



National Highways Sector Schemes for Quality Management in Highway Works

9A

For the manufacture of permanent and/or temporary road
traffic signs

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manufacture of permanent and/or temporary road traffic signs
(MPTRTS)**

DOCUMENT CONTROL

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REVISIONS

It is the committee's policy that the issue of any revision to this document shall be an issue of the full document rather than individual pages.

Issue 2	Revision 1	page 6, Interpretation of current BS EN ISO 9001, Item 1 Scope
Issue 2	Revision 2	page 13, Design and Development, Item 7.3
Issue 3	Revision 1	page 19, Levels of Competency, 4 th paragraph
Issue 3	Revision 2	page 4, Implementation date amended, 1 st and 2 nd paragraph
Issue 3	Revision 3	page 25, Additional Certification Bodies
Issue 4	Revision 1	all pages SSD amended to NHSSD
Issue 4	Revision 2	all pages "requirement of BS EN ISO 9001:2000" amended to "requirement of current BS EN ISO 9001"
Issue 4	Revision 3	all pages "British Signs and Graphics Association and /or BSGA" amended to "PAA\QSET"
Issue 4	Revision 4	"Selection of Certification Body" 3 rd para deleted
Issue 4	Revision 5	Implementation 1 st para 3 rd sentence "Other" deleted amended to "After April 2007"
Issue 4	Revision 6	Implementation 2 nd para 12 amended to 36
Issue 4	Revision 7	Introduction penultimate para NHSSD 8 added and NHSSD 9B title amended
Issue 4	Revision 8	Scope 1 st para "the manufacture or permanent and/or temporary road traffic signs" amended to read "this NHSSD"
Issue 4	Revision 9	Scope BS EN 12899-1 title and explanatory note amended
Issue 4	Revision 10	Scope BS EN 12899 -4 and BS EN 12899-5 title and explanatory note amended
Issue 4	Revision 11	Scope BS 8408 explanatory note amended
Issue 4	Revision 12	Scope BS 8442 explanatory note amended
Issue 4	Revision 13	Scope Title "Temporary Traffic Signs" added
Issue 4	Revision 14	Normative Reference BS EN ISO 9001:2000 amended to BS EN ISO 9001:2008
Issue 4	Revision 15	Normative Reference BS 873.2, BS 4392, BS 8408, BS 8404 and BS EN 12899-1 amended to BS EN 12899:2001
Issue 4	Revision 16	Terms and Definitions BSGA deleted
Issue 4	Revision 17	Terms and Definitions BSGA N/SVQ deleted
Issue 4	Revision 18	Terms and Definitions heading "Components" additional wording added
Issue 4	Revision 19	Terms and Definitions heading "National Highway Sector Scheme" the words after 9A deleted
Issue 4	Revision 20	Terms and Definitions heading Notification Body" EN 12899-1 amended to BS EN 12899:2007 parts 1, 4 and 5
Issue 4	Revision 21	Terms and Definitions heading "Operative" manufacture of Permanent and/or Temporary Road Signs deleted replaced with "this NHSSD"
Issue 4	Revision 22	Terms and Definitions heading "Organization "manufacture of Permanent and/or Temporary Road Signs deleted replaced with "this NHSSD"
Issue 4	Revision 23	Terms and Definitions PAA\QSET added
Issue 4	Revision 24	Terms and Definitions PAA\QSET N/SVQs added
Issue 4	Revision 25	Terms and Definitions heading "Permanent Road Traffic Sign" BS873.2 deleted BS EN 12899-1 amended to BS EN 12899:2007 parts 1, 4 and 5
Issue 4	Revision 26	Terms and Definitions heading "Staff" para 2 and or surveys deleted
Issue 4	Revision 27	QMS Requirements item 4.2.3 amended to No specific interpretation
Issue 4	Revision 28	QMS Requirements item 4.2.4 amended to No specific interpretation
Issue 4	Revision 29	QMS Requirements item 7.5.1 amended to No specific interpretation
Issue 4	Revision 30	QMS Requirements item 7.5.3 amended to No specific interpretation
Issue 4	Revision 31	QMS Requirements item 7.6 amended to No specific interpretation
Issue 4	Revision 32	Appendix A 1 st para amended from "The Quality Plan shall include the following as appropriate" to "Under this NHSSD Quality Plans are only required for Highway Agency Motorways and All Purpose Trunk Roads contracts".
Issue 4	Revision 33	Appendix A items 8 and 9 deleted Items 10,11 and 12 renumbered 8, 9 and 10
Issue 4	Revision 34	Appendix B item 8 BS 873.2 deleted following items renumbered
Issue 4	Revision 35	Appendix B item 11 (now 10) BS EN 12899-1 Fixed Vertical Road Traffic Signs, Part 1: Fixed Signs amended to BS EN 12899: 2007 Fixed, Vertical Road Traffic Signs. Part 1, 4 and 5

Issue 4	Revision 36	Appendix B item 13 (now 12) BS EN ISO 9001 :2000 amended to BS EN ISO 9001:2008
Issue 4	Revision 37	Appendix B item 18 deleted item numbers 19, 20 and 21 renumbered as 17, 18 and 19
Issue 4	Revision 38	Appendix C item ii of Introduction and Background delete "or manufacture of Permanent and Temporary Road Traffic Signs with "required by this NHSSD
Issue 4	Revision 39	Appendix C item iii of Introduction and Background amended 6.2.9 to 6.2.2
Issue 4	Revision 40	Appendix C para 6 of Introduction and Background "training" deleted and "Working" inserted
Issue 4	Revision 41	Appendix C Levels of Competency para 1 "training" deleted and "Working" inserted
Issue 4	Revision 42	Appendix D deleted
Issue 4	Revision 42	Appendix E deleted
Issue 4	Revision 43	Appendix G deleted and replaced with new Appendix G and G1
Issue 4	Revision 44	Appendix L added
Issue 4	Revision 45	Appendix M added
Issue 4	Revision 46	Document page numbers changed
Issue 4	Revision 47	Training Group amended to read Working Group pages 6,9,16 & 17
Issue 4	Revision 47	Page 7 Interpretation of BS EN ISO 9001 "Scope" amended

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COMPOSITION OF THE NATIONAL HIGHWAY SECTOR SCHEME ADVISORY COMMITTEE, EXCLUSION OF LIABILITY AND SELECTION OF CERTIFICATION BODY

COMPOSITION OF THE NATIONAL HIGHWAY SECTOR SCHEME ADVISORY COMMITTEE

The Association for Road Traffic Safety and Management

BM TRADA

British Signs and Graphics Association

British Standards Institution

PAA\VQSET

CSS

Department for Transport

Highways Agency

Lloyd's Register Quality Assurance Ltd

Local Authority Sign Manufacturers Association

National Quality Assurance Ltd

SGS United Kingdom Ltd

EXCLUSION OF LIABILITY

THE NHSSD 9A ADVISORY COMMITTEE:

- (i) have and accept no liability whatsoever for any failure of any system or systems assessed under this National Sector Scheme Document
- (ii) or for the quality, fitness for purpose, or safety of any product or service which is subject of such assessment;
- (iii) do not provide any representation as to any aspect of any such system, product or service, and 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 such liability or responsibility attaching exclusively to the producer (or user as the case maybe) thereof.

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SELECTION OF CERTIFICATION BODY

It is important to note that due to the specific requirements for assessor competence required by this National Highway Sector Scheme a technical expert may be appointed by the National Highway Sector Scheme Advisory Committee to assist UKAS in the assessment of Certification Bodies as described in Appendix G.

Prospective companies seeking registration under this scheme shall ensure that they engage a certification body specifically accredited to assess against the requirements of this NHSSD. Specifiers, consultants, engineers etc. that require confirmation of compliance with the contract specification in respect of the supply of products/materials shall confirm the current status of the quality management system certificate issuer and that specific reference is made to this National Highway Sector Scheme. (see Appendix F).

