NATIONAL HIGHWAY SECTOR SCHEMES FOR

QUALITY MANAGEMENT IN HIGHWAY WORKS

SCHEME 3

Particular requirements for the application of ISO 9001:2015

FOR

STOCKING AND DISTRIBUTION ACTIVITIES FOR MECHANICAL FASTENERS

(Applies to Manufacturers, Importers and Distributors of Mechanical Fasteners)

Published by the Sector Scheme Advisory Committee for Mechanical Fasteners (SSACMF)

Publishing information

This document is published by Lantra on behalf of the National Highway Sector Scheme Committee for Mechanical Fasteners (SSACMF).

This document supersedes NHSS 3 document Issue 4 [9001:2015] which is withdrawn.

DOCUMENT CONTROL

Issue Statement

Issue 1 [9001:2015]	31 July 2016
Issue 2 [9001:2015]	31 January 2020
Issue 3 [9001:2015]	30 June 2020
Issue 4 [9001:2015]	30 June 2021
Issue 5 [9001:2015]	February 2023

Revisions

Previous issues of this SSD are shown in Appendix Z.

Issue	Amendments
Issue 5 [9001:2015]	Document Control – Issue 5 [9001:2015] details added. Implementation of Issue 4 [9001:2015] amended for Issue 5 [9001:2015] Contents: Appendix J and Appendix O titles updated. 'Highways England' replaced with 'National Highways' throughout the document. 'Lloyds Register Quality Assurance' changed to 'LRQA' throughout the document. 'CE/UK' replaced by 'conformity assessment' throughout the document. Selection of Certification Body –updated to reflect NHSS 0 12/2022 update including arrangements for conformity assessment marking. Introduction Section 12 updated to reflect new Appendix J. Amendments to Introduction Section 11, Clause 4.4.2, Appendix G Clause 4.3, Section 6 & Section 7 d), Appendix G1 4.4, Appendix H 2.3, Appendix L Section 2 2.6 & 2.7 relating to the change from the Schedule of Suppliers to UKAS CertCheck. Terms, Definitions and Abbreviations 3.1 – Reference to Part 5 of NHSS 0 deleted. Terms, Definitions and Abbreviations – Table "must" replaced by "shall" in 2nd row 3rd column. Appendix B – Reference to Appendix B removed from 7.1.6, 7.5.1 and 7.5.3.2 (i), and from related guidance in Appendix G1. Appendix F: Alcumus ISOQAR details deleted. Appendix J: New common Appendix J added relating to feedback. Appendix N – Reference to 'NHSS 2B and 5B' replaced by 'relating to temporary and permanent vehicle restraint systems'. Appendix O: New common Appendix O added relating to UKAS CertCheck.

CONTENTS

COMPOSITION OF SECTOR SCHEME ADVISORY COMMITTEE

MEMBER ORGANISATIONS

The Advisory Committee is incorporated into the BCSA's Working Group for Fasteners, as follows:

Certification Bodies – Certification Body Group represented by Steel Construction Certification Scheme (SCCS) (Lead Certification Body) and LRQA
Clients - National Highways
Industry – BCSA (Representatives from BCSA Working Group for Fasteners representing the steelwork industry, steelwork fabricators, stockist distributors of mechanical fasteners, manufacturers of mechanical fasteners)

EXCLUSION OF LIABILITY

The Sector Scheme Advisory Committee for Mechanical Fasteners (SSACMF)

1 has and accepts no liability whatsoever for any failure of any system or systems assessed under this Sector Scheme Document or for the quality, fitness for purpose, or safety of any product or service which is the subject of such assessment,

2 does not provide any representation or warranty as to any aspect of any such system, product or service, and

3 hereby expressly exclude all and any liability or responsibility (however alleged to arise) for or in connection with the provision of any service or product or any use of any product, all and any such liability or responsibility attaching exclusively to the producer (or user as the case may be) thereof.

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SELECTION OF CERTIFICATION BODY

Where the adopted legislation for Construction Products Regulations (CPR) apply and Conformity Assessment Marking is a requirement, this can only be applied following successful evaluation of the factory production control process by an Approved Body. In Great Britain, the relevant authority for notification under the adopted legislation for CPR is the Department for Levelling Up, Housing and Communities (DLUHC). For Northern Ireland, the Notified Bodies are appointed by the relevant authority, in a Member State of the European Union and notified to the European Commission.

It is important to note that due to the specific requirements for assessor competence required by this Sector Scheme, the NAB may appoint a technical expert following advice from the SSAC to assist the NAB in the assessment of Certification Bodies (CB) as described in Appendix G.

Prospective companies seeking registration under this scheme should ensure that they engage a Certification Body accredited by the NAB to assess against the requirements of this SSD.

Note: Specifiers, consultants, engineers and contractors etc., that require confirmation of compliance with the Contract Specification in respect of the supply of services, products/materials should confirm the

current status of the quality management system certificate issuer and that specific reference is made to this Sector Scheme on the Certificate of Registration (See Appendix K, also see Appendix L – Guidance to Clients)

IMPLEMENTATION

ISSUE 5 [9001:2015]

This issue of the SSD is to be implemented immediately from the date of publication on the Lantra website for assessments.

Existing assessments will continue to be valid until the following assessment carried out by the accredited Certification Body.

Following publication of the document the Organisation shall implement the changes in time for their next assessment visit by the Certification Body.

The Certification Body shall assess the Organisation against the latest edition of the existing scheme within fourteen months of date of implementation.

Note: The NHSS document is date specific; however the Organisation shall have procedures in place to ensure that the latest version is always available. Organisations should be aware that utilisation of internet search engines may result in out of date references being identified/called up.

INTRODUCTION

1 This Sector Scheme Document (SSD) relates to the quality management system requirements for Organisations that are involved in the stocking and distribution of mechanical fasteners that are to be supplied to a Customer for use in infrastructure assets. It sets out to identify particular specific requirements of ISO 9001:2015 for Organisations and certification bodies engaged in the sector, and the minimum qualifications that an assessor/auditor requires. The document shall be read in conjunction with ISO 9001:2015.

2 This Sector Scheme is one of the series of National Highway Sector Schemes (NHSSs), which have been developed as bespoke integrated management schemes within an ISO 9001 framework to provide particular requirements for ISO 9001:2015 as applicable to a particular infrastructure related activity/industry.

3 Separate Sector Scheme Advisory Committees (SSACs) for each activity within the sector provide advice to the NAB and expert representation is drawn from all sides of industry. Each SSAC determines the particular requirements for ISO 9001 in relation to the requirements of their particular activity and come to a consensus on the minimum levels of workmanship, services, products, testing, and the training and competency of personnel, as appropriate, required to meet specification requirements as well as identified requirements in respect of environmental and health & safety and other aspects. The details are contained in the individual SSDs. Following the publication of a revised ISO 9001, the committees will review their documents to ensure alignment with the revised ISO 9001 to ensure that the SSD does not conflict with the national standard prior to withdrawal of the previous edition of the standard.

4 The individual NHSS SSACs are overseen by the National Highway Sector Scheme Liaison Committee (NHSSLC). This Committee provides a forum for discussion on the effectiveness of the Sector Schemes and co-ordinates developments so that they can be uniformly taken forward by each of the NHSS SSACs. It is also the forum where dialogue with the NAB and the certification bodies on the application of the Sector Schemes takes place.

5 NHSSs together with ISO 9001 are designed to:

- Provide an industry benchmark
- Identify risks and opportunities
- Ensure that all processes are planned
- Provide a basis for continuous improvement
- Focus on quality as an objective
- Reduce costs for Client and Organisation
- Provide and maintain a properly trained and competent workforce
- Involve all sides of industry in scheme ownership within a partnership framework
- Provide the basis for the technical knowledge and experience that Certification Body auditors will use in the sector concerned
- Promote confidence in quality management systems through provision of a robust transparent system

6 The Sector Scheme shall apply only where specified by the Client in their Contract Documents for the supply of mechanical fasteners.

7 In using this Sector Scheme users shall use best practice such as specifying any other relevant NHSSs as appropriate to the nature of the work being undertaken e.g. NHSS 20 for the execution of steelwork.

8 The use of the Specification for Highway Works as the basic document for procuring highway works by highway authorities would normally automatically call up compliance with ISO 9001 and this SSD within SHW Appendix A. It should also be noted that NHSSs are mandatory for National Highways contracts, and suppliers within the supply chain are required to demonstrate compliance with the requirements of ISO 9001 and this SSD as part of their continual improvement within their ISO 9001 registration/approval. Other owners of infrastructure, for example Network Rail, may also require their suppliers to comply with this Sector Scheme, as may other authorities. Separately the document may be called up in specific contracts as necessary.

Note: The Sector Scheme has been listed in Appendix A and Series 1800 of the Specification for Highway Works as a means of satisfying a mandatory requirement relating to the supply of mechanical fasteners.

