

MANAGEMENT MEETING ISO 9001

Present:

Joe Hoare
Clodagh Hanratty
Bernard Lennon
Niamh Mooney
Louise Naughton

Date: May and June 2009. (Last meeting 17th June 2009)

Minutes:

1. Minutes of previous meetings and General discussion items.

1. Gerry Mc Namara retired since the last Management Review meeting.
2. Clodagh Hanratty has returned from leave.
3. Procedures have been developed and approved for the operation of the QMS in Clare and Tipperary, these procedures have been incorporated into the Documented Quality System.

2. SGS Last Audit report findings

The last external SGS audit was a re certification audit it was conducted by Noel Mc Keon on 18th December 2008. The following were the findings raised from this audit.

1. Technical Services Department should be replaced by Estates Management in Quality Manual and other relevant documentation
2. Consider the need to have several hard copies of the Quality Manual as it is available on the network.
3. 5.5.2 Management Representative needs to be updated as Gerry has left
4. Quality Policy needs to be re-approved
5. Organisation chart to be updated
6. Form XXX is referred to in the the Document control procedure, please clarify (also in control of NC procedure) .
7. There are 2 procedures numbered 302, management review and record control, please clarify, record control looks like an old format
8. P305 Audit programme Form XXX, please clarify, also audit summary sheet XXX.

Corrective action requests number 58 to 66 – were raised from the last SGS audit dated Dec 08.

These issues have all been addressed and closed out.

Action: None.

3. Customer Feedback/ Comments

It was decided at the last Management Review Meeting that Customer Feedback will be collected in future is when a project is completed, the person in charge of the project will contact the Customer and collect and document information relating to the overall satisfaction of the job.

This information will be forwarded to Niamh for filing in a folder and subsequently used at the Management Review Meeting.

See attached Customer Feedback procedure and customer Responses .

Action: None.

4. ISO Meetings/ Communications

Regular meeting and communication took place throughout the year in relation to ISO 9001:2008. A major piece of work this year was reviewing all the quality procedures and putting them on electronic format. This has now been completed.

Action: None.

6. Design and Development

Action from previous Management Review Meeting: Louise to review Quality Manual to refer to drawing office in the Quality Manual under section 7.3. this is now completed and 7.3 Design and Development is no longer an exclusion in the documented quality system.

Action: None.

7. Car review

All Car's were reviewed that following CAR's are still open.

- **CAR No 5** – Regional Hospital – lack of space, **Action:** Gerry to follow up, submission for capital plan **Agreed** Completion Date: 30th June 2008
- **CAR No 31 – Drawing Office** (Procedure/ flow chart being developed see separate section of these minutes) Work still underway new date set for completion 1st November 2009.
- **CAR No 39 - ASSET REGISTER STILL IN PROGRESS** Nenagh. Reviewed on 2nd June 2009. **Action:** Louise to Review during the internal audit planned for Sept 09.
- **CAR No 40 - ASSET REGISTER STILL IN PROGRESS** Ennis. Needs to be checked at internal audit planned for 12th June 2009. This car was closed out and a new one raised on the 12th June **CAR no.67.**
- **CAR No 41 to 46, 56,57** – raise from recent internal audits will be reviewed at the next Management Review Meeting planned May/ June/ July 2010.

8. Internal audits

The internal audit schedule for 2009 is attached to this document. This was reviewed at this meeting no concerns found.

Internal Audit have been completed in the following areas:

| Section | Date Completed | CAR raised |
|-------------------------------------|--|------------|
| Fire Safety | Started but not completed. | No |
| Quality Management | 18 th and 19 th March 09 | Yes |
| Maintenance Regional Hospital | 18 th May 09 | Yes |
| Capitol Projects | Started but not completed. | No |
| Maintenance Ennis | 12 th June 2009 | No. |
| Gap analysis audit to ISO 9001:2008 | 19 th March 09 | Yes. |

The finding of the reports was discussed. Car's were raised for all nc's identified during the audit.

Action: None.

9. Management Review (Yearly) Meeting

Action: Next Management Review meeting is due May/ June/ July2010

10. New/ revised procedures

Over the course of the last 12 months, all the procedures in the Quality Management System were reviewed and updated where necessary.

The Internal audits also called for a lot of procedure to be updated.

The full documented system is now set up electronically and will be available shortly on the server for Estates employees to view.

A master document list was also drafted stating the latest version of each procedure. See list attached.

Action: None.

11. Effectiveness of training Carried out over the previous 12 months.

A car has been raised to implement more controls at local level for training records, planning of training and review of the effectiveness of training carried out. CAR no 37 which is open.

12. NEW REGULATIONS/ STANDARDS/ EU/ GOVERNMENT

?????? Gerry was at a national meeting on a draft procedure for waste disposal.

Action: Gerry to update us at the next meeting with regard to this new draft.

Agreed Completion Date: None

Clinical engineering have decided to go and implement ISO 13485. This project is will resume end 09/10.

Action: Louise to work with Bernard Ryan on ISO 13485 implementation.

Agreed Completion Date: July 2010.

13. Objectives and targets

Measure of projects completed

Action: John and Margaret to email Joe and Clodagh Review of jobs on going.

Agreed Completion Date:

Introduction of new/ revised procedures

(See separate section in this report)

New Standards etc.

(See separate section in this report)

14. Opportunities for improvement.

- The Capital projects drawing office have started to colour code file inn year order. This is a big asset and will help when finding documents in future. 2008- yellow, 2009 – blue.
- Review of all documented procedures is planned. See attachments of this report.

Action assigned: as per documents attached.

Expected completion date: Oct 09

15. Quality Policy Review.

We reviewed the quality Policy at this meeting.

Action: None.

Next Management Review Meeting planned May/ June/ July 2010.

***CUSTOMER FEEDBACK
PROCEDURE (NEW 2009).***



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

Customer Feedback

Procedure No. 307

| | Print Name | Title | Date |
|-------------------------|-----------------|------------------------------|----------|
| Prepared by | Louise Naughton | Quality Assurance Consultant | 09/04/09 |
| Reviewed by | Niamh Mooney | Asst Fire & Safety Officer | 09/04/09 |
| Corporate Authorisation | J.Hoare | Estates Officer. | 09/04/09 |

INTRODUCTION

To define the system in place to collect and utilize Customer feedback.

Scope

This process outlines the steps for collecting and analysed and taking action on Customer Feedback.

Responsibility

The Estates Officer is responsible to ensure that this procedure is implemented.

PROCEDURE

1. Customer Feedback is collected form a number of sources as follows:
 - Customer Complaints
 - Day to day dealing with the Customer.
 - Formal Customer Feedback.
2. Customer Complaints are handled as per the Corrective and Preventative action procedure No 304.
3. After a period of 3-9 months has passed on completion of a project, the Project Manager contacts the Client and together they complete a client feedback information.
4. The Client Feedback information is analysed and action taken accordingly if required, all action taken is recorded.
5. Results of the Client Feedback is fed into the Management Review Meeting for discussion.

References:

Customer Feedback Information.

Management Review Procedure no 302

INTERNAL AUDITS PLAN 2009

HSE WEST ESTATES

INTERNAL AUDIT SCHEDULE FROM JAN 09 TO JAN 10

UPDATED 15/12/08, UPDATED 19/3/09, UPDATED 9/5/09, UPDATED 20/5/09, UPDATED 14/6/09

COMPLETED OR STARTED.