IMPLEMENTATION

This scheme replaces the existing Highway Agency accepted Certification Body schemes which are listed in the Specification for Highway Works (SHW). There will be a transition period during which "accepted" Certification Bodies and their existing registered companies will be able to adapt to this scheme's interpretation of the current BS EN ISO 9001 standard for the NHSSD. After April 1st 2007 companies wishing to be registered and other certification bodies wishing to be accredited to this scheme will need to comply with the full interpretation.

The committee has discussed the length of the transition with relevant trade associations and certification bodies and it has been concluded that the transition period will operate for 36 months beginning from 1 April 2007 which was the date of availability of this document on the UKAS website (www.ukas.com). The date will also be promulgated by the relevant trade associations and by the "accepted" certification bodies to their members and clients respectively. The schemes will also be listed in Appendix A of the SHW.

It should be noted that these schemes are mandatory for Highways Agency's contracts and existing suppliers shall demonstrate compliance with the requirements of the current BS EN ISO 9001 standard and this National Highway Sector Scheme document as part of their continuous improvement within the current BS EN ISO 9001 standard registration. It is anticipated that other highway authorities that use the SHW as the basic document for procuring highways will also require compliance with the current BS EN ISO 9001 standard and this scheme document.

INTRODUCTION

This National Highway Sector Scheme Document (NHSSD) relates to the quality management system requirements for the manufacture of permanent and/or temporary road traffic signs. It sets out to identify a common interpretation of the current BS EN ISO 9001 standard for Organizations and Certification Bodies engaged in the Sector.

Where a heading and/or sub heading is not listed this means that there is 'no specific interpretation' recorded and it is not considered necessary to provide an interpretation for that clause additional to the standard.

Users of this National Highway Sector Scheme shall use best practice when specifying any other relevant highway National Highway Sector Scheme as appropriate to the nature of the work being undertaken. Furthermore where there is a National Highway Sector Scheme in place it must be used.

Note: Implementation of Issue 4 of this documentation is with immediate effect at date of publication on UKAS web site.

This National Highway Sector Scheme does not include signs that use electronic or electrical display formats or automatic traffic operated signs or similar technology. It relates only to road traffic signs manufactured with visible permanently displayed non-electronic or non-electrical messages.

This document is a live document with the Advisory Committee meeting at least once each year to develop it as appropriate. Those using the document should always ensure that they have the current version of the document by contacting any of the certification bodies listed in Appendix F or by visiting the UKAS web site www.ukas.com from which free downloads are available.

The National Highway Sector Scheme Committee has established a Working Group as a sub-group to the committee. This sub-group assists in the development and maintenance of national training and competency qualifications as necessary for the industry and has the responsibility for the development and production of Appendices C and C1 of this document. It also makes recommendations in respect of clause 6.2.2 of the document and any amendments brought about by changes to British and European Standards deemed applicable to this NHSSD. The Working Group reports to the main committee.

A list of registered organizations shall be maintained by the Secretary of the Committee who can be contacted by writing to the Secretary (c/o UKAS at the address given below). Lantra also maintain a schedule of suppliers for the National Highway Sector Schemes, details of which can be accessed from their web-site. The cost of managing the web-site is defrayed by a small annual charge made by Lantra to those organizations appearing on the register. (Lantra can be contacted directly at nhssscheduleofsuppliers@lantra.co.uk in respect of any queries relating to the register). The schedule can also be accessed at www.scheduleofsuppliers.com

Any observations or complaints relating to this document shall be addressed to the Committee Secretary using the feedback and complaints sheets provided as Appendices J1 and J2.

The Secretary
National Highway Sector Scheme Advisory Committee for MPTRTS
C/o UKAS
21 - 47 High Street
Feltham
Middlesex
TW19 4UN

This NHSSD is one of three documents dealing with road traffic signs, Scheme 9B deals with maintenance and installation of non electrical fixed road signs and NHSSD 8 with maintenance and installation of illuminated signs.

This NHSSD incorporates the revised requirements to the current BS EN ISO 9001 standard and BS EN 12899: 2007 parts 1, 4 and 5 that are deemed specific and relevant to road traffic signs, plus feedback from other NHSSD in use.

INTERPRETATION OF BS EN ISO 9001

1. SCOPE

This National Highway Sector Scheme Document (NHSSD) contains requirements for the quality management systems to the current BS EN ISO 9001 standard for organizations undertaking this NHSSD and shall be read in conjunction with current standards. It is applicable to all operational types and sub-types relevant to the Specification for Highway Works:

BS EN 12899; 2007 parts 1, 4 and 5

At present CE Marking will not be mandatory in UK under this document although compliance via third party verification with the requirements of BS EN 12899; 2007 parts 1, 4 and 5 will be required.

BS 8408

Microprismatic sheeting shall be specified against BS 8408 and the applicable scenario. It is not acceptable to claim compliance under ETA and this NHSSD.

BS 8442

This covers miscellaneous road traffic signs and devices not specified in BS EN 12899; 2007.

Temporary Road Signs

Flexible roll-up signs, rigid plastic/metal type regulatory and warning signs for use on high speed roads (50 mph and above) as prescribed in Schedule 12 to the Traffic Signs Regulations and General Directions shall be covered within the scope of this NHSSD.

Flexible roll-up signs, rigid plastic/metal type regulatory and warning signs, traffic cones and pedestrian barriers where used for incident management and emergency works with duration of less than 7 days are not within the scope of this NHSSD.

2. NORMATIVE REFERENCE

The following normative documents contain provisions which constitute provisions of the current BS EN ISO 9001 standard.

BS EN ISO 9001 Quality Management Systems – Fundamentals and Vocabulary

BS EN ISO 9001 Quality Management Systems – Requirements

BS EN ISO 9004 Quality Management Systems – Guidelines for Performance Improvements

BS EN 12767 – Passive Safety of Support Structures for Road Equipment Requirements and Test Methods

BS 8442 Miscellaneous Road Traffic Signs and Devices

BS 8408 – Road Traffic Signs. Testing and Performance of Microprismatic Retroreflective Sheeting Materials Specification

BS EN 12899: 2001 Fixed Vertical Road Traffic Signs. Part 1: Fixed Signs

BS EN 12899: 2007 Fixed Vertical Road Traffic Signs. Parts 1: Fixed Signs, Part 4 Factory Production Control (FPC) and Part 5 Initial Type Testing (ITT)

BS EN 45012 – General requirements for bodies operating assessment and certification/registration of quality systems

TERMS AND DEFINITIONS

For the purpose of this National Highway Sector Scheme Document the following definitions shall apply

Assessor	A person registered and approved by the PAA\ VQSET or equivalent Sector Skills Council Schemes to provide N/SVQ assessment
Awarding Body	The Organization responsible for the issuing of certificates, assessors and candidates
Candidate	Description used in N/SVQ assessment for persons undertaking assessment
Client	The body for which the work is being carried out, e.g. the Highway Authority and its nominated representative
Certificate of Registration	A certificate issued by a UKAS accredited Certification Body certifying that the holder operates a Quality Management System complying with the current BS EN ISO 9001 standard and this document. The Certificate will state the categories of work that the holder is competent to supply (see appendix K)
Compliance Manager	The person named in the Organization's Quality Plan as having technical responsibility for the manufacture of road traffic signs
Competent Person	A person who has been assessed by assessors as being competent to carry out their responsibilities
Components	All elements, which separately and together are necessary to manufacture permanent and/or temporary road traffic signs
Contract	The agreement between the parties governing the provision of the works to which this NHSSD relates
Contract Specification	(i) Manual of Contract Documents for Highway Works: Volume 1: The Specification for Highway Works or as specifically required in the contract documents (ii) Contract Specific Appendices (iii) The Contract Drawings (iv) Other relevant contract documents
Customer	The body and its nominated representative engaging the Organization for the purpose of the work described in this Document (The main contractor where the Organization is a subcontractor)
National Highway Sector Scheme (NHSS)	National Highway Sector Scheme 9A
Notified Body	Third party attesting the conformity of a construction product to its harmonized technical specification (BS EN 12899:2007 part 1, 4 and 5). NBs' are approved by their respective Member State and notified to CEN and other Member States.
N/SVQ	National/Scottish Vocational Qualification (PAA\ VQSET or equivalent sector skills council schemes Qualification Structure for Signmaking Level 2 and Level 3)
N/SVQ Certificate	A certificate issued under the PAA\ VQSET or equivalent sector skills council certification scheme
Occupation	The job roles carried out by an operative and/or staff as outlined in Appendix 1
Operative	A registered person who works under the control of a traffic signs supervisor and is directly involved in the design and/or The Manufacture of Permanent and/or Temporary Road Traffic Signs
Organization	The body responsible for The Manufacture of Permanent and/or Temporary Road Traffic Signs
PAA\ VQSET	Process Awards Authority and Vocational Qualifications for Science, Engineering and Technology
Permanent Road Traffic	A traffic sign fixed to a structure or support for more than six months complying with BS EN 12899: 2001, BS