9 In their Model Specification for the Purchase of Structural Bolting Assemblies and Holding Down Bolts the BCSA has made compliance with this Sector Scheme a requirement for suppliers and distributors of mechanical fasteners.

10 The SSD is a live document and date specific with the SSACMF reviewing it at least once a year. Those using the document are required to ensure that they have the current version of the document. The SSD may be obtained by visiting the Lantra website (www.scheduleofsuppliers.co.uk) from where the document can be freely downloaded. Organisations should be aware that utilisation of internet search engines may result in out of date references being identified/called up.

11 UKAS hosts a database (UKAS CertCheck) of certificated Organisations on their website (https://certcheck.ukas.com/). UKAS CertCheck is a verification database and works by allowing users to verify that a claim of holding UKAS accredited certification for all certifications, including the National Highway Sector Scheme (NHSS), is valid. All Certification Bodies accredited by UKAS to ISO/IEC 17021-1:2015 are required to provide and keep updated data on their certified clients. For more details on UKAS CertCheck see Appendix O.

12 Scheme Feedback

Any observations, complaints or feedback relating to the operation of this document and the scheme should be addressed using the procedures given in Appendix J. Appendix J can be used for general feedback on the scheme to the Sector Scheme Advisory Committee, for feedback to certification bodies on certification matters, and to clients on matters relating to application of the scheme in contracts.

13 Scheme Contact

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Particular Requirements for the Application of ISO 9001:2015

1. SCOPE

1.1 General

The scope of this SSD together with ISO 9001:2015 (see ISO 9001:2015 clause 4.3) covers the quality management system requirements relating to the stocking and distribution of mechanical fasteners that are to be established by Organisations that stock and distribute mechanical fasteners and supply them to a Customer for use in infrastructure assets. All requirements of this SSD are generic and are intended to be applicable to all Organisations regardless of type, size and product provided. This SSD does not include quality management system requirements relating to the manufacture of mechanical fasteners.

This document provides particular requirements for the application of this scheme additional to the requirements of ISO 9001:2015 for this industry and shall be compliant with that standard. The SSD applies to the Organisation or that part of the Organisation complying with this SSD (see Appendix K).

This scheme is not intended to replace other management system requirements or other contractual requirements.

1.2 Application

This SSD is applicable to the supply of mechanical fasteners to be used in infrastructure assets in work on new and existing assets. It is applicable to all mechanical fasteners used in both permanent and temporary connections and to work undertaken in the workshop and on site.

This Sector Scheme applies to Organisations that manufactures mechanical fasteners or obtains mechanical fasteners from a Manufacturer or Supplier and who may transport them, store them, rework them, modify them or split them into smaller quantities, and supply them to a Customer for use in infrastructure assets

Organisations registered to another NHSS undertaking activities that includes activities covered by the scope of this Sector Scheme should refer to Appendix N for guidance on compliance with this Sector Scheme.

2. NORMATIVE REFERENCE

2.1 The following normative documents contain provisions which constitute provisions of BS EN ISO 9001 Quality Management Systems – Requirements:

- BS EN ISO 9000:2015 Quality Management Systems – Fundamentals and vocabulary
- BS EN ISO 9001:2015 Quality Management Systems – Requirements
- BS EN ISO 9004:2018 Quality Management – Quality of an organisation – Guidance to achieve sustained success.
- NHSS 0 – Governance of National Highway Sector Schemes.
- BCSA Model Specification for the Purchase of Structural Bolting Assemblies and Holding Down Bolts.

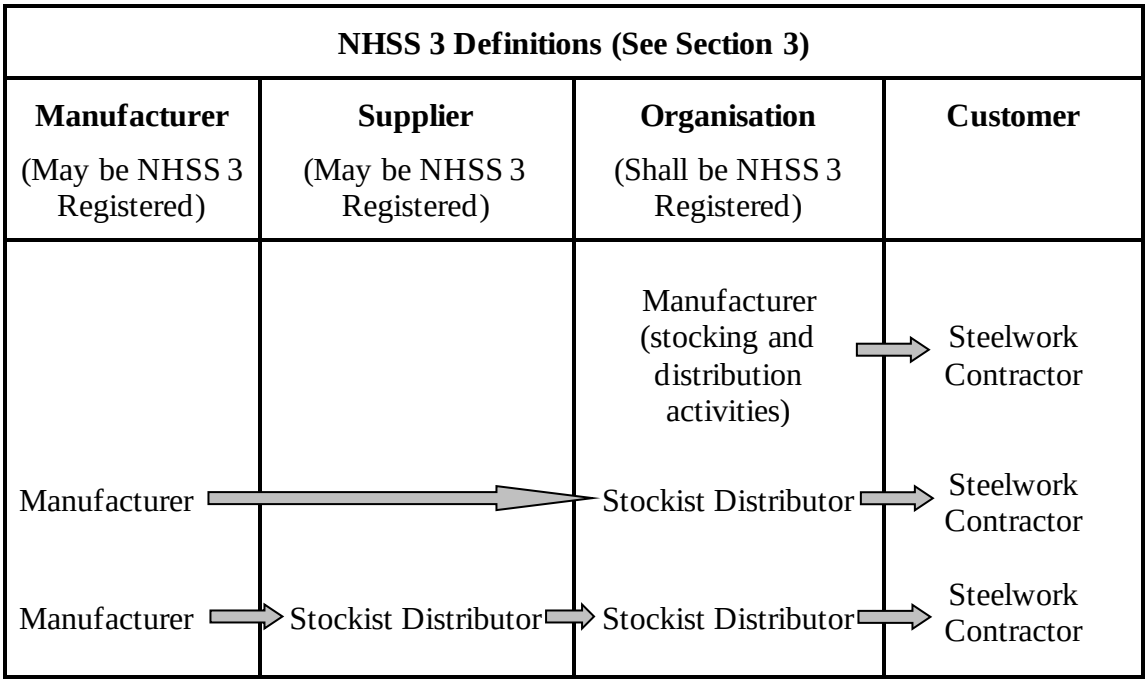
3. TERMS, DEFINITIONS AND ABBREVIATIONS

3.1 For the purpose of this Sector Scheme Document the terms and definitions given in ISO 9000:2015 and NHSS 0 apply except where listed in the table below.

conformity assessment marked product (i.e. CE/UKCA/UKNI marked product)	A mechanical fastener for which a declaration of performance is required to be drawn up by the Manufacturer in accordance with the Construction Products Regulation (Regulation (EU) No 305/2011 of the European Parliament and of the Council or UK Statutory Instruments 2019 No. 465 & 2020 No.1359). (See also definition for Manufacturer's Certificate)
Certificate of Registration:	A certificate issued by a NAB accredited Certification Body (or equivalent) certifying that the holder operates a Quality Management System complying with ISO 9001:2015 and this SSD. (See Appendix K)
Client:	The owner or manager of the infrastructure asset.
Contract Specification:	The specification for the mechanical fastener included in the contract.
Customer:	The body purchasing the mechanical fasteners from the Organisation, for use in infrastructure assets.
Distributor	Any natural or legal person in the supply chain, other than the Manufacturer or Importer, who makes a mechanical fastener available on the UK or European Union market.
Importer	Any natural or legal person established within the UK or European Union, who places a mechanical fastener from a country outside the UK or European Union, on the UK or European Union market.
Infrastructure assets	Includes but is not limited to highway and rail bridges, gantries, masts, columns, signal posts, electrification masts, station structures, buildings and toll booths. Does not include traffic signs to BS EN 12899 Pt 1, or vehicle restraint systems to BS EN 1317.
Lot, Manufacturing lot	As defined in the standard appropriate for the mechanical fastener under consideration.
Manufacturer	Any natural or legal person who manufactures or modifies a mechanical fastener or who has a mechanical fastener designed or manufactured, and markets the mechanical fastener under their name or trademark. A Manufacturer may be registered to this SSD for stocking and distribution activities.
Manufacturer's Certificate	The declaration of performance issued by the Manufacturer for the mechanical fastener, which for conformity assessment marked product shall be in the language or languages where the mechanical fastener is to be made available.

Mechanical Fastener; Product	The component and or assembly used to mechanically connect two or more elements. An assembly shall be as defined in the appropriate standard.
Organisation:	The Manufacturer of mechanical fasteners or the stockist distributor of mechanical fasteners, who shall be assessed against this SSD for stocking and distribution activities, and who supplies mechanical fasteners to the Customer.
“shall”:	Used in this document to indicate a requirement strictly to be followed in order to conform to the standard and from which no deviation is permitted. (See ISO/IEC Directives Part 3:1997, Annex E) (reference “guidance on terminology used in ISO 9001 and ISO 9004”.)
splitting	The separation of mechanical fasteners belonging to the same lot into smaller quantities.
stockist distributor	An Importer or Distributor of mechanical fasteners. A stockist distributor may be an Organisation or Supplier within the supply chain of mechanical fasteners. (See Supply Chain Diagram Below)
Supplier, Provider	A stockist distributor, who may be registered to this SSD, who supplies mechanical fasteners to the Organisation. (See Supply Chain Diagram Below)
Supply	The making available of the necessary information, services, products and/or materials to meet the requirements specified in the contract.

