

## **Statement of Requirement for Defence Equipment & Support (DE&S) Certification to ISO 9001 Standard**

### **Background**

1. Our purpose as an organisation is “to equip and support the UK’s Armed Forces for operations now and in the future”.
2. We manage a vast range of complex projects, programmes and delivery activities to buy, support and supply vital equipment and services that the Royal Navy, British Army and Royal Air Force need to operate effectively. In the delivery of our Programme of Work:
  - a. We provide safe equipment to our Armed Forces and a safe environment for our staff.
  - b. We manage technically demanding, high profile, defence programmes, that make a difference on the front line and provide maximum value to the taxpayer.
  - c. We use our expertise in defence technology and engineering to support our military Customers in shaping their requirements.
  - d. We build strong relationships with our suppliers to ensure that our contracts deliver the best quality equipment and support to the front line.
  - e. We apply our programme and project management expertise to effectively deliver and procure defence equipment and support.
  - f. We provide integrated logistics services, supply chain operations support, in-service equipment support, and inventory and storage management.
  - g. We are committed to exercising effective budgetary control and delivering value for money in everything we do.
  - h. We work through our network of supply depots to receive, store, maintain and inspect a range of explosive and non-explosive materiel which is delivered to our frontline Customers to support training and operational requirements.
3. Our organisation Headquarters is in Bristol and we have 12,000 staff located at sites across the UK.

### **Aim**

4. DE&S aims to be certified to the ISO<sup>1</sup> 9001 standard<sup>2</sup> by the 31 March 2020.

---

<sup>1</sup> International Standards Organisation

<sup>2</sup> The current version of ISO 9001 Certification is ISO 9001:2015

## Objectives

5. In meeting this aim DE&S has set the following objectives:
  - a. To achieve initial ISO 9001 certification for DE&S;
  - b. To incorporate existing ISO 9001 certifications into the DE&S certification;
  - c. To maintain surveillance and certification for ISO 9001 over the standard 3-year assessment cycle.

## Specific Requirements

6. The Contractor shall be accredited to ISO's Committee on Conformity Assessment (CASCO) Standard and recorded on the UKAS<sup>3</sup> register as able to deliver ISO 9001 certification with an appropriate range of scope to include all DE&S sub-units and identifying the best way forward to achieve this aim.
7. The Contractor shall be accredited to ISO 17021 and ISO 17065.
8. All auditors/assessors shall hold a valid, in-date, SC level Security Clearance.
9. The successful Contractor shall conduct the following activities associated with obtaining and maintaining ISO 9001 certification:
  - a. **Gap Assessment.** A transition gap assessment is where the contractor takes a closer look at our transition plan and Business Management System (BMS) comparing it with the requirements of ISO 9001. As a first step in our transition journey the gap assessment can help confirm the areas of our system already compliant and any gaps in our system that will need to be addressed. **Output 1:** Following assessment, generate pdf report(s) to include all that we need to do to comply with ISO 9001. To be delivered within 10 days of end of assessment events.
10. **Transition Plan.** Determine a methodology for the enterprise certification of DE&S taking into consideration differing locations and operating centres and the integration of any existing ISO 9001 certification (see additional information).  
**Output 2:** Prepare a methodology and transition plan to subsume existing certifications and those already underway. Following the acceptance of the Transition Plan and by exception, the Authority may consider implementing a break clause. Should this not be implemented, the remainder of the contract and requirement shall be unaffected.
  - a. **Initial Certification.** Issue initial ISO 9001 certification to DE&S upon successful achievement of the standard. **Output 3:** Achievement of initial certification by 31 March 2020.
  - b. **Training.** Deliver awareness training to DE&S Senior Management awareness training, for up to 130 staff, about the ISO 9001 standard and their responsibilities in achieving and maintaining certification, highlighting the behaviours

---

<sup>3</sup> United Kingdom Accreditation Service

expected and taking ownership. **Output 4:** The delivery of awareness training, for up to 130 senior managers, to support the implementation of a quality management culture across the organisation.

c. **Surveillance.** Supply auditors/assessors with experience of auditing within the Military Equipment provisioning and in-service support (including logistics) environment.

(1) All visits shall be arranged by the contractor with a minimum of 3 months' notice of intended assessment. **Output 5:** A 3-year plan of required assessment/certification visits in an approved pdf format, to be updated quarterly.

(2) Conduct Surveillance assessments at MoD Abbey Wood and other UK sites, as determined, to confirm compliance with the requirements of ISO 9001 standard. **Output 6:** Deliver a comprehensive report for every surveillance visit in an approved pdf format following certification visits. To be delivered within 10 days of end of assessment event.

11. Exclusions:

- a. The Submarine Delivery Agency (SDA) and its locations is a separate MOD agency and is not included in the scope of this requirement.
- b. The Cost Assurance and Analysis Services (CAAS) organisation will become a core part of MOD and will maintain its own certification.

