



Quality Manual

ISO 9001:2015 Quality Management System

DOCUMENT APPROVAL

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1. Introduction

This Quality Manual demonstrates and documents Wolseley Industrial Canada's commitment to maintaining a high-level of quality and strong customer service within an environment that has safety as a first priority, is focused on the customers, and fosters continual improvement.

2. References

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies. ISO 9001:2015, Quality management systems — Fundamentals and vocabulary

3. Terms and definitions

- 3.1** MRO – Maintenance, Repair, and Operations
- 3.2** OEM – Original Equipment Manufacturer
- 3.3** QMS – Quality Management System
- 3.4** WIC – Wolseley Industrial Canada

4. About Our Organization

4.1 Organizational Context

Wolseley Industrial Canada is committed to defining our position in the marketplace and understanding how relevant factors arising from legal, political, economic, social and technological issues influence our strategic direction and our organizational context.

Wolseley Industrial Canada identifies, analyses, monitors and reviews factors that may affect our ability to satisfy our customers and stakeholders, as well as; factors that may adversely affect the stability of our process, or our management system's integrity.

To ensure that our QMS is aligned with our strategy, whilst taking account of relevant internal and external factors; we initially collate and analyze pertinent information in order to determine potential impact on our context and subsequent business strategy.

Wolseley Industrial Canada then monitors and reviews this information to ensure that a continual understanding of each group's requirements is derived and maintained. To facilitate the understanding of our context, we regularly consider issues that influence our context during management review meetings and are conveyed via minutes and business planning documents.

Internal Issues	External Issues
Market share	Customers and suppliers
Employees	Markets and Competition
Performance	Regulatory and Statutory
Capacity	Economic backdrop
Values and culture	Cultural and Social
Innovation and knowledge	Technological

The output from this activity is evident as an input to the consideration of risks and opportunities, and the actions that we take to address them. Refer to Section 6.1 for more information about our risk and opportunity management framework.

Although we acknowledge that ISO 9001:2015 does not require our organizational context to be maintained as document information, we maintain and retain; in addition to this document, the following documented information to describe our organizational context:

- a) Analysis of business plans, strategies, and statutory and regulatory requirements;
- b) Analysis of technology and competitors;
- c) Technical reports from technical experts and consultants;
- d) Minutes of meetings (Management review minutes), process maps and reports, etc.

4.2 Relevant Interested Parties

Our Interested Parties include:

- External providers
- Our Customers
- Employees of the organization
- Contractors providing services to the organization
- Regulatory bodies

Legal, regulatory and other requirements relevant to this QMS include the following (as applicable):

- Client contracts
- Industry Codes and Standards (e.g., ASME, API, CSA, etc.)
- International Standards (e.g., ISO 9001)
- Federal and Provincial Statutes and Regulations
- Other International laws

4.3 Scope of the Quality Management System

4.3.1 Management System Scope

Wolseley Industrial Canada is a supplier of Industrial Valves, Valve Automation, Pipe, Fittings, Flanges, Instrumentation Fabrication and Services for an array of key industries to include chemical, pulp and

paper, shipbuilding, power, petroleum, petrochemical, and mining; also, a provider of cost saving inventory management programs serving OEM and MRO inventory needs.

4.3.2 Facilities within the Scope:

Wolseley Industrial Canada Inc.

3780 98 Street
Edmonton AB,
T6E 6B4, Canada

Management of the Wholesale Distribution of Valves, Actuators, Flanges, Pipe, Pipe Fittings, Related Specialty Products, Automated Valve Products and Provision of Maintenance and Repair Services on Related Products

Wolseley Industrial Canada Inc.

#15 4325 Harvester Road
Burlington ON, L7L 5V3,
Canada

The Wholesale Distribution of Valves, Actuators, Flanges, Pipe, Pipe Fittings, Specialty Products and Automated Valve Products

Wolseley Industrial Canada Inc.

420 Second Avenue N
Sudbury ON,
P3B 4A4, Canada

The Wholesale Distribution of Valves, Actuators, Pipe, Pipe Fittings, Specialty Products, Flanges and Automated Valve Products

Wolseley Industrial Canada Inc.

1231 Confederation Street
Sarnia ON,
N7S 4M7, Canada

The Wholesale Distribution of Valves, Actuators, Flanges, Pipe, Pipe Fittings, Specialty Products and Automated Valve Products

Wolseley Industrial Canada Inc.