APPLICATION OF DEFINITIONS TO THE MECHANICAL FASTENER SUPPLY CHAIN.



3.2 For the purpose of this Sector Scheme Document the abbreviations in the NHSS 0 Template shall apply with additions listed below:

NHSS	National Highway Sector Scheme
QMS	Quality Management System
SSAC	Sector Scheme Advisory Committee
SSACMF	Sector Scheme Advisory Committee for Mechanical Fasteners.
SSD	Sector Scheme Document
NAB (National Accreditation Body)	UKAS - The United Kingdom Accreditation Body or any recognised European National Accreditation Body or any equivalent International Accreditation Forum (IAF) Multi-Lateral Agreement (MLA) signatory

4 to 10 QUALITY MANAGEMENT SYSTEM REQUIREMENTS

Particular Requirements ISO 9001:2015

This document shall be read and implemented in conjunction with the requirements of ISO 9001:2015.

Clause/Paragraph numbers in this section reference appropriate paragraphs of ISO 9001:2015. The requirements of ISO 9001:2015 are deemed to apply unless specific additions are required. Where 'No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.' is recorded under an ISO 9001:2015 clause heading this means that it is not considered necessary to provide a particular requirement for that clause.

The particular requirements given below are to assist in the clarification of the ISO 9001 text for the relevant activity, no inference should be made that ISO 9001 requirements are diluted or deleted because of this particular requirement.

4 Context of the Organisation

4.1 Understanding the Organisation and its context

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

4.2 Understanding the needs and expectations of interested parties

Interested parties shall include the Customer and Client.

4.3 Determining the scope of the quality management system

The scope of the quality management system shall cover the stocking and distribution of mechanical fastener services that the Organisation is competent to supply and for which they are seeking registration/approval.

4.4 Quality management system and its processes

4.4.1 The Organisation shall operate a quality management system to ISO 9001:2015 and this SSD.

4.4.2 (i) The Organisation shall have a process in place to check their registration/approval to this sector scheme on the UKAS CertCheck website (https://certcheck.ukas.com/) immediately following confirmation of their certification/re-certification to the sector scheme from the certification body and at least annually to ensure currency and accuracy. (See Introduction paragraph 11 and Appendix O for more details about UKAS CertCheck).

(ii) The Organisation shall notify their certification body immediately when they identify an error in their sector scheme registration details on UKAS CertCheck.

5 Leadership

5.1 Leadership and commitment

5.1.1 General

Top management shall demonstrate commitment to applicable NHSSs.

5.1.2 Customer focus

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

5.2 Policy

5.2.1 Establishing the quality policy

The Organisation's quality policy statement shall include a statement of commitment to applicable National Highway Sector Schemes.

5.2.2 Communicating the quality policy

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

5.3 Organisation roles, responsibilities and authorities

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

6 Planning

6.1 Actions to address risks and opportunities

6.1.1 The Organisation shall take into account the risks and opportunities relating to this NHSS.

6.1.2 No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

6.2 Quality objectives and planning to achieve them

6.2.1 (i) The quality objectives shall include a commitment to meet Customer and Client requirements with respect to the activities within the scope of this SSD.

(ii) The quality objectives shall include maximising opportunities for the re-use and recovery of wastes.

6.2.2 No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

6.3 Planning of changes

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

7 Support

7.1 Resources

7.1.1 General

The Organisation shall be able to demonstrate that it is able to meet its Customer order commitments.

7.1.2 People

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

7.1.3 Infrastructure

The Organisation shall determine, provide and maintain the infrastructure necessary to confirm and maintain conformity of mechanical fasteners.

7.1.4 Environment for the operation of processes

The Organisation shall consider all factors that may affect maintaining mechanical fastener conformity including but not limited to temperature, humidity, lighting and cleanliness.

7.1.5 Monitoring and measuring resources

7.1.5.1 General

The Organisation shall establish and maintain a record of the monitoring and measuring devices used in the verification, preservation and supply of mechanical fasteners. (See Appendix E for guidance.)

7.1.5.2 Measurement traceability

(i) Manufacturer's guidance for the maintenance, servicing and calibration of equipment shall be taken into account within the quality management system. (See Appendix E).

(ii) The Organisation shall implement and maintain processes for the calibration of monitoring and measuring devices. Where no standard exists, monitoring and measuring devices shall be calibrated in accordance with the manufacturer's instructions or the Organisation's own procedures.

7.1.6 Organisational knowledge

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

7.2 Competence

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

7.3 Awareness

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

7.4 Communication

The Organisation shall ensure that personnel have access to quality management system documentation, and that the standard operating processes appropriate to their responsibilities are communicated to all relevant employees.

7.5 Documented information

7.5.1 General

The Organisation shall have in place auditable processes to identify publication of relevant new standards and documents, and implementation requirements.

7.5.2 Creating and updating

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

7.5.3 Control of documented Information

7.5.3.1 No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

7.5.3.2 (i) The Organisation shall have processes in place to ensure that the latest versions of relevant standards and documents are available.

(ii) The Organisation shall typically keep the following records:

a) Customer order including product requirements including any variations, and product delivery records.
b) Manufacturer's Certificates and Inspection Documents.
c) Manufacturer's technical documentation, product information, instructions and safety information.
d) Verification records including records of inspection and testing of mechanical fasteners carried out by the Organisation (See 8.4.2).
e) Calibration and test records of any test equipment used.
f) Storage control and stock rotation records for time dependent product.
g) Records to enable mechanical fastener traceability (lot traceability) including following splitting.
h) Product recalls.
i) Non-conformance, corrective action and preventive action records.
j) Complaints and feedback.
k) Manufacturers performance reviews (See 8.4.1)

(iii) Product related records shall be kept for a minimum of ten years after the construction product has been placed on the market.

(iv) Customer specific records shall be kept for a minimum of ten years unless otherwise required to be retained for a longer period in the Customer order. Records shall be made available to the Customer and/or Client as requested in accordance with contract requirements.

(v) Where records are stored in an electronic form the integrity of the system and the back-up procedures shall be appropriately validated. These records shall be traceable to the original documentation.

8 Operation

8.1 Operational planning and control

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

8.2 Requirements for products and services

8.2.1 Customer communication

The Organisation shall ensure that documents required by the Customer order/specification to accompany the mechanical fastener are provided when requested by the means specified by the Customer, and are protected against loss and deterioration. The documents to accompany the mechanical fastener shall include any Manufacturer product instructions and safety information in a language that can be easily understood by users.

8.2.2 Determining the requirements for products and services

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

8.2.3 Review of the requirements for products and services

8.2.3.1 (i) The Organisation shall review in a timely manner the Customer order to verify that product requirements are defined and that they are able to meet those product requirements.

(ii) From the outset and during the progress of fulfilling the Customer order the Organisation shall review:

a) The risks associated with meeting the Customer order including delivery timescales; and
b) Opportunities for control of risks and performance improvement relating to the Customer order.

(iii) Where omissions, irregularities or inconsistencies with the Customer order or other Customer related issues are encountered these shall be brought to the attention of the Customer for resolution.

8.2.3.2 No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

8.2.4 Changes to requirements for products and services

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

8.3 Design and development of products and services

Not applicable to this Sector Scheme.

8.4 Control of externally provided processes, products and services

8.4.1 General

(i) Organisations shall:
   a) Maintain a register of approved Manufacturers and Suppliers of mechanical fasteners that includes the scope of approval. The scope of approval shall include maintaining the Manufacturer's identification and lot traceability.
   b) Periodically review Manufacturers' and Suppliers' performance in meeting specified purchase requirements; records of these reviews shall be used as a basis for establishing the frequency of review and level of controls to be implemented.
   c) Define the necessary actions to take when dealing with Manufacturers and Suppliers that do not meet specified purchase requirements.
   d) Prevent the purchase of counterfeit/nonconforming mechanical fasteners.

(ii) Delivery documentation shall be inspected by a competent person to verify that the delivery satisfies the purchase requirements.

(iii) The Organisation shall be responsible for the quality of all products purchased from Manufacturers and Suppliers, including customer-designated sources.

8.4.2 Type and extent of control

Organisations shall implement and maintain processes that are suitable for ensuring that purchased mechanical fasteners meet specified purchase requirements. Such verification processes shall include but are not necessarily limited to:

a) Obtaining objective evidence of the authenticity and quality of the mechanical fasteners such as Manufacturer's Certificates and/or test reports from Manufacturers and/or Suppliers.
b) Review of the mechanical fastener documentation to confirm authenticity, relevance, accuracy and completeness.
c) Inspection and sample testing of the mechanical fasteners upon receipt or evidence of inspection and sample testing of the mechanical fasteners undertaken by an independent testing laboratory accredited in accordance with BS EN ISO/IEC 17025:2017 (See Note below), or by a Manufacturer or Supplier registered to this Sector Scheme. The inspection and sample testing shall include verification of dimensional characteristics and testing of the mechanical characteristics of the mechanical fasteners. (See 8.6)

Note: The accreditation of the testing laboratory shall be by a NAB with a scope that includes BS EN ISO/IEC 17025:2017.