PLANNED AUDITS

DATE TO BE AGREED

| SECTION | AREA | AUDITEE | AUDITOR | MONTH SCHEDULED | DATE COMPLETED |
|------------------|-------------------|---------------------|-----------------|-----------------|--|
| CAPITAL PROJECTS | REGIONAL HOSPITAL | JOE HOARE – PLASSEY | LOUISE NAUGHTON | 1 DAY – MAR 09 | Conducted 12 TH May 09 to finalised june/ July 09 |
| | | | | | |
| MAINTENANCE | VARIOUS | REGIONAL HOSPITAL | LOUISE NAUGHTON | 1 DAY – MAY 09 | CONDUCTED 18 TH May 09 |
| | | NENAGH – JIM RYAN | | | |
| | | ENNIS – Jim Enright | | 1 DAY – SEPT 09 | CONDUCTED June 09 |
| | | | | 1 DAY – june 09 | |
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| FIRE SAFETY | PLASSEY | BERNARD LENNON NIAMH MOOONEY | LOUISE NAUGHTON | 1 DAY – APR 09 | Conducted 6 th May 09 to finalise June/ July 09. |
| QUALITY MANAGEMENT | PLASSEY | NIAMH MOOONEY | LOUISE NAUGHTON | 1 DAY – MAR 09 | COMPLETED 18 th AND 19 TH MARCH 09 |
| CORPORATE MANAGEMENT FUNCTION | PLASSEY | JOE HOARE | LOUISE NAUGHTON | 1 DAY – Nov 09 | |
| QUALITY MANUAL | PLASSEY | NIAMH MOOONEY | LOUISE NAUGHTON | 1 DAY – OCT 09 | |
| ISO 9001:2008 GAP AUDIT | PLASSEY | NIAMH MOOONEY | LOUISE NAUGHTON | 1 DAY – MARCH 09 | COMPLETED 19 TH MAR 09 |
| REVIEW OF MANAGEMENT | PLASSEY | NIAMH BERNARD AND JOE | LOUISE NAUGHTON | Nov 09 | |

| | | | | | |
|--|---------|--------------------------|--------------------|----------------|-------------------------------------|
| REVIEW SYSTEM | | | | | |
| | | | | | |
| SGS EXTERNAL AUDITS – REVIEW at the Management Review Meeting | PLASSEY | NIAMH BERNARD AND JOE | LOUISE NAUGHTON | 1 DAY - JUN 09 | PLANNED 17 TH JUNE 09 |
| SGS EXTERNAL AUDITS - REVIEW | PLASSEY | NIAMH BERNARD AND JOE | LOUISE NAUGHTON | 1 DAY - NOV 09 | |

INTERNAL AUDITS 2009

ESTATES HSE WEST

Audit Date: 9th March 2009
 Audited Procedure: 301 Document and Date Control, dated 9/11/04, Revision 0
 Auditor: Louise Naughton
 Auditee: Niamh Mooney

| ref | question | Answer | Nc/obs | Action planned By whom expected completion date | Closed out date and verification details |
|-----|--|---|--------|--|---|
| 1 | Is the Master document list available to all Estates employees? | Currently a large job has been done on setting up all Estates documents on the server for all Estate staff to view. | | | |
| 2 | Is the Master document list up to date? | Yes the master document list was updated in March 09. | | | |
| 3 | Are document changes controlled through the use of the corrective action form? | A car is raised to control the updates to procedures. One will be raised to control update to procedure 301 to rev 1. | | | |
| 4. | Do all Estate staff have access by computer to the Estates procedures? | Yes all Estates staff have computer access and will have access to procedures once these are set up on the server. | | | |
| 5. | Are records on the server backed up? | Yes. Server is backupped up automatically every day. | | | |
| 6. | Can changes to procedure | A "read only" will be set up | | | |

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| | only be controlled by the Quality Management Representative or delegate? | for Estate employee to view documents. This is currently being set up. | | | |
| 7. | Read and review the procedure are there other issues with the procedure. | Reference are still made to Technical Services and Form no xxx. | obs | Remove references to Technical services and Form no xxx. | |

ESTATES HSE WEST

Audit Date: 9th March 2009
 Audited Procedure: 302 Management Review Procedure, dated 12/9/07, Revision 1
 Auditor: Louise Naughton
 Auditee: Niamh Mooney

| ref | question | Answer | Nc/obs | Action planned By whom expected completion date | Closed out date and verification details |
|-----|--|---|--------|--|---|
| 1. | Is the Management Review Meeting conducted at defined intervals? | Last Management Review Meeting conducted April 08. Next Due April 08 | | | |
| 2. | Do all Managers or relevant employees attend the meeting | Yes Meeting attended by Gerry, Niamh Mooney and Louise Naughton. | | | |
| 3 | Did the Management Review Meeting follow a set agenda? | Yes. The agenda followed was the same as the previous year. | | | |
| 4. | Were action items raised at the Management Review closed out. | The Management Review Meeting scheduled for April 09 will review the action items raised at the previous meeting. | | | |
| 5. | Read the procedure and note any other issue with it. | Reference are still being made to Technical Services. | Obs | Remove these referenced. | |

ESTATES HSE WEST

Audit Date: 9th March 2009

Audited Procedure: 303 Non Conforming control Procedure, dated 09/11/04, Revision 0

Auditor: Louise Naughton

Auditee: Niamh Mooney

| ref | question | Answer | Nc/obs | Action planned By whom expected completion date | Closed out date and verification details |
|-----|--|--|--------|---|---|
| 1. | Are serious non conformities logged on the car form? | Yes Customer Complaints and internal non Conformities are logged on the car files. | | | |
| 2. | Are non conformities details logged? | Yes. There are logged and followed up to completion by each area within Estates. | | | |
| 3. | Are Car analysed and reviewed at the Management Review meeting? | Yes. Last reviewed at the Management Review Meeting dated April 2008. | | | |
| 4. | Are Non conformities identified including customer Complaints, contractor issues, supplier issues, internal day to day activities. | The Car log shows that nc's have arisen from all these sources. | | | |
| 5. | Read the procedure and note any issues. | The procedure needs to be reviewed to remove references to Technical Services. | Obs. | Update procedure to remove reference to Technical Services. | |

ESTATES HSE WEST

Audit Date: 9th March 2009

Audited Procedure: 304 Corrective and Preventative Action , dated 09/11/04, Revision 0

Auditor: Louise Naughton

Auditee: Niamh Mooney

| ref | question | Answer | Nc/o bs | Action planned By whom expected completion date | Closed out date and verification details |
|-----|---|--|------------|---|---|
| 1. | Are Corrective and Preventative actions logged on the CAR/ PAR form? | Yes. CAR/PAR's are raised throughout the year 2007/8/9. | | | |
| 2 | Are all CAR/PAR's logged on the CAR/PAR log? | Yes. All CAR/PAR's raised in 07/08/09 were logged on the CAR/PAR log. | | | |
| 3. | Are CAR/PAR's followed to completion by the Management Representative or delegate? | Yes. The log is reviewed at least 3 times a year to ensure the action decided on is implemented and effective. | | | |
| 4. | Are actions taken to address the car/par effective? | Yes. The log is reviewed at least 3 times a year to ensure the action decided on is implemented and effective. | | | |
| 5. | Is a review and analysis of all car/par carried out at the Management Review Meeting? | Yes. CAR/PAR are reviewed and analysed at the Management Review Meetings last held April 08 April. | | | |
| 6. | Read the procedure and note any issues. | The procedure needs to be reviewed to remove references to Technical Services. | Obs. | Update procedure to remove reference to Technical Services. | |