3780 98 Street
Edmonton AB,
T6E 6B4, Canada

The Wholesale Distribution of Valves, Actuators, Flanges, Pipe, Pipe Fittings, Specialty Products and Automated Valve Products

Wolseley Industrial Canada Inc.

10920 86 Avenue
Grand Prairie AB,
T8V 8K3 Canada

The Wholesale Distribution of Valves, Actuators, Flanges, Pipe, Pipe Fittings, Specialty Products and Automated Valve Products and Provision of Maintenance and Repair Services on Related Products

Wolseley Industrial Canada Inc.

150 2800 Viking Way Unit
Richmond BC,
V6V 1N5, Canada

The Wholesale Distribution of Valves, Actuators, Pipe, Pipe Fittings, Flanges, Specialty Products and Automated Valve Products

Wolseley Industrial Canada Inc.

11203 Tahlton Road
Fort St. John BC,
V1J 6G8, Canada

The Wholesale Distribution of Valves,
Actuators, Pipe, Pipe Fittings, Flanges, Specialty
Products and Automated Valve Products
and Provision of Maintenance and Repair
Services on Related Products

Wolseley Industrial Canada Inc

931 Gonczy Avenue
Esterhazy SK,
S0A 0X0, Canada

The Wholesale Distribution of Valves,
Actuators, Pipe, Pipe Fittings, Flanges,
Specialty Products and Automated Valve
Products

- 4.3.3** Wolseley Industrial Canada does not design or develop, therefore clause 8.3 (Design and Development of the product) of the ISO 9001:2015 standard is not applicable.

4.4 Management System Processes

- 4.4.1** Wolseley Industrial Canada has established, implemented, maintains, and continually improves a quality management system, including the processes needed and their interactions, in accordance with the requirements of this International Standard. Wolseley Industrial Canada has determined the processes needed for the quality management system and their application throughout WIC, and
- a) Determined the inputs required and the outputs expected from these processes;
 - b) Determined the sequence and interaction of these processes;
 - c) Determined and applied the criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation and control of these processes;
 - d) Determined the resources needed for these processes and ensure their availability;
 - e) Assigns the responsibilities and authorities for these processes;
 - f) Addresses the risks and opportunities as determined in accordance with the requirements of 6.1;
 - g) Evaluates these processes and implement any changes needed to ensure that these processes achieve their intended results.
 - h) Improves the processes and the quality management system.

- 4.4.2** The criteria and methods required to ensure the effective operation and control of these processes are defined and documented.

The entire QMS documentation and other key information necessary to support the operation and monitoring of the department business processes are available to all department employees, and other parties requiring access, on the WIC network.

Appropriate levels and types of monitoring and measurement of core and supplemental processes have been determined and are documented in relevant policies and procedures.

The QMS includes policies and procedures for implementation of actions required to achieve planned results, and for continual improvement of the business processes.

5. Leadership and Governance

5.1 Leadership and Commitment

5.1.1 Quality Management System

Wolseley Industrial Canada leadership is also responsible for implementing the QMS, which includes the development and deployment of the quality policy, the quality objectives, and product/project-specific plans that are customer focused.

Top management provides the leadership and governs to all activities related to the lifecycle processes including defining the strategic direction, responsibility, authority, and communication to assure the safe and effective performance.

Wolseley Industrial Canada governance structure provides necessary support for creating and establishing appropriate processes that are important for maintaining and achieving our quality objectives and policies.

In addition, governance activities include systematic verification of the effectiveness our QMS by undertaking internal audits and analyzing performance data.

Regular management reviews ensure that our quality management system is adequate and effective, and that any necessary adjustments are made as a result.

Top management is committed to implementing and developing the quality management system and this commitment is defined by our corporate level improvement objectives. Wolseley Industrial Canada communicates our mission, vision, strategy, policies and processes to all employees in order to:

- a) Create and sustain shared values of fairness and ethical behavior;
- b) Establish a culture of trust and integrity;
- c) Encourage commitment to quality;
- d) Provide people with the required resources, training, and authority to act with accountability;
- e) Inspire, encourage and recognize people's contribution.

5.1.2 Customer Focus

Top management of Wolseley Industrial Canada ensures that customer needs and expectations are determined, converted into requirements, and fulfilled with the aim of meeting or exceeding those expectations;

The risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;

The specific needs of our customers are determined through continual verbal and written communications, as well as periodic visits to their facilities to better understand their individual processes.

It is the responsibility of all personnel that interface with customers to access stated or implied needs and bring them to the attention of top management so that they may be addressed. To continually improve, WIC also monitors, measures, and analyzes customer satisfaction throughout the business cycle.