8.4.3 Information for external providers

Purchasing information for mechanical fasteners shall include:

a) The mechanical fastener description or other positive identification.
b) The relevant standards, specifications and Inspection Document for the mechanical fasteners.
c) For conformity assessment marked product, requirements for notification of the Manufacturer's and where applicable the Importer's name, registered trade name or registered trade mark, and address, which shall be a single point of contact in the case of the Manufacturer.
d) Requirements for Manufacturer and Supplier notification to the Organisation of any non-conforming product which shall include notification of any non-conforming product that could present a risk (e.g. affects reliability or safety).
e) Requirements for a Manufacturer's Certificate (including appropriate marking where relevant) and/or test reports, together with any related Manufacturer technical documentation (See Note below), product information, instructions and safety information in a language that can be easily understood by users.
f) Requirements for notification of any specific Manufacturer's requirements for preservation of mechanical fasteners in the condition as supplied by the

Manufacturer.

Note: For conformity assessment marked product, this shall describe all the relevant elements related to the required system of assessment and verification of constancy of performance.

8.5 Production and service provision

8.5.1 Control of production and service provision

The Organisation shall ensure that environmental conditions are suitable for the calibrations, inspections, measurements and tests being carried out.

8.5.2 Identification and traceability

(i) The Organisation shall implement and maintain documented processes to ensure that retained documents and records can be clearly identified and traced.

(ii) The Organisation shall implement and maintain documented processes to ensure the identification and traceability of mechanical fasteners by suitable means from receipt, during transportation, splitting, storage, packaging, and until delivery.

(iii) The Organisations processes shall include:
   a) Maintaining the Manufacturer's identification and lot traceability.
   b) The ability to identify and trace mechanical fasteners from the same lot.
   c) For conformity assessment marked product, the ability to identify the Manufacturer's and where applicable the Importer's name, registered trade name or registered trade mark, and address.

8.5.3 Property belonging to customers or external providers

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

8.5.4 Preservation

The Organisation shall implement and maintain documented processes for the appropriate transportation, handling, storage, splitting and packaging to ensure the preservation of mechanical fasteners in their condition as supplied by the Manufacturer. The processes shall make provisions for:

a) Any Manufacturer's recommendations/requirements.
b) Storage control and stock rotation.

8.5.5 Post-delivery activities

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

8.5.6 Control of changes

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

8.6 Release of products and services

(i) Each manufacturing lot of product shall be subject to sample inspection and mechanical testing in accordance with clauses 8.2.1 and 8.2.2, as appropriate, of the BCSA's Model

Specification for the Purchase of Structural Bolting Assemblies and Holding Down Bolts.

(ii) Mechanical property requirements for mechanical fastener acceptance shall be documented and include:
a) criteria for acceptance and/or rejection,
b) a record of the measurement results, and
c) type of measurement instruments required, and any specific instructions associated with their use.

(iii) Test records shall show actual test results data.

(iv) When required by the Customer, a market surveillance authority or competent (national) authority, the Organisation shall provide evidence of the product's conformity to its technical specifications. This may include conformance documents, such as the original Manufacturer's Certificate and/or the evidence obtained under 8.4.2 in verifying mechanical fasteners.

(v) When splitting product, records shall be kept recording amount delivered, purchase order number and Customer's name.

(vi) When agreed with the Customer, the Organisation may provide a Manufacturer's Certificate created by the Organisation that references the original Manufacturer's Certificate that are retained and traceable by the Organisation.

8.7 Control of nonconforming outputs

8.7.1 (i) Non-conforming product includes any non-conforming product returned from a Customer.

(ii) The Organisation shall implement and maintain documented processes to ensure that mechanical fasteners that they consider or have reason to believe are non-conforming product are not placed or made available on the market and that where the product presents a risk (e.g. affects reliability or safety), the Manufacturer or the Importer and market surveillance authorities are informed.

(iii) The Organisation shall implement and maintain documented processes to deal with mechanical fasteners that they have placed or made available on the market and that they subsequently consider or have reason to believe are non-conforming product. The processes shall include as appropriate investigating the non-conformance and taking the necessary action to bring the mechanical fasteners into conformity, withdrawal, recall and disposal of non-conforming product.

(iv) The Organisation shall ensure, with the Manufacturer or the Importer, that similar mechanical fasteners are not similarly affected and shall where necessary inform the Customer and other customers of any non-conformities affecting mechanical fasteners already delivered.

(v) In addition to any contract reporting requirements, the Organisation's processes shall provide for timely reporting of delivered non-conforming product that may present a risk (e.g. affects reliability or safety). Notification shall include a clear description of the non-conformity, which includes as necessary parts affected, Customer and/or Organisation part numbers, quantity, date(s) delivered, and details of any corrective measures taken.

Note: Parties requiring notification of non-conforming product may include Manufacturers, Importers, market surveillance authorities, relevant competent (national) authorities, suppliers, internal organisations, customers and stockist distributors.

(vi) Disposal of non-conforming product shall be limited to:
- scrap;
- rejection for return to the Supplier;

- rejection for revalidation by the Manufacturer;
- submittal to Customer for "USE AS IS" disposal.
- rework/repair and revalidation by the Organisation

Product disposed of as scrap shall be conspicuously and permanently marked, or positively controlled, until physically rendered unusable.

8.7.2 No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

9 Performance evaluation

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

9.1.2 Customer satisfaction

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

9.1.3 Analysis and evaluation

(i) Statistical techniques may be applied in inspecting and testing mechanical fasteners so long as they are statistically valid and appropriate for use.

(ii) In the event of process non-conformity, the Organisation shall:
   a) Take appropriate action to correct the non-conforming process,
   b) Evaluate whether the process non-conformity has resulted in mechanical fastener non-conformity,
   c) Identify and control any non-conforming mechanical fasteners in accordance with 8.7.

9.2 Internal audit

9.2.1 No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

9.2.2 (i) Internal audits shall be carried out at sufficient frequency and by a suitable technically competent person/s to ensure a robust assessment of the compliance of the product.

(ii) Internal audits of the quality management system against this SSD shall include office-based audits of the processes associated with stocking and distribution, at no more than twelve monthly intervals.

9.3 Management review

9.3.1 General

The Organisation shall review the quality management system no less frequently than once every twelve months to ensure its continuing suitability and effectiveness to conform to this NHSS.

9.3.2 Management review inputs

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

9.3.3 Management review outputs

The output and actions from the management review shall be considered by Top Management at regular intervals throughout the year.

10 Improvement

10.1 General

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

10.2 Nonconformity and corrective action

10.2.1 No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

10.2.2 No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

10.3 Continual improvement

No specific particular requirement; the requirements are as stated in ISO 9001:2015 without further qualification.

APPENDIX A: REQUIREMENTS FOR QUALITY PLANS

Not used.

APPENDIX B: REFERENCE AND ASSOCIATED DOCUMENTS (BIBLIOGRAPHY)

NOTE:-

1. The listing is not comprehensive; other documents may be required to fulfil the requirements of the contract. Organisations shall ensure that they have a working knowledge of and access to all the relevant documents including amendments required by the contract and specification

2. Organisations shall ensure they are working to current reference or associated documents appropriate to work in their sector.

3. The list of standards and documents below are date specific, however, the Organisation shall have processes in place to ensure that the latest version is always available. Organisations should be aware that utilisation of internet search engines may result in out of date references being identified/called up.

REFERENCE DOCUMENTS

Reference should be made to the Customer Order for specific reference documents.

See Section 2 for Normative References.

General Reference Documents

BS EN ISO/IEC 17025:2017 General requirements for the competence of testing and calibration laboratories

This list of standards and documents include those that are date specific, however, the Organisation shall have procedures in place to ensure that the latest versions are always available. (See 7.5.3.2)

APPENDIX C: TRAINING AND ASSESSMENT OF COMPETENCE

Not used.

APPENDIX D: EXAMPLE REGISTER OF PERSONNEL ATTAINMENTS

Not used.

APPENDIX E: GUIDANCE FOR THE CONTROL OF MONITORING AND MEASURING EQUIPMENT

Example Record of Monitoring and Measuring Devices

Equipment & Unique Reference Number	Equipment/ Test Specification	Calibration Control	Calibration Frequency	Date of Calibration	Date Next Calibration Due.	Calibration Certificate Ref.

Note

1. 'In house' calibrations to be in accordance with procedure(s) described in the equipment's operating manual. Separate records are to be kept on method(s) used and results of calibration.

