IN2CONNECT UK LTD

QUALITY ASSURANCE MANUAL

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1.0 INTRODUCTION

In2Connect UK Ltd was formed in 1998 to satisfy customer requirements for electronic connectors, specialist cables and cable assemblies; since which time the business has expanded successfully.

Additional capabilities have been added to the organization to include technical assistance and support.

The company is now engaged in design and engineering (with its franchised manufacturing partners), stocking and distribution of electronic multipin connectors, both PCB and cable-end, rectangular and circular.

Our prestigious, worldwide customer base in industrial, contract PCB manufacture, computer, communications, instrumentation, aerospace and military sectors and our world-class manufacturing and supply chain are testament to our commitment to deliver a wide choice of high quality, cost effective, multipin electronic, military MIL-C connectors, wires and cables.

This Quality System relates to the full range of company activities.

2.0 POLICY and OBJECTIVES

The maxim of "excellence in everything" is the basis of In2Connect UK Ltd's business culture. Total quality in everything we do is our goal and the driving force behind our quality policy. We foster a culture within which efficiency, innovation and quality performance are encouraged and rewarded. We acknowledge that our clients are our finest ambassadors. Our policy is to assemble, stock and distribute products which benefit our client's business activities and help them advance their own success. We will endeavour to meet our clients' requirements first time, every time and will strive to exceed their expectations. In order to ensure that the quality policy is implemented and maintained, a Quality Management System comprising of this QA Manual and a set of QA procedures has been compiled to the requirements of ISO9001:2008. The exclusions to the Standard are "Design and Development" (clause 7.3) as the Company does not undertake such activities and "Validation of processes for production and service provision" (clause 7.5.2) as all product can be validated at the time of supplying customers. If the situation changes; suitable controls will be applied. The scope of work is the assembly, stocking and distribution of electronic connectors, cable and cable harnesses, mainly for industrial, instrumentation, aerospace and military business sectors. The Company is committed to continual improvement of the quality management system as verified by the setting of quality objectives which are measured and reviewed at management review meetings. The quality objectives will subsequently be reset and the process repeated. The Company will ensure that it complies with all relevant statutory and regulatory requirements. The Company ensures that there are appropriate controls within the quality management system for outsourced processes and service providers (e.g. all piece part or finished connector suppliers, professional services providers, sub-contract labour, carriers and specialist resources). The Company is committed to provide the infrastructure and environment to ensure its' quality. This level of quality is achieved through adoption of a system of procedures that reflect the competence of the Company to existing customers, potential customers, and independent auditing authorities.

Achievement of this policy involves all staff, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all. This policy is provided and explained to each employee by the Managing Director or Quality Manager.

To achieve and maintain the required level of assurance the Managing Director retains responsibility for the Quality System with routine operation controlled by the Quality Manager.

The objectives of the Quality Assurance System are:

a) To maintain an effective Quality Assurance System complying with International Standard ISO9001 (Quality Systems).

b) To achieve and maintain a level of quality which enhances the Company's reputation with customers.

c) To ensure compliance with relevant statutory and safety requirements.

d) To endeavour, at all times, to maximize customer satisfaction with the services provided by In2Connect UK Ltd

Bob Hart - Managing Director

January 2008

3.0 DEFINITIONS

The terms and descriptions used in this Manual are generally defined within ISO9001 - Quality Systems.

Additional definitions apply for items not covered by the documents:

Site = any location, other than the Company's established premises, where work is undertaken as part of a formal contract

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4.0 QUALITY SYSTEM

The Quality Assurance System applies to all activities of the Company, and has been developed in accordance with ISO9001. The Quality Assurance System is fully documented and structured in 3 levels:

Level 1 : Quality Manual

This document details the corporate quality policy and structure of the Company and references appropriate Operating Procedures.

Level 2 : Operating Procedures

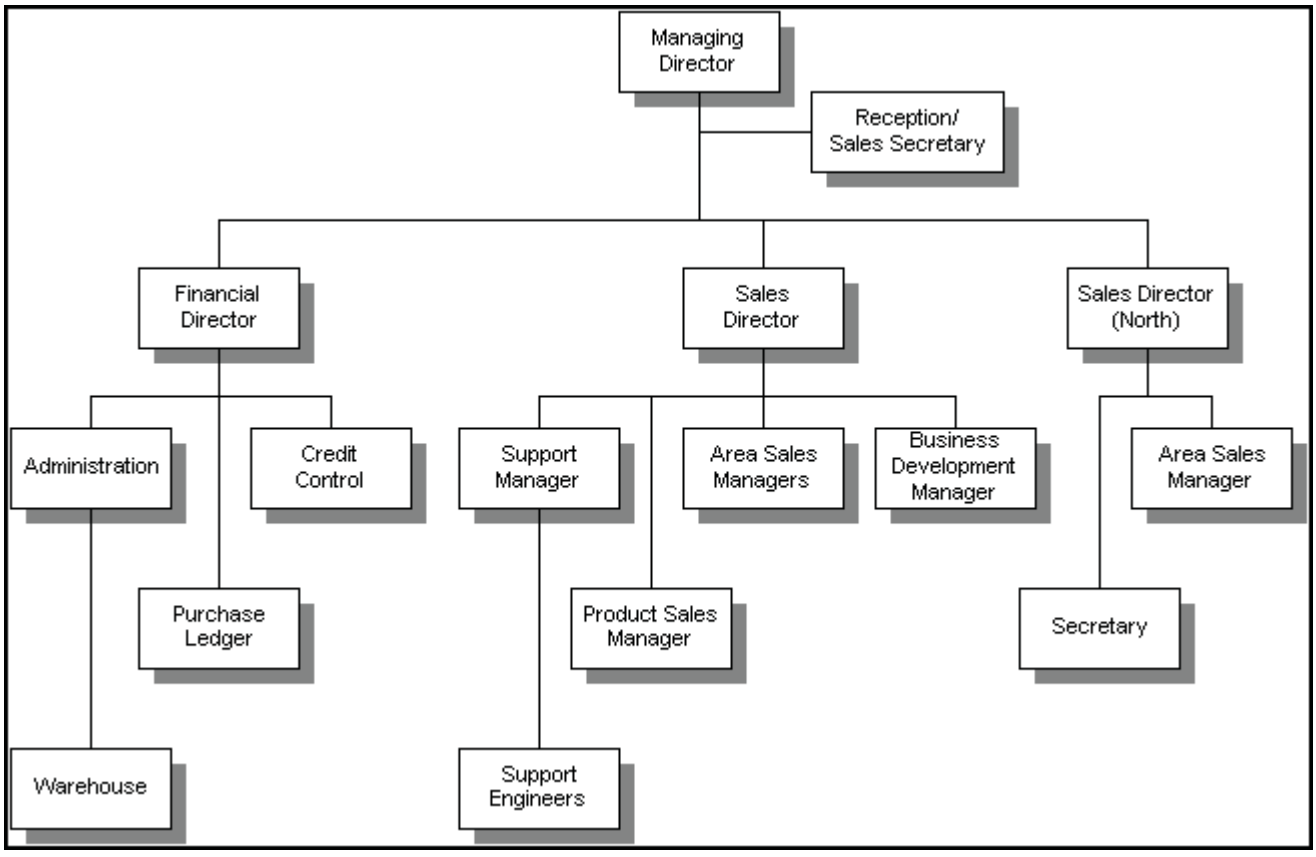
These documents describe the actual process, and controls applied, to all activities concerned with the attainment of a quality assured contracting service.