Sign	EN 12899:2007 parts 1, 4 and 5, BS EN 12767, BS 8408 and BS 8442 as appropriate
Portfolio of Evidence	A file prepared by the candidate containing evidence which supports the competence of that person
Quality Plan	The document setting out the specific quality practices, resources and sequence of activities relevant to the Contract
Register	The Register of operatives working within the manufacturing sector of the Road Traffic Sign Industry
Registered Organization	An Organization registered to National Highway Sector Scheme 9A for the registration of operatives working in the Road Traffic Sign Industry
Responsible Manager	The person named in the Organization's Quality Plan as having managerial responsibility for the manufacture of road traffic signs
Secretary	The person/organization appointed by the Working Group to administer this scheme
'shall'	Used 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 the terminology used in current versions of ISO 9001 and ISO 9004
Staff	A registered person who is: <ul style="list-style-type: none"> (i) responsible for manufacturing (ii) or whilst not directly involved in manufacturing is responsible for the design of road traffic signs
Stakeholders	Association of Road Traffic Safety and Management (ARTSM), Local Authority Sign Manufacturers Association (LASMA), The Highways Agency and all other highway authorities in the UK, The Department for Transport, Process Awards Authority and Vocational Qualifications for Science, Engineering and Technology (PAAVQSET), Highways Term Maintenance Association (HTMA) Certified bodies and UKAS
Temporary Road Traffic Sign	A traffic sign fixed to a structure or support for less than six months complying with BS 8442 as appropriate but excluding traffic cones, barriers and flexible roll-up signs as defined within the scope of this NHSSD
Traffic Signs Supervisor	The responsible person named in the Organization's quality plan as having responsibility, training, qualifications and/or experience to establish and control the traffic sign manufacturing operations to meet the requirements of the Contract Specification
Training Specification	A specification developed by the Working Group which specifies the assessment requirements of operatives and /or staff carrying out design or manufacturing.
Working Group	A subgroup of the National Highway Sector Scheme Committee drawn from the stakeholders and responsible for formulating proposals to the committee for N/SVQs assessment and amendments to this NHSSD. (Formerly known as Training Group)

For the purposes of this National Highway Sector Scheme Document the following abbreviations shall apply

DfT	The Department for Transport
NHSSD	National Highway Sector Scheme Document
UKAS	United Kingdom Accreditation Service
MPTRTS	Manufacture of Permanent and /or Temporary Road Traffic Signs
SSACMPTRTS	Sector Scheme Advisory Committee for Manufacture of Permanent and/or Temporary Road Traffic Signs

4. QUALITY MANAGEMENT SYSTEM REQUIREMENTS

Paragraph numbers in this section reference appropriate paragraphs of the current BS EN ISO 9001 standard. Where "no specific interpretation" is recorded under a heading this means that the committee did not consider it necessary to provide supplementary interpretation for that clause.

4 QUALITY MANAGEMENT SYSTEM

4.1 General Requirements

The Organization shall operate a quality management system to the current BS EN ISO 9001 standard and this schedule.

The Organization shall notify Lantra Awards (Lantra House, NAC, Kenilworth, CV8 2LG) and the Secretary of the National Highway Sector Scheme of their registration to this scheme immediately following confirmation from the Certification Body and thereafter annually. In addition the Organization shall provide details of a focal point for the organization.

4.2 Documentation Requirements

4.2.1 General - No specific interpretation

4.2.2 Quality Manual - No specific interpretation

4.2.3 Control of Documents – No specific interpretation

4.2.4 Control of Records – No specific interpretation

5 MANAGEMENT RESPONSIBILITY

5.1 Management Commitment - No specific interpretation

5.2 Customer Focus - No specific interpretation

5.3 Quality Policy

The Organization's quality policy statement shall include a statement of commitment to this National Highway Sector Scheme

5.4 Planning - No specific interpretation

5.5 Responsibility, Authority and Communication

The Organization shall notify Lantra in writing within 14 days of receipt of its confirmation of registration to the scheme by an accredited UKAS certification body specifically accredited against this scheme

5.6 Management Review

The Organization shall review the quality system at least once a year to ensure its continuing suitability and effectiveness in respect of this NHSS

6 RESOURCE MANAGEMENT

6.1 Provision of Resources - No specific interpretation

6.2 Human Resources

6.2.1 General – No specific interpretation

6.2.2 Competence, Awareness and Training

1. Quality System Familiarization

Shall include induction training – Organizations operating procedures and safe systems of work

2. Training – shall be in accordance with Appendix C

3. Organization

Organizations aspiring to register against NHSS 9A shall contact relevant Certification bodies for information about how to become registered. The UKAS web site (www.ukas.com) provides information about Certification bodies that have been accredited as competent to provide certification/registration to NHSS 9A (see also Appendix F). This information is also available in Appendix A of the Specification for Highway Works (Vol 1 of the Manual of Contract Documents for Highway Works) which also provides information about CB schemes that are being superseded by NHSS 9A (see also Appendix H).

4. Candidate Registration

Companies shall contact N/SVQ providers of Sector Skills Council (e.g. PAA\QSET) to arrange candidate registration. Following registration each candidate will be given a registration number that will be required during company auditing to show compliance to the Scheme. Candidate N/SVQ certificates are issued by the awarding body in the form of an A4 certificate following completion of the full N/SVQ.

Unit qualification certificates are also provided when relevant. See Estimators and Sales Staff section.

5. Record of Practical Experience and Continuous Professional Development

The Organization shall ensure that each operative who undertakes an N/SVQ maintains a portfolio of the practical and theoretical experience required to complete each course level relevant to this National Highway Sector Scheme.

The Organization shall have a planned programme for the continuing professional development of its operatives which shall include the frequency of refresher training where appropriate.

6. Trainees

New employees shall first undertake the Organization's induction courses and any necessary training (in house or off site). Registration of these new staff onto a recommended sign making N/SVQ approved by this training committee shall commence within 6 months of employment. Once registered the candidate shall complete the appropriate N/SVQ within two years.

7. Experienced Persons

There are no grandfather rights within this scheme. All operatives must complete N/SVQ Level 2 or 3 as appropriate. Achievement of Prior Learning (APL) for employees experienced in their responsibilities allows self-assessment as part of the PAA\QSET or equivalent sector skills council schemes Level 2 assessment processes thereby being able to progress quicker through the scheme. Once registered the candidate shall complete the appropriate N/SVO within two years.

8. Supervisors

Supervisors are required to undertake full N/SVQ Level 3 with appropriate optional units.

9. Estimators and Sales Staff

The Level 3 headings in Appendix C1 show Estimators and Sales Staff. It is not a requirement of National Highway Sector Scheme 9A for these persons to undertake N/SVQ assessment but they have been included for those organizations who may wish to extend assessments to other departments within their organization.