2. All Calibrations (other than 'in house') shall be certified by accredited/registered Inspection Bodies providing certification of calibration traceable to national standards wherever possible / practical.

3. Records of all equipment in use, their calibration status and calibration or verification checks undertaken shall be implemented and maintained.

APPENDIX F: CERTIFICATION BODIES ACCREDITED FOR THIS SECTOR SCHEME

Information on certification bodies accredited against this sector scheme can be found on the UKAS website www.ukas.com. To identify the certification bodies on the website:

- From the UKAS home page
- Left click in the blue 'Search UKAS Accredited Organisations' box on the page; this will open the 'Search Accredited Organisations' page
- In the 'Search' box type in "sector scheme No X", where "X" represents the scheme number
- Left click Search
- Under 'Organisation Type' select 'Certification Bodies'

This then lists the certification bodies that are accredited to NHSS X and their details can be found by clicking on the appropriate links.

Note 1: This process will not identify certification bodies that do not have "sector scheme No X" in their scope, but which may have other sector scheme descriptions such as "NHSS X" or "sector scheme X". To complete the full list of accredited CBs it will be necessary to repeat the process (at least twice) by typing in other sector scheme descriptions such as "nhss X" or "sector scheme X" as appropriate at bullet point 3. This should then list the certification bodies who are accredited to the scheme and their details can be found by clicking on the appropriate links.

Note 2: Advice on the current accreditation status of certification bodies to assess against this document should be sought from UKAS (Tel 01784 429000 or Email info@ukas.com).

Note 3: Certification Bodies interested in being accredited by UKAS for this Sector Scheme should contact UKAS (Tel 01784 429000 or Email info@ukas.com).

Note 4: Organisations currently registered to ISO 9001 with a NAB accredited certification body that does not hold registration to this NHSS may wish to consider the following option. Continuing to be registered with their existing Certification Body but having the interpretation of the NHSS carried out by and in conjunction with a NAB accredited certification body for this scheme

Note 5: The following Certification Bodies are accredited by UKAS to this Sector Scheme at the time of preparing this issue of the SSD. Advice on the current accreditation status of certification bodies to assess against this document should be sought from UKAS (Tel 01784 429000 or Email info@ukas.com).

LRQA	www.lrqa.com
SGS United Kingdom Limited	www.sgs.co.uk
Steel Construction Certification Scheme Limited (Lead Certification Body)	www.steelconstruction.org

APPENDIX G: THE ROLE OF CERTIFICATION BODIES AND AUDITOR QUALIFICATIONS

1. Role of certification bodies

1.1. The independent assessment of conformity of organisations to the requirements of ISO 9001:2015 and this SSD rely upon the assessment expertise, competence and capability of accredited certification bodies.

1.2. The certification body role is to ensure, through assessment, that organisations have management systems in place which address the enhanced ISO 9001:2015 requirements detailed in this SSD. The scope of the organisation's management system should cover the evidence for the range of services that the organisation is competent to supply and for which they are seeking registration/approval including consideration of outsourced services and how those outsourced services are controlled within the overall scope of the relevant NHSS(s). This may include some or all of the activities set out in the scope of this SSD.

1.3. Certification bodies shall ensure they are all represented by at least one nominated individual lead certification body (or deputy) who will represent all certification bodies at meetings of this Sector Scheme Advisory Committee. This does not preclude other certification bodies from attending, as appropriate.

1.4. Certification bodies shall be represented at the National Highway Sector Scheme Liaison Committee.

2. Certification body accreditation

2.1. To ensure consistency and to demonstrate independent capability certification bodies are required to be accredited against the requirements of ISO 17021 by a NAB for assessment and registration of ISO 9001:2015 quality management systems in accordance with the particular requirements of this NHSS.

3. Assessor and assessment team competence.

3.1. The certification body must be able to demonstrate to the NAB that it possesses and can maintain the necessary assessor experience and technical understanding of stocking and distribution activities for mechanical fasteners covered in the scope of this Sector Scheme. These assessment areas shall include, but not be limited to the following:

i) knowledge, understanding and application of this SSD (See Appendix G1).

ii) knowledge of the mechanical fastener supply chain, including the methods and techniques sufficient to understand the processes employed and the controls necessary to ensure delivery of conforming product. (Conveyance of this knowledge to auditing teams will be determined by the Certification Body and will be audited by the NAB).

iii) ability to demonstrate that they have ongoing suitable health and safety training which shall include appreciation of the risks involved in the stocking and distribution of mechanical fasteners.

iv) preferably have knowledge of mechanical fasteners, their properties and related standards, and an awareness of the importance of inspection and testing of the product.

3.2. Guidance to Certification Bodies on assessor competence related to this Sector Scheme is given in the certification body guidance document –NHSS 0 Governance of National

Highway Sector Schemes - Part 4.

3.3. The certification body is responsible for ensuring that the assessment teams possess demonstrable expertise in the assessment areas detailed above as they relate to the scope of client activities under assessment.

3.4. Minimum assessor qualifications and competence for assessment of this NHSS, which may reside in a single individual, or in an assessment team are as follows:

i) NAB accepted Lead Auditor qualification or certification body equivalent and demonstrable expertise in leading assessment teams.

ii) ISO 9001:2015 assessment experience obtained from assessments of stocking and distribution activities in two different organisations.

iii) technical assessment competence in mechanical fastener stocking and distribution activities.

iv) knowledge, understanding and application of this SSD

v) knowledge of the mechanical fastener supply chain sufficient to understand the processes employed and the controls necessary to ensure delivery of conforming product. (Conveyance of this knowledge to auditing teams will be determined by the Certification Body and will be audited by the NAB).

vi) ability to demonstrate that they have ongoing suitable health and safety training which shall include appreciation of the risks involved in the stocking and distribution of mechanical fasteners.

vii) preferably have knowledge of mechanical fasteners, their properties and related standards, and an awareness of the importance of inspection and testing of the product.

4. Conduct of Assessments.

4.1. Certification Bodies shall ensure that an adequate proportion (50%) of the initial and continuing assessment duration is devoted to assessing operational activities at sites and locations where stocking and distribution activities covered by the scope of this Sector Scheme are being undertaken from.

4.2. Certification Bodies shall make every endeavour to ensure that during a three year certification cycle there is evidence of assessment of all activities covered by the Organisation's scope of registration. Certification Bodies shall undertake surveillance visits at intervals of not greater than one year.

4.3. There may be occasions when a CB encounters an Organisation that wishes to expand, and the scope is not included in the relevant NHSS. This may be due to the introduction of new technology or innovation. In such instances, the CB shall advise the SSAC of this and ask them to consider an extension of scope within the SSD.

5. Format and Content of Registration/Approval Certificates.

5.1. Certificates of registration/approval issued by Certification Bodies, which include within the scope of registration/approval reference to compliance with this Sector Scheme, shall be in a format and contain the content detailed in Appendix K of this SSD.

5.2. The National Highway Sector Scheme Logo shall be included in any Certificate of

Registration/approval which has this Sector Scheme detailed in the Scope of Registration. The logo shall only be used and applied in the manner detailed in any conditions of use which may be published in NHSS 0.

6. UKAS CertCheck.

6.1. Certification Bodies shall monitor UKAS CertCheck at https://certcheck.ukas.com/ to ensure equivalence between their client's registration details to this Sector Scheme and the registration details provided on UKAS CertCheck.

6.2. Certification Bodies shall update/remove on UKAS CertCheck the details of registered organisations whose scope of registration/approval against this Sector Scheme has ceased to be applicable, within 10 working days of that situation occurring.

6.3. Certification Bodies shall audit the organisation to ensure that they have reviewed their registration details on UKAS CertCheck immediately following confirmation of their certification/re-certification to the sector scheme, and at least annually to ensure currency and accuracy.

7. Reporting on Sector Scheme Performance.

7.1. Each Lead certification body shall report to the Chairperson of the SSACMF including as appropriate:

a) observations and comments on the implementation and assessment findings related to the Sector Scheme including any omissions or deficiencies in its scope.

b) recommendations for improving/clarifying the SSD

c) feedback on deficiencies against contract documentation

Note 1: This is to be issued to the Chairperson of this Sector Scheme Committee prior to each Advisory Committee meeting.

APPENDIX G1: GUIDANCE TO ASSESSORS AND OTHER AUDITORS

Section 1 - General Information

The information contained in this appendix has been collated by the NHSS committee to provide CB assessors with the background information that is considered appropriate for carrying out an assessment against ISO 9001:2015 and this NHSS document. During the development of the Appendices it was realised that this information would also provide useful guidance for first and second party auditors of the system.

Section 2 - Requirements

This section of the guidance is divided in two parts namely 2A & 2B.

2A General

Assessors and auditors shall be familiar with the requirements of this NHSS and the contents of this SSD as well as any relevant documents referenced. For example, assessors and auditors should have knowledge of relevant international, European and British standards for the scope of work covered by this NHSS and any related client standards and specifications.