Wolseley Industrial Canada also meets all of its other obligations including statutory and regulatory requirements.

5.2 Quality Policy

5.2.1 Establishing the Quality Policy

The top management of Wolseley Industrial Canada has defined and documented its Quality Policy. This policy includes the organization's commitment for meeting customer requirements and to continual improvement.

The policy is appropriate to the purpose and context of Wolseley Industrial Canada and supports its strategic direction.

The Policy:

It is the policy of the Wolseley Industrial Canada to develop and maintain a Quality Management System. We are committed to developing collaborative relationships with our customers by providing them with products and value-added services that meet their requirements. Through continual improvement, the latest technologies and Quality Objectives, we will enhance our processes and strengthen our framework allowing us to bring a broad range of products and services to our customer base. As well as valuing our customers, suppliers and investors, we support our associates and community to create a successful environment for us all. We will operate our business ethically and with integrity while continually striving to build and maintain customer loyalty.

5.2.2 Communicating the Quality Policy

The top management of Wolseley Industrial Canada ensures that its Quality Policy is understood. This is accomplished through training, communication, and displays. The Policy is implemented by means of documentation, and training about the Quality Management System to meet the requirements of the Standard. The Policy is maintained through QMS audits and corrective action and reviewed for continuing suitability through periodic Management Reviews. Further, this Quality Policy is supported by the quality objectives (Section 6.2)

5.3 Roles, Responsibilities, and Authorities

Top management ensures that the responsibilities and authorities for relevant roles are assigned, communicated and understood within Wolseley Industrial Canada. Top management assigns the responsibility and authority for:

- a) Ensuring that the quality management system conforms to the requirements of this International Standard;
- b) Ensuring that the processes are delivering their intended outputs;
- c) Reporting on the performance of the quality management system and on opportunities for improvement (see 10.1), in particular to top management;
- d) Ensuring the promotion of customer focus throughout WIC; and
- e) Ensuring that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

6. Management System Planning

6.1 Addressing Risks and Opportunities

The overall aim of risk and opportunity management within Wolseley Industrial Canada is to ensure that the organizational capabilities and resources are employed in an efficient and effective manner to take advantage of opportunities and to mitigate risks.

Top management is responsible for incorporating risk based thinking in to our organization's culture. This includes the establishment of risk management policies and targets to ensure effective implementation of risk and opportunity management principles and activities by:

- a) Providing sufficient resources to carry out risk and opportunity management activities;
- b) Assigning responsibilities and authorities for risk and opportunity management activities;
- c) Reviewing information and results from audits and risk and opportunity management activities.

The scope of Wolseley Industrial Canada's risk and opportunity management process includes the assessment of the internal and external issues identified in Section 4.1, and the assessment of the needs and expectations of any interested parties identified in Section 4.2. Risk and opportunity management is undertaken as part of Wolseley Industrial Canada day to day operations and is captured at the following hierarchy:

- a) Strategic level;
- b) Program level;
- c) Department level;
- d) Process level;

Establishing such a hierarchy for capturing risk and opportunity ensures that each is managed at the most appropriate level within our organization. Typically, the following categories are assigned to each level in the hierarchy as shown in the table opposite.

Business Hierarchy	Risk/Opportunity
Strategic level	Budgets and profitability
Program level	Performance and efficiency
Department level	Resources and targets
Process level	Evaluation and assurance

Wolseley Industrial Canada has classified its “risk appetite” as the amount of risk that we are willing to accept in pursuit of an opportunity or the avoidance of risk where each pertains to product and/or system conformity, and which reflect the following considerations:

- Risk management philosophy per product or process;
- Capacity to take on or mitigate risks;
- Our objectives, business plans and respective stakeholder demands;

6.2 Quality objectives

Top management of Wolseley Industrial Canada establishes quality objectives at all relevant functions and levels within the organization. The quality objectives are documented (Annual Quality Objectives) and are reviewed by top management.

The quality objectives are measurable and consistent with the quality policy, including commitment to continual improvement. Quality objectives include those needed to meet all contracted requirements. Inherent in the entire set of quality objectives is a focus on customer satisfaction.

6.3 Planning of changes

When Wolseley Industrial Canada determines the need for changes to the quality management system, the changes are carried out in a planned manner (see 4.4). WIC considers:

- The purpose of the changes and their potential consequences;
- The integrity of the quality management system;
- The availability of resources; and
- The allocation or reallocation of responsibilities and authorities.

7. Support

7.1 Resources

7.1.1 General

Wolseley Industrial Canada plans and manages the processes necessary for the continual improvement of the QMS.