6.3 Infrastructure - No specific interpretation

6.4 Work Environment - No specific interpretation

7 PLANNING AND PRODUCT REALIZATION

7.1 Planning of product realization

Where specified by the Customer/Client the Organization shall produce a contract specific Quality Plan for approval prior to commencement of work. The Quality Plan may be a largely standard document but must deal with contract specific issues. It shall include the topics as appropriate given in Appendix A of this NHSSD

7.2 Customer Related Processes

7.2.1 Determination of Requirements Relating to the Product

- (i) The Contract Specification shall not be changed without written approval from the Client
- (ii) The review processes shall include consideration of and allowance for the Client's testing and inspection requirements
- (iii) Matters of a significant nature that arise during these review processes shall be considered at management reviews and incorporated as necessary into the quality system

7.2.2 Review of Requirements Related to the Product - No specific interpretation

7.2.3 Customer Communication – No specific interpretation

7.3 Design and Development

The design and development shall include (but not limited to):

- i) Structural design of each sign face (wind loading requirements etc, including substrate and stiffening)
- ii) Testing of products covered by BS EN 12899:2007 part 4 Factory Production Control and part 5 Initial Type Testing
- iii) Software for the design of signs: The fonts and symbols used by software for the design of signs shall be as prescribed by TSRGD and the resulting sign face layout shall conform to the design rules set out in TSM Chapter 7

The Quality plan shall identify personnel involved with product design and/or development along with their appropriate qualifications/experience

7.4 Purchasing

The Organization shall obtain evidence of conformity for all components purchased, such as identification marks and their traceability to certificates of conformity. Specific details shall be described in the Quality Plan

7.5 Production and Service Provision

7.5.1 Control of Production and Service Provision – No specific interpretation

7.5.2 Validation of Processes for Production and Service Provision - No specific interpretation

7.5.3 Identification and Traceability - No specific interpretation

7.5.4 Customer Property - No specific interpretation

7.5.5 Preservation of Product

- (i) When appropriate to the contract, storage arrangements and delivery programme for all materials shall be stated in the Quality Plan.
- (ii) Packaging and storage arrangements for the finished products and part-finished products shall be established

to avoid chafing or other damage.

(iii) Systems shall be in place to ensure stock materials are protected from deterioration or damage.

7.6 Control of Monitoring and Measuring Devices - No specific interpretation

8 MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.1 General – No specific interpretation

8.2 Monitoring and Measurement

8.2.1 Customer satisfaction - No specific interpretation

8.2.2 Internal Audit

Internal audits shall be undertaken which cover, within each twelve month period as a minimum, all aspects of the quality management system.

8.2.3 Monitoring and measurement of processes - No specific interpretation

8.2.4 Monitoring and Measurement of Product - No specific interpretation

8.3 Control of Non Conforming Product – No specific interpretation

8.4 Analysis of Data - No specific interpretation

8.5 Improvement - No specific interpretation

APPENDIX A REQUIREMENTS FOR QUALITY PLANS

Under this NHSSD Quality Plans are only required for Highway Agency Motorways and All Purpose Trunk Roads contracts.

The Quality Plan shall include the following as appropriate:

1. Customer details, name and address, contact details.
2. Definition of the product or service being provided.
3. The structure of the Organization relevant to the contract, including the name of the senior manager responsible, and personnel managing the work. This shall include contact details.
4. Personnel involved with product design refer to 7.3
5. Programme of work.
6. Contract Specification requirements.
7. Processes for receipt and examination of documentation for purchased products.
8. Requirements for storage and transportation.
9. Inspection.
10. Records deposition.

APPENDIX B REFERENCE AND ASSOCIATED DOCUMENTS

Reference Documents relevant to this National Highway Sector Scheme

The listing is not comprehensive; other documents may be required to fulfil the requirements of the Contract Organizations shall ensure that they have a working knowledge and access to all the documents including amendments and revisions.

1. Manual of Contract Documents for Highway Works: Volume 1 Specification for Highway Works.
2. Manual of Contract Documents for Highway Works: Volume 2 Notes for Guidance on the Specification for Highway Works.
3. Manual of Contract Documents for Highway Works: Volume 3 Highway Construction Details
- (i) Manual of Contract Documents for Highway Works; Vol 1 Specification for Highway Works and Vol 2 Notes for Guidance on the Specification for Highway Works.

<http://www.archive2.official-documents.co.uk/document/deps/ha/mchw>

Note: The documents covered under Item 3 are amended on a regular basis which may be at 3 monthly intervals. Information can be obtained from the Highways Agency's Safety Standards and Research Directorate, Woodlands, Manton Lane, Manton Industrial Estate, Bedford MK41 7LW. Highways Agency Information Line: 0845 750 4030 or via the internet see below:

4. Traffic Signs Manual Chapter 1: Introduction
Traffic Signs Manual Chapter 3:Regulatory Signs
Traffic Signs Manual Chapter 4:Warning Signs
Traffic Signs Manual Chapter 7:The Design of Traffic Signs
Traffic Signs Manual Chapter 8: Traffic Safety Measures and Signs for Road Works and Temporary Situations
5. The Traffic Signs Regulations and General Directions (S.I. 2002 No 3113 as amended), (TSO)
The Traffic Signs Regulations (Northern Ireland) 1997
Department for Transport Working Drawings for Traffic Sign Design and Manufacture
www.dft.gov.uk/road/signs
6. Safety of Street Works and Road Works: A Code of Practice (TSO)
7. The Manual Handling Operations Regulations (S.I. 1992 No 2793)
The Manual Handling Operations Regulations (Northern Ireland) S.R. 1992 No 535
8. BS 8442 Miscellaneous Road Traffic Signs and Devices
9. BS 8408 – Road Traffic Signs. Testing and Performance of Microprismatic Retroreflective Sheeting Materials Specification
10. BS EN 12899: 2001 Fixed Vertical Road Sign, Part 1 Fixed Sign
11. BS EN 12899: 2007 Fixed, Vertical Road Traffic Signs. Part 1 Fixed Signs, Part 4 Factory Production Control and Part 5 Initial Type Testing:
- 12.

- BS EN 12767 – Passive safety of support structures for road equipment – Requirements and test methods
- 13 BS EN ISO 9001:2005 Quality Management Systems – Fundamentals and Vocabulary
BS EN ISO 9001:2008 Quality Management Systems – Requirements
BS EN ISO 9004:2000 Quality Management Systems – Guidelines for Performance Improvements
- 14 Local Transport Note: 1/94 Design and Use of Directional Informatory Signs
- 15 The Department for Transport Circular 02/2003. “The Traffic Signs Regulations and General Directions 2002”
- 16 The Department of Transport Network Management Advisory Leaflet. “Provision of Temporary Traffic Signs to Special Events”
- 17 The Training Specification produced by the National Highway Sector Scheme 9A Working Group
- 18 BS EN 45012 – General requirements for bodies operating assessment and certification/registration of quality systems
- 19 The Health and Safety at Work etc. Act 1974
- 20 ISO/IEC Directives, Part 3 – Rules for the structure and drafting of International Standards, 1997

APPENDIX C TRAINING AND HEALTH AND SAFETY

HEALTH AND SAFETY

Organizations are reminded of the legal requirement to provide Health and Safety training for each of their operatives in accordance with the Health and Safety at Work etc. Act 1974 and other Health and Safety legislation.