2B Summary of where the scheme interprets sections 4 to 10 of ISO 9001:2015

The summary provides a list of those clauses where particular requirements have been provided. These are indicated by "Y" in the table.

Additionally in the "comments/requirements" column information is provided for use by assessors when assessing an Organisation. This information is guidance providing an indication of priority where particular requirements have been provided.

Section/Clause	Particular requirement Yes/No	Comment/Requirement
4. Context of the organisation		
4.1 Understanding the organisation and its context	N	
4.2 Understanding the needs and expectations of interested parties	Y	Check annually that the Organisation has determined interested parties including those listed, their requirements and is monitoring and reviewing the information about them.
4.3 Determining the scope of the quality management system	Y	Check scope is valid. (See also Appendix K, c) in respect of scope of certification and CoR content)
4.4 Quality management system and its processes		
4.4.1	Y	Check annually by the CB Auditors and other Auditors.
4.4.2	Y	Check annually by the CB Auditors and other Auditors. Check UKAS CertCheck website to ensure registration/approval details are correct and up to date. Confirm effectiveness of the process for Organisation

Section/Clause	Particular requirement Yes/No	Comment/Requirement
		check of their registration/approval details on UKAS CertCheck and for informing CB of any error in their sector scheme registration/approval details.
5. Leadership		
5.1 Leadership and commitment		
5.1.1	Y	Check policy documented information for Top Management commitment to the NHSS and leadership and commitment to the QMS. Ensure that policy is being correctly implemented, communicated and understood.
5.1.2	N	
5.2 Policy		
5.2.1	Y	Ensure statement of commitment to NHSS is in policy documented information.
5.2.2	N	
5.3. Organisation roles, responsibilities and authorities	N	
6 Planning		
6.1 Actions to address risks and opportunities		
6.1.1	Y	Check that documented information is in place to address risks and opportunities and is operational.
6.1.2	N	
6.2 Quality objectives and planning to achieve them		
6.2.1	Y	Ensure objectives are established and documented. Check documented information is in place and meets requirements. Check that quality planning is in place and evaluated. Check waste recovery objective identified and addressed effectively.
6.2.2	N	
6.3 Planning of changes	N	
7. Support		
7.1 Resources		
7.1.1	Y	Ensure contract/tender review is in place. Confirm that capacity of business is adequate to accept orders – e.g. no one order is >20% of annual capacity
7.1.2	N	
7.1.3	Y	Check infrastructure (stores, IT systems, handling equipment, sampling/test equipment, transport etc.)

Section/Clause	Particular requirement Yes/No	Comment/Requirement
		are adequate and suitable for the scope of registration/approval.
7.1.4	Y	Check manufacturing and storage conditions as part of in process audit.
7.1.5		
7.1.5.1	Y	Check register of devices, (see Appendix E).
7.1.5.2	Y	Check for manufacturer's guidance being taken account of where relevant. Check calibration of devices including records.
7.1.6	N	
7.2 Competence	N	
7.3 Awareness	N	
7.4 Communication	Y	Check internal and external communication processes have been established. Check access to QMS documentation and communication/awareness of processes.
7.5 Documented information		
7.5.1	Y	Ensure that the Organisation has process for identifying publication of new standards and documents.
7.5.2	N	
7.5.3		
7.5.3.1	N	
7.5.3.2	Y	Ensure that all required specific standards and documents are in place and current. Check that all required records are in place and controlled. Check appropriate processes are in place for the retention and disposal of records. Check integrity of electronic storage of records and traceability to originals.
8 Operation		
8.1 Operational planning and control	N	
8.2 Requirements for products and services		
8.2.1	Y	Check documentation to accompany goods at despatch are suitable and include any Manufacturer's product instructions and safety information.
8.2.2	N	
8.2.3		
8.2.3.1	Y	Ensure customer order reviews are undertaken and are effective. Check appropriate matters are raised with Customer.
8.2.3.2	N	
8.2.4	N	
8.3 Design and development of products and services	N	
8.4 Control of externally		

Section/Clause	Particular requirement Yes/No	Comment/Requirement
provided processes, products and services		
8.4.1	Y	Verify existence of Approved Supplier List or equivalent. Confirm 'scope of approval' covers maintaining Manufacturer's identification and lot traceability. Confirm evidence of Supplier performance monitoring & corrective actions to NC's etc. Verify effectiveness of processes in preventing purchase of counterfeit/non-conforming fasteners. Confirm responsibility for quality understood. Check for inspection of delivery documentation by competent person.
8.4.2	Y	For purchased product, confirm verification, review & inspection processes are effective & inspection and testing regimes conform to specified requirements including sampling as appropriate.
8.4.3	Y	Check that purchasing requests are adequate. Verify sample of PO's for acceptability (e.g. 10% over past 3 months).
8.5 Production and service provision		
8.5.1	Y	Check environmental conditions are suitable as part of in process audit.
8.5.2	Y	Verify arrangements for identification and traceability of fasteners at all process stages including documentation such as test certificates. Pay special attention to split batches. Cover during process review and check that relevant documented information is in place, identifiable and traceable.
8.5.3	N	
8.5.4	Y	Cover during process review. Assess processes for adequacy and processes employed for preservation of fasteners at all stages are effective.
8.5.5	N	
8.5.6	N	
8.6 Release of products and services	Y	Verify effective compliance with inspection and sample testing requirements in BCSA's Model Specification. Confirm property requirements are suitably defined and documented, and acceptance criteria and test results are on record etc. Determine that CoC's/test certificates meet Customer specific requirements and that the minimum information is recorded on original test documents when splitting batches to assure traceability etc. Check records for split product.
8.7 Control of nonconforming outputs		
8.7.1	Y	Check processes in place for dealing with NCP including notification of appropriate parties and withdrawal, recall and disposal processes. Confirm that NCP follows one of the five approved routes for disposal. Look for approved rework instructions. Scrap

Section/Clause	Particular requirement Yes/No	Comment/Requirement
		must be positively identified and controlled until destroyed. Verify when NCP is detected that similar materials, batches & stock are cross-checked.
8.7.2	N	
9 Performance evaluation		
9.1 Monitoring, measurement, analysis and evaluation		
9.1.1	N	
9.1.2	N	
9.1.3	Y	Check suitable statistical techniques are in place based upon scientific methods/principles. Confirm linkages between process failures and impact on product quality. Check processes are achieving planned results.
9.2 Internal audit		
9.2.1	N	
9.2.2	Y	Check internal audits are being carried out at the required frequency and locations, and ensure corrective actions have been made. All processes must be internally audited every 12 months as a minimum.
9.3 Management review		
9.3.1	Y	Verify that reviews are undertaken at least every 12 months. Review outcome of annual management review.
9.3.2	N	
9.3.3	Y	Check that the output and actions are considered by Top Management at regular intervals.
10. Improvement		
10.1 General	N	
10.2 Nonconformity and corrective action		
10.2.1	N	
10.2.2	N	
10.3 Continual improvement	N	

APPENDIX H: ORGANISATION ACCEPTANCE AND GUIDELINES FOR NEW ENTRANTS

1.0 Organisation Acceptance

1.1 For the supply of mechanical fasteners for work carried out on roads managed by National Highways, the Welsh Government, Transport Scotland and DfI Northern Ireland, only those Organisations holding a valid Certificate of Registration/approval for work within the scope of this SSD will be accepted as complying with Clause 104 and Appendix A of the Specification for Highway Works.

1.2 For work carried out on infrastructure managed by other clients, acceptance of the Organisation will depend on the requirements of the contract.

2.0 Guidelines for New Entrants - Requirements

2.1 Organisations will need to demonstrate that their equipment and systems meet the requirements of this Sector Scheme.

2.2 Organisations must have applied for registration/approval with a certification body that is accredited by their NAB to audit against this Sector Scheme. Organisations will have to demonstrate that they have been audited for office, shop and site based activities as appropriate.

2.3 The Organisation shall check their registration/approval to this sector scheme on the UKAS CertCheck website (https://certcheck.ukas.com/) upon receipt of the certificate issued by their certification body to confirm their registration/approval, and thereafter at least annually to ensure currency and accuracy of their registration details. (See 4.4.2. See also Introduction paragraph 11, and Appendix O for more details about UKAS CertCheck).

3.0 Trade Associations

3.1 Membership of a trade association is not a requirement of this Sector Scheme, however, the following associations support this Sector Scheme. Their details are included here for information.