Wolseley Industrial Canada considers:

- The capabilities of, and constraints on, existing internal resources; and
- What needs to be obtained from the external providers.

7.1.2 People

Wolseley Industrial Canada determines and provides the persons necessary for the effective implementation of its quality management system and for the operation and control of its processes.

7.1.3 Infrastructure

Top management of Wolseley Industrial Canada identifies, provides and maintains the facilities and infrastructure it needs to achieve service quality, including:

- a) workspace and associated facilities, including utilities;
- b) process equipment, hardware and software;
- c) supporting services such as telephone, computer networks, etc.

7.1.4 Operational Environment

Wolseley Industrial Canada determines, provides and maintains the environment necessary for the operation of its processes and to achieve conformity of products and services.

- a) Social (e.g. non-discriminatory, calm, non-confrontational);
- b) Psychological (e.g. stress reducing, burnout prevention, emotionally protective);
- c) Physical (e.g. temperature, heat, humidity, light, airflow, hygiene, noise).

These factors can differ substantially depending on the products and services provided.

7.1.5 Monitoring and Measuring Tools

7.1.5.1 General

Wolseley Industrial Canada determines and provides the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements. Wolseley Industrial Canada ensures that the resources provided:

- a) Are suitable for the specific type of monitoring and measurement activities being undertaken; and
- b) Are maintained to ensure their continuing fitness for their purpose.

Wolseley Industrial Canada retains appropriate documented information as evidence of fitness for purpose of the monitoring and measurement resources.

7.1.5.2 Measurement Traceability

When measurement traceability is a requirement, or is considered by Wolseley Industrial Canada to be an essential part of providing confidence in the validity of measurement results, measuring equipment are:

- a) Calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standard exist, the basis used for calibration or verification is retained as documented information;
- b) Identified in order to determine their status; and

- c) Safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results. Wolseley Industrial Canada determines if the validity of previous measurement results has been adversely affected when measuring equipment is found to be unfit for its intended purpose and takes appropriate action as necessary.

7.1.6 Organizational Knowledge

Wolseley Industrial Canada determines requirements for the handling of organizational knowledge in the following four phases, which are analogous to the PDCA cycle:

- a) Determine the knowledge necessary for the operation of processes and for achieving conformity of products and services
- b) Maintain knowledge and make it available to the extent necessary
- c) Consider the current organizational knowledge and compare it to changing needs and trends
- d) Acquire the necessary additional knowledge.

7.2 Competence

Wolseley Industrial Canada determines:

- a) the necessary competence for personnel performing work affecting the performance and effectiveness of the Quality Management System;
- b) Ensures that these persons are competent on the basis of appropriate education, training, or experience;
- c) Where applicable, take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken; and
- d) Retain appropriate records of education, training, skills and experience as evidence of competence.

7.3 Awareness

Wolseley Industrial Canada ensures that persons doing work under the Wolseley Industrial Canada's control are aware of:

- a) The quality policy;
- b) Relevant quality objectives;
- c) Their contribution to the effectiveness of the quality management system, including the benefits of improved performance; and
- d) The implication of not conforming with the quality management system requirements.

7.4 Communication

Wolseley Industrial Canada determined the internal and external communications relevant to the quality management system, including:

- a) On what it will communicate;
- b) When to communicate;
- c) With whom to communicate;
- d) How to communicate; and
- e) Who communicates.

7.5 Documented Information

7.5.1 General

Wolseley Industrial Canada's Quality Management System includes:

- a) Documented information required by ISO 9001:2015; and
- b) Documented information determined by WIC as being necessary for the effectiveness of the quality management system.

7.5.2 Creating and updating

When creating and updating documented information Wolseley Industrial Canada ensures appropriate:

- a) Identification and description (e.g. title, date, author, or reference number);
- b) Format (e.g. language, software version, graphics) and media (e.g. paper, electronic); and
- c) Review and approval for suitability and adequacy.

7.5.3 Control of Documented Information

7.5.3.1 Documented information required by the quality management system and by ISO 9001:2015 are controlled to ensure:

- a) Availability and suitable for use, where and when it is needed; and
- b) It is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).

7.5.3.2 For the control of documented information, Wolseley Industrial Canada has addressed the following activities, as applicable.

- a) Distribution, access, retrieval and use;
- b) Storage and preservation, including preservation of legibility;
- c) Control of changes (e.g. version control); and
- d) Retention and disposition

Documented information of external origin determined by Wolseley Industrial Canada to be necessary for the planning and operation of the quality management system is identified as appropriate and controlled.