ESTATES HSE WEST

Audit Date: 9th March 2009
 Audited Procedure: 305 Internal Audit Procedure, dated 09/11/04, Revision 0
 Auditor: Louise Naughton
 Auditee: Niamh Mooney

| ref | question | Answer | Nc/obs | Action planned By whom expected completion date | Closed out date and verification details |
|-----|--|--|--------|--|--|
| 1. | Is an audit plan developed for the year? | Yes. Internal Audit schedule in place for 2009. | | | |
| 2. | Are audits schedule on the basis of the importance of the area to be audit and on results of previous audit conducted in the area. | Yes. QMS and certain other procedures are scheduled to be audited once a year. | | | |
| 3 | Are the auditors independent of the areas being audited? | Yes. External qualified consultant used to conduct internal audits. | | | |
| 4. | Is an audit checklist used for the audit? | Yes. Standard audit checklist is prepared against each procedure this year. | | | |
| 5 | Is an audit trail maintained | Yes. Audit trail maintained for each audit conducted on the QMS section this march. | | | |
| 6 | If obs/ nc are identified are details of action to be taken decided on and a person assigned to take action? | Yes. Actions to be taken are stated in the audit report of the march 2009 audits on the QMS. | | | |

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| 7 | Are nc/obs from internal audits followed up to completion? | Yes. Reviewed all old audit reports and all obs/ ncs raised and signed off as complete. | | | |
| 8 | Is the full iso system audited at least once every two years? | Yes. Reviewed the internal audit plan for 2009 | | | |
| 6. | Read the procedure and note any issues. | The procedure needs to be reviewed to remove references to Technical Services. | Obs. | Update procedure to remove reference to Technical Services. | |

ESTATES HSE WEST

Audit Date: 19th March 2009

Audited Procedure: 306 Quality Records Procedure, dated 09/11/05, Revision 0

Auditor: Louise Naughton

Auditee: Niamh Mooney

| ref | Question | Answer | Nc/obs | Action planned By whom expected completion date | Closed out date and verification details |
|-----|--|---|--------|---|--|
| 1. | Is there an Quality Records Procedure in place as required by ISO 9001:2008? | Yes there is a quality records procedure and it need updating to remove references to Technical Services. | | | |
| 2. | Is the CAR/PAR system used to control the introduction and revision to all quality records? | Yes, it is the system that will be used if there are new quality records introduction or revision. | | | |
| 3 | Is there a quality records listing in place? Does it cover retention times, responsibility, disposal filing and location of records? | Yes. Dated Jan 2006. | | | |
| 4. | Is the Quality Records listing up to date? | Yes at the present time. | | | |
| 5 | Are there any quality records not listed on the Quality records listing? | None identified at present. | | | |
| 6. | Read the procedure and note any issues. | The procedure needs to be reviewed to remove references to Technical Services. | Obs. | Update procedure to remove reference to Technical Services. | |

HSE WEST ESTATES

Date: 19TH MARCH 2009

Auditor: Louise Naughton

Scope of Audit: BS EN ISO 9001:2008

Auditable changes

| Clause Number | Requirement | Objective Evidence | Action to be taken by Whom and expected completion date. |
|---------------|---|--|--|
| 4.2 | Are there references to ISO 9001:2000. | Checked Quality Policy, Quality Manual and Procedures. There are references in the Quality Manual and the Quality policy to ISO 9001:2000 | Update Quality Manual and the Quality Policy to remove referenced to ISO 9001:2000 and add references to ISO 9001:2008 Responsibility: Louise Naughton Expected completion Date: June 09 |
| 4.1 | The control over outsourced processes /sub contractors has /has not been considered in relation to <ul style="list-style-type: none"> • potential impact on achieving product conformity • capability of achieving control through application to clause 7.4 • Extent to which control is | All project work is outsourced. There are detailed procedures in place on EU public Procurement that are followed. These procedure are in the existing Quality Management system and are audited. The is also a list of approved contractors maintained by John Magner. | The approved Contractor list need to become a controlled document. Responsibility: Louise Naughton Expected completion Date: June 09 |

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| | shared. | | |
| 5.5.2 | The managements representative is /is not a member of the organisations management | The HSE Estates West Officer Joe Hoare is the Management Representative for the QMS. This is stated in the Quality Manual section 5.5.2. and his responsibilities are stated. No action Required. | |
| 6.2.1 | Competency of staff has /has not been established for all tasks that directly or indirectly affect conformity to product or service requirements | Competency needs to be examined with Bernard and Joe. | Action Required: Examine competency requirements for all Estates staff. Assigned To: Bernard Lennon Expected Completion Date: June 2009 |
| 6.4 | Work environment statement in the DQS does/does not relate to conditions under which work is performed and does/ does not include factors such as: noise, temperature, humidity, lighting or weather | The HSE West Estates have a Safety, Health and Welfare Statement in place that is monitored and followed. No action Required. | |
| 7.2.1 | Scope of post delivery activities does /does not include : actions under warranty provisions, maintenance services, recycling, or | Post Delivery activities do not form part of the contract agreements with Customer. | |

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| | final disposals. | <i>No action Required.</i> | |
| 7.5.4 | Intellectual property and personal data is /is not now considered a part of customer property. | Quality Manual section 7.5.4. checked. It refers to Confidential handling of customer information. <i>No action Required.</i> | |
| 8.2.3 | The type and extent of monitoring or measurement is /is not appropriate to each of the processes in relation to their impact on the conformity to product requirements and on the effectiveness of the quality management system. | Entire Quality Management System. Adequate control are in place and documented and recorded for all stages of the Service processes. <i>No action Required.</i> | |

ESTATES HSE WEST

Audit Date: 18th May 2009
 Audited Procedure: 101 Contingency Procedure
 Auditor: Louise Naughton
 Auditee: Tony Mc Bride.

| ref | Question | answer | Nc/obs | Action planned By whom expected completion date | Closed out date and verification details |
|-----|--|--|--------|--|---|
| 1. | Is the contingency Plan up to date? | Yes. The plan is up to date. Dated 31 st March 2005. | | | |
| 2. | Is the plan available to each dept./ person who need it? | The plan is available in the workshops in each location in a folder. | | | |
| 3. | Is the plan reviewed? | The plan is reviewed when systems in place have changed. The systems in place have not changed so the there is no need to update the plan. | Obs. | Re issue procedure at revision 1 to show that it was reviewed. | |
| 4. | Did the appropriate people in the organisation have input into the plan? | Information was got from people | | | |

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| | | concerned and incorporated into the plan? | | | |
| 5. | Is there a record of who in the department received training in the content of the procedure? | No record of training/ attendance in place. | Nc | Review plan with appropriate people in the department and maintain attendance record. | |
| 6. | Read and review the procedure are there other issues with the procedure. | Reference are made to Technical Services. | Obs. | Remove reference to Technical Services form the procedure. | |

ESTATES HSE WEST

Audit Date: 18th May 2009

Audited Procedure: 104 Procedure for maintenance plan march 2005

Auditee: Tony Mc Bride.

| ref | Question | Answer | Nc/obs | Action planned By whom expected completion date | Closed out date and verification details |
|-----|--|--|--------|---|---|
| 1. | Is there a maintenance plan available? | Reviewed maintenance plan for 2009. Included is all 3 hospitals description of work, fire and safety, estates, location of work. | | | |
| 2. | Is the plan issued out? | This plan has been issued Jan 09 to the Manager - Mark Sparling, Estate Manager - Joe Hoare, | | | |
| 3. | Was the plan approved? | List and priorities are approved by Manager and Estates Manager. | | | |
| 4. | Was the plan funded? | Funding was sought | | | |

