



P R O C U R E M E N T

Report to: STAR Joint Committee
Date: 18th October 2016
Report for: For Discussion and decision
Report of: Business Improvement Manager

Report Title

Quality Management System Update

Summary

The purpose of this report is to update the Joint Committee on the establishment of a Quality Management System (QMS) for STAR Procurement and to invite discussion and comment

Recommendations

The recommendation of this report is that the Joint Committee:

- Notes the contents of the report
- Ratifies the proposed STAR Procurement Quality Policy Statement
- Provides comment on any aspect which it would like STAR Procurement to consider when finalising its QMS

Contact person for access to background papers and further information:

Name: Mark Pearson
Phone: 07875 635562

Background

Financial Impact:	None
Legal Impact:	None
Human Resources Impact:	None
Asset Management Impact:	None
E-Government Impact:	None
Risk Management Impact:	None
Health and Safety Impact:	None

Consultation

No public consultation required

1. Introduction

- 1.1 Introduction of a QMS for STAR Procurement was set out in the Business Plan 2016-17, approved by the Joint Committee at the July meeting
- 1.2 The QMS is currently in development and this report seeks to update the Joint Committee on its structure and timescale for implementation
- 1.3 The QMS will document processes and procedures that STAR Procurement will follow in order to consistently provide a good quality service. It will also aid the induction process for new recruits and provide a reference point for team members when reviewing their own training and development needs
- 1.4 The development of the quality system supports STAR's ethos of continuous improvement and was initiated in response to customer satisfaction data which demonstrated that the quality and content of our service delivery could vary. The quality system will allow us to ensure that we consistently provide good or very good service. Further it will strengthen the STAR brand, promoting the service with potential new partners and commercial clients
- 1.5 The ability for STAR Procurement to define its own QMS demonstrates the maturity that STAR Procurement has reached; we believe it will be the only Local Government procurement organisation within the region to have this level of quality assurance
- 1.6 Whilst it is not STAR's intention to seek formal ISO 9001 accreditation, the proposed QMS is based on the foundations set out in ISO 9001 with respect to quality assurance and quality improvement

- 1.7 The QMS will be subject to continuous improvement. As such , the processes, templates, guides and reference points contained within the QMS will be subject to ongoing review
- 1.8 Whilst the main structure of the QMS will remain static, subject only to annual review, the processes, templates, guides and reference points will be reviewed, improved and removed as required to meet the business requirements of STAR Procurement, the STAR Councils and partner organisations

2. Quality Policy

- 2.1 STAR proposes a Quality Policy Statement, to be signed by each member of the Joint Committee. The wording of is Statement is provided in Appendix 1
- 2.2 It is important that the QMS can been seen to be supported at the highest level within the organisation and it is usual for quality policy statements to be signed by those able to set direction within an organisation
- 2.3 The Joint Committee is asked to ratify the proposed wording, suggesting amendments where considered appropriate

3. Structure of the QMS

- 2.4 The QMS will comprise a manual which will be subject to annual review by the Senior Management Team, together with a series of procedures (process maps & work instructions), templates, guides and reference points
- 2.5 The QMS manual will contain the following:
 - 2.5.1 Introduction
 - 2.5.2 Quality policy
 - 2.5.3 Roles and responsibilities
 - 2.5.4 Stakeholders
 - 2.5.5 Quality reporting
 - 2.5.6 Annual auditing
 - 2.5.7 Training
 - 2.5.8 Document control, updates and review

- 2.6 The QMS procedures, templates and guidance will be broadly arranged as follows:
- 2.6.1 Operating procedures – technical
 - 2.6.2 Operating procedures – administrative
 - 2.6.3 Operating procedures – reporting
 - 2.6.4 Template documents & forms
 - 2.6.5 Guidance documents
 - 2.6.6 Internal reference points
 - 2.6.7 External reference points
- 2.7 It is intended that the QMS will be held in electronic form on the STAR Procurement shared drive. A copy of the QMS manual, together with all relevant procedures, templates and guides will be uploaded to the Buyer area of the STAR Procurement website, for access by colleagues in the services across all Councils and partner organisations that we support. Information contained in the QMS relating to supplier support will be made available on the Supplier area of the website, including a copy of the QMS itself

4. Timescales for implementation

- 3.1 It is STAR's intention to launch the QMS across the organisation and on the STAR website on its third anniversary, at the beginning of February 2017.
- 3.2 The development of the QMS is currently ahead of the programme identified in the STAR Procurement 2016-7 Business Plan. The timescale from the end of September 2016 to the beginning of February 2017 briefly comprises the following milestones
- 3.3 Completion of the QMS manual by 31st October 2016. The manual will identify all procedures, templates, guides and reference points which will comprise the initial QMS
- 3.4 Completion of first tranche of procedures, templates, guides and reference points by 6th January 2017. STAR Procurement will concentrate on those procedures, templates and guides which are to be shared with Buyers and Suppliers on its website

- 3.5 Completed QMS with all procedures, templates, guides and reference points fully documented by 1st February 2017, noting that the QMS will be an organic system which will continue to be evolutionary and will grow/develop as STAR and its customers grow and develops

5. Recommendations

- 4.1 It is recommended that:

4.1.1 The Joint Committee notes the contents of the report

4.1.2 The Joint Committee ratifies the proposed STAR Procurement Quality Policy Statement provided at Appendix A

4.1.3 The Joint Committee comments on any aspect which it would like STAR Procurement to consider when finalising its Quality Management System

Report Appendices

1. Proposed STAR Procurement Quality Policy Statement

Appendix 1

Proposed STAR Procurement Quality Policy Statement

STAR Procurement recognises the importance of providing a quality strategic procurement service to the STAR Councils, their participating partner organisations and third parties which contract with STAR Procurement for the provision of its services. STAR Procurement also recognises the importance of providing a quality experience for all stakeholders who interact with the organisation.

STAR Procurement has developed a Quality Management System, defining a set of procedures to be applied across all of its services, providing assurance that:

- Resilience is provided and risk is addressed
- procurement best practice is captured
- its stakeholders' requirements have been fully understood and met
- all operations are carried out in a consistent, professional manner and to a defined standard
- it has the skills and resources to fulfil its stakeholder's requirements
- its staff are fully trained and involved in continuous improvement
- a professional approach is taken to stakeholder interaction at all times, delivering a quality service to maintain excellent stakeholder relationships
- complaints are dealt with efficiently, within an acceptable time period
- an audit procedure can ensure that STAR Procurement operates in accordance with its Quality Management System.

To achieve and maintain the required level of assurance the Director of Procurement retains responsibility for the Quality Management System, with routine operation controlled by the Business Improvement Manager. Each member of the STAR Procurement service is empowered and expected to be responsible for the quality of their work, resulting in a continually improving service.

The STAR Procurement Joint Committee endorses this Quality Policy Statement and the STAR Quality Management System.

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Cllr David Sedgwick
Stockport Council

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Cllr Patrick Myers
Trafford Council

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Cllr Allen Brett
Rochdale Council