A list of Operating Procedures is given in the Index Section of this Quality Assurance Manual.

Quality Planning

As the Company operates a standard type and range of services, customer satisfaction and quality are achieved by operation in accordance with the documented quality system. Specific customer requirements are identified and documented during the contract review process, allowing these requirements to be communicated and achieved, ensuring satisfaction of all customer declared needs.

5.0 Typical Organization Structure



6.0 AUTHORITY & RESPONSIBILITIES

6.1 Authority

6.1.1 All staff are allocated with authority to perform their allocated responsibilities. The following provides a summary of the principal responsibilities of each job role, and these are clarified in greater detail within the Operating Procedures.

6.1.2 All staff share the authority and responsibility of identifying non compliances or possible improvements, and recording these instances such that corrective action can be taken, both to rectify the immediate situation and to prevent recurrence.

6.1.3 The Managing Director continually reviews the company's resources to ensure that adequate staff, equipment and materials are available to meet customer requirements.

6.2 Responsibilities

6.2.1 Managing Director

- Approval of the Quality Assurance System
- Management Review
- Design Control
- Supplier Selection & Purchasing
- Contract Management & Control
- Training

6.2.2 Quality Manager

- Resolution of Quality Assurance System Discrepancies
- Internal Audit
- Control & Maintenance of the Quality Assurance System
- Documentation & Change Control (Quality System Documents)

6.2.3 Sales Director

- Management & Co-ordination of Sales and Support Functions
- Contract Review
- Sales Order Processing
- Design Control
- Estimating
- Project Management

- Control of Contract Documentation
- Planning & organization
- Supplier Selection & Purchasing
- Definition of Installation, Inspection, Test & Maintenance Requirements
- Training

6.2.4 Sales Managers

- Quotations
- Contract Review and Order Processing

6.2.5 Support Manager

- Planning and Co-ordination
- Control of Production and Measuring Equipment
- Maintenance of Support Stores
- Processing of Sales Orders
- Purchasing

6.2.6 Support Engineers

- Planning & Performance of Installation, Technical Assistance,
- Repairs, Testing and Maintenance Activities
- Control of Equipment and Materials Allocated

6.2.7 Financial Director

- Control of Finance, Accounts and Warehouse Operations
- Training
- Supplier Selection and Purchasing

6.2.8 Warehouse

- Control of Stock
- Replenishment Recommendation
- Protection and Preservation of Stock
- Receiving Inspection
- Packaging and Despatch

6.2.9 Business Development Manager

- Sales
- Estimating
- New Product Identification & Evaluation
- System Design

6.2.10 Administration Order Processing Clerk

- Sales Database Administration
- Checking of Sales Orders
- Allocation of Order Reference Numbers

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7. COMPLIANCE WITH ISO9001

This Quality System is structured with policy statements relating to each area of activity being within the relevant Operating Procedure. However, the following items of ISO9001 are not addressed within the operating procedures as they are not applicable to this Company:

- Statistical Techniques

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8. MANAGEMENT REVIEW and INTERNAL AUDIT

Management review of the suitability and effectiveness of the Quality System take place at least twice per year. During the management meetings actions are allocated and minuted to record the development of the Company's management system.

The objectives of Management Review are:

a) To establish that the Quality (Management) System is achieving the expected results and meeting the Company's requirements, continuing to conform to the Standard, continuing to satisfy the customers' needs and expectations, and functioning in accordance with the established Operating Procedures.

b) To expose irregularities or defects in the System, identify weaknesses and evaluate possible improvements.

c) To review the effectiveness of previous corrective actions, and to review the adequacy and suitability of the management system for current and future operations of the Company.

d) To review any complaints received, identify the cause and recommend corrective action if required.

e) To review the finding of internal/ external audits and identify any areas of recurring problems or potential improvements.

f) To review the reports of nonconforming items and trend information to identify possible improvements.

Internal audits of the Quality System are undertaken at least once per annum to confirm that the function concerned is adhering to the Company's Procedures. A comprehensive Audit Programme is compiled at least a year in advance however, should particular needs be identified, the frequency of audit may be increased at the discretion of the Quality Manager.

Audits are undertaken by auditors who are trained in auditing and not directly responsible for the functions being audited within that Company. Non conformance observed is brought to the attention of the person responsible, and is recorded, documented and subject to timely corrective action to ensure full rectification.

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9. CONTRACT REVIEW

The Company offers both standard products and specialist services to meet each customer's needs. Standard products are displayed on our website (www.in2connect.uk.com) for customer selection. Specialist service requirements differ from one customer to another (and from one contract to another), therefore each tends to be quoted for the specific contract.

Once a proposal is accepted by the customer, or an order is placed, it is recorded and reviewed to establish that the requirements of the order are adequately defined and documented, any differences from the proposal are resolved, and the Company is capable of fully satisfying the customers' requirements.

In addition to the original order/ contract specification the customer may also request addition/ variation work to be undertaken by the Company. In these circumstances the work content is documented and agreed with the customer prior to execution to ensure that no ambiguity exists.

The Company operates on a computerized order processing system to ensure rapid fulfilment of customer orders.

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10. DESIGN CONTROL

All Design activities are strictly controlled to ensure that the design output information complies with customer/ contract requirements, and all design input data.

Design activities are planned and normally executed by specialists and are subject to regular management, review and verification by the Sales Director, and where relevant, agreement with the Customer.

The design input and output items are documented, and where ambiguity exists, will be clarified and documented. All items of design documentation and notes are recorded in a design project file. Design output documentation is produced and reviewed to ensure that it:

- meets the design input,
- references the design input or appropriate criteria,
- identifies all of the characteristics which are critical to the safe and effective operation of the system(s).

Design output is reviewed and approved by the Sales Director, and is also provided to the Customer for approval prior to use. Validation of the design is achieved during commissioning of the system to confirm compliance to the customer's requirements.

The designer is required to specify any inspections or tests which may verify the design, by practical means, at the earliest possible stage of development.

All changes to the design criteria, input or output are subject to strict review and documentation control procedures.

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11. DOCUMENTATION & CHANGE CONTROL

All documentation utilized within the Company related to the management system itself, or to the execution of individual customer contracts is controlled to ensure that it is issued to the appropriate personnel, under the correct level of authority, is revised and reissued as necessary, and all obsolete versions are removed from the point of use.