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| | | by Joe Hoare from Estates Central. Correspondence has been received back on this through Joe. Funding still awaiting. | | | |
| 5. | Read and review the procedure are there other issues with the procedure. | Reference are made to Technical Services Supervisor and Officer. | Nc | Remove references to Technical Services. | |

ESTATES HSE WEST

Audit Date: 18th May 2009

Audited Procedure: 106 Procedure for Maintenance Request. Aug 04 rev 0

Auditee: Tony Mc Bride.

| ref | Question | Answer | Nc/obs | Action planned By whom expected completion date | Closed out date and verification details |
|-----|--|--|--------|---|---|
| 1. | Are all calls routed through the Help Desk in the regional hospital? | Yes all call go through the help desk. | | | |
| 2 | Are all relevant details recorded on the system? | A standard template is used to record all details. | | | |
| 3. | Is a work order no allocated to each job? | Yes reviewed work codes allocated for last week. – ok | | | |
| 4. | Are work orders issued to the foreman 3 times a day? | Yes. The Forman receives work orders three times a day. | | | |
| 5. | Did the foreman review and report back to the help desk? | Checked report 27/4/09- 14/5/09 - Yes the Forman did report back to the help desk on status of the jobs for the | | | |

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| | | Help desk to update the system. | | | |
| 6. | Was the backlog reviewed by T.S.S. Foreman? | Yes the backlog was reviewed around every four months by Estates Forman. | | | |
| 7. | How are jobs issued to Croom And Maternity? | Job are faxed out to Croom and the Maternity Hospitals. This control needs to be incorporated into the procedure. | Nc | Job are faxed out to Croom and the Maternity Hospitals. This control needs to be incorporated into the procedure. | |
| 5. | Read and review the procedure are there other issues with the procedure. | Reference are made to Technical Services Foreman. | Nc | Remove references to Technical Services. | |

ESTATES HSE WEST

Audit Date: 12th June 2009

Audited Procedure: 107 Procedure for staff Training revision 0

Auditor: Louise Naughton

Auditee: Jim Enright Department.

| ref | Question | Answer | Nc/ obs | Action planned By whom expected completion date | Closed out date and verification details |
|-----|---|--|------------|---|---|
| 1. | Review contents of the procedure to ensure that the procedure reflect staff training. | Procedure was reviewed by Jim Enright and found to reflect practices. | | | |
| 2. | Is there a designated Health and Safety Rep? | Rodger Carey acting Forman is the Delegated Health and Safety Representative. | | | |
| 3. | Are certificates of courses maintained on file? | Yes Abrasive wheel training conducted 16/6/08 by Michael Brennan. 8 employees attended the course | | | |
| 4. | Is mandatory training carried out with staff? | Yes, Safe pass, Abrasive wheels, Fire and Safety training etc reviewed records on file and found ok. | | | |
| 5. | Is the training matrix up to date? | Reviewed the training matrix and found it to be up to date today. | | | |
| 6. | Read and review the procedure are there other issues with the procedure. | Reference are made to Technical Services. | Obs . | Remove reference to Technical Services form the procedure. Item 4 makes reference to Technical | This was done and procedure now at rev 01 dated 12/6/09 |

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ESTATES HSE WEST

Audit Date: 12th June 2009

Audited Procedure: 108 Procedure for requesting Maintenance revision 0

Auditor: Louise Naughton

Auditee: Jim Enright Department.

| ref | Question | Answer | Nc/ obs | Action planned By whom expected completion date | Closed out date and verification details |
|-----|---|---|------------|--|---|
| 1. | Are Maintenance request done by phone, email, fax. | Yes all maintenance request are received by phone, fax or email. | | | |
| 2. | Do the maintenance request detail the following information include – dept, location, requested by, date work requested, title and phone number of requester? | Reviewed Maintenance request from Shannon social work dept, dated 4 th feb 2008, request for maintenance completed on 5/2/08 and signed off by foreman when completed. | | | |
| 3. | Do the Forman collect work request every day? | Yes. This is what happens checked with Claire and Jim. | | | |
| 4. | Did the foreman sign off the jobs as they are completed? | Reviewed Request for maintenance from Shannon Health Centre dated 5/6/08, signed off by foreman when work complete. | | | |
| 5. | Are the forms put up on the computer system? | Yes. A spread sheet is maintained to log all maintenance requests reviewed today with Claire. | | | |

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| 6. | Is an annual report for 2008 drafted with summary of all Maintenance Request's. | Yes. Reviewed report 2008. | | | |
| 7. | Read and review the procedure are there other issues with the procedure. | Reference are made to Technical Services. | Obs . | Remove reference to Technical Services from the procedure. There are reference to Technical Service. | This was done and procedure now at rev 01 dated 12/6/09 |

ESTATES HSE WEST

Audit Date: 12th June 2009
 Audited Procedure: 112 Hire of contract Labour on Day Works rev 0
 Auditor: Louise Naughton
 Auditee: Jim Enright Department.

| ref | Question | answer | Nc/obs | Action planned By whom expected completion date | Closed out date and verification details |
|-----|---|--|--------|---|---|
| 1. | Review annual tenders from Contractors for hourly rates. | Reviewed tenders for painting 16 th Feb 2009. painting tenders issued and returned from 6 contractors, prices got back and tenders sorted according to price. Schedule of tenders received competed on HSE document and signed by Claire Killeen and Jim Enright on 10 th Feb 2009 at 3.30pm | | | |
| 2. | Approval of evening and week end work using the "Hire of Contractors on Day Works Form" or a letter Memo. | Reviewed Hire of Contractors for Day work. Contractor – Joeseph and John Kiely electrical, date January 23 rd 2009. Invoice matched to quote and on file. Request for approval form completed and approved by Care | obs | Include on item one of the procedure that request for Day works are also issued by email. | This was done and procedure now at rev 01 dated 12/6/09 |

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| | | Manager HSE. | | | |
| 3. | Are all Day Works recorded on the computer system? | Yes, Excel spread sheet reviewed today for logging of Day Works. | | | |
| 4. | Is there an annual report compiled for Day Works? | Yes. Reviewed annual report for Day Works today for year 2008. | | | |
| 5. | Match the Contractors invoice with a quotation and day works request? | Reviewed Hire of Contractors for Day work. Contractor – Joeseph and John Kiely electrical, date January 23 rd 2009. Invoice matched to quote and on file. Request for approval form completed and approved by Care Manager HSE. | | | |
| 6. | Read and review the procedure are there other issues with the procedure. | Reference are made to Technical Services. | Obs. | Remove reference to Technical Services form the procedure. Item no 2 on the procedure remove reference to A/TSS replace with Maintenance Manager | This was done and procedure now at rev 01 dated 12/6/09 |

