Clause 8 may not be applicable to the company's activities)</p>	13:00 – 16:30
	<p><u>Performance evaluation:</u></p> <ul style="list-style-type: none"> • Monitoring, measurement, analysis and evaluation • Internal audit • Management review 	<p>ISO 9001: Clauses 9.1 (9.1.1, 9.1.2, 9.1.3) / 9.2 / 9.3 (9.3.1, 9.3.2, 9.3.3)</p>	
	<p><u>Improvement:</u></p> <ul style="list-style-type: none"> • General • Nonconformity and corrective action • Continual improvement 	<p>ISO 9001: Clauses 10.1 / 10.2 / 10.3</p>	
	Close Out Meeting Audit report write up and other administration		
Audit Close			



AUDIT REPORT PART D – AUDIT MATRIX

Relevant Standard/Supporting Documentation:	ISO 9001:2015
<ul style="list-style-type: none"> This audit programme is to be prepared by the Lead Auditor at the completion of the Stage 2 audit or the Recertification audit. It should be replicated in all subsequent surveillance visit reports. Where an element(s) of the programme cannot be completed at a given visit the programme shall be amended and up-issued accordingly to ensure coverage at the following visit. Site visits are to be included in the programme with a clear indication as to the processes intended to be sampled. 	

Type of visit	Stage 1	Stage 2	Surveillance 1	Surveillance 2	
Visit Due Date (MM/YY)	April 2026	May 2026	May 2027	May 2028	
Mandatory Elements / Selected Processes	Processes / elements to be audited are to be indicated as to be conducted either Remotely or Onsite. All processes are to be audited during a three-year certification cycle excluding the re-certification visit.				
Context of the organization	Complete, remote	Complete, remote	Planned, on-site	Planned, on-site	
Leadership	Complete, remote	Complete, remote	Planned, on-site	Planned, on-site	
Planning	Complete, remote	Complete, remote	Planned, on-site	Planned, on-site	
Support	Complete, remote	Complete, remote	Planned, on-site	Planned, on-site	
Performance evaluation	Complete, remote	Complete, remote	Planned, on-site	Planned, on-site	
Improvement	Complete, remote	Planned, remote	Planned, on-site	Planned, on-site	
Use of marks and references to certification / Client website	Complete, remote	Complete, remote	Planned, on-site	Planned, on-site	
Site Tour – Company operations are office based only	N/A	Complete, remote	Planned, on-site	Planned, on-site	
Operations Processes (specify detail from scope)					
• Recruitment & Placement Process	Complete, remote	Complete, remote	Planned, on-site	Planned, on-site	
• Competence Management System	Complete, remote	Complete, remote	Planned, on-site	Planned, on-site	
Client Locations to be visited (Specify)					
• HQ Site, Wirral	Complete, remote	Complete, remote	Planned, on-site	Planned, on-site	
Audit trails will be developed based upon identified risk throughout the audit and as such timings and content may be subject to change. Where the client operates shifts, the activities that take place during shift working shall be considered when developing the audit programme					

ONGOING SUPPORT SERVICES



Training promotions and complimentary e-learning

As an NQA client, enjoy discounted training courses and complimentary access to our portfolio of e-learning courses.



APPROVED TRAINING PARTNER



Support through free webinars

Join one of our many free webinars discussing standards, improvement and industry topics. Use our webinars to help you improve your knowledge and understanding and engage with our subject matter experts.



PR and marketing support

Help to promote your press releases, blogs and case studies along with complimentary vehicle stickers for vans and HGV's. Use the NQA Certified logo to promote your certification.



InTouch and legal updates

Registration to a monthly e-zine from NQA. Translating the language of standards, management systems and certification through articles covering best practices, tools and techniques and alerts on latest environmental and health & safety legislation.



Trusted partners

Our Associate Partner Programme is designed to put you in touch with third party independent consultants and software providers that can support you through every step of your certification journey.



NQA certified clients are authorized and encouraged to use NQA logos to promote their certification achievements.

Access all NQA logos here:

<https://www.nqa.com/en-gb/clients/logo-library>



NQA, Warwick House, Houghton Hall Park, Houghton Regis,
Dunstable, Bedfordshire LU5 5ZX, United Kingdom
T: 0800 052 2424 E: info@nqa.com @nqaglobal

www.nqa.com