Such documentation typically includes:

Specifications, Customer Orders, Plans/ Drawings,
Quality Assurance Manual/ Operating Procedures,
National/ International Standards and Codes of Practice.

The Quality Assurance Manual, Procedures and Quality Plans are maintained by the Quality Manager who ensures that the appropriate items, at the correct revision levels, are issued to all who need them within the Company.

National/ International Standards, Codes of Practice are maintained by the Support Engineers who ensure that appropriate documents are available within the Company, and are issued at the correct revision levels. External suppliers of documentation are contacted regularly to ascertain that the documents held remain current.

The distribution of standard documents is controlled and recorded on Distribution Lists, which also show the current issue status. The Distribution Lists are reviewed and updated as changes occur.

All changes to documents are reviewed and approved by the person responsible for the original issue and, where appropriate, the nature of the change is indicated on the document. Master copies of the revised documents are retained as records of the changes and renewed as necessary to ensure clarity.

Each contract has a File which contains all relevant information. Information is also held on the company's computer system for ease of access and manipulation.

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12. PURCHASING

Suppliers of products, materials and services, where unspecified by a customer contract, are selected on their ability to meet the company's requirements given due consideration to the quality, statutory obligations, timescale and cost. A list of approved suppliers and sub-contractors is maintained which is compiled on the following criteria:-

a) Previous performance in supplying to similar specifications and requirements.

b) Stocking of high volume standard items conforming to a relevant British Standard, or supplied with a statement of conformity.

c) Compliance with an approved third party product/ quality registration scheme.

d) Recommendation by other similar purchasers or manufacturers of equipment.

e) A trial order and evaluation of performance.

All supplies and sub-contracts are subject to an authorized Purchase Order providing full clarification of the type and extent of supply.

Should a supplier, not appearing on the Approved Suppliers List be proposed, they will be analysed by capability and subject to acceptance on the authority of a Director.

13. CUSTOMER SUPPLIED ITEMS

Goods received from customers (i.e. free issue items or equipment being serviced) are always visually inspected at the receipt stage, with any un-declared non-conformance being immediately reported to the customer.

14. PROCESS CONTROL

All productive work is planned and undertaken in accordance with the company's procedures, and any specific documents agreed for individual contracts (e.g. contract specifications).

Work instructions are provided by the agreed contract specification and any documents referenced therein, alternatively work is performed in accordance with nationally accepted codes of practice (e.g. BS6701).

15. RECEIVING INSPECTION

All stores areas are maintained as secure as practical. All items received by the Company are identified and verified in accordance with the requirements of the Delivery Note and Purchase Order, and are inspected for correct identity, quantity and any signs of damage.

All goods received are documented and, in the event of non-conformance, the items are placed in a reject area or labelled to ensure identification. The extent of the non-conformance is noted and subject to disposition review by nominated personnel.

16. INSPECTION AND TESTING

Inspection and testing is carried out on completion of installation and maintenance activities, with results being documented. Should items not be acceptable against the agreed contract criteria they will be repaired, replaced or identified for a subsequent evaluation and decision. All repaired items are subject to a re-inspection to ensure acceptability.

On completion of installation and maintenance works, the customer is also invited to check the work performed to ensure full acceptability.

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17. PRODUCTION & MEASURING EQUIPMENT

Production and measuring equipment held is maintained in good condition, and capable of safe and effective operation within a specified tolerance of accuracy. Test and measuring equipment is regularly inspected or calibrated to ensure that it is capable of accurate operation, by comparison with external sources traceable back to National Standards.

Electrostatic protection equipment is utilized when handling sensitive components, and this equipment is regularly checked to ensure that it remains fully functional.

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18. INDICATION OF INSPECTION STATUS

As goods are inspected, the status is defined by location in stores, with all non-conforming items being placed in a reject area or marked as reject for review. The status of work in progress is established by markings or associated documentation recording the inspections undertaken and their acceptability.

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19. NON-CONFORMING ITEMS, PREVENTIVE & CORRECTIVE ACTION

Once non-conforming items have been noticed they are identified by location, associated documents, or specific markings to prevent their inadvertent use. All non-conforming items and customer complaints are subject to review and rectification by nominated personnel. The type and extent of non-conformity is documented in order to establish trends and identify possible areas for improvement.

The corrective action required to prevent recurrence is evaluated, documented, and its effective implementation is monitored. All rectification is subsequently re-inspected to ensure complete customer satisfaction.

All employees are encouraged to suggest improvements in methods, materials, suppliers,

and sub-contractors. The Company has established procedures for review of all activities in order to identify and evaluate all possible improvements in methods/ materials and its procedures.

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20. HANDLING, STORAGE, PACKAGING, PRESERVATION & DELIVERY

The identification of materials/ equipment, where it is not obvious, is confirmed by the presence of a manufacturers/ suppliers part number or description label, or other marking for each item. The identification of the item may be on the packaging or on the item itself, and this identification remains in place for as long as possible, provided it does not hamper effective use of the item. Materials and consumables are not identified by the company where they are obvious to a trained/ experienced employee, however, should a risk of misinterpretation exist between two or more types of material these will be marked in a suitable manner to ensure that no ambiguity exists.

All items with serial numbers are recorded individually.

Materials and goods received, whether the property of the company or others, will, as far as practicable, be protected and their quality preserved until such time as they are transferred to a customer, or disposed of to a third party. The objective is to prevent deterioration and damage whilst in storage, or in the process of transportation, installation, commissioning or maintenance.

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21. RECORDS

Storage facilities are allocated which ensure that all stored records are identifiable and retrievable, and the storage areas are free from damp and other agents which could cause premature deterioration.

Where records are maintained on computer magnetic media, and these are subject to "back-up" at regular intervals, with the "back-up" information being stored in a protected location to ensure security from loss/ damage of active data.

All records are retained for a minimum of 2 years.

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22. TRAINING

The policy of the company is to ensure that all personnel are trained and experienced to the extent necessary to undertake their assigned activities and responsibilities effectively. The company generally procures and recruits employees capable of meeting the technical, skill, experience and educational requirements of the company's activities.

All staff and senior employees are responsible for recommending the training needs of others, and for ensuring that all employees allocated specific tasks are suitably qualified and experienced to execute those tasks. Once training needs are identified these are provided under the responsibility of the Directors.

Full records are maintained of all training undertaken by employees.