British Constructional Steelwork Association

Appendix J: Feedback

1. Guidance

To be used for observations and/or feedback including:

1. Feedback to the Sector Scheme Advisory Committee(s) (SSAC) relating to the content of the SSD and/ or the processes including scheme administration
2. Feedback to the Certification Body relating to certification matters including where the receiving organisation considers the product and/or service provided is deficient and not in accordance with this scheme should in the first instance be taken up with the organisation
3. Feedback to the Client relating to implementation and auditing of National Highway Sector Schemes registration matters in respect of alleged contractual mismanagement/oversights or alleged omissions in contract requirements by client organisations, their management agents or principle contractors where contracts can be or may have been awarded to organisations not registered to this National Highway Sector Scheme, or where contracts are alleged to have omitted requirements for compliance with this National Highway Sector Scheme

The Feedback form should include the following

- NHSS No. <enter NHSS no.>
- Type of feedback: 1. Document Feedback; 2 Feedback to Certification Body or 3. Feedback to the Client
- Name*
- Organisation*
- Address*
- Contact details (Email and telephone number)*
- Date
- Observation(s): as much detail as possible including who, what, where, why, when, and how
- Potential corrective action(s) if any

*Unless raising through the Certification Body or Trade Association and wishing to remain anonymous

Email or send the form by other means including the above details as follows:

1. For Feedback to the Sector Scheme Advisory Committee(s) (SSAC):
    a. to the Chair and / or the Secretary of the identified SSAC using the contact details in the current SSD, or
    b. to the Certification Body, or
    c. to a Trade Association
2. For Feedback to the Certification Body - to the Certification Body with a copy to the Chair or Secretary of the NHSS Committee using the contact details in the SSD either directly or through a Trade Association
3. For Feedback to the Client - to the Client with a copy to the Chair or to the Chair or Secretary of the identified SSAC using the contact details within the SSD or to the Certification Body or a Trade Association

1.2 Actions

1. On receipt of an Appendix J Form, an acknowledgement shall be provided to the sender, if practicable to do so (i.e. if not anonymised) by the relevant secretariat within 10 working days.

2. Dependent on the nature of the observation(s) made, the Appendix J form may be responded to without the need for it to be considered by the entire Sector Scheme Advisory Committee (SSAC)).

3. If the Appendix J form requires more detailed consideration, it will be addressed at the next

meeting of the SSAC, in addition to any SSAC's ongoing document review activity.

4. f the Appendix J form contains information that is critical, then an exceptional action can be taken prior to the meeting by the appropriate SSAC Chair; for instance, calling an extraordinary meeting of the SSAC.

5. The secretariat will advise the originator of the Appendix J form when the next meeting is expected to be held.

6. The Appendix J Form's observations and any related comment or action will be minuted at the next SSAC meeting

7. A decision, or where it is not possible to make a decision in the timeframe -the action of the SSAC will be communicated to the originator within 20 working days of acknowledgement of the feedback If an action is communicated, then a timescale will be advised for reaching and communicating the decision.

8. The originator has the right of appeal regarding the SSAC decision, see NHSS0

If the originator wishes to remain anonymous, they may ask their Certification Body or a Trade Association to forward on the form on their behalf or may raise the issue verbally with their Certification Body after the closing off meeting at their surveillance visit or raise through their trade association if they are a member of one.

2. Appendix J Form

Email or send the form by other means as follows:

1. For Feedback to the Sector Scheme Advisory Committee(s) (SSAC):
    a. to the Chair and / or the Secretary of the identified SSAC using the contact details in the current SSD, or
    b. to the Certification Body, or
    c. to a Trade Association
2. For Feedback to the Certification Body - to the Certification Body with a copy to the Chair or Secretary of the NHSS Committee using the contact details in the SSD, either directly or through a Trade Association
3. For Feedback to the Client - to the Client with a copy to the Chair or to the Chair or Secretary of the identified SSAC using the contact details within the SSD or to the Certification Body or a Trade Association

NHSS No.		Type of feedback (delete those not applicable)	1.Document Feedback, or 2 Feedback to Certification Body or 3. Feedback to the Client
Name*			
Organisation*			
Address*			
Contact details (Email and telephone number)*			
Date			
Observation(s): as much detail as possible including who, what, where, why, when, and how			
Potential corrective action(s), if any			

*Unless raising through the Certification Body or Trade Association and wishing to remain anonymous

APPENDIX K: THE INTERPRETATION OF CERTIFICATES ISSUED BY CERTIFICATION BODIES

Certification Bodies (CB) issue Certificates of Registration (CoR) in a variety of styles as suits their particular house style. They may consist of a single CoR containing all the requisite information or the CoR may be a standard certificate with appendices or addendum attached providing the full scope of certification (services) and the location(s) where these services are offered by an Organisation. In the latter case, the CoR refers to the relevant appendices or addenda, which form an integral part of the certificate.

A valid NHSS CoR is only issued by a CB accredited by a NAB against the relevant NHSS (See Appendix F of this document).

As a minimum a valid CoR will contain the following information:

a) The scope of certification including specific certification to ISO 9001:2015 and this Sector Scheme including the Sector Scheme title - National Highway Sector Scheme 3 for Stocking and Distribution Activities for Mechanical Fasteners.
b) The identification of each and every permanent location where NHSS 3 activities are carried out at or from and to which the CoR is applicable.
c) Where the certification does not apply to all mechanical fasteners supplied by the Organisation, the scope of certification shall include a description of the mechanical fasteners covered by the Organisation's certification to this Sector Scheme. See Table K1.
d) The name and address(es) of the Organisation
e) The NHSS mark must be used. Other marks may be used provided they are not misleading or ambiguous.
f) The name, address and certification mark of the certification body and the signature of a relevant Certification Body official with their name and title.
g) The validity of the certificate* (generally 3 years for management system auditing), to include a certificate issue and expiry/renewal date.
h) A unique identification number/code

*Note where an Organisation has an extension to scope to include for this NHSS, the expiry date of the BS EN ISO 9001 certificate remains as 3 years after their initial assessment/or triennial assessment and not 3 years after obtaining the extension to their certificate for this NHSS i.e. the validity of the BS EN ISO 9001 certificate will not be reset following their NHSS assessment. Where the extension of scope to include for this NHSS is undertaken by a different Certification Body to that for the BS EN ISO 9001 certification, then the expiry date for the NHSS certificate shall be the same as that for the BS EN ISO 9001 certification.

Table K1: Scope of Certification

Activity (select)	**Primary Category (select if relevant)**
Stocking and Distribution Activities for Mechanical Fasteners	Optional - Provide description of the mechanical fasteners covered at defined location(s)

APPENDIX K1: EXAMPLE MODEL CERTIFICATE OF REGISTRATION

The following is an example model for the Certificate of Registration.

Figure 1 shows an example of a specific NHSS 3 certificate.

Note: *[The italic text in square brackets shown on the examples indicates where specific text would need to be included.]*

Note: The Example Model Certificate of Registration is for information only and to show the information required to be included on any such certificates. They do not imply any specific layout or format, and they are not intended to inhibit the house style of the Certification Body.

Figure 1: Example Model Certificate of Registration

[Certification Body Name / Logo]

C E R T I F I C A T E O F R E G I S T R A T I O N

[ORGANISATION NAME]
[Organisation Address]
[Town]
[County]
[Post Code]

[Certification Body Name] issues this certificate to the above named company after assessing the company's quality management system and finding it complies with

BS EN ISO 9001:2015
AND
NATIONAL HIGHWAY SECTOR SCHEME 3
For Stocking and Distribution Activities for Mechanical Fasteners

Locations covered by this registration (Delete if not required)

[Depot 1- Address] (Delete if not required)

[List applicable primary categories from Table K1 if relevant] (Delete if not required)

[Depot 2 - Address] (Delete if not required)

[List applicable primary categories from Table K1 if relevant] (Delete if not required)

Certificate Number: *[Certificate Number]*
Issue Date: *[date]*
Renewal Date: *[date]*

Signature:

[Name & Title of Certification Body's Official]

[Certification Body standard footer: Name / Address / Logo / NHSS Logo etc.]

APPENDIX L: GUIDANCE FOR CLIENTS

1 General

It is recommended that Clients acknowledge the requirements of this sector scheme as a contract requirement.

This guidance is primarily of relevance to Clients and their supervisory staff.

2. Specific Guidance

2.1. Reference should be made to Appendix N before deciding whether to specify that Organisations should be registered to NHSS 3, as registration/approval to other NHSSs may include relevant requirements for the stocking and distribution of mechanical fasteners.

2.2. The NHSS for Stocking and Distribution Activities for Mechanical Fasteners was originally conceived as a document for use by Clients to specify the minimum standards for quality in the supply of mechanical fasteners for use in infrastructure assets.

2.3. The implementation of the NHSS is intended to provide requirements to evaluate risks and develop processes to ensure the quality of mechanical fasteners.

2.4. Clients and Customers that require confirmation of compliance with the Contract Specification in respect of the supply of mechanical fasteners should confirm that the quality management system certificate issuer is accredited by a NAB and that specific reference is made to the relevant NHSS on certificates. (See Appendices F and K respectively)

2.5. For the NHSS to achieve its objectives it is essential that Clients, either directly or via the agents and individuals they employ, ensure that the requirements of this document are complied with. This includes ensuring Suppliers supplying directly or indirectly, are registered to the Sector Scheme where necessary. Supervisory staff must be instructed to carry out checks of certificates.