INTRODUCTION AND BACKGROUND

The Scheme for the Assessment of Road Traffic Sign Manufacture to National Highway Sector Scheme 9A requires that:

- (i) Companies shall register to National Highway Sector Scheme 9A (see appendix F) and
- (ii) Operatives within manufacturing organizations directly involved with the manufacture and/or design required by this NHSSD shall be assessed within the scheme by completing a recognised N/SVQ
- (iii) Staff within manufacturing organizations who are not directly involved in manufacturing, but who design Permanent and/or Temporary Road Traffic Signs shall be assessed within the scheme by completing a recognised N/SVQ as defined in clause 6.2.2 of this document and Appendix C1

Candidates shall be assessed by assessors registered and approved by the PAA\QSET or equivalent sector skills council schemes and following satisfactory completion of their N/SVQ provided with a certificate appropriate to the level of competence against which they have been assessed. All manufacturing organization operatives directly involved in the production of Permanent and/or Temporary Road Traffic Signs, both experienced and newcomers to the industry are required to undertake PAA\QSET or equivalent sector skills council schemes N/SVQ Level 2 or 3 as appropriate. Certificates issued under the BSGA 1998 structure N/SVQ's, which show certification to the following units meet the requirements of NHSS 9A

Level 2; Mandatory Units A, B, C, D, E, F, G plus one of H, J, P, R, V optional units.

Level 3; Mandatory Units 1, 2,3,4,5 plus two relevant optional units

The candidates' supporting evidence shall be contained in a portfolio and retained by the operative and/or staff member. Following satisfactory completion of the N/SVQ the assessor shall retain the portfolio for a period of twelve months as required under PAA\QSET or equivalent sector skills council schemes procedures. At the end of the twelve month period the portfolio will be returned to the candidate for his or her personal records.

In order to ensure rigour in this process, the National Highway Sector Scheme requires that each company shall provide evidence during audit to this scheme that operatives are registered with an approved N/SVQ provider registered with PAA\QSET or equivalent sector skills council schemes.

National Highway Sector Scheme 9A has been developed by the National Highway Sector Scheme Advisory Committee. The scheme is owned by the Stakeholders and managed by the Working Group. N/SVQ assessment is provided by approved centres registered with the awarding body.

SCOPE

The scheme comprises two parts which organizations are mutually required to adopt.

- (i) Registration to the National Highway Sector Scheme 9A for The Manufacture of Permanent and/or Temporary Road Traffic Signs.
- (ii) Registration of their employees for N/SVQ assessment.

Note: This National Highway Sector Scheme does not include signs that use electronic or electrical display formats or automatic traffic operated signs or similar technology. It relates only to road traffic signs manufactured with visible permanently displayed non-electronic or non-electrical messages.

LEVELS OF COMPETENCY

The N/SVQ levels of competency are defined in this document prepared by the Working Group which is a sub group of the National Highway Sector Scheme 9A Advisory Committee. Appendix C1 shows a matrix of the range of N/SVQ competence levels and job roles that are applicable to the Permanent and/or Temporary Road Traffic Sign Manufacture sector.

Appendix C1, Level 2 and Level 3 competency assessment matrix detail the PAAVQSET minimum requirements for full N/SVQ certification. The National Highway Sector Scheme 9A require candidates to demonstrate competence for all areas of the workplace they operate as indicated in the organization training records.

Operatives involved with sign design, are required to undertake optional unit 3.24: Produce Traffic Sign Face Designs Using Specific Computer Software.

This applies to all operatives or staff having direct involvement in producing Permanent and/or Temporary Road Traffic Sign Face designs for the client's approval or those inputting sign design and layout. Prior to cutting sign faces from overlays or vinyl's etc (see Note 1 below) all fonts and symbols used by software for design of signs shall be as prescribed by TSRGD and the resulting sign face layout shall conform to the design rules set out in TSM Chapter 7. If job functions and responsibilities do not allow candidates to undertake the optional units required in level 3 for a full N/SVQ, then unit qualification may take place and this will need to be discussed with your N/SVQ assessment provider.

Level 2 optional Unit 2.20; Produce Graphical Images Using Information Computer Technology (ICT) is suitable for an operative in a production environment, who only manipulates previously approved digital customer images prior to sending to an output device. See Note 2 below.

Note:

- 1) ***A sign design reproduced on computer for production from a drawing faxed or received by post constitutes a design and would therefore be covered by Level 3 optional unit 3.24: PRODUCE TRAFFIC SIGNFACE DESIGNS USING SPECIFIC COMPUTER SOFTWARE.***
- 2) ***A digital file drawing received by e-mail or disc which can with the customer's approval be used for manufacture will be covered by Level 2 optional unit 2.20 PRODUCE GRAPHICAL IMAGES USING ICT as this only requires manipulation***

APPENDIX C 1

NHSSD 9A Traffic Sign Manufacturing Competency Assessment Matrix N/SVQ Level 2

Level 2

The candidate is required to take the 4 mandatory units, plus 2 of the optional group 2A and 1 of optional group 2B making 7 in total

Mandatory units Each candidate must achieve all FOUR of the mandatory units	Guillotine	Riveting	Screen printing	Sign making	Graphics cutting
2.01 MEET SAFETY, HEALTH AND ENVIRONMENTAL REQUIREMENTS IN THE WORKPLACE	√	√	√	√	√
2.02 DEVELOP AND MAINTAIN EFFECTIVE WORKING RELATIONSHIPS IN SIGNMAKING	√	√	√	√	√
2.03 PROVIDE INFORMATION ABOUT SIGN PRODUCTS	√	√	√	√	√
2.04 MAINTAIN THE QUALITY OF SIGN PRODUCTS	√	√	√	√	√
Optional Units 2A Candidates must also complete at least TWO of the following FOUR units, in addition to the mandatory units.					
2.05 PREPARE FOR SIGN OPERATIONS					
2.06 MAINTAIN THE WORK ENVIRONMENT					
2.07 PREVENT DAMAGE DURING TRANSPORT AND STORAGE OF SIGN PRODUCTS					
2.08 FINISH AND COMPLETE SIGN OPERATIONS					
Optional Units 2B Candidates must also complete at least ONE of the following SIX units, in addition to the mandatory units and Optional Units A					
2.09 SIGNAGE – CARRY OUT SHAPING OPERATIONS	√				
2.10 SIGNAGE – CARRY OUT JOINING OPERATIONS		√			
2.15 SIGNAGE – CARRY OUT SCREEN PRINT OPERATIONS			√		
2.16 SIGNAGE – CARRY OUT SELF ADHESIVE OPERATIONS				√	
2.20 PRODUCE GRAPHICAL IMAGES USING ICT – (INFORMATION COMMUNICATION TECHNOLOGY)					
3.24 PRODUCE TRAFFIC SIGN FACE DESIGNS USING SPECIFIC COMPUTER SOFTWARE					

National Highway Sector Scheme 9A Traffic Sign Manufacturing Competency Assessment matrix N/SVQ Level 3

Level 3

The candidate is required to take the three mandatory units, plus at least five from optional units 3A, plus at least one of the optional units 3B, making nine in total.

Mandatory units Each candidate must achieve all THREE of the mandatory units	upervisor	Sales Staff	Estimator	Traffic Signface Design
3.01 MONITOR AND MAINTAIN THE SAFETY OF THE WORKPLACE	√	√	√	√
3.02 CREATE, DEVELOP AND MAINTAIN EFFECTIVE WORKING RELATIONSHIPS IN SIGNMAKING	√	√	√	√
3.03 RECEIVE, INTERPRET AND CONFIRM CLIENT INSTRUCTIONS	√	√	√	√
Optional Units 3A Candidates must also complete at least FIVE of the following SIX units , in addition to the mandatory units.				
3.04 ASSESS PRODUCTION FEASIBILITY				
3.05 PREPARE AND PRODUCE QUOTATIONS				
3.06 SET UP AND CONTROL SIGN OPERATIONS				
3.07 IDENTIFY NON-CONFORMANCE AND RECOMMEND ACTION				
2.07 PREVENT DAMAGE DURING TRANSPORTATION AND STORAGE OF SIGN PRODUCTS				
3.08 PLAN AND MAINTAIN PRODUCTION PROCESS				