MASTER DOCUMENT LIST

HSE MID-WESTERN AREA

ISO MASTER DOCUMENT LIST

LAST UPDATED 12th June 2009

Capital Projects Section

| Proc No | Procedure Title | Reviewed by | Authorised | Approval date | Rev. |
|---------|---|--------------------|--------------|---------------|------|
| | Quality Manual | Louise Naughton | C Hanratty | 13/09/07 | 2 |
| 1 | Preparation of Project Briefs | C Hanratty | Helen Cuneen | 28/02/05 | 0 |
| 2 & 3 | Does not Exist | | | | |
| 4 | Engagement of Contractors and settlement of fees | <i>G Mc Namara</i> | C Hanratty | 25/10/05 | 0 |
| 5 | Does not Exist | G Mc Namara | C Hanratty | Not completed | 0 |
| 6 | EU Public Procurement | <i>G Mc Namara</i> | H Cunneen | 01/11/04 | 0 |
| 7 | Does not Exist | | | | |
| 8 | Planning Permission Application Procedure | C Hanratty | T Mc Bride | 09/08/04 | 0 |
| 9 | Fire Certificate Application Procedure | C Hanratty | B Lennon | 11/04/05 | 0 |
| 10 | Preparation of design specification for equipment | H Cunneen | B Ryan | 06/09/05 | 0 |
| 11 | Does not exist | | | | |

| | | | | | |
|-------|--|-------------------|-------------|----------|----------|
| 12 | Post Contract progress and Cost Control | G Mc Namara | C Hanratty | 01/03/05 | 0 |
| 13 | Equipping Procedure | H. Cuneen | B Ryan | 04/01/05 | 0 |
| 14-16 | Does not exist | | | | |
| 17 | Project Evaluation Stage 8 procedure | <i>C Hanratty</i> | G Mc Namara | 16/02/05 | 0 |
| 18 | Procedure for Control of Building Workmanship | C Hanratty | T. McBride | 20/04/05 | <i>0</i> |
| 19 | Appraisal of Capital Projects | C Hanratty | J.Mc Namara | 14/09/06 | <i>0</i> |
| 20 | Capital Projects Contract Award Procedure | C Hanratty | J.Mc Namara | 14/09/06 | <i>0</i> |
| 21 | Control of Aspergillus During Construction Works | C Hanratty | J.Mc Namara | 14/09/06 | 0 |

Maintenance Section

| Proc. No | Procedure Title | Reviewed by | Authorised | Approval date | Rev. |
|----------|------------------------------------|-------------|-----------------|---------------|------|
| 101 | Contingency Procedures (MWRH) | T Mc Bride | L Keehan/J Ryan | 31/03/05 | 0 |
| 102 | Asset Management Register - Estate | T Mc Bride | L Keehan/J Ryan | 09/08/04 | 0 |
| 103 | Does Not Exist | | | | |

| | | | | | |
|-----|---|---------------|-------------------------------------|----------|---|
| 104 | Maintenance Plan | G.Mc Namara | C Hanratty | 01/03/05 | 0 |
| 105 | Equipment Training Procedure | /H Cunneen | G O Rourke | 06/09/05 | 0 |
| 106 | Maintenance Request System | T Mc Bride | L Keehan/J Ryan | 09/08/04 | 0 |
| 107 | Procedure for Staff Training (Clare) | Clare Killeen | J.Mc Namara | 12/06/09 | 1 |
| 108 | Procedure for Requesting Maintenance (Clare) | Clare Killeen | J.Mc Namara | 12/06/09 | 1 |
| 109 | Equipment Commissioning and Decommissioning | Bernard Ryan | G O Rourke | 09/01/06 | 0 |
| 110 | Processing Maintenance Tasks (Tipperary) | Helen O'Toole | Jim Ryan | 01/06/08 | 0 |
| 111 | Procedure for Cleaning Shower Head Protocol | J.Mc Namara | J.Mc Namara | 13/02/08 | 0 |
| 112 | Procedure in Respect of Hire of Contract Labour on Day Works (Clare) | Jim Enright | Joe Hoare | 14/06/09 | 1 |
| 113 | Management Of Hygiene Services | Summer Meaney | MW Hygiene Steering Committee | 07/2/08 | 0 |
| 114 | Medical Equipment Management Policy | Bernard Ryan | J.Mc Namara | 01/06/08 | 0 |
| 115 | Procedure for Ordering Goods and Services and Payment on a weekly Basis (Tipperary) | Helen O'Toole | J.Mc Namara | 01/06/08 | 0 |
| 116 | Procedure in Respect of Hire of Contracts Labour on Day Works – (Tipperary) | Jim Ryan | J.Mc Namara | 01/06/08 | 0 |

Fire Safety Section

| Proc. No | Procedure Title | Reviewed by | Authorised | Approval date | Revision |
|----------|--|-------------|--------------------|---------------|----------|
| 201 | Fire Prevention and Management in Buildings | B Lennon / | G MacNamara | 01/03/05 | 0 |
| 202 | Does Not Exist | | | | |
| 203 | Construction Safety Management | C. Hanratty | B. Lennon | 11/7/05 | 0 |
| 204 | Fire and Safety Training | B Lennon | G Mc Namara | 04/03/05 | 0 |
| 205 | Does Not Exist | | | | |
| 206 | Does Not Exist | | | | |
| 207 | Fire and Safety maintenance programme | G McNamara | C Hanratty (email) | 11/07/05 | 0 |
| 208 | Control of Fire Hydrants | C Hanratty | <i>B Lennon</i> | 11/09/07 | 2 |
| 209 | Project for control of Aspergillus during construction | C Hanratty | G Mc Namara | 11/08/04 | 0 |
| 210 | Procedure for Prevention of Nosocomial Aspergillosis | C Hanratty | <i>G MacNamara</i> | 27/04/05 | 0 |

Quality Management Section

| Proc. No | Procedure Title | Reviewed by | Authorised | Approval date | Rev. |
|----------|------------------------------------|-------------------------|------------|---------------|------|
| 301 | Document and Data Control | L Naughton | J. Hoare | 09/04/09 | 1 |
| 302 | Management Review Procedure | L Naughton /G Mc Namara | J. Hoare | 09/04/09 | 2 |
| 303 | Non Conformance Control | L Naughton /B. Ryan | J. Hoare | 09/04/09 | 1 |
| 304 | Corrective and Preventative Action | L Naughton Namara | J. Hoare | 09/04/09 | 1 |
| 305 | Internal Auditing | L Naughton | J. Hoare | 09/04/09 | 1 |
| 306 | Record Control | L Naughton | J. Hoare | 09/04/09 | 1 |
| 307 | Customer Feedback to be done | L Naughton | J. Hoare | 01/02/09 | 0 |

Corporate Management Function

| Proc. No | Procedure Title | Reviewed to | Authorised by | Approval date | Rev. |
|----------|---|---------------|-----------------------|---------------|------|
| 401 | Energy Management | G Mc Namara | T Mc Bride | 08/03/05 | 0 |
| 402 | Payments Procedure for technical services | <i>J Nash</i> | G Mc Namara | 06/10/04 | 0 |
| 403 | Health Care Risk Waste Management | G Mc Namara | J Hoare | 01/11/04 | 0 |
| 404 | Procedure for Opening of Tenders | C Hanratty | <i>J.G. MacNamara</i> | 27/04/05 | 0 |
| 405 | Low Value Purchases (Less than €1300) | Brian Long | <i>J.G. MacNamara</i> | 01/03/05 | 0 |
| 406 | Intermediate Value Purchases (>€1300 & <€25400) | Brian Long | <i>J.G. MacNamara</i> | 01/03/05 | 0 |
| 407 | High Value Purchases (Greater than €25400) | Brian Long | <i>J.G. MacNamara</i> | 01/03/05 | 0 |
| 408 | EU Public Procurement Directives | Brian Long | <i>J.G. MacNamara</i> | 01/03/05 | 0 |
| 409 | Opening Tenders | Brian Long | <i>J.G. MacNamara</i> | 01/03/05 | 0 |
| 410 | Asset Disposal | Brian Long | <i>J.G. MacNamara</i> | 01/03/05 | 0 |
| 411 | Debriefing Suppliers | Brian Long | <i>J.G. MacNamara</i> | 01/03/05 | 0 |