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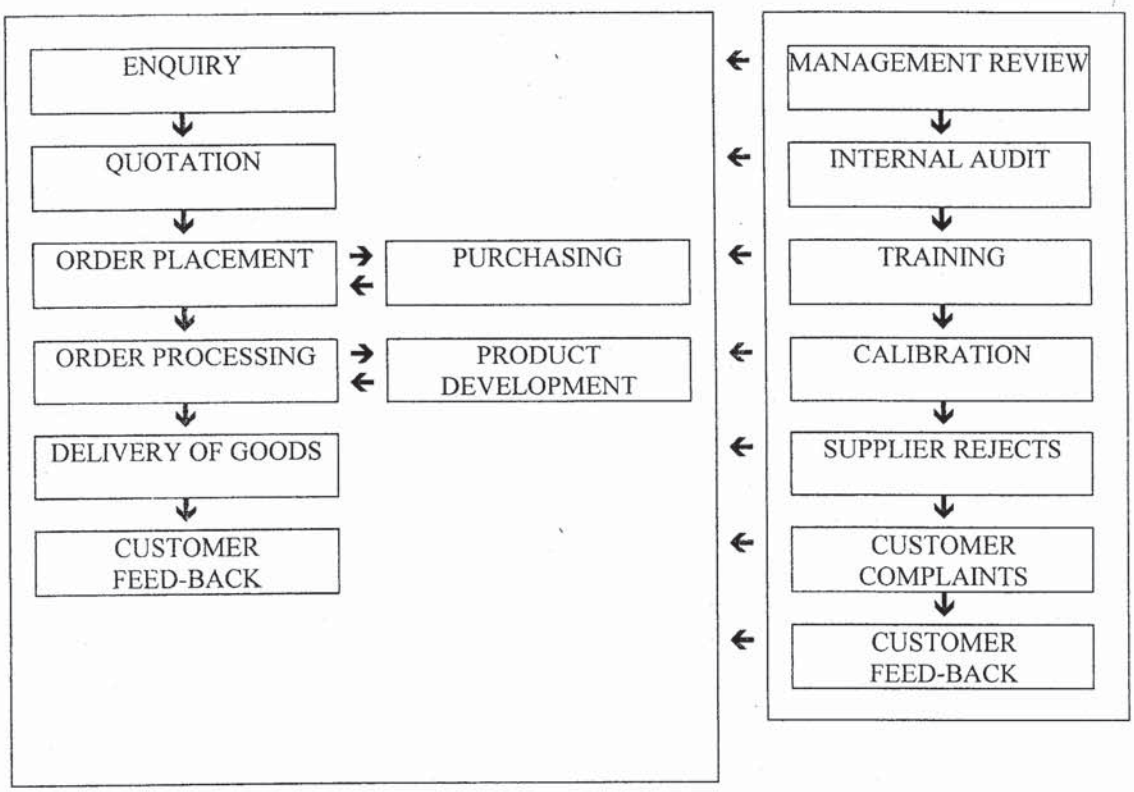
2008 Clause No.	Title	Document No.	Document Title
1	Scope	QM 01	Quality manual
1.1	General	QM 01	Quality manual
1.2	Application	QM 01	Quality manual
2	Normative references		External document list
3	Terms and definitions	ISO 9000	Quality management systems - Fundamentals and vocabulary
4	Quality management system	N/A	
4.1	General requirements	QP 009	Management review
4.2	Documentation requirements	N/A	
4.2.1	General		All
4.2.2	Quality Manual	QM 01	Quality manual
4.2.3	Control of documents	QP 003	Document Document list
4.2.4	Control of records	QP 003	Document Document list
5	Management responsibility	N/A	
5.1	Management commitment	QP 009	Management review
5.2	Customer focus	QP 001, QP 002, QP 009, QP 011	Sales Order Management review Product development
5.3	Quality policy	QM 01, QP 009	Quality manual Management review
5.4	Planning	N/A	
5.4.1	Quality objectives	QP 009	Management review
5.4.2	Quality management system planning	QP 009	Management review
5.5	Responsibility, authority and communication	N/A	
5.5.1	Responsibility and authority	QP 006	Training
5.5.2	Management representative	QP 006	Training
5.5.3	Internal communication	QP 009	Management review
5.6	Management review	N/A	
5.6.1	General	QP 009	Management review
5.6.2	Review input	QP 009	Management review
5.6.3	Review output	QP 009	Management review
6	Resource management	N/A	
6.1	Provision of resources	QP 009	Management review
6.2	Human resources	N/A	
6.2.1	General	QP 006	Staff
6.2.2	Competence, awareness and training	QP 006	Staff
6.3	Infrastructure	QP 009	Management review
6.4	Work environment	QP 009	Management review

7	Product realization	N/A	
7.1	Planning of product realization	QP 001, QP 002, QP 004, QP 005, QP 011	Sales Order Purchasing Material handling Product development
7.2	Customer-related processes	N/A	
7.2.1	Determination of requirements related to the product	QP 001, QP 002, QP 011	Sales Order Product development
7.2.2	Review of requirements related to the product	QP 001, QP 002, QP 011	Sales Order Product development
7.2.3	Customer communications	QP 001, QP 002, QP 011	Sales Order Product development
7.3	Design and development	N/A	
7.3.1	Design and development planning	N/A	
7.3.2	Design and development inputs	N/A	
7.3.3	Design and development outputs	N/A	
7.3.4	Design and development review	N/A	
7.3.5	Design and development verification	N/A	
7.3.6	Design and development validation	N/A	
7.3.7	Control of design and development changes	N/A	
7.4	Purchasing	N/A	
7.4.1	Purchasing process	QP 004	Purchasing
7.4.2	Purchasing information	QP 004	Purchasing
7.4.3	Verification of purchased product	QP 004, QP 005	Purchasing Material handling

7.5	Production and service provision	N/A	
7.5.1	Control of production and service provision	QP 001, QP 002, QP 011	Sales Order Product development
7.5.2	Validation of processes for production and service provision	N/A	
7.5.3	Identification and traceability	QP 002, QP 011	Order Product development
7.5.4	Customer property	QP 005	Material handling
7.5.5	Preservation of product	QP 003, QP 005	Document Material handling
7.6	Control of measuring and monitoring devices	QP 010	Equipment
8	Measurement, analysis and improvement	N/A	
8.1	General	QP 008, QP 009	Non-conformance Management review
8.2	Monitoring and measurement	N/A	
8.2.1	Customer satisfaction	QP 008, QP 009	Non-conformance Management review
8.2.2.	Internal audit	QP 007	Internal quality audit
8.2.3	Measurement and monitoring of processes	QP 008, QP 009, QP 010	Non-conformance Management review Internal quality audit
8.2.4	Measurement and monitoring of product	QP 002, QP 005, QP 008, QP 009, QP 011	Order Material handling Non-conformance Management review Product development
8.3	Control of nonconforming product	QP 008, QP 009	Non-conformance Management review
8.4	Analysis of data	QP 008, QP 009	Non-conformance Management review
8.5	Improvement	N/A	
8.5.1	Continual improvement	QP 008, QP 009	Non-conformance Management review
8.5.2	Corrective action	QP 008, QP 009	Non-conformance Management review
8.5.3	Preventative action	QP 008, QP 009	Non-conformance Management review

