

QUALITY MANAGEMENT SYSTEM

Internship Project Report

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1. Executive Summary

During my summer internship at Stowen, I worked on the Quality Management System (QMS) used by Hexis Training. The QMS had outdated references, some processes that were no longer followed and inconsistent branding. My job was to improve the accuracy and consistency of the documents and help bring them together into one QMS.

I reviewed the documents, recorded references in Excel and checked them against the current QMS. I corrected references where I could confirm the correct information and flagged anything I could not identify rather than guessing. The accuracy review was completed within five days. I then updated the branding and completed the main correction and rebranding work by day 10 of the planned 20 day period.

The QMS was then consolidated into one document with the help of Claude. I reviewed the result and made sure unsupported information was not carried into the new version.

2. Project Background, Aim and Objectives

The aim of the project was to improve the QMS so employees could find accurate and up to date information more easily. This was particularly important because the QMS supports training in the offshore energy sector, where clear safety information matters.

The main objectives were to:

- review each document for references to other documents
- correct outdated or incorrect references
- update the documents to the new business branding
- consolidate the documents into one QMS.

I considered the project successful if the references were accurate, the branding was consistent, the information matched current training activities, and the QMS was successfully consolidated.

3. Review of the Original QMS

The review showed that many documents referred to procedures, policies and lesson plans that were no longer current. Some document names did not exactly match the references, and some documents could not be found. In other cases, information had been moved into a different document.

These issues could cause confusion because an employee following a reference might not reach the correct information. For a training organisation working in a safety critical environment, keeping the QMS accurate is therefore important.

Issue	What I did	Result
Outdated references	Checked against the current QMS.	Updated where verified.
Missing or unclear documents	Checked other QMS documents for context.	Identified the correct document where possible; otherwise flagged it.
Moved information	Found where the information now sat.	Updated the reference to the current document.
Inconsistent branding	Reviewed document formatting.	Applied the new business style.

Table 1. Main issues found during the QMS review.

4. Method and Resources

I considered using Word's search function to find references automatically, but I chose a manual review because it gave me more context around each reference. This was useful when a document name had changed or when a reference did not include an obvious document number.

My process was:

1. review each document and log references in Excel
2. check each reference against the QMS
3. complete the straightforward corrections before the more complex ones
4. update the branding after the accuracy work
5. consolidate the QMS and review the final document.

The main resources were:

- QMS SharePoint - access to the existing documents
- Microsoft Excel - tracking references and progress
- Microsoft Word - editing and rebranding
- Claude - assisting with consolidation
- Kieron Ford - project guidance and clarification.

Because the tracking spreadsheet contained more than 150 rows, I used colour coding to show progress and highlight unresolved issues. Green showed a reviewed document, while other colours were used for issues such as outdated or missing references.

5. Findings, Changes and Consolidation

I corrected the references that I could verify and avoided making changes where I was not confident about the source. This was important because changing an uncertain reference could have created a new error.

I also updated the documents to the new branding. I used Word shortcuts to make repeated formatting changes faster and to keep the documents consistent.

Once the document review and rebranding were complete, the QMS was consolidated into one document. Claude was used to help combine the information, but I still reviewed the output. Information that could not be supported by the supplied QMS documents was removed.

This final review also showed that the unresolved references I had previously flagged were not carried into the relevant sections of the consolidated QMS, reducing the risk of unsupported information being presented as current.

6. How the Updated QMS Supports Training

As part of the project, I researched the training provided by Hexis Training so I could understand the context of the QMS. This included Global Wind Organisation (GWO) training such as Basic Safety Training and Advanced Rescue Training, covering areas including working at height, first aid, manual handling, fire awareness and sea survival for offshore roles.

This made the importance of the project clearer to me. The QMS needs to reflect current training activities so employees can rely on the information they are given. Updating the references, removing unsupported information and bringing the documents together into one system should make the information easier to find and more consistent.

7. Project Management and Reflection

I was initially given 20 days for the accuracy work, but I completed that stage within five days. I then moved onto the branding work while Kieron was on annual leave and completed the main correction and rebranding work by day 10.

Finishing early meant I could take on extra work, including helping Owen build a website that used AI to create case studies for the business. This showed me that managing my time well could create opportunities to learn beyond the original task.

The project improved my attention to detail, analytical skills and problem-solving. I also became more confident using Excel and Word. One of the biggest lessons was that it is better to flag something I cannot verify than to make an unsupported change.

If I repeated the project, I would probably use Word search or AI to find possible references more quickly, but I would still manually verify the results. This would give me the efficiency of automated searching without losing the context I gained from the manual review.

8. Problems, Solutions and Future Recommendations

A common problem was that some references did not clearly match the names of the documents in the QMS. I solved this by reading the surrounding information and checking other documents for context. When I still could not identify the reference, I marked it for further attention.

Another problem came up during the additional website work. The AI tool sometimes crashed when generating case-study text, so Claude was also used for text generation. Some PDF text was cut off on the right side, and after the AI could not fix it reliably, the margins were changed manually.

For future QMS maintenance, I would keep the consolidated document as the main source and check references whenever procedures or lesson plans change. A simple tracking system should also be kept for any unresolved references so they are not forgotten.

9. References and Source Material

1. Hexis Training QMS SharePoint - internal source reviewed during the project.
2. Project Excel tracking spreadsheet - used to track the document review.
3. Microsoft Word - used for document editing and rebranding.
4. Global Wind Organisation (GWO) information researched during the project - used to understand the training context.

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