12. Travel and expenses shall be included within the price of the Contractor's day rates.

**Additional information**

13. Locations: As a large and diverse organisation DE&S operates across numerous sites where staff are often directly supporting the Armed Forces (Table 1 provides a breakdown of staff located at each site). DE&S is headquartered at MOD Abbey Wood in Bristol where the largest number of staff operate. The other principal sites are identified in bold. On some of these sites DE&S will have the Head of Establishment role as the largest employer, whereas on other sites DE&S staff will be considered a 'lodger unit' operating to the site instructions of the host unit. The numbers indicated in the table below are the total headcount, the actual number of people in-scope will be less and will be identified by the Authority with the assistance of the Contractor as part of the Gap Assessment.

Region	Region total	Location	Location total	Type of activity
South West	9171	<b>Bristol: Abbey Wood</b>	<b>8376</b>	<b>Head Office and main site</b>
		<b>Augusta Westland, Yeovil</b>	<b>280</b>	<b>Support to Helicopters</b>
		<b>HMNB Devonport</b>	<b>190</b>	<b>Support to Fleet &amp; Defence Munitions</b>
		Bristol: Building 1300 Parkway	93	Satellite of Abbey Wood

		West Moors: Defence Fuels Grp	36	Support to Defence Fuels Group
		Other smaller locations (<30 staff)	196	Various
Scotland	544	<b>Beith: Defence Munitions</b>	<b>222</b>	<b>Support to Defence Munitions</b>
		Arrocahr: DM Glen Douglas	64	Support to Defence Munitions
		Glasgow: Kentigern House	61	Quality Assurance Field Force
		<b>HMNB Rosyth</b>	<b>81</b>	<b>Support to Fleet</b>
		<b>HMNB Clyde</b>	<b>43</b>	<b>Support to Fleet</b>
		Dunfermline: Crombie Depot	40	Logistics
		Other smaller locations (<30 staff)	33	Various
South East	469	<b>HMNB Portsmouth &amp; DM Gosport</b>	<b>306</b>	<b>Support to Fleet &amp; Defence Munitions</b>
		<b>Bicester: H Site</b>	<b>79</b>	<b>Logistics</b>
		Other smaller locations (<30 staff)	84	Various
North West	298	<b>BAe Barrow-in-Furness</b>	<b>111</b>	<b>Support to Fleet</b>
		<b>Carlisle: DM Longtown</b>	<b>94</b>	<b>Support to Defence Munitions</b>
		Manchester: Piccadilly Gate	45	Quality Assurance Field Force
		Other smaller locations (<30 staff)	48	Various
East of England	196	RAF Marham	87	Support to Flying Operations
		RAF Henlow	52	Support to RAF Operations
		Marshall Aerospace, Cambridge	42	Support to Flying Operations
		Other smaller locations (<30 staff)	15	Various
West Midlands	187	<b>Kineton: Defence Munitions</b>	<b>126</b>	<b>Support to Defence Munitions</b>
		Telford: DSDC Donnington	51	Logistics
		Other smaller locations (<30 staff)	10	Various
East Midlands	182	<b>RAF Waddington</b>	<b>124</b>	<b>Support to ISTAR</b>
		RAF Coningsby	33	Support to Flying Operations
		Other smaller locations (<30 staff)	25	Various
London	213	<b>RAF Northolt</b>	<b>175</b>	<b>British Forces Post Office</b>
		<b>Main Building</b>	<b>34</b>	<b>Policy</b>
		Other smaller locations (<30 staff)	4	Various
Overseas	62	Other smaller locations (<30 staff)	62	Various
Yorkshire and The Humber	18	Other smaller locations (<30 staff)	18	Various
Wales	10	Other smaller locations (<30 staff)	10	Various
Unassigned	2	Other smaller locations (<30 staff)	2	Various
<b>Location totals</b>	<b>11352</b>		<b>11352</b>	

Table1: DE&amp;S Locations and staff numbers

14. Functional breakdown: As part of the corporate transformation programme, staff are now aligned to nine functions – Commercial; Corporate Services; Engineering; Finance & Accounting; Human Resources; Information Management & Information Technology; Integrated Logistics; Project Controls and Project Management.
15. Corporate Services is further broken down into nine sub-specialisms – Business Support; Communications, Media & Marketing; Executive Support; Infrastructure; Occupational Health Safety & Environment; Policy, Strategy and Parliamentary; Quality Management; Sales; Security & Resilience. Table 2 provides a breakdown of staff by function.

Function	Civilian	Military	Total
Commercial	1006	0	1006
Corporate Services	1209	44	1253
Engineering	2846	659	3505
Finance & Accounting	497	3	500
Human Resources	136	17	153
IM & IT	433	46	479
Integrated Logistics	2468	371	2839
Project Controls	1478	32	1510
Project Management	1252	89	1341
Unassigned	30	12	42
<b>Total</b>	<b>11355</b>	<b>1273</b>	<b>12628</b>

Table 2 – Staff employed in each function

16. Existing certifications: Many parts of the DE&S enterprise are already certificated. Some parts are certificated by Domain, some by Operating Centre, some by Delivery Team, some by functional group and some by location.
17. There are some parts of the DE&S enterprise where there is an external requirement to be certified where they are contractually bound as they act as a 'supplier' to industry. These include some of the Defence Munitions sites.