PROCESS FLOWCHART



ORGANISATION CHART

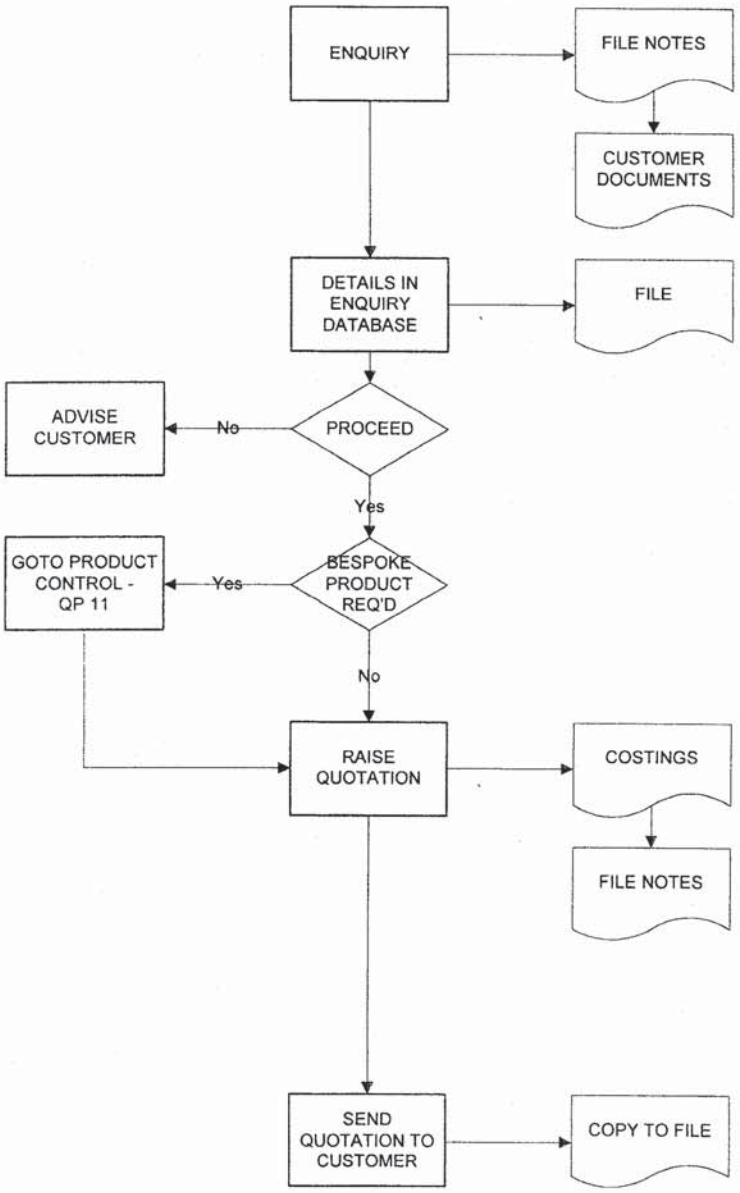
Refer to Appendix A (QM01 -A)

QUALITY PROCEDURES MANUAL

CONTENTS

QP 001	Sales
QP 002	Order
QP 003	Document
QP 004	Purchasing
QP 005	Material Handling
QP 006	Staff
QP 007	Internal Audit
QP 008	Non-Conformance
QP 009	Management Review
QP 010	Equipment
QP 011	Product Development

