



Quality Management Systems & Procedures

September 2023

Introduction

This document relates to the buying, supplying and fulfilment of the products bought and sold by Town & Country Aggregates.

Underpinning the company's operations is the documentation of their processes, including traceability, which is essential to ensure that all materials are properly accounted for, whether being purchased by the company or being sold to clients.

The aim of the document is to ensure that the most effective system is in place to fulfil client orders, to maintain supply levels and to ensure that productivity and staff performance is monitored.

It is also important to ensure that the correct invoice values are paid and charged by maintaining a rigorous system of traceability. Every order must be traceable from the initial enquiry to the day the products are delivered or collected.

With the majority of orders being fulfilled within 48 hours, it is essential that the best systems and procedures are in place to ensure that every order is sent out on time and that there is always a ready supply of all products.

Minimising mechanical breakdowns is also critical to the on-going success of the company that relies on telescopic handlers (telehandlers), loading shovels and automated bagging lines.

Although not strictly part of the buying and selling of aggregates, regular maintenance is factored in to ensure optimal performance of every vehicle and mechanised process.

The document covers six main areas:

1. Selling & fulfilment of aggregates & associated products
2. Contract bagging & fulfilment of aggregates & associated products
3. Buying in of aggregates & associated products
4. Health & safety
5. Planned improvements
6. Maintenance

Selling & fulfilment of aggregates & associated products

1. All orders can only be placed by email.
2. Orders are shared on the company's current production system, which all personnel have access to; employees take responsibility for preparing the orders as they arrive.
3. All orders received before midday are guaranteed delivery within 48 hours, but the majority of orders are prepared for next working day delivery, except when a customer specifies the delivery date.
4. Orders are logged in the accounting system against the customer's details/new customer's details are created.
5. Prices for long-term clients are agreed and are increased whenever there is a price rise.
6. Prices for new clients are agreed, with or without delivery charges.
7. Completed orders are stacked in the main yard, awaiting collection or delivery.
8. Town & Country Haulage delivers the products, unless the customer has arranged for collection using their own logistics company.
9. When collecting the orders, all delivery drivers are given a three-part delivery note, which are variously retained by the customer, Town & Country Aggregates' accounts department (from which invoices are generated) and the driver.
10. Once the order has been loaded the driver checks that the materials are properly secured and prepares to leave TCA's premises.

Contract bagging

For companies that have a regular order for the supply of a given range of aggregates, the orders are scheduled for daily, weekly or monthly deliveries.

On-going orders are logged with the accounting system and the orders are prepared accordingly and stacked in the main yard in readiness for collection or delivery.

Where there is a change in the ordering frequency or product, the client informs the company by email and this is recorded, with prices and delivery detail amended, as required.

Buying in of aggregates & associated products

Daily visual inspections of all the product bays are undertaken to ensure that stock levels are maintained.

The Shovel Driver and Steven Morten, the company's Managing Director, decide what needs ordering and the administration employees place the order with the relevant supplier.

For the most popular products — including MOT Type 1, grit sand and 10-20mm limestone — are available directly from Cemex (who owns Dove Holes Quarry); these products are ordered at Cemex's weighbridge by the Shovel Driver.

Cemex delivers the products and issues delivery notes, which are reconciled against the invoices raised by Cemex.

For all other deliveries, tickets are issued at the weighbridge and handed over from the delivery drivers to the administration personnel, who use the delivery notes to tally against invoices received from the suppliers.

Health & Safety

All drivers must have vehicles fitted with the appropriate warning beacons, which must be on for the duration of the time within the boundary of the quarry and whilst they are on Town & Country Aggregates' premises.

Drivers must also wear high-visibility gilets or jackets whenever they're outside their vehicle.

Drivers should wait in their cab whilst the products are loaded or unloaded.

Everyone working for Town & Country Aggregates must wear high-visibility clothing whenever they are in the main yard, working on any machinery or working around the bagging and fulfilment areas.

All staff vehicles must have a yellow beacon and a quarry flag, or they will not be allowed on site.

Visitors to the Town & Country Aggregates' offices must wait in the main car park to be collected, unless they have their own yellow beacon.

Planned improvements

The current system of allocating work will be replaced with a new system that will allow the administration personnel to post new orders, which all employees will have access to.

One person will take responsibility for a given order and will be able to indicate when that job has been completed and ready for delivery.

This will improve the communication between administration personnel and those working in the yard, and will ensure that every job will be tracked from start to finish.

At the moment, there is no mechanism to allocate jobs to specific employees and there is no ability to monitor the performance of individual workers.

Maintenance

A daily inspection of all vehicles and plant machinery is required so that faults and potential problems can be reported and logged.

Any mechanical fault must be reported immediately so that action can be taken to ensure that production downtime is minimised and that there is no risk to the employees; potential problems that need to be watched should also be reported with service engineers booked in as required.

The automated bagging lines must be maintained in line with manufacturer's instructions, for warranty purposes, but daily inspections are essential to identify potential problems and allowing the appropriate course of action to be taken.