**M06 Control of External Providers**

# Introduction

It is essential that the work carried out on behalf of the organization is adequately controlled to ensure that it meets the requirements of the customer. This is achieved by good planning, the provision of adequate resources, properly trained and experienced personnel, clearly defined standards and methods of working and correct monitoring and product verification.

# Scope

The scope of this procedure includes requirements for the control of externally provided products and services when:

1. Products and services are provided by external providers for incorporation into our own products and services
2. Products and services are provided directly by the external provider to our customer
3. A process or part process is provided by an external provider following our decision to outsource

Responsibility

It is the responsibility of the Directors to ensure that external providers:

1. Adequately define and control all work they carry out for the organization.
2. Provide adequate instructions to their personnel to ensure that the quality of work is satisfactory and these are readily available.
3. Have defined standards of workmanship and criteria for acceptance.
4. Ensure that suitable personnel are assigned for the work process and for product verification and checking activities.

1. Ensure that adequate resources are provided in the form of personnel, equipment and a suitable working environment.

# Procedure

General

We have established set criteria for the evaluation, selection, monitoring of performance and re-evaluation of external providers based on their ability to provide the required products and services. Procedure is set out in M6 Annexe 1.

Type and extent of control

When considering the controls required we have taken into account the following:

1. The potential impact of externally provided processes, products and services to meet customer, statutory and regulatory requirements

1. The effectiveness of the controls applied to the external provider and the resultant output

We have established and implemented verification activities which are applied to external providers to ensure we continue to meet customer, statutory and regulatory requirements. The performance of external suppliers shall be formally reviewed through Management review to ensure ongoing suitability and quality of provision.

Information for external providers

We communicate with our external providers the applicable requirements of providing products and services to our organization. The information communicated will include information on the following:

1. The processes, products and services to be provided or performed
2. The approval products, services, methods, processes, equipment and the release of products and services
3. The required competence of personnel
4. The interactions with our IMS
5. The control and monitoring of external providers’ performance