SALES PROCEDURE - QP 001



RECEIVED DOCUMENTS TO BE DATE STAMPED IF NOT SELF EVIDENT

DRAWINGS, TENDER, BILL OF MATERIALS

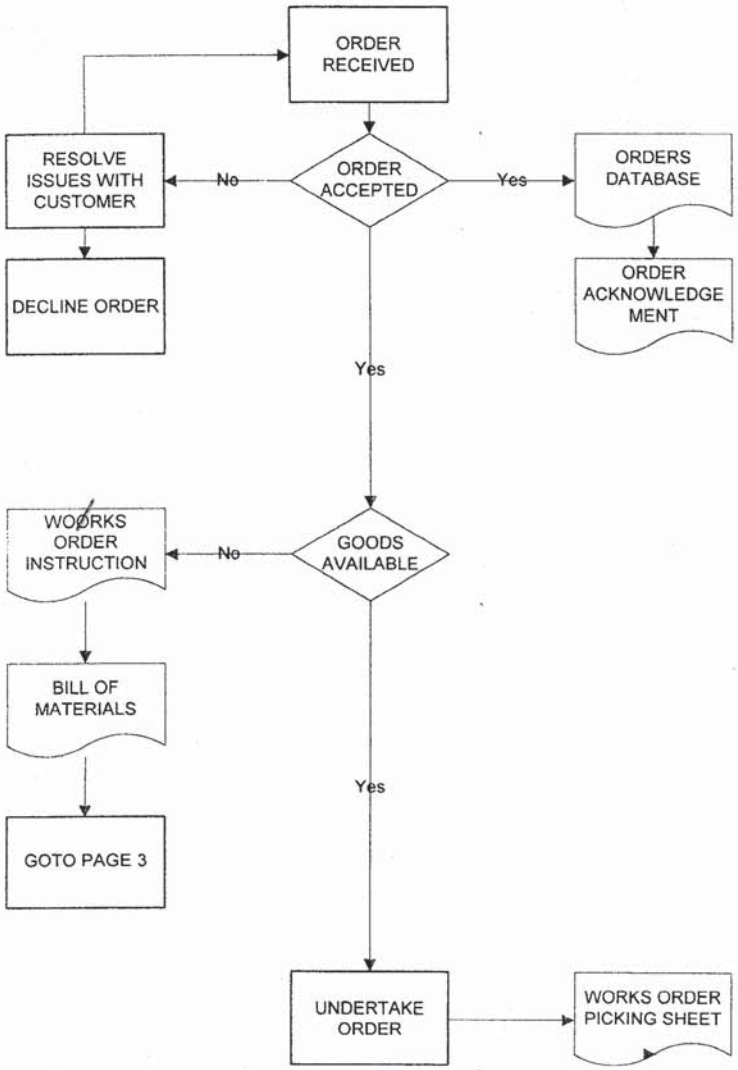
RAISE NEW FILE

QUOTATION TO BE REVIEWED BY A EXEC OR TELE SALES STAFF

CONSIDER STATUTORY AND REGULATORY REQUIREMENTS

ISSUE	DATE	SIGN	CHANGE DETAILS
01		GB	N/A

ORDER PROCEDURE - QP 002



REVIEW ORDER/ WITH QUOTATION (IF RAISED) AND STATUTORY AND REGULATORY REQUIREMENTS IF REQUIRED, SEND ACKNOWLEGDMENT

IF ORDER NOT ACCEPTED, ADVISE CUSTOMER

DECLINE OR RESOLVE ISSUES AND REDO CONTRACT REVIEW PROCESS

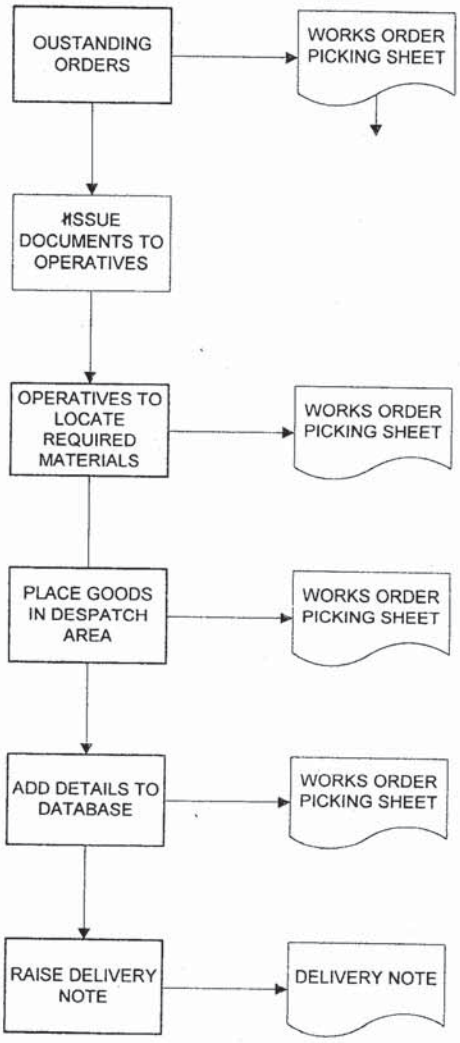
ORDER NUMBER REQUIRED OR AUTHORISATION BY EXECUTIVE MANAGER

DETAILS OF ORDER AND ACCEPTANCE ON DATABASE
IF GOODS NOT AVAILABLE ADVISE CUSTOMER - PLACE WORKS ORDER ON STORE

SEND PICKING SHEET TO STORES

ISSUE	DATE	SIGN	CHANGE DETAILS
XX		GB	N/A

ORDER PROCEDURE - QP 002

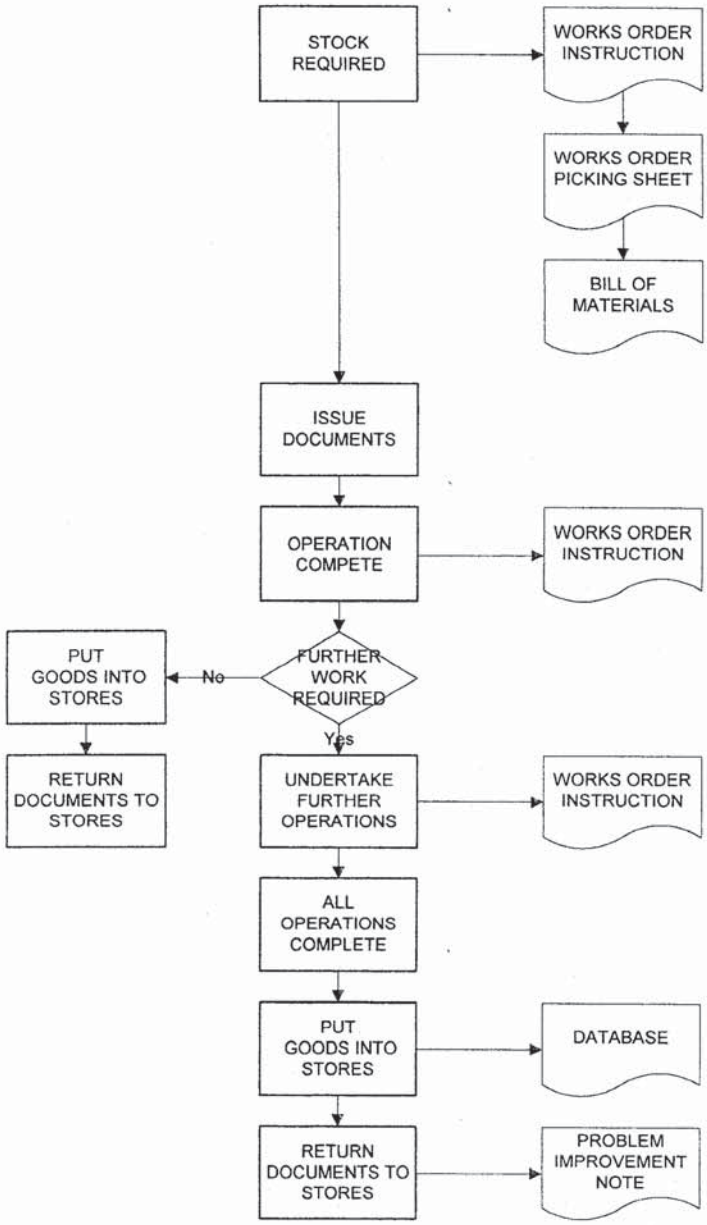


REVIEW WORKS ORDER PICKING SHEET FOR PRIORITIES

OPERATIVE TO SIGN OFF PICKING SHEET + SIGNED OFF BY CHECKER

PICKING SHEET TO BE FILED

ISSUE	DATE	SIGN	CHANGE DETAILS
XX		GB	N/A



RAISE ONE W O INSTRUCTION FOR EACH DEPARTMENT REQUIRED

SIGN OFF INSTRUCTION AND PASS TO STORES