Documented information retained as evidence of conformity are protected from unintended alterations.

8. Operation

8.1 Operational Planning and Control

Wolseley Industrial Canada planned, implemented and controls the processes (see 4.4) needed to meet the requirements for the provision of products and services, and implemented the actions determined in Clause 6.1, by:

- a) Determining the requirements for the products and services;
- b) Establishing criteria for:
 - The processes;
 - The acceptance of products and services;
- c) Determining the resources needed to achieve conformity to the product and service requirements;
- e) Implementing control of the processes in accordance with the criteria; and
- f) Determining and keeping documented information to the extent necessary:
 - To have confidence that the processes have been carried out as planned;
 - To demonstrate the conformity of products and services to their requirements.

The output of this planning is in a form suitable to WIC's method of operations. Wolseley Industrial Canada ensures that outsourced processes are controlled (See 8.4).

8.2 Requirements for Products and Services

8.2.1 Customer Communication

Wolseley Industrial Canada established the processes for communicating with customers that includes:

- a) Providing information relating to products and services;
- b) Handling inquiries, contracts or orders, including changes;
- c) Obtaining customer feedback relating to products and services, including customer complaints;
- d) Handling or controlling customer property; and
- e) Establishing specific requirements for contingency actions, when relevant.

8.2.2 Determining requirements Related to Products and Services

When determining the requirements for the product and services to be offered to customers, Wolseley Industrial Canada ensures that:

- a) The requirements for the product and services are defined, including:
 - Any applicable statutory and regulatory requirements;
 - Those considered necessary by Wolseley Industrial Canada;
- b) Wolseley Industrial Canada can meet the defined requirements and substantiate the claims for the product and services it offers.

8.2.3 Review of Requirements Related to Products and Services

- 8.2.3.1** Wolseley Industrial Canada ensures that it has the ability to meet the requirements for products and services offered to customers. Wolseley Industrial Canada conducts a review before committing to supply products and services to a customer, to include:
- a) Requirements specified by customer, including the requirements for delivery and post - delivery activities;
 - b) Requirements not stated by the customer, but necessary for the specified intended use, when known;
 - c) Requirements specified by WIC;
 - d) Statutory and regulatory requirements applicable to the products and services; and
 - e) Contract or order requirements differing from those previously expressed.

Wolseley Industrial Canada ensures that the contract or order requirements differing from those previously defined are resolved.

The customer's requirements are confirmed by Wolseley Industrial Canada before acceptance, when the customer does not provide a documented statement of their requirements.

- 8.2.3.2** Wolseley Industrial Canada retains documented information, as applicable:

- a) On the results of the review; and
- b) On any new requirements for the products and services;

8.2.4 Changes to Requirements for Products and Services

Wolseley Industrial Canada ensures that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.

8.3 Design and Development of Products and Services (Excluded)

8.4 Control of Externally Provided Products and Services

8.4.1 General

Wolseley Industrial Canada ensures that externally provided processes, products and services conform to requirements.

Wolseley Industrial Canada determines the control applied to externally provide processes, products and services when:

- a) Products and services from external providers are intended for incorporation into Wolseley Industrial Canada's own products and services;
- b) Products and services are provided directly to the customer(s) by external providers on behalf of Wolseley Industrial Canada; and
- c) A process, or part of a process, is provided by an external provider as a result of a decision by Wolseley Industrial Canada.

Wolseley Industrial Canada determines and applies criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements.

Wolseley Industrial Canada retains documented information of these activities and any necessary actions arising from the evaluations.

8.4.2 Type of Extent Control

Wolseley Industrial Canada ensures that externally provided processes, products and services do not adversely affect Wolseley Industrial Canada's ability to consistently deliver conforming products and services to its customers:

- a) Ensures that externally provided processes remain within the control of its quality management system;
- b) Defines both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output;
- c) Takes into consideration:
 - The potential impact of the externally provided products and services on Wolseley Industrial Canada's ability to consistently meet customer and applicable statutory and regulatory requirements;
 - The effectiveness of the controls applied by the external provider;
- d) Determines the verification, or other activities, necessary to ensure that the externally provided products and services meet requirements.

8.4.3 Information for External Providers

Wolseley Industrial Canada ensures the adequacy of requirements prior to their communication to the external provider. Wolseley Industrial Canada communicates to external providers its requirements for the following:

- a) The processes, products and services to be provided;
- b) Approval or release of products and services, methods, processes or equipment;
- c) Competence, including any required qualification of persons;
- d) The external providers' interactions with Wolseley Industrial Canada;
- e) Control and monitoring of the external providers' performance to be applied by Wolseley Industrial Canada; and
- f) Verification or validation activities that Wolseley Industrial Canada, or its customer, intends to perform at the external providers' premises.