2.6. UKAS host a register of certificated Organisations on their website (https://certcheck.ukas.com/). All Certification Bodies accredited by UKAS to ISO/IEC 17021-1:2015 are required to provide and keep updated data on their certified clients on the UKAS CertCheck website. The principal functions of UKAS CertCheck are:

- To provide a centralised service that gives further confidence to people who rely upon the assurance provided by UKAS accredited certification.
- To assist in the combatting of fraudulent claims of UKAS accredited certification or organisations who attempt to portray non-accredited certification as holding the same value as accredited certification.

UKAS CertCheck enables clients to verify that a claim of holding UKAS accredited certification for all certifications, including the National Highway Sector Scheme (NHSS), is valid.

2.7 Client check list to be used to assess the validity of contracting organisations claims for compliance with this SSD.

1 Is there an ISO 9001 certificate present that has been extended to cover NHSS 3?

2 Is the Certification Body that issued the certificate accredited by a NAB for assessments to ISO 9001 and NHSS 3? (See Appendix F)

3 Does the certificate have a identification number and signature of a Certification Body official, with their name and title?

4 Does the scope of registration/approval given on the certificate cover the products that are to be supplied and the locations from which the products are to be supplied?

5 Is the certificate in date and does it cover the period required for the supply of the products?

6 Is the organisation listed on the UKAS CertCheck and are registration details correct/compatible with those on the certificate that has been provided?

If the answer to any of the above questions is ‘No’, further clarification should be sought from the Organisation or their Certification Body.

APPENDIX M: GUIDANCE FOR ORGANISATIONS

Not Used

APPENDIX N: GUIDANCE ON THE RELATIONSHIP BETWEEN THIS NHSS AND OTHER NHSSs

Mechanical fasteners for use in infrastructure that is covered by the requirements of Sector Schemes relating to temporary and permanent vehicle restraint systems, need not be supplied by an organisation that is registered to this SSD.

Appendix O - How to Register on UKAS CertCheck

As from 16 June 2022, the process for registering on the Schedule of Suppliers has been superseded by UKAS CertCheck. No new certificates will be accepted by Lantra after 16 June 2022.

Lantra will continue to display National Highway Sector Scheme published documents on the current Schedule of Suppliers website: https://www.lantra.co.uk/schedule-suppliers

UKAS CertCheck: https://certcheck.ukas.com/

What are the principal functions of UKAS CertCheck?

- To provide a centralised service that gives further confidence to people who rely upon the assurance provided by UKAS accredited certification.
- To assist in the combatting of fraudulent claims of UKAS accredited certification or organisations who attempt to portray non-accredited certification as holding the same value as accredited certification.

How will UKAS CertCheck work?

CertCheck is a verification database and works by allowing users to verify that a claim of holding UKAS accredited certification, for all certification; including the National Highway Sector Scheme (NHSS), is valid. This is done by searching for the certificate number or registered trading name of the certified organisation. This will result in the details of the certification held being displayed; including the scope of certification, date issued, locations covered and the awarding Certification Body

Note: CertCheck has a daily search limit of three, but may be extended by UKAS to relevant stakeholders

Who is responsible for uploading NHSS certificates to UKAS CertCheck?

All Certification Bodies accredited by UKAS to ISO/IEC 17021-1:2015 will be required to provide and keep updated data on their certified clients. Certification Bodies must recognise any additional approval requirements (i.e., a HERS certificate if registering for NHSS 8) has been checked and also uploaded before approving the registration.

As at 16 June 2022, UKAS CertCheck will be operational and as stated above will replace the requirement for individual companies to upload their own certificates to the Lantra Schedule of Suppliers website; however, Lantra will continue to host the NHSS Sector Scheme Documents **only**, on the Schedule of Supplier website: https://www.lantra.co.uk/schedule-suppliers

NHSS Certification and the organisation's scope

When discussing the organisation's scope with their certification body auditor, organisations shall ensure that their scope(s) align(s) with the relevant scope(s) contained in **Appendix K** of the relevant sector scheme. This is important as the certificate posted to CertCheck should include the agreed NHSS scope.

Where an organisation has certificates relating to a number of sector schemes or a number of allocations, the organisation shall ensure that both the locations and scopes relating to each place of work shall be notified to their certification body and the business correctly identified on the certificate. Any mismatches or changes in scope (reductions) shall be notified to the certification body, who should immediately take corrective action.

Organisations need to review their registration at least annually to ensure currency and accuracy. Where a change is identified, the organisation shall immediately notify their certification body(ies).

Appendix Z: DOCUMENT CONTROL (Previous Issues)

Issue history for the SSD for versions of ISO 9001 prior to ISO 9001: 2015.

ISO 9001:2008

UKAS Issue 1	28 February 2010
UKAS Issue 2	March 2011
UKAS Issue 3	February 2012
UKAS Issue 4	February 2013
UKAS Issue 5	January 2015
Issue 6 [9001:2008]	July 2016 – Withdrawn September 2018

Issue history for the ISO 9001:2015 versions of the SSD prior to this issue.

Issue	Amendments
Issue 1 [9001:2015]	First Issue This Sector Scheme is one of the series of NHSSs, which are bespoke integrated management schemes within an ISO 9001:2015 framework that have been developed to define particular requirements within ISO 9001:2015 as it applies to a particular activity/industry within the United Kingdom. Note: This document has been produced to supersede the Issue 6 [9001:2008] version (which relates to ISO 9001:2008), however the Issue 6 [9001:2008] version (or a later updated version) will continue to have validity until September 2018 when the 2008 version of ISO 9001 will become obsolete.
Issue 2 [9001:2015]	Document Control – Issue 2 [9001:2015] details added. Implementation of Issue 2 [9001:2015] – Issue 2 [9001:2015] details added, and implementation details updated. General Update to accord with NHSS 0 Template Document Issue 1.0 dated 17th December 2018. These include additional requirements in sections 7.1.5.2, 7.1.6, 8.4.1. Scheme Secretary telephone details updated throughout the document. Reference to LANTRA Schedule of Suppliers web address and contact Email changed throughout the document (www.scheduleofsuppliers.co.uk, sosadmin@lantra.co.uk). 2. Normative References – Reference to BS EN ISO 9004 updated. BCSA Model Specification for the Purchase of Structural Bolting Assemblies and Holding Down Bolts added. 8.6 (i) – Sample inspection requirements updated with reference to BCSA Model Specification for the Purchase of Structural Bolting Assemblies and Holding Down Bolts. (Reference to Appendix P removed, Appendix deleted and auditing advice amended in Appendix G1) Appendix B – General reference documents updated. Appendix F – Process for identifying certification bodies on the UKAS website updated. Accredited certification body added. Appendix K1 – New Appendix with Example Model Certificate of Registration. Appendix O – The process for registering on the Schedule of Suppliers updated. Appendix P – Inspection and Testing Requirements, deleted.
Issue 3 [9001:2015]	Document Control – Issue 3 [9001:2015] details added. Implementation of Issue 2 [9001:2015] amended for Issue 3 [9001:2015] Revised to accord with NHSS 0 Template Document Issue 1.1 dated 1st April 2020 as follows: General revision to align with new publisher. Introduction – Paragraph 2 'within the United Kingdom' deleted from end of paragraph.
Issue 4 [9001:2015]	Document Control – Issue 4 [9001:2015] details added. Implementation of Issue 3 [9001:2015] amended for Issue 4 [9001:2015] Amendments to address the UK leaving the EU to reflect application of the sector

	scheme in the UK as follows: Selection of Certification Body – note updated and note added to reflect arrangements for UK Marking including reference to guidance on GOV.UK web site. Terms, Definitions and Abbreviations – Updated definition of CE marked product to reference UK Marking and UK Statutory Instruments (SI) 2019 No. 465 & 2020 No. 1359. Terms, Definitions and Abbreviations – Added 'UK or' where 'European Union' referenced in definitions for Distributor and Importer. Terms, Definitions and Abbreviations – Updated definition of Manufacturer's Certificate (to reflect SI 2019 No, 465). 8.4.3 – Updated CE marked product to reference UK Marking i.e 'CE/UK marked product. 8.5.2 – Updated CE marked product to reference UK Marking i.e 'CE/UK marked product. 8.6 (iv) Amended 'competent national authority' to 'competent (national) authority' (to reflect SI 2019 No, 465). 8.7.1 (v) Note Amended 'competent national authority' to 'competent (national) authority' (to reflect SI 2019 No, 465). Appendix K – New c) added to content of CoR to include any limitations on scope of certification for mechanical fastener type. Table K1 introduced to include the option to describe limitations on mechanical fasteners covered. Model certificate updated. Note added in Appendix G1 against Clause 4.3.