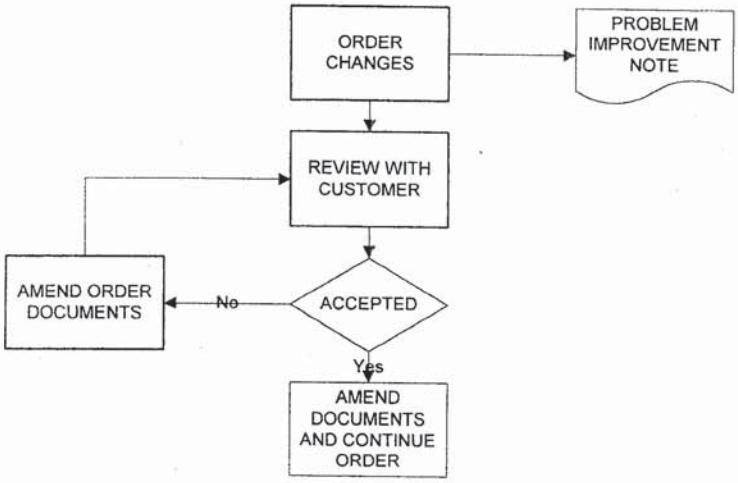
IF FURTHER WORK REQUIRED MOVE ITEMS TO RELEVANT DEPT

ADD DETAILS OF FINISHED GOODS ON DATABASE

ANY PROBLEMS TO BE RCORDED ON PIN

ISSUE	DATE	SIGN	CHANGE DETAILS
XX		GB	N/A

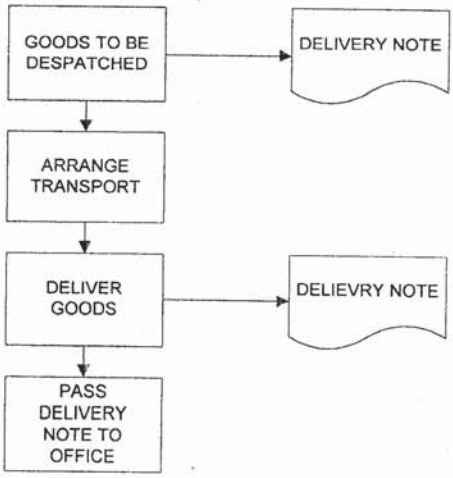
ORDER PROCEDURE - QP 002



PROBLEM IMPROVEMENT NOTE TO BE USED FOR ALL CHANGES TO ORDER REQUIREMENTS

IF NOT ACCEPTED, REVISE CHANGES AND RESUBMIT

NOTE ORIGINAL DOCUMENTS, INITIAL AND DATE

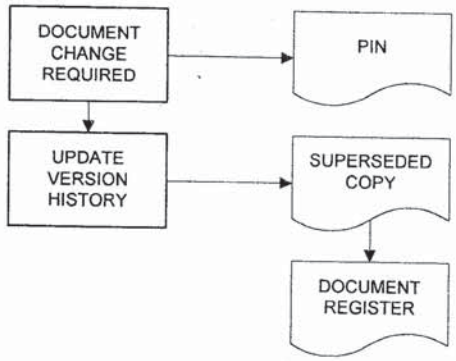


GET DRIVER TO SIGN FOR GOODS IF SENT BY CARRIER

GET CUSTOMER TO SIGN IF COLLECTED OR DELIVERED BY COMPANY

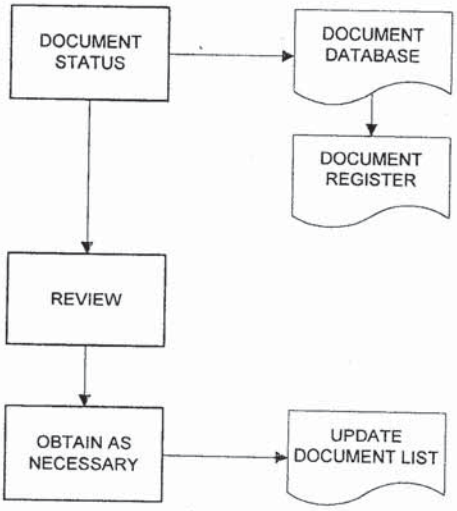
ISSUE	DATE	SIGN	CHANGE DETAILS
XX		GB	N/A

DOCUMENT PROCEDURE - QP 003



RETAIN OLD VERSION MARKED UP

AMEND QUALITY MANUAL AND PROCEDURES ON OFFICE - SITE PC AND AS HARD COPY



ALL CONTROLLED DOCUMENTS, e.g. PROCEDURES, FORMS, STANDARDS COSHH SHEETS, INSTRUCTION MANUALS WITH RETENTION PERIOD

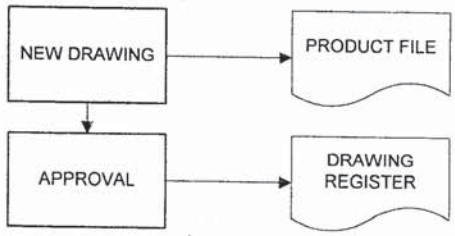
REVIEW STANDARDS ANNUALLY

ALL CONTROLLED DOCUMENTS WILL BE IDENTIFIED WITH AN ISSUE NUMBER AND/OR ISSUE DATE

DOCUMENTS DISPOSED AT DISCRETION OF M Q R

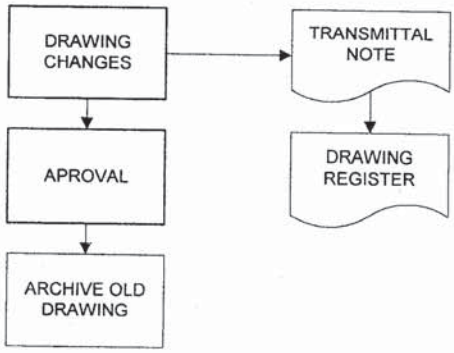
ISSUE	DATE	SIGN	CHANGE DETAILS
XX		GB	N/A