Optional Units 3B Candidates must also complete at least ONE of the following SIX units , in addition to the mandatory units and Optional units A.	Supervisor	Sales Staff	Estimator	Traffic Sign face Design
3.08 PLAN AND MAINTAIN PRODUCTION PROCESS				
3.09 SIGNAGE – PRODUCE SHAPED PRODUCTS				
3.10 SIGNAGE – PRODUCE JOINED PRODUCTS				
3.15 SIGNAGE – PRODUCE SCREEN PRINTED PRODUCTS				
3.16 SIGNAGE – PRODUCE SELF ADHESIVE DECORATED PRODUCTS				
3.24 PRODUCE TRAFFIC SIGN FACE DESIGNS USING SPECIFIC COMPUTER SOFTWARE				

Note: If Unit 3.08 Plan and Maintain Production Process is selected as one of the units from Group A, it cannot be selected as the optional unit from Group B

APPENDIX D – NOT USED

APPENDIX E – NOT USED

APPENDIX F LIST OF CERTIFICATION BODIES ACCREDITED TO NHSSD 9A

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

- (i) place the cursor onto 'about accreditation' in top grey menu bar
- (ii) move down to 'accredited bodies'
- (iii) move across to 'certification body schedules' and left click on this to take you to the list of schedules
- (iv) move down past 'key abbreviations' to 'search within the schedules' - click on 'advanced search'
- (v) type 'National Highway Sector Scheme No 9A' in the box and tick the square by 'search UKAS documents'
- (vi) left click 'search'
- (vii) this then lists the certification bodies who are accredited and their details can be found by clicking on the appropriate links.

Note:

- 1) ***Where access to the UKAS website is restricted for one reason or another, advice on the accreditation status of certification bodies to assess traffic sign manufacturing companies against this National Highway Sector Scheme may be sought from UKAS***
- 2) ***The following list provides details of Certification Bodies that currently have accreditation from UKAS for traffic sign manufacture.***

BM TRADA	Stocking Lane Hughenden Valley High Wycombe Bucks, HP14 4ND	enquiries@bmtrada.com
BSI	Head Office 389 Chiswick High Road London, W4 4AL	enquiries@bsi-global.com
ISOQAR Ltd	First Floor West Point 501 Chester Road Manchester M16 9HW	enquiries@isoqar.com
Lloyd's Register Quality Assurance Ltd	Hiramford Middlemarch Business Village Siskin Drive Coventry CV3 4FJ	enquiries@lrqa.co.uk
National Quality Assurance Ltd	Warwick House Houghton Hall Park Houghton Regis Dunstable Bedfordshire LU5 5ZX	enquiries@nqa.com
SAI Global Certification Services PTY Ltd	286 Sussex Street Sydney NSW 2000 Australia	Alex.ezrakhovich@sai-global.com
SGS United Kingdom Ltd	Rossmore Business Park Inward Way Ellesmore Port Cheshire CH65 3EN	www.uk.sgs.com

APPENDIX G: THE ROLE OF THE CERTIFICATION BODY AND AUDITOR QUALIFICATIONS

1. Role of Certification Bodies

- 1.1. The independent assessment of conformity of Organizations to the requirements of the current BS EN ISO 9001 standard and the additional requirements required by this NHSSD relies upon the assessment expertise, competence and capability of accredited certification bodies.
- 1.2. The Certification Body role is to ensure, through assessment, that Organizations have management systems in place which address the current BS EN ISO 9001 standard requirements detailed in this NHSSD.

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 EN450012/ISO Guide 62 by the United Kingdom Accreditation Service (UKAS) or an equivalent International Accreditation Forum (IAF) member for assessment and registration of the current BS EN ISO 9001 standard for quality management systems interpreted in accordance with this NHSSD.

NB 15th September 2008 Certification Bodies will be assessed against the requirements of BS EN ISO 17021-1:2006

3. Assessor and Assessment Team Competence.

The Certification Body must be able to demonstrate to UKAS that it possesses and can maintain the necessary assessor experience and technical understanding of the NHSSD covered in the scope of this Sector Scheme. These assessment areas include, but not are limited to the following:

i) knowledge, understanding and application of this NHSSD

ii) knowledge of the manufacture and supply in the NHSSD 9A industry, including the methods and techniques sufficient to understand the processes employed and the controls necessary to ensure delivery of conforming product. Typically this would include knowledge of permanent and temporary road traffic signs and processes including connections to different systems. (Conveyance of this knowledge to auditing teams will be determined by the Certification Body and will be audited by UKAS).

iii) maintaining demonstrable technical highway engineering background, capable of reading and understanding specifications and drawings, including knowledge of the Specification for Highway Works and design standards requirements for permanent and temporary road traffic signs.

iv) is able to demonstrate that they have ongoing suitable health and safety training which shall include appreciation of the risks involved in the manufacture of permanent and temporary road traffic signs.

v) preferably have knowledge of sign face materials used in the manufacture of permanent and temporary road signs including their constituent components and properties.

- 3.1. Guidance to Certification Bodies on assessor competence related to this Sector Scheme is given in the Certification Body guidance document – National Highway Sector Scheme Accreditation, Registration and Assessment Guidance for Certification Bodies.

- 3.2 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.

4. Conduct of Assessments.

- 4.1. Certification Bodies shall ensure that an adequate proportion of the initial and continuing assessment duration is devoted to assessing operational activities at sites and locations where sector scheme activities covered by the scope of this Sector Scheme are being undertaken.

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

5. Format and Content of Registration Certificates.

- 5.1. Certificates of registration issued by Certification Bodies, which include within the scope of registration reference to compliance with this Sector Scheme, shall be in a format and contain the content detailed in Appendix K of this NHSSD.
- 5.2. The National Highway Sector Scheme Logo shall be included in any Certificate of Registration 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 from time to time.

6. National Highway Sector Schemes Schedule of Suppliers.

- 6.1. Certification Bodies shall monitor the National Highway Sector Schemes Schedule of Suppliers posted at www.scheduleofsuppliers.com to ensure equivalence between their clients registered to this Sector Scheme and the listed Organizations.
- 6.2. Certification Bodies shall provide to National Highway Sector Schemes Schedule of Suppliers administrator at Lantra Awards details of registered Organizations whose scope of registration against this Sector Scheme has ceased to be applicable within 10 working days of that situation occurring.
- 6.3. Certification Bodies shall audit the Organization to ensure that Lantra Awards have been notified by the Organization of their NHSS registration. (See 4.1)

7. Reporting on Sector Scheme Performance.

- 7.1. Each Certification Body accredited for this Sector Scheme shall provide to the Chairman of the SSACS a summary report which includes as a minimum:
- 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 NHSSD
 - c) feedback on deficiencies against contract documentation
 - d) a list of Organizations whose scope of registration includes this Sector Scheme for comparison against the Schedule of Suppliers
- 7.2. The report shall be provided at or in the month before each National Highway Sector Scheme Liaison Committee meeting (normally April and October), so that it may be considered during the Group Sessions of the Liaison meeting. This is to be issued to the Chairman of the National Highway Sector Scheme Liaison Committee and the Chairman of this Sector Scheme Committee.
- 7.3. Certification Bodies shall ensure they are all represented by at least one nominated individual (who will represent all Certification Bodies) at Sector Scheme Advisory Committee. This does not preclude other Certification Bodies from attending, as appropriate.
- 7.4. Certification Bodies shall be represented at the National Highway Sector Scheme Liaison Committee.

APPENDIX G1: GUIDANCE TO ASSESSORS' AND OTHER AUDITORS' COMPETENCIES REQUIREMENTS

A CB assessor or other auditor should be aware of the following when completing an audit:

A General background to the scheme.

