



## **1. Introduction, Scope, Manual Navigation and Documented Procedures.**

### **1.1 Introduction**

The Scottish Football Club Licensing system sets standards for all Scottish Premier League (SPL) and Scottish Football League (SFL) clubs. The standards are detailed in the form of criteria and these are contained in the National Club Licensing Manual that is provided to all SPL and SFL clubs.

To determine whether clubs meet these standards, site visits are carried out by the Scottish Football Association (SFA) and reports prepared. The General Purposes Committee (GPC) of the Scottish FA determines whether a Licence may be awarded to respective clubs based upon the information obtained at the site visit and reported to committee.

Licences are awarded unconditionally or conditionally. They may also be refused or withdrawn if a club fails to meet a particular standard at any time.

The administrative processes and procedures of this system meet the requirements of ISO 9001:2000 and the UEFA Standard.

This Quality Manual has been prepared in order to manage the system in an effective manner in accordance with these standards and as a basis for continual improvement.

### **1.2 Scope**

The following elements of the ISO9001: 2000 standard are out of scope and are therefore excluded from this manual.

7.3 Design: Not applicable. Site visit provided to UEFA and SFA guidelines.

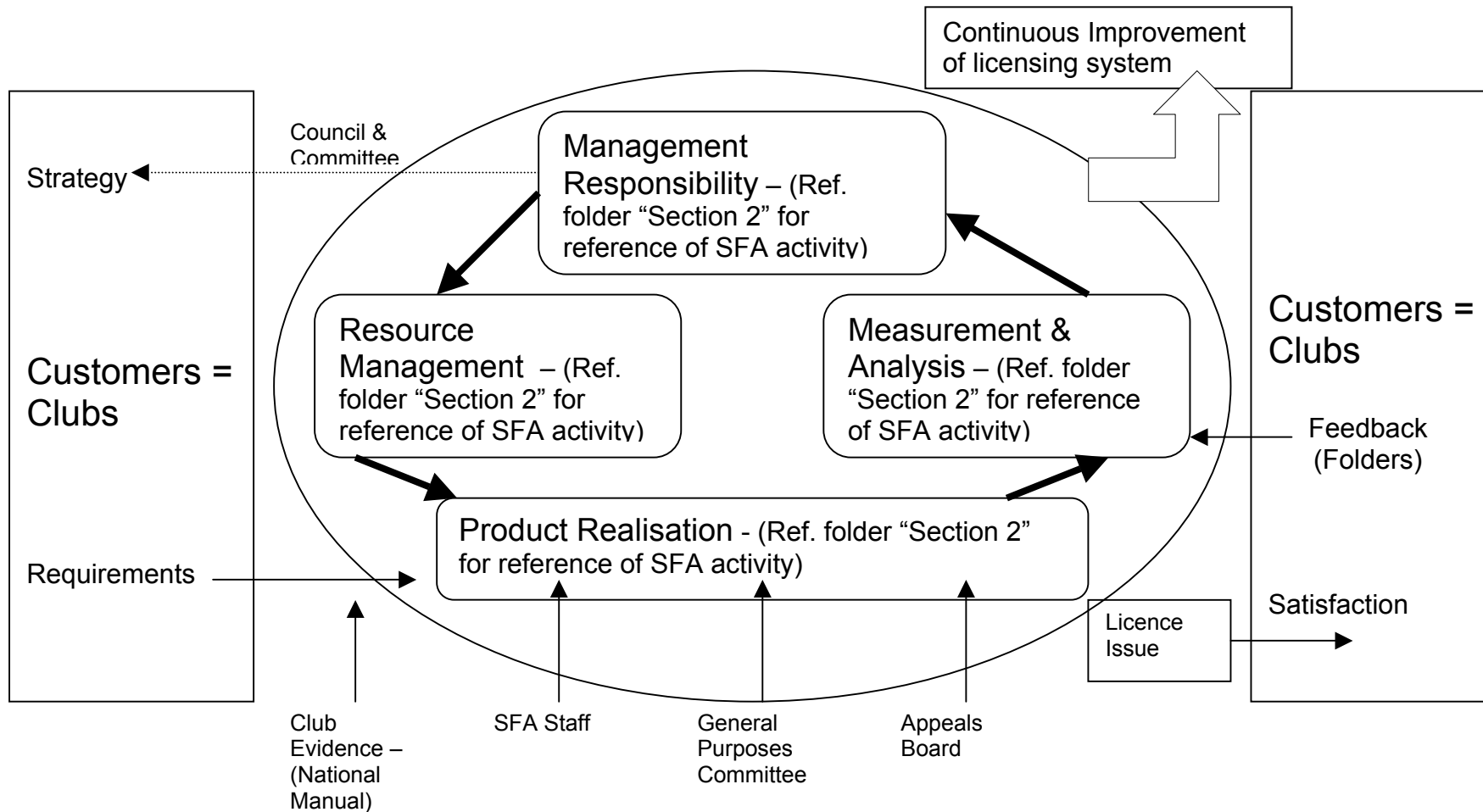
7.4 Purchasing: Not applicable. No direct purchasing of equipment or material that are passed on in whole or part to customers.