DOCUMENT PROCEDURE - QP 003



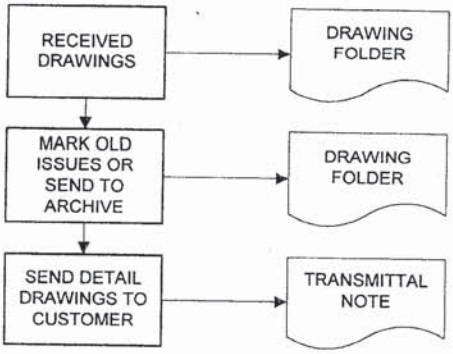
APPROVED

MASTER DRAWING ON CAD
COPY MARKED UP
ADD TO REGISTER



TRANSMITTAL NOTE REQUIRED IF ISSUED TO CUSTOMER

UPDATE DATABASE



CONFIRM ISSUES ALREADY HELD

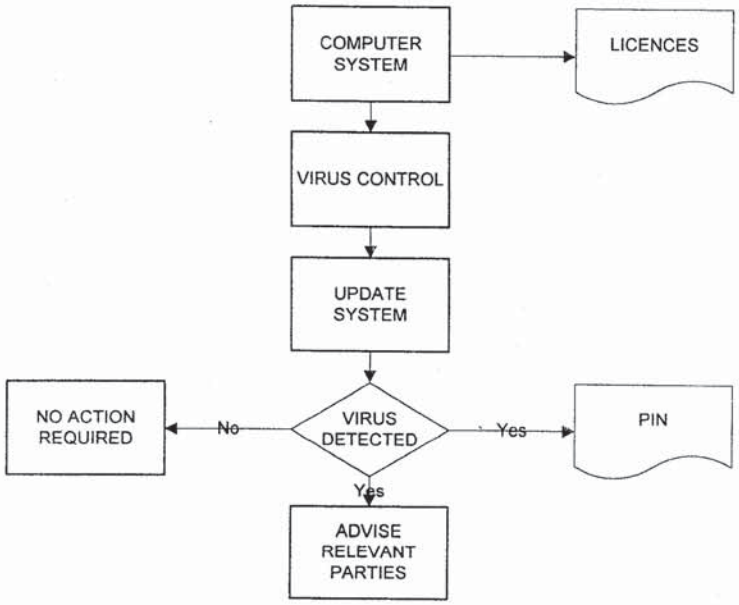
RESOLVE ISSUES AS REQUIRED

CONVERT CUSTOMER DRAWINGS INTO DETAIL DRAWINGS TO BE SUBMITTED TO CUSTOMER FOR APPROVAL BEFORE PRODUCTION STARTS

ENSURE THAT ONLY CURRENT ISSUE OF CUSTOMER DOCUMENTS ARE AAVAILABLE FOR PRODUCTION USE

ISSUE	DATE	SIGN	CHANGE DETAILS
XX		GB	N/A

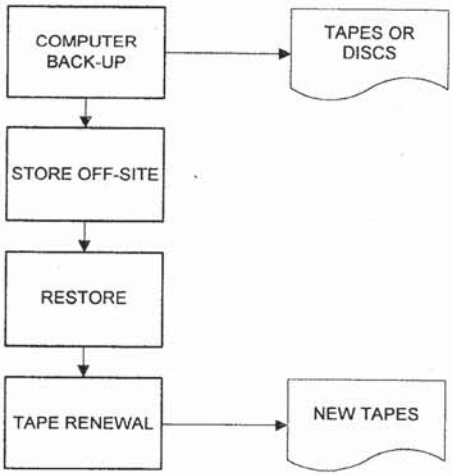
DOCUMENT PROCEDURE - QP 003



SUBSCRIBE TO VIRUS DETECTION SOFTWARE PROVIDER

SCAN ALL COMPUTERS

IDENTIFY SOURCE



BACK-UP OFF-SITE SERVER WEEKLY AND IN-HOUSE SERVER MINIMUM TWICE A MONTH

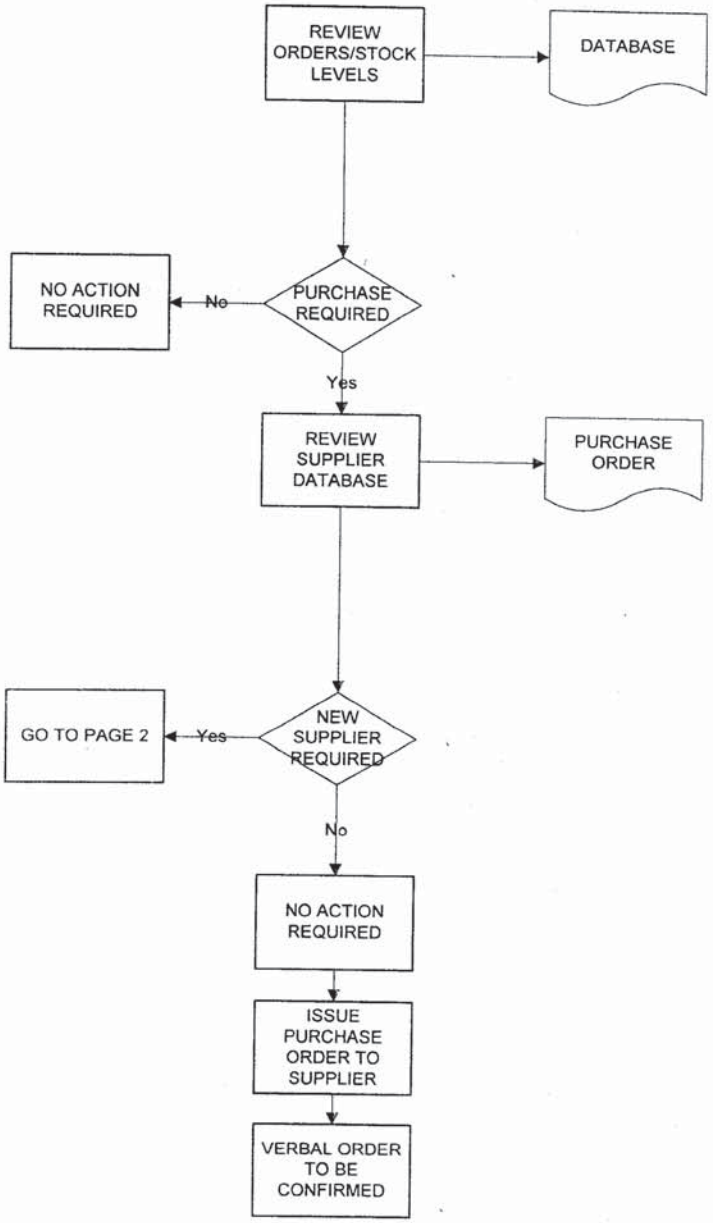
WEEKLY BACK-UP OFF-SITE

RESTORE QUARTERLY ENSURE RESTORE WORKS

NEW TAPES ANNUALLY

ISSUE	DATE	SIGN	CHANGE DETAILS
XX		GB	N/A

PURCHASING PROCEDURE - QP 004



REVIEW DATABASE FOR STOCK LEVELS AT OR BELOW MINIMUM STOCK LEVELS REQUIREMENTS

REVIEW DATABASE FOR SUITABLE SUPPLIERS/SUB-CONTRACTORS

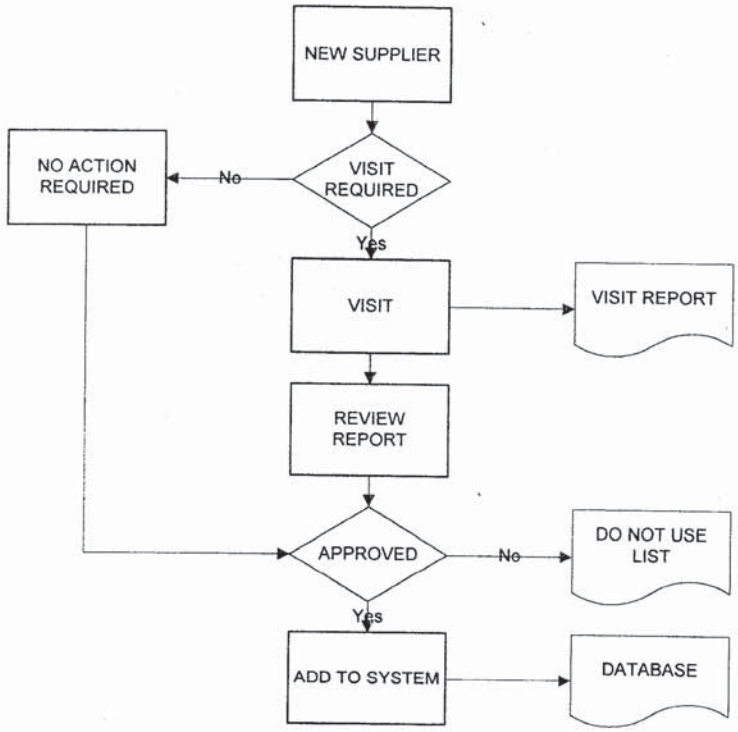
SUB-CONTRACTORS TO HAVE RELEVANT EXPERIENCE, QUALIFICATIONS AND KNOWLEDGE OF STATUTORY AND REGULATORY REQUIREMENTS

PURCHASE ORDER AUTHORISED BY A PURCHASING MANAGER OR OTHER MANAGER

SUB-CONTRACTOR'S EQUIPMENT TO BE SUITABLY CALIBRATED/ MAINTAINED

PURCHASE ORDERS TO INCLUDE ANY RELEBVANT REGULATORY OR CUSTOMER REQUIREMENTS