- i) The reasons for development of the National Highway Sector Schemes (NHSS) and this scheme in particular, and for CB assessors' examples of where its absence has caused concern/problems

This is normally contained in the introduction to the scheme, in this instance the scheme (NHSS 9A) was initially developed with partnering bodies.
- ii) To whom the scheme applies/field of application

See Scope (section 1) in relevant NHSS document (and also Appendix L in NHSS 9A) in this instance The Manufacture of Permanent and/or Temporary Road Signs ie NHSS 9A
- iii) Contact details of those that can offer scheme specific assistance

Chairman of the Advisory Committee to the Sector Scheme see Introduction to the scheme. Information should also be contained in the Organization's quality manual/NHSS documents
- iv) An overview of the highway infrastructure that the scheme applies to
- v) The range of contracts that the scheme can apply to

See Scope in relevant NHSS document ie NHSS 9A (section 1)
- vi) Specific types of works that the scheme applies to

See Scope (section 1) in relevant NHSS document and also Appendix L in NHSS 9A; in this instance applies to The Manufacture of Permanent and/or Temporary Road Signs.
- vii) Definitions and terminology that are particular to the scheme

See section 3 of the NHSS
- viii) Routes to competency of management, supervisors and operatives etc delivering the scheme services

Information/guidance is contained in Appendix C of the document, however the organization's training administrator should have this information available (assessors should also be aware of training and competency assessment requirements available from bodies such as Construction Skills Council and TWI, who should be able to assist).
- ix) Overview of important reference documentation applicable to the scheme

Section 2 and Appendix B of the document provides some information.

Knowledge of relevant European and British Standards for The Manufacture of Permanent and Temporary Road Traffic Signs, in particular those relating to product conformity, type testing and their requirements. Familiarity with SHW especially Series 1200, and notes for guidance, including when these are updated.

Relationship with other NHSS and its applicability to this scheme.

This NHSSD is one of three documents dealing with road traffic signs, Scheme 9B deals with maintenance and installation of non illuminated signs and NHSSD 8 with maintenance and installation of illuminated signs.

B Summary of where the scheme introduces the interpretation of ISO 9001

4. Quality Management System	Interpretation Y/N	Comment
4.1	N	
4.2	N	
4.2.1	N	
4.2.2	N	
4.2.3	Y	<u>As all QMS recognise what ISO 9008 is asking for Companies own in house QMS should be adequate.</u>
4.2.4	Y	<u>As all QMS recognise what ISO 9008 is asking for Companies own in house QMS should be adequate.</u>
5. Management Responsibility		
5.1	N	
5.2	N	
5.3	N	
5.4	N	
5.4.1	N	
5.4.2	N	
5.5	N	
5.5.1	N	
5.5.2	N	
5.5.3	N	
5.6	N	
5.6.1	N	
5.6.2	N	
5.6.3	N	
6. Resource Management		
6.1	N	
6.2	N	
6.2.1	N	
6.2.2	Y	Refer to Appendices C, and C1
6.3	N	
6.4	N	
7. Planning and Product Realization		
7.1	Y	Refer to Appendix A
7.2	N	
7.2.1	N	
7.2.2	N	
7.2.3	N	
7.3	Y	<u>Items 1 and 3 some sign companies can provide from their software designers certificates stating that their systems have been verified by a Notified Body. Item 2</u>

		<u>again some sign companies can provide verification that all their products have been tested in accordance with the requirements of this standard. Some companies are still not in a position to do so as their suppliers have not yet completed necessary testing. For an interim period this section has been left as no specific.</u>
7.4	N	
7.4.1	N	
7.4.2	N	
7.4.3	N	
7.5		
7.5.1	Y	<u>As all QMS recognise what ISO 9008 is asking for Companies own in house QMS should be adequate.</u>
7.5.2	N	
7.5.3	Y	<u>Companies should as a minimum within their own QMS demonstrate compliance for the traceability of substrates, vinyl's, and channels for signs over 1.5sq m</u>
7.5.4	N	
7.5.5	N	
7.6	Y	Not required as there is a +/- 10% on all sign manufacture
8. Measurement, Analysis and Improvement		
8.1	N	
8.2	N	
8.2.1	N	
8.2.2	N	
8.2.3	N	
8.2.4	N	
8.3	N	
8.4	N	
8.5	N	
8.5.1	N	
8.5.2	N	
8.5.3	N	

C Overview of The NHSSD

- 1 safe working practices
- 2 operative/supervisor training and qualifications
- 3 maintain equipment
- 4 public protection
- 5 environment
- 6 other

C1 Safe Working Practices

Auditors should be sufficiently competent to make general observations on the effectiveness of the organisation, safety provisions. This may include

Correct Personal Protective Equipment Worn

Equipment approved and suitable for use

Operatives to be fully aware of their H&S obligations

- Must be able to read and understand their job sheet, risk assessment etc; understand English
- Method Statements/work procedures
- Risk Assessment

Awareness of relevant H&S legislation as applicable to This NHSSD

C2 Training and Qualifications

Auditors should be aware that the operatives in the organisation will need to

- Have achieved appropriate training and competency modules/N/SVQ
- Be aware of and understand the system processes and documentation in which they are involved
- Been inducted on specific equipment (by employer) or if appropriate (ie under training) is supervised by a qualified person
- Aware of and understand the relevant requirements of this NHSS
- Aware of and understand the provisions for implementation of training in NHSS 9A.

C3 Maintain Equipment

Auditors should be aware of the importance of keeping plant and equipment properly maintained

- Operative/supervisor is aware of appropriate legislation requirements
- Maintenance checklists are available and have been completed on a regular (daily, weekly etc) basis

C4 Public Protection

Auditors should be sufficiently competent to make general observations on the effectiveness of the organization's provisions for the protection of the public. This may include

- Operative/supervisor is aware of need to protect public during manufacturing operations
- Operative/supervisor has been trained to carry out a visual site risk assessment to ensure that the public will not be put at risk during manufacturing/maintenance operations
- Where appropriate operative/supervisor is aware of HATO role
- Operatives/supervisors have identification
- The Organization (company) has a complaints procedure in place

C5 Environment

Auditors should be sufficiently competent to make general observations on the effectiveness of the Organization's provisions in respect of the environment and in particular management of waste and its reduction.

APPENDIX H: ORGANIZATION ACCEPTANCE AND GUIDELINES FOR NEW ENTRANTS

1 ORGANIZATION ACCEPTANCE

- 1.1 The Highways Agency, the Welsh Assembly Government, Transport Scotland and the DRD (Northern Ireland), have stated that only those Organizations holding a valid Certificate of Registration within the scope of this National Highway Sector Scheme Document or equivalent accreditation meet the requirements of Clause 104 and Appendix A of the Specification for Highways Works.
- 1.2 For Road Traffic Signs, Permanent or Temporary for roads managed by other highway authorities' acceptance of the Organization will depend on the requirements of the Contract.

2 GUIDELINES FOR NEW ENTRANTS

- 2.1 These guidelines have been drawn up to provide road traffic sign manufacturing companies with a method of entry into the scheme. The guidelines also provide rules by which Certification Bodies and Clients are able to evaluate these companies for compliance and acceptability for carrying out road traffic sign manufacture.
- 2.2 Organizations must have a sufficient number of appropriately experienced and qualified Operatives and Supervisors who meet the requirements of this National Highway Sector Scheme (see section 4 paragraph 6.2.2).
- 2.3 Organizations must be qualified to the current BS EN ISO 9001 standard or equivalent. They must have applied for registration with a Certification Body that is accredited by UKAS or equivalent to audit against the National Highway Sector Scheme (See also C1 6.2.2 item 3). Organizations will have to demonstrate that they have been audited against the scheme and have received a certificate from the Certification Body indicating that they have been successfully assessed.
- 2.4 During the time between the assessment of an Organization and the issue of a Certificate of Registration, Organizations shall upon request provide copies of auditors' full report(s) to the Customer/Client. The Customer/Client shall use their own judgement as to whether or not they consider the Organization is capable of fulfilling contractual requirements.

