**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:
   1. We provide safe equipment to our Armed Forces and a safe environment for our staff.
   2. We manage technically demanding, high profile, defence programmes, that make a difference on the front line and provide maximum value to the taxpayer.
   3. We use our expertise in defence technology and engineering to support our military Customers in shaping their requirements.
   4. We build strong relationships with our suppliers to ensure that our contracts deliver the best quality equipment and support to the front line.
   5. We apply our programme and project management expertise to effectively deliver and procure defence equipment and support.
   6. We provide integrated logistics services, supply chain operations support, in-service equipment support, and inventory and storage management.
   7. We are committed to exercising effective budgetary control and delivering value for money in everything we do.
   8. 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 fourteen sites across the UK.

**Aim**

1. DE&S aims to be certified to the ISO[[1]](#footnote-1) 9001 standard[[2]](#footnote-2) by the 31 March 2020.

**Objectives**

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

**Specific Requirements**

1. The contractor must be accredited to ISO’s Committee on Conformity Assessment (CASCO) Standard and recorded on the UKAS[[3]](#footnote-3) 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.
2. Auditors/assessors must hold a valid, in-date, SC level Security Clearance.
3. The successful contractor shall conduct the following activities associated with obtaining and maintaining ISO 9001 certification:

* 1. **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.
  2. **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.
  3. **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.
  4. **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 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.

* 1. **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.

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

**Additional information**

1. 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.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Region** | **Region total** | **Location** | **Location total** | **Type of activity** |
| South West | 9171 | **Bristol: Abbey Wood** | **8376** | **Head Office and main site** |
| **Augusta Westland, Yeovil** | **280** | **Support to Helicopters** |
| **HMNB Devonport** | **190** | **Support to Fleet & Defence Munitions** |
| 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 | **Beith: Defence Munitions** | **222** | **Support to Defence Munitions** |
| Arrocahr: DM Glen Douglas | 64 | Support to Defence Munitions |
| Glasgow: Kentigern House | 61 | Quality Assurance Field Force |
| **HMNB Rosyth** | **81** | **Support to Fleet** |
| **HMNB Clyde** | **43** | **Support to Fleet** |
| Dunfermline: Crombie Depot | 40 | Logistics |
| Other smaller locations (<30 staff) | 33 | Various |
| South East | 469 | **HMNB Portsmouth & DM Gosport** | **306** | **Support to Fleet & Defence Munitions** |
| **Bicester: H Site** | **79** | **Logistics** |
| Other smaller locations (<30 staff) | 84 | Various |
| North West | 298 | **BAe Barrow-in-Furness** | **111** | **Support to Fleet** |
| **Carlisle: DM Longtown** | **94** | **Support to Defence Munitions** |
| Manchester: Picacadilly 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 | **Kineton: Defence Munitions** | **126** | **Support to Defence Munitions** |
| Telford: DSDC Donnington | 51 | Logistics |
| Other smaller locations (<30 staff) | 10 | Various |
| East Midlands | 182 | **RAF Waddington** | **124** | **Support to ISTAR** |
| RAF Coningsby | 33 | Support to Flying Operations |
| Other smaller locations (<30 staff) | 25 | Various |
| London | 213 | **RAF Northolt** | **175** | **British Forces Post Office** |
| **Main Building** | **34** | **Policy** |
| 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 |
|  |  |  |  |  |
| **Location totals** | **11352** |  | **11352** |  |

Table1: DE&S Locations and staff numbers

1. 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.
2. 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 |
| **Total** | **11355** | **1273** | **12628** |

Table 2 – Staff employed in each function

1. 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.
2. 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.

1. International Standards Organisation [↑](#footnote-ref-1)
2. The current version of ISO 9001 Certification is ISO 9001:2015 [↑](#footnote-ref-2)
3. United Kingdom Accreditation Service [↑](#footnote-ref-3)