7.5.2 Special Processes: Not applicable. All service output provided can be measured prior to deliver to clubs.



## 1.1 Manual Navigation

The NCL system has been developed in accordance with the following model adopted from best practice.





Each folder within this Manual refers to each key component of the process model.

The folder “Section 2 Interaction of the Processes” details each component of the process model and the individual references between the requirements of the UEFA Standard and ISO 9001 and the activities of the Scottish FA to meet those standards. There is also a reference for the location of this evidence.

#### 1.4 Documented Procedures

<b>UEFA Ref.</b>	<b>ISO Ref.</b>	<b>Procedure</b>	<b>Current Issue Number</b>	<b>Replacing</b>	<b>File Location</b>	<b>Approved by</b>
D 01 D 03 D 04	4.2.3	Control of Documents	Issue 1 Season 2005/6	Issue 2 Season 2004/5	“Control of Documents” folder within the QM file.	D Hunter
D 01 D 02 D 03 D 05	4.2.4	Control of Records	Issue 1 Season 2005/6	Issue 2 Season 2004/5	“Control of Records” folder within the QM file.	D Hunter
D 01 M 09 ICP02	8.2.2	Internal Audits	Issue 1 Season 2005/6	Issue 1 Season 2004/5	“Internal Audits and Review” folder within the QM file.	D Hunter
	8.3	Non Conforming Product	Issue 1 Season 2005/6	Issue 1 Season 2004/5	“Preventive and Corrective Action” folder within the QM file.	D Hunter
	8.5.2	Corrective Action	Issue 1 Season 2005/6	Issue 1 Season 2004/5	“Preventive and Corrective Action” folder within the QM	D Hunter



					file.	
ICP04	8.5.3	Preventive Action	Issue 1 Season 2005/6	Issue 1 Season 2004/5	“Preventive and Corrective Action” folder within the QM file.	D Hunter
D 01 R 01		Confidentiality	Issue 1 Season 2005/6	Issue 1 Season 2004/5	“Confidentiality and Independence ” folder within the QM file.	D Hunter
D 01 R 02/3		Independence	Issue 1 Season 2005/6	Issue 1 Season 2004/5	““Confidentiality and Independence ” folder within the QM file.	D Hunter
D 01 R 04		Management of the Decision Bodies	Issue 1 Season 2005/6	Issue 1 Season 2004/5	“Resources, Communications and Decision Body Management” folder within the QM file.	D Hunter
D 01 M 09 ICP 01 ICP 03		Review Procedure	Issue 1 Season 2005/6	Issue 1 Season 2004/5	“Internal Audits and Review” folder within the QM file.	D Hunter
D 01 M 10		Communications	Issue 1 Season 2005/6	Issue 1 Season 2004/5	“Resources, Communications and Decision Body Management” folder within the QM file.	D Hunter
D 01 R06		Job Descriptions	Issue 1 Season 2005/6	Issue 1 Season 2004/5	“Resources, Communications and Decision Body	D Hunter/V Coady



					Management” folder within the QM file.	
D 01 R07/8/9		Training	Issue 1 Season 2005/6	Issue 1 Season 2004/5	“Resources, Communications and Decision Body Management” folder within the QM file.	D Hunter