8.5 Production and Service Provision

8.5.1 Control of Production and Service Provision

Wolseley Industrial Canada implements production and service provision under controlled conditions.

Controlled conditions include, as applicable:

- a) The availability of documented information that defines characteristics of products and services.
- b) The availability of documented information that defines activities to be performed and results to be achieved.
- c) The availability and use of suitable monitoring and measuring resources
- d) The implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes and process outputs, and acceptance criteria for products and services, have been met.
- e) The use and control of suitable infrastructure and process environment for operation of process.
- f) The appointment of competent person and, where applicable, required qualification of persons;
- g) The validation, and periodic revalidation, of ability to achieve planned results of any process for production and service provision where resulting output cannot be verified by subsequent monitoring or measurement.
- h) The implementation of products and services release, delivery, and post-delivery activities.

8.5.2 Identification and Traceability

Wolseley Industrial Canada uses suitable means to identify outputs when it is necessary to ensure the conformity of products and services.

Wolseley Industrial Canada identifies the status of outputs with respect to monitoring and measurement requirements throughout production and service provision.

Wolseley Industrial Canada controls the unique identification of the outputs when traceability is a requirement and retains the documented information necessary to enable traceability.

8.5.3 Customers or External Providers Property

Wolseley Industrial Canada exercises care with property belonging to customer or external providers while it is under Wolseley Industrial Canada's control or being used by WIC.

Wolseley Industrial Canada identifies, verifies, protects and safeguards customer or external providers' property provided for use or incorporation into the products and services.

When the property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, Wolseley Industrial Canada reports this to the customer or external provider and retains documented information on what has occurred.

8.5.4 Preservation

Wolseley Industrial Canada preserves the outputs during production and service provision, to the extent necessary to ensure conformity to requirements.

8.5.5 Post – delivery Activities

Wolseley Industrial Canada meets requirements for post-delivery activities associated with the products and services. In determining the extent of post-delivery activities that are required, Wolseley Industrial Canada considers:

- a) Statutory and regulatory requirements;
- b) The potential undesired consequences associated with its products and services;
- c) The nature, use and intended lifetime of its products and services;
- d) Customer requirements; and
- e) Customer Feedback

8.5.6 Control of changes

Wolseley Industrial Canada reviews and controls changes for operation or service provision, to extent necessary to ensure continuing conformity with requirements.

Wolseley Industrial Canada retains documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review.

8.6 Release of Products and Services

Wolseley Industrial Canada has implemented planned arrangements, at appropriate stages, to verify that the product and service requirements have been met. The release of products and services to the customer, do not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer.

Wolseley Industrial Canada retains documented information on the release of products and services. The documented information includes:

- a) Evidence of conformity with the acceptance criteria;
- b) Traceability to the person(s) authorizing the release.

8.7 Control of Nonconforming Outputs

8.7.1 Wolseley Industrial Canada ensures that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

Wolseley Industrial Canada takes appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This also applies to nonconforming products and services detected after delivery of products, during or after the provision of services.

Wolseley Industrial Canada deals with nonconforming outputs in one or more of the following ways:

- a) Correction;
- b) Segregation, containment, return or suspension of provision of products and services;
- c) Informing the customer; and
- d) Obtaining authorization for acceptance under concession.

Conformity to the requirements are verified when nonconforming outputs are corrected.

8.7.2 Wolseley Industrial Canada retains documented information that:

- a) Describes the nonconformity;

- b) Describes the actions taken;
- c) Describes any concessions obtained; and
- d) Identifies the authority deciding the action in respect of the nonconformity.

9. Performance Evaluation

9.1 Monitoring, Measurement, Analysis and Evaluation

9.1.1 General

Wolseley Industrial Canada determines:

- a) What needs to be monitored and measured;
- b) The methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;
- c) When the monitoring and measuring is performed;
- d) When the results from monitoring and measurement are analyzed and evaluated.

Wolseley Industrial Canada evaluates the performance and the effectiveness of the quality management system.

Wolseley Industrial Canada retains appropriate documented information as evidence of the results.