APPENDIX J FEEDBACK

Any observations or complaints relating to this document or the process described herein may be

- (i) reported electronically through the Highways Agency's Standards Improvement System (SIS) (Details of SIS are shown in section below) or
- (ii) addressed to the Committee Secretary using the form shown in section J1

THE STANDARDS IMPROVEMENT SYSTEM (SIS)

SIS is implemented through Highways Agency Standard HD34/03 - The Implementation and Use of Standards Improvement System (DMRB Volume 5 Section 3.1 (DMRB 5.3.1). HD 34 was published in November 2003 followed in December 2003 by the launch of SIS.

SIS is the successor to the Quality Control Reporting System (QCRS) - a paper based system, which relied on designers to complete reports and Highways Agency staff to enter them on an old mainframe computer. The difficulty in entering reports and the fact that QCRS was perceived as a means of only recording defects with an emphasis on redress meant that QCRS had fallen into disuse.

The revised system overcomes both of these shortfalls. SIS is simple to use being available to anyone with Internet Access and is aimed at improving standards rather than reporting defects. It also provides a feedback system to the original author to advise him of the actions being taken. (HD 34/03 can be accessed through the Highways Agency web-site).

(<http://www.highways.gov.uk/business/tech-info.htm>) or directly via
(<http://www.official-documents.co.uk/document/deps/ha/dmr/vol5/section3/hd3403.pdf>)

Note: It will be necessary to be authorized to use the system, and in the first instance you are requested to contact the Specification and Policy Team by e-mail to standards_enquiries@highways.gsi.gov.uk

APPENDIX J1 FEEDBACK FORM

The Permanent and/or Temporary Road Sign Manufacturer Scheme Advisory Committee

c/o UKAS

21 – 43 High Street
Feltham
Middlesex
TW13 4UN

Tel: 020 8917 8400
Fax: 020 8917 8500

Problem Identified:

Suggested Action:

Name:

Organization:

Address:

Contact details:

Date:

APPENDIX J2 COMPLAINTS TO CERTIFICATION BODIES

Complaints relating to certification matters in respect of alleged deficiencies in the product provided under this scheme shall in the first instance be taken up with the Organization. In the event that the matter cannot be satisfactorily resolved written complaints should be made to the Organization's certification body, detailing the problem identified. Contact addresses are given in Appendix F.

Problem Identified:

Organization's Details:

Name:

Address:

Complaints

Name:

Organization:

Address:

Date: Signed:

APPENDIX K 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 Organization. In the latter case, the CoR refers to the relevant appendices or addenda, which form an integral part of the certificate.

A valid National Highway Sector Scheme (NHSS) CoR is only issued by a CB accredited by UKAS against the relevant NHSS (See Appendix F of this document) or by a recognised equivalent accreditation body.

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

- The scope of registration including specific registration to the current BS EN ISO 9001 standard and this NHSSD including the scheme title e.g. National Highway Sector Scheme 9A for the NHSSD
- The identification of each and every location to which the CoR is applicable
- The services/product offered by the organization at each location identified on the CoR i.e. for NHSS 9A the Manufacture of Permanent Road Traffic Signs and the Manufacture of Temporary Road Traffic Signs are applicable categories
- Logos for the NHSS, UKAS (or equivalent) and the CB
- The name and address(es) of the organization
- The validity of the certificate
- A unique reference number/code
- The signature of a relevant CB official with his name and title

Example models for the certification will be found at the end of this document.

Figure 1 shows the scope of registration on the certificate and

Figure 2 shows an example of an Appendix for scope of registration. The italic text in square brackets indicates where specific text would need to be included. Where appropriate the information on location and their respective scopes may be included on the Appendix for scope of registration.

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.

Reference should be made to Appendix B before deciding whether to specify that Organizations should be registered to NHSS 9A, as registration to other NHSSs may include relevant requirements for The Manufacture of Permanent and/or Temporary Road Traffic Signs.

The NHSS for The Manufacture of Permanent and/or Temporary Road Traffic Signs was originally conceived as a document for use by Clients to specify the minimum standards for quality, training and competence of Organizations used by them to carry out The Manufacture of Permanent and/or Temporary Road Traffic Signs.

The implementation of the Sector Scheme and development of training and competency requirements is intended to provide:

- a) A qualified workforce competent at carrying out The Manufacture of Permanent and/or Temporary Road Traffic Signs.
- b) Requirements to evaluate risks and develop processes associated with The Manufacture of Permanent and Temporary Road Traffic Signs and the production of an associated comprehensive quality plan for each contract. During the introductory period for this Sector Scheme, Clients may take into consideration in the quality assessment of an Organization's tender, their commitment to compliance with this Sector Scheme. This may be demonstrated through the extent to which the Organization has introduced a qualified skilled workforce for undertaking The Manufacture of Permanent and/or Temporary Road Traffic Signs.

It is necessary for the Client to ensure that all those involved in carrying out The Manufacture of Permanent and/or Temporary Road Traffic Signs are appropriately trained and skilled. The training and assessment of competency schemes described in this NHSSD are designed to cater for the range of skills within the overall process of The Manufacture of Permanent and/or Temporary Road Traffic Signs.

Clients and Customers that require confirmation of compliance with the Contract Specification in respect of the supply of services, products or materials should confirm that the quality management system certificate issuer is accredited by UKAS or equivalent and that specific reference is made to relevant Sector Schemes on certificates.

For the Sector Scheme 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 that sub-contractors employed directly or indirectly, are registered to the Sector Scheme.

Lantra Awards have established and manage a schedule of registered companies that have been registered to National Highways Sector Schemes; free access to the schedule is obtained by logging on to the Lantra Awards website www.scheduleofsuppliers.com. However, it should be noted that only those companies that confirm entry onto the schedule to Lantra Awards are listed. The list of all registered suppliers is held by Lantra Awards (if notified); Clients should contact Lantra Awards by email at NHSSscheduleofsuppliers@lantra.co.uk to ascertain/check the status of company if it is not listed on the schedule.

APPENDIX M: POLICING OF NHSSD 9A

General

Any complaint regarding the supply of non compliant signs when specified to this NHSSD should be sent to the Secretary of ARTSM philip.crickmay@artsm.org.uk

Details should as minimum address the following:

- 1) Name of Sign Manufacturer
- 2) Name of Main Contractor
- 3) Contract or Scheme title

ARTSM on receipt of information will forward a copy to the HA and this NHSSD Working Group.

FIGURE 1 EXAMPLE MODEL CERTIFICATE OF REGISTRATION.

[CERTIFICATION BODY NAME / LOGO/NHSS LOGO]

CERTIFICATE OF REGISTRATION

[ORGANIZATION NAME]

[Organization 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 in compliance with

BS EN ISO 9001:2008 AND THE FOLLOWING NATIONAL HIGHWAY SECTOR SCHEMES

For the following scope of registration

[List of appropriate highways related works].

National Highways Sector Schemes

[Sector Scheme number and Title]

[Sector Scheme number and Title]

[Sector Scheme number and Title]

[(Appendix... details the full scope of registration and Appendix ... details the locations covered by this registration)]

Certificate Number: *[Certificate Number]*

Issue Date *[date]*

Renewal Date *[date]*

Signature

[Name & Title of Certification Body Official]

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

FIGURE 2 EXAMPLE MODEL CERTIFICATE OF REGISTRATION.

[CERTIFICATION BODY NAME / LOGO]

APPENDIX 01

To Certificate Number *[Certificate Number]* Appendix No. *[1]*
Page 1 of *[1]*

This Appendix declares the scope of registration of the certificate granted to:

[ORGANIZATION NAME]

[Organization Address]
[Town]
[County]
[Post Code]

SCOPE OF REGISTRATION

The Manufacture of Permanent and/or Temporary Road Traffic Signs

National Highway Sector Schemes

Sector Scheme 9A for the manufacture of permanent and/or temporary road traffic signs

<i>Regional Office etc</i>	<i>Applicable Sector Scheme(s)</i>	<i>Scope of Registration</i>

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