| | | | | | |
|-----|---|------------|-----------------------|----------|---|
| 412 | Awarding Contracts | Brian Long | <i>J.G. MacNamara</i> | 01/03/05 | 0 |
| 413 | Purchase Approval | Brian Long | <i>J.G. MacNamara</i> | 01/03/05 | 0 |
| 414 | Standardisation of Goods and Services | Brian Long | <i>J.G. MacNamara</i> | 01/03/05 | 0 |
| 415 | Building Condition Survey | J Kenny | <i>J.G. MacNamara</i> | 21/06/05 | 0 |
| 416 | HSE Property Disposals | J Kenny | <i>J.G. MacNamara</i> | 20/06/05 | 0 |
| 417 | HSE Property Acquisitions | J Kenny | <i>J.G. MacNamara</i> | 20/06/05 | 0 |
| 418 | HSE Approval for Lease | J Kenny | <i>J.G. MacNamara</i> | 30/05/05 | 0 |
| 419 | Internal Approval for Lease | J Kenny | <i>J.G. MacNamara</i> | 30/05/05 | 0 |
| 420 | Internal Approval for Other Property Transactions | J Kenny | <i>J.G. MacNamara</i> | 18/07/05 | 0 |

CORRECTIVE ACTIONS LOG

C/PAR log form updated 13th June 09

| C/PAR no | Responsibility | Action type C OR PAR | Date opened | Date closed | Time elapsed | Current status open/closed |
|-----------------|-----------------------|-----------------------------|--------------------|--------------------|---------------------|-----------------------------------|
| 01 | C Hanratty | Customer complaint | 04/01/06 | | | Work under Construction |
| 02 | C Hanratty | Public complaint | 04/01/06 | 04/01/06 | N/C | Closed |
| 03 | C Hanratty | Customer Complaint | 04/01/06 | 04/01/06 | N/C | Closed |
| 04 | C Hanratty | Output from Data analyses | 04/01/06 | 04/01/06 | N/C | Closed |
| 05 | C Hanratty | Customer complaint | 04/01/06 | | | Open (reviewed 20/04/07) |
| 06 | G McNamara | Employee Suggestion | 15/12/06 | 13/10/06 | 10 months | Closed |
| 7 | N Mooney | SGS | 06/02/06 | 6/10/06 | 8 months | Closed |
| 08 | N Mooney | SGS | 06/02/06 | 1/05/06 | 3 months | Closed |
| 09 | N Mooney | SGS | 06/02/06 | 20/04/07 | 14 months | Closed |
| | N Mooney | SGS | 06/02/06 | 27/09/06 | 7 months | Closed |
| 11 | N Mooney | Internal Audit | 09/06/06 | 13/10/06 | 4 months | Closed |
| 12 | R Mangan | Employee suggestion | 23/01/06 | | | |
| 13 | N Mooney | Internal Audit | 09/06/06 | 13/10/06 | 8 months | Closed |
| 14 | G McNamara | QMS | 02/02/06 | 15/10/06 | 8 months | Closed |
| 15 | C Hanratty | SGS | 02/02/06 | 13/10/06 | N/C | Closed |
| 16 | L Naughton | Internal Audit | 09/06/06 | 12/10/06 | 4 months | Closed |
| 17 | L.Keehan | Internal Audit | 22/06/06 | 2/6/09 | 3 years | Closed |
| 18 | L. Keehan | Internal Audit | 22/06/06 | 2/6/09 | 3 years | Close |
| 19 | L. Keehan | Internal Audit | 05/10/06 | 2/6/09 | 3 years | Closed |
| 20 | C. Hanratty | Customer Complaint | 04/01/06 | 01/05/06 | 4.5 months | Closed |
| 21 | N. Mooney | SGS | 20/04/07 | 04/09/07 | 4.5 months | Closed |
| 22 | N. Mooney | SGS | 20/04/07 | 04/09/07 | 4.5 months | Closed |
| 23 | N. Mooney | SGS | 20/04/07 | 04/09/07 | 4.5 | Closed |

| | | | | | | |
|----|-------------|--|----------|----------|------------|--|
| | | | | | months | |
| 24 | N. Mooney | SGS | 20/04/07 | 04/09/07 | 4.5 months | Closed |
| 25 | N. Mooney | SGS | 20/04/07 | 21/02/08 | 10 months | Closed |
| 26 | L. Naughton | SGS | 12/09/07 | 21/02/08 | 5 months | Closed |
| 27 | L. Naughton | SGS | 12/09/07 | 21/02/08 | 5 months | Closed |
| 28 | J. Hoare | SGS | 12/09/07 | 21/02/08 | 5 months | Closed |
| 29 | B. Lennon | SGS | 12/09/07 | 21/02/08 | 5 months | Closed |
| 30 | L. Naughton | SGS | 12/09/07 | 21/02/08 | 5 months | Closed |
| 31 | R. Mangan | SGS | 12/09/07 | | | Open- last reviewd 2 nd june 09 |
| 32 | L. Naughton | SGS | 12/09/07 | 21/02/08 | 5 months | Closed |
| 33 | Joe Hoare | SGS | 12/09/07 | 21/02/08 | 5 months | Closed |
| 34 | L. Naughton | SGS | 15/12/08 | 01/03/09 | 3 months | Closed |
| 35 | L.Naughton | SGS | 15/12/08 | 01/03/09 | 3 months | Closed |
| 36 | L.Naughton | SGS | 15/12/08 | 01/03/09 | 3 months | Closed |
| 37 | L.Naughton | SGS | 15/12/08 | | | open |
| 38 | L.Naughton | SGS | 15/12/08 | 01/03/09 | 3 months | Closed |
| 39 | L.Naughton | Internal audit feb 08 - Nenagh | 15/12/08 | | | Open as of 2/6/09 |
| 40 | L.Naughton | Internal audit feb 08 - Ennis | 15/12/08 | 12/6/09 | 6 mths | Closed 13/6/09 |
| 41 | L.Naughton | Internal audit May 09 - Maintenance Limk | May 09 | | | Open as of 2/6/09 |
| 42 | L.Naughton | Internal audit May 09 - Maintenance Limk | May 09 | | | Open as of 2/6/09 |
| 43 | L.Naughton | Internal audit May 09 - Maintenance | May 09 | | | Open as of 2/6/09 |

| | | | | | | |
|-----------|-------------------|---|---------------------|----------------|---------------------|------------------------------|
| | | Limk | | | | |
| 44 | L.Naughton | Internal audit May 09- Maintenance Limk | May 09 | | | Open as of 2/6/09 |
| 45 | L.Naughton | Internal audit May 09- Maintenance Limk | May 09 | | | Open as of 2/6/09 |
| 46 | L.Naughton | Internal audit May 09 - Maintenance Limk | May 09 | | | Open as of 2/6/09 |
| 47 | L.Naughton | Internal audit March 09 – Quality System | March 09 | June 09 | 3 months | Closed 14/6/09 |
| 48 | L.Naughton | Internal audit March 09 – Quality System | March 09 | June 09 | 3 months | Closed 14/6/09 |
| 49 | L.Naughton | Internal audit March 09 – Quality System | March 09 | June 09 | 3 months | Closed 14/6/09 |
| 50 | L.Naughton | Internal audit March 09 – Quality System | March 09 | June 09 | 3 months | Closed 14/6/09 |
| 51 | L.Naughton | Internal audit March 09 – Quality System | March 09 | June 09 | 3 months | Closed 14/6/09 |
| 52 | L.Naughton | Internal audit March 09 – Quality System | March 09 | June 09 | 3 months | Closed 14/6/09 |
| 53 | L.Naughton | Internal audit March 09 – Quality System | March 09 | June 09 | 3 months | Closed 14/6/09 |
| 54 | L.Naughton | Internal audit March 09 – Quality System | March 09 | June 09 | 3 months | Closed 14/6/09 |
| 55 | L.Naughton | Internal audit March 09 Gap Analysis to | March 09 | June 09 | 3 months | Closed 14/6/09 |