9.1.2 Customer satisfaction

Wolseley Industrial Canada monitors customers' perceptions of the degree to which their needs and expectation have been fulfilled. Wolseley Industrial Canada determines the methods for obtaining, monitoring and reviewing this information. Methods include:

- a) Customer Complaints
- b) Delivery data
- c) Growth data
- d) Customer feedback

9.1.3 Analysis and Evaluation

Wolseley Industrial Canada analyzes and evaluates appropriate data and information arising from monitoring and measurement.

The results of analysis are used to evaluate:

- a) Conformity of products and services;
- b) The degree of customer satisfaction;
- c) The performance and effectiveness of the quality management system;
- d) If planning has been implemented effectively;
- e) The effectiveness of actions taken to address risks and opportunities;
- f) The performance of external providers; and
- g) The need for improvements to the quality management system.

9.2 Internal Audit

9.2.1 Wolseley Industrial Canada conducts internal audits at planned intervals to provide information on whether the quality management system:

- a) conforms
 - Wolseley Industrial Canada's own requirements for quality management system;
 - The requirements of ISO 9001:2015 standards
- b) Is effectively implemented and maintained

9.2.2 Wolseley Industrial Canada has:

- a) Planned, established, implemented and maintains an audit program including the frequency, methods, responsibilities, planning requirements and reporting, which is taken into consideration the importance of the processes concerned, changes affecting Wolseley Industrial Canada, and the results of previous audits;
- b) Defined the audit criteria and scope of each audit;
- c) Selected auditor(s) and conducts audits to ensure objectively and the impartiality of the audit process;
- d) Ensured that the results of the audits are reported to relevant management;
- e) Take appropriate correction and corrective actions without undue delay; and
- f) Retain documented information as evidence of the implementation of the audit program and the audit results

9.3 Management Review

9.3.1 General

Top management reviews Wolseley Industrial Canada's quality management system annually to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of Wolseley Industrial Canada.

9.3.2 Management Review Inputs

Management review is planned and carried out taking into consideration:

- a) The status of actions from previous management reviews;
- b) Changes in external and internal issues that are relevant to the quality management system;
- c) Information on the performance and effectiveness of the quality management system, including trends in:
 - Customer satisfaction and feedback from relevant interested parties;
 - The extent to which quality objectives have been met;
 - Process performance and conformity of products and services;
 - Nonconformities and corrective actions;
 - Monitoring and measurement results;
 - Audit results;
 - The performance of external providers;

- The adequacy of resources;
- The effectiveness of actions taken to address risks and opportunities (see 6.1);
- Opportunities for improvement

9.3.3 Management Review Outputs

The outputs of the management review include decisions and actions related to:

- a) Opportunities for improvement;
- b) Any need for changes to the quality management system; and
- c) Resource needs.

Wolseley Industrial Canada retains documented information as evidence of the results of management reviews.

10. Improvement

10.1 General

Wolseley Industrial Canada determines and selects opportunities for improvement and implements any necessary actions to meet customer requirements and enhance customer satisfaction.

These include:

- a) Improving products and services to meet requirements as well as to address future needs and expectations;
- b) Correcting, preventing or reducing undesired effects; and
- c) Improving the performance and effectiveness of the quality management system.

10.2 Nonconformity and Corrective Action

10.2.1 When a nonconformity occurs, including any arising from complaints, Wolseley Industrial Canada:

- a) Reacts to the nonconformity and, as applicable:
 - Takes action to control and correct it;
 - Deals with the consequences;
- b) Evaluates the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:
 - Reviewing and analyzing the nonconformity;
 - Determining the causes of the nonconformity;
 - Determining if similar nonconformities exist, or could potentially occur;
- c) Implements any action needed;
- d) Reviews the effectiveness of any corrective action taken;
- e) Updates risks and opportunities determined during planning, if necessary; and
- f) Makes changes to the quality management system, if necessary.

Corrective actions are appropriate to the effects of the nonconformities encountered.

10.2.2 Wolseley Industrial Canada retains documented information as evidence of:

- a) The nature of the nonconformities and any subsequent actions taken; and
- b) The results of any corrective action.

10.3 Continual Improvement

Wolseley Industrial Canada continually improves the suitability, adequacy and effectiveness of the quality management system.

Wolseley Industrial Canada considers the results of analysis and evaluations, and the outputs from the management review, to determine if there are needs or opportunities that are addressed as part of the continual improvement.

Appendices:

A.1 Correlation Matrix

This section provides a matrix to correlate the requirements of ISO 9001:2015 against the relevant sections in this document and should be used to determine where the new and amended clauses are located.

