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# Quality Manual

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THE FIRE SURGERY



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# Document History and control

## Purpose:

Provide guidance to all those completing work on behalf of the Fire Surgery on the commitments to be fulfilled by them in relation to the successful identification, management and measurement of customer satisfaction and the improvement of the quality management policy, processes and governance needed to embed this throughout the services delivered by The Fire Surgery.

## Version Control:

Date	Document Name	Name	Comments
August 2015	20151104QA2D0R0	M Tudor	Created
December 2015	20151104QA2D0R1	M Tudor	Updated following BSI Pre Assessment
March 2016	160308QA2DOR2	M Tudor	Update to scope
Sept 2018	180918QA2DOR3	M Tudor	Update to Company Background. Removed What our customers say.
Feb 2020	250220QA2D0R4	M Tudor	Updated with staff numbers. Removed BC offering.

## Intended Audience:

This version of the Quality Manual is suitable for External Use with permission from The Fire Surgery

# Company Background



THE FIRE SURGERY

The Fire Surgery was founded in 2011 by Andrew Nicholson. We are an independent Fire Engineering design consultancy based in the City of London. We specialise in solving fire safety challenges for all manner of building types and uses; ranging from private residential design to significant mixed use developments. We have precedent with Cultural and Heritage buildings and also large sports stadia.

We currently directly employ 11 people.

Director	4	Admin Support	1
Associate Director	0		
Associate	0		
Senior Engineer	3		
Engineer	2		
Graduate	1		

## Our USP

"We consistently deliver practical, innovative and creative solutions in all areas of fire safety and risk management."

## Our Mission

"To be the Fire and Risk Consultancy of choice."

## Our Principles

- Collaborative
- Results driven
- Highly skilled, motivated staff
- Quality Focused

# Scope

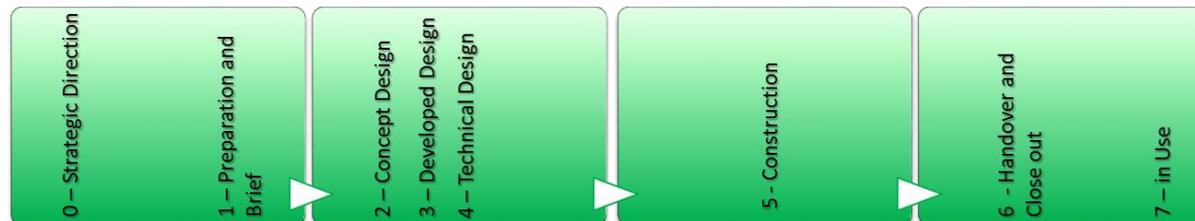


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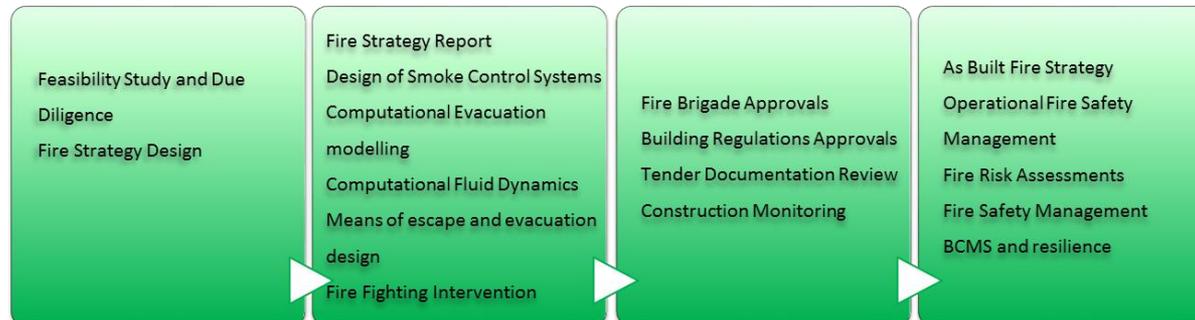
The Fire Surgery is an independent, award winning Fire Engineering Design and Risk Consultancy. We are industry recognised and third party accredited to provide strategic advice for unusual or high profile building and refurbishment projects for life safety and also specialising in wider property protection and business continuity strategies. In addition, we actively contribute to our industry through research and development, membership of special interest groups and British Standards committees.

The Fire Surgery Services support the RIBA Work Stages as illustrated below:

RIBA Work Stages 2013



The Fire Surgery Services





The Fire Surgery is committed to providing quality, independent, performance based fire engineering design which consistently meets our quality objectives, our customer specifications and adheres to statutory and regulatory requirements.

Achievement of this policy involves the commitment of all those employed on our behalf to adopt and continually improve our framework of processes and systems supporting ISO 9001:2015. Our framework includes regular internal audit where it will be reviewed annually for continued effectiveness. This policy has been approved by the directors of the company.

This policy is written to ensure that The Fire Surgery services meet our quality objectives.

- ✚ To understand and meet our clients brief, requirements and timeframes
- ✚ To produce high quality deliverables
- ✚ To optimise cash flow through timely invoicing and debt management
- ✚ To meet our internal audit requirements

Measures for each of these objectives will be collected, amalgamated and the results reviewed annually by the Directors of the company.

# Treating your fire safety concerns