| | | | | | | |
|-----------|-------------------|--|---------------------|-----------------------------------|---------------------|------------------------------|
| | | iso 9001:2008 | | | | |
| 56 | L.Naughton | Internal audit March 09 Gap Analysis to iso 9001:2008 | March 09 | | | Open as of 2/6/09 |
| 57 | L.Naughton | Internal audit March 09 Gap Analysis to iso 9001:2008 | March 09 | | | Open as of 2/6/09 |
| 58 | SGS | Audit dated Dec 08 | Dec 08 | 16/6/09 | 6 months | Closed 16/6/09 |
| 59 | SGS | Audit dated Dec 08 | Dec 08 | 16/6/09 | 6 months | Closed 16/6/09 |
| 60 | SGS | Audit dated Dec 08 | Dec 08 | 16/6/09 | 6 months | Closed 16/6/09 |
| 61 | SGS | Audit dated Dec 08 | Dec 08 | 16/6/09 | 6 months | Closed 16/6/09 |
| 62 | SGS | Audit dated Dec 08 | Dec 08 | 16/6/09 | 6 months | Closed 16/6/09 |
| 63 | SGS | Audit dated Dec 08 | Dec 08 | 16/6/09 | 6 months | Closed 16/6/09 |
| 64 | SGS | Audit dated Dec 08 | Dec 08 | 16/6/09 | 6 months | Closed 16/6/09 |
| 65 | SGS | Audit dated Dec 08 | Dec 08 | 16/6/09 | 6 months | Closed 16/6/09 |
| 66 | SGS | Audit dated Dec 08 | Dec 08 | 16/6/09 | 6 months | Closed 16/6/09 |
| 67 | L.Naughton | Internal Audit dated June 09 Maintenance Ennis | June 09 | | | Open 13/6/09 |
| 68 | L.Naughton | Internal Audit dated June 09 Maintenance Ennis | June 09 | 13th Jun 09 | 1 day | Closed on 13/6/09 |

DOCUMENT REVIEW AND APPROVAL 2009

| | | |
|--|---------------------------------------|---------------------------------|
| | Design Review/ Document Review | Date 16 th June 2009 |
|--|---------------------------------------|---------------------------------|

Procedure : Fire Safety Section. (Please review and return this cover sheet only with any comments on to **Louise Naughton**)

Please write your comments below or on the back of this sheet, if appropriate, and add your signature and date. "NO COMMENT" should be written if appropriate.

Please return this form with your comments or "No Comment" to **Louise Naughton** at 087 2596476 at your convenience . Together with typed signature and date.

| Distribution | Procedure For Review and Approval | | | | | | Signature | Date |
|--------------|-----------------------------------|--|--------------------|---------------|------|--|-----------|------|
| B.Lennon | Proc. No | Procedure Title | Authorised | Approval date | Rev. | | | |
| | 201 | Fire Prevention and Management in Buildings | G MacNamara | 01/03/05 | 0 | | | |
| | 202 | Does Not Exist | | | | | | |
| | 203 | Construction Safety Management | B. Lennon | 11/7/05 | 0 | | | |
| | 204 | Fire and Safety Training | G Mc Namara | 04/03/05 | 0 | | | |
| | 205 | Does Not Exist | | | | | | |
| | 206 | Does Not Exist | | | | | | |
| | 207 | Fire and Safety maintenance programme | C Hanratty | 11/07/05 | 0 | | | |
| | 208 | Control of Fire Hydrants | <i>B Lennon</i> | 11/09/07 | 2 | | | |
| | 209 | Project for control of Aspergillus during construction | G Mc Namara | 11/08/04 | 0 | | | |
| | 210 | Procedure for Prevention of Nosocomial Aspergillosis | <i>G MacNamara</i> | 27/04/05 | 0 | | | |

Comments: (Please list employees in your department that were involved in the document review process)

| | | | |
|---|---------------------------------------|---------------------------------|-----------|
| | Design Review/ Document Review | Date 16 th June 2009 | |
| Procedure : Capital Projects . (Please review and return this cover sheet only with any comments on to Louise Naughton) | | | |
| Please write your comments below or on the back of this sheet, get it with your signature and date, and add your signature and date. “NO COMMENT” should be written if appropriate | | | |
| Please return this form with your comments or “No Comment” to Louise Naughton at 087 2596476 at your convenience . Together with typed signature and date. | | | |
| Distribution | Procedure For Review and Approval | | Signature |
| | | | Date |

| | | | | | |
|--|--|---|--------------|---------------|------|
| J.Hoare, C.Hanratty, H. Cunneen, | Proc No | Procedure Title | Authorised | Approval date | Rev. |
| | | Quality Manual | C Hanratty | 13/09/07 | 2 |
| | 1 | Preparation of Project Briefs | Helen Cuneen | 28/02/05 | 0 |
| | 2 & 3 | Does not Exist | | | |
| | 4 | Engagement of Contractors and settlement of fees | C Hanratty | 25/10/05 | 0 |
| | 5 | Does not Exist | | doe | 0 |
| | 6 | EU Public Procurement | H Cunneen | 01/11/04 | 0 |
| | 7 | Does not Exist | | | |
| | 8 | Planning Permission Application Procedure | T Mc Bride | 09/08/04 | 0 |
| | 9 | Fire Certificate Application Procedure | B Lennon | 11/04/05 | 0 |
| | 10 | Preparation of design specification for equipment | B Ryan | 06/09/05 | 0 |
| | 11 | Does not exist | | | |
| | 12 | Post Contract progress and Cost Control | C Hanratty | 01/03/05 | 0 |
| | 13 | Equipping Procedure | B Ryan | 04/01/05 | 0 |
| | 14-16 | Does not exist | | | |
| | 17 | Project Evaluation Stage 8 procedure | G Mc Namara | 16/02/05 | 0 |
| | 18 | Procedure for Control of Building Workmanship | T. McBride | 20/04/05 | 0 |
| | 19 | Appraisal of Capital Projects | J.Mc Namara | 14/09/06 | 0 |
| | 20 | Capital Projects Contract Award Procedure | J.Mc Namara | 14/09/06 | 0 |
| | 21 | Control of Aspergillus During Construction Works | J.Mc Namara | 14/09/06 | 0 |
| | Comments: (Please list employees in your department that were involved in the document review process) | | | | |

| | | | |
|--|---------------------------------------|---------------------------------|--------------------------------------|
| | Design Review/ Document Review | Date 16 th June 2009 | |
| Procedure : Maintenance (Please review and return this cover sheet only with any comments on to Louise Naughton) | | | |
| Please write your comments below or on the back of this sheet, get it with any necessary date, and add your signature and date. “NO COMMENT” should be written if appropriate | | | |
| Please return this form with your comments or “No Comment” to Louise Naughton at 087 2596476 at your convenience . Together with typed signature and date. | | | |
| Distribution | Procedure For Review and Approval | | <div>Signature</div> <div>Date</div> |