ISO 9001:2015		This document	
4.0	Context of the Organization	4.0	About our Organization
4.1	Understanding the Organization and its Context	4.1	Organizational Context
4.2	Needs and Expectations of Interested Parties	4.2	Relevant Interested Parties
4.3	Scope of the Quality Management System	4.3	Scope of the Quality Management System
4.4	Quality Management System and its Processes	4.4	Management System Processes
5.0	Leadership	5.0	Leadership & Governance
5.1	Leadership and Commitment	5.1	Leadership and Commitment
5.1.1	Quality Management System	5.1.1	Quality Management System
5.1.2	Customer Focus	5.1.2	Customer Focus
5.2	Quality Policy	5.2	Quality Policy
5.2.1	Establishing the Quality Policy	5.2.1	Establishing the Quality Policy
5.2.2	Communicating the Quality Policy	5.2.2	Communicating the Quality Policy
5.3	Roles, Responsibilities and Authorities	5.3	Roles, Responsibilities & Authorities
6.0	Planning for the quality Management System	6.0	Management System Planning
6.1	Actions to Address Risks and Opportunities	6.1	Addressing Risk & Opportunities
6.2	Quality Objectives & Planning to Achieve Them	6.2	Quality Objectives
6.3	Planning of Changes	6.2	Planning for Change
7.0	Support	7.0	Support
7.1	Resources	7.1	Resources
7.1.1	General	7.1.1	General
7.1.2	People	7.1.2	People
7.1.3	Infrastructure	7.1.3	Infrastructure

7.1.4	Environment for the Operation Of Processes	7.1.4	Operational Environment
7.1.5	Monitoring and Measuring Resources	7.1.5	Monitoring and Measuring Tools
7.1.6	Organizational Knowledge	7.1.6	Organizational Knowledge
7.2	Competence	7.2	Competence
7.3	Awareness	7.3	Awareness
7.4	Communication	7.4	Communication
7.5	Documented Information	7.5	Documented Information
7.5.1	General	7.5.1	General
7.5.2	Creating and Updating	7.5.2	Creating and Updating
7.5.3	Control of Documented Information	7.5.3	Control of Documented Information
8.0	Operation	8.0	Operation
8.1	Operational Planning and Control	8.1	Operational Planning and Control
8.2	Requirements for products and services	8.2	Requirements for products and services
8.2.1	Customer Communication	8.2.1	Customer Communication
8.2.2	Determining Requirements Related to Products	8.2.2	Determining Requirements Related to Products
8.2.3	Review of Requirements Related to the Products	8.2.3	Review of Requirements
8.2.4	Changes to Requirements for Products/Service	8.2.4	Changes in Requirements
8.3	Design and Development of the Product	N/A	Excluded
8.4	Externally Provided Products and Services	8.4	Control of Externally Provided Products and Services
8.4.1	General	8.4.1	General
8.4.2	Type & Extent of Control of External Provision	8.4.2	Type & Extent of Control of External Provision
8.4.3	Information for External Providers	8.4.3	Information for External Providers
8.5	Production and Service Provision	8.5	Production and Service Provision
8.5.1	Control of Production and Service Provision	8.5.1	Control of Production and Service Provision
8.5.2	Identification and Traceability	8.5.2	Identification and Traceability
8.5.3	Customer or External Provider's Property	8.5.3	Customer or External Provider's Property
8.5.4	Preservation	8.5.4	Preservation
8.5.5	Post-Delivery Activities	8.5.5	Post-Delivery Activities
8.5.6	Control of Changes	8.5.6	Control of Changes
8.6	Release of products and Services	8.6	Release of products and Services
8.7	Non-conforming Process Outputs and Products	8.7	Control of Non-conforming Outputs
9.0	Performance evaluation	9.0	Performance evaluation
9.1	Monitoring, Measurement, Analysis & Evaluation	9.1	Monitoring, Measurement, Analysis & Evaluation
9.1.1	General	9.1.1	General
9.1.2	Customer Satisfaction	9.1.2	Customer Satisfaction
9.1.3	Analysis and Evaluation	9.1.3	Analysis and Evaluation
9.2	Internal Audit	9.2	Internal Audit
9.3	Management Review	9.3	Management Review
9.3.1	General	9.3.1	General
9.3.2	Management Review Inputs	9.3.2	Management Review Inputs
9.3.3	Management Review Outputs	9.3.3	Management Review Outputs
10.0	Improvement	10.0	Improvement
10.1	General	10.1	General



10.2	Non-conformity and Corrective Action	10.2	Non-conformity and Corrective Action
10.3	Continual Improvement	10.3	Continual Improvement