| | | | | | | | |
|--|---|---|-------------------------------|---------------|------|--|--|
| Tony Mc Bride Jim Enright Jim Ryan | Proc. No | Procedure Title | Authorised | Approval date | Rev. | | |
| | 101 | Contingency Procedures (MWRH) | L Keehan/J Ryan | 31/03/05 | 0 | | |
| | 102 | Asset Management Register - Estate | L Keehan/J Ryan | 09/08/04 | 0 | | |
| | 103 | Does Not Exist | | | | | |
| | 104 | Maintenance Plan | C Hanratty | 01/03/05 | 0 | | |
| | 105 | Equipment Training Procedure | G O Rourke | 06/09/05 | 0 | | |
| | 106 | Maintenance Request System | L Keehan/J Ryan | 09/08/04 | 0 | | |
| | 107 | Procedure for Staff Training (Clare) | J.Mc Namara | 12/06/09 | 1 | | |
| | 108 | Procedure for Requesting Maintenance (Clare) | J.Mc Namara | 12/06/09 | 1 | | |
| | 109 | Equipment Commissioning and Decommissioning | G O Rourke | 09/01/06 | 0 | | |
| | 110 | Processing Maintenance Tasks (Tipperary) | Jim Ryan | 01/06/08 | 0 | | |
| | 111 | Procedure for Cleaning Shower Head Protocol | J.Mc Namara | 13/02/08 | 0 | | |
| | 112 | Procedure in Respect of Hire of Contract Labour on Day Works (Clare) | Joe Hoare | 14/06/09 | 1 | | |
| | 113 | Management Of Hygiene Services | MW Hygiene Steering Committee | 07/2/08 | 0 | | |
| | 114 | Medical Equipment Management Policy | J.Mc Namara | 01/06/08 | 0 | | |
| | 115 | Procedure for Ordering Goods and Services and Payment on a weekly Basis (Tipperary) | J.Mc Namara | 01/06/08 | 0 | | |
| 116 | Procedure in Respect of Hire of Contracts Labour on Day Works - (Tipperary) | J.Mc Namara | 01/06/08 | 0 | | | |
| Comments: (Please list employees in your department that were involved in the document review process) | | | | | | | |

| | | | |
|---|---------------------------------------|---------------------------------|---------------------|
| | Design Review/ Document Review | Date 16 th June 2009 | |
| Procedure : Corporate Management. (Please review and return this cover sheet only with any comments on to Louise Naughton) | | | |
| Please write your comments below or on the back of this sheet, get it with your signature and date, and add your signature and date. “NO COMMENT” should be written if appropriate | | | |
| Please return this form with your comments or “No Comment” to Louise Naughton at 087 2596476 at your convenience . Together with typed signature and date. | | | |
| Distribution | Procedure For Review and Approval | | Signature Date |

| | | | | | | | |
|--|---|---|---------------|---------------|-----|--|--|
| Joe Hoare C. Hanratty | Proc. No | Procedure Title | Authorised by | Approval date | Rev | | |
| | 401 | Energy Management | T Mc Bride | 08/03/05 | 0 | | |
| | 402 | Payments Procedure for technical services | G Mc N | 06/10/04 | 0 | | |
| | 403 | Health Care Risk Waste Management | J Hoare | 01/11/04 | 0 | | |
| | 404 | Procedure for Opening of Tenders | G Mc N | 27/04/05 | 0 | | |
| | 405 | Low Value Purchases (Less than €1300) | G Mc N | 01/03/05 | 0 | | |
| | 406 | Intermediate Value Purchases (>€1300 & <€25400) | G Mc N | 01/03/05 | 0 | | |
| | 407 | High Value Purchases (Greater than €25400) | G Mc N | 01/03/05 | 0 | | |
| | 408 | EU Public Procurement Directives | G Mc N | 01/03/05 | 0 | | |
| | 409 | Opening Tenders | G Mc N | 01/03/05 | 0 | | |
| | 410 | Asset Disposal | G Mc N | 01/03/05 | 0 | | |
| | 411 | Debriefing Suppliers | G Mc N | 01/03/05 | 0 | | |
| | 412 | Awarding Contracts | G Mc N | 01/03/05 | 0 | | |
| | 413 | Purchase Approval | G Mc N | 01/03/05 | 0 | | |
| | 414 | Standardisation of Goods and Services | G Mc N | 01/03/05 | 0 | | |
| | 415 | Building Condition Survey | G Mc N | 21/06/05 | 0 | | |
| | 416 | HSE Property Disposals | G Mc N | 20/06/05 | 0 | | |
| | 417 | HSE Property Acquisitions | G Mc N | 20/06/05 | 0 | | |
| | 418 | HSE Approval for Lease | G Mc N | 30/05/05 | 0 | | |
| | 419 | Internal Approval for Lease | G Mc N | 30/05/05 | 0 | | |
| 420 | Internal Approval for Other Property Transactions | G Mc N | 18/07/05 | 0 | | | |
| Comments: (Please list employees in your department that were involved in the document review process) | | | | | | | |

| | | | | | | | | |
|---|----------|--|------------|---------------------------------|------|--|------------------|-------------|
| | | Design Review/ Document Review | | Date 16 th June 2009 | | | | |
| Procedure : Quality Management Section . (Please review and return this cover sheet only with any comments on to Louise Naughton) | | | | | | | | |
| Please write your comments below or on the back of this form, together with your signature and date, and add your signature and date. "NO COMMENT" should be written if appropriate. | | | | | | | | |
| Please return this form with your comments or "No Comment" to Louise Naughton at 087 2596476 at your convenience . Together with typed signature and date. | | | | | | | | |
| Distribution | | Procedure For Review and Approval | | | | | Signature | Date |
| L.Naughton C.Hanratty | Proc. No | Procedure Title | Authorised | Approval date | Rev. | | | |
| | 301 | Document and Data Control | J. Hoare | 09/04/09 | 1 | | | |
| | 302 | Management Review Procedure | J. Hoare | 09/04/09 | 2 | | | |
| | 303 | Non Conformance Control | J. Hoare | 09/04/09 | 1 | | | |
| | 304 | Corrective and Preventative Action | J. Hoare | 09/04/09 | 1 | | | |
| | 305 | Internal Auditing | J. Hoare | 09/04/09 | 1 | | | |
| | 306 | Record Control | J. Hoare | 09/04/09 | 1 | | | |
| | 307 | Customer Feedback | J. Hoare | 01/02/09 | 0 | | | |
| Comments: (Please list employees in your department that were involved in the document review process) | | | | | | | | |

QUALITY POLICY

Quality Manual APPENDIX B: QUALITY POLICY

The Estates Department is a Department of the HSE West Area that is responsible for providing expert advice and support in relation to technical issues, including estate management, energy management, fire safety, technical training compliance auditing, quality assurance, value for money, and standard setting so as to ensure effective implementation of policy and legislation and to manage selected projects in consultation with line management..

Business Objectives are:

- ❖ To ensure a safe and well maintained environment and infrastructure for Patients and staff
- ❖ To liaise with service procedures in managing and prioritizing capital investment programmes for minor and Major capital projects

Each year the objectives are reviewed. Programmes are developed in line with the business Objectives.

The Management and staff of the Organisation aim to:

- Provide a service, which continually meet the agreed requirements and expectations of our clients.
- Allocate sufficient and appropriate resources to establish and maintain a Quality Management System to achieve and retain ISO 9001 Certification.
- Continually improve the effectiveness of the Quality Management System

The Quality Assurance System is in line with the requirements of EN ISO 9001 2008.

Date of Issue: _____ Approved By: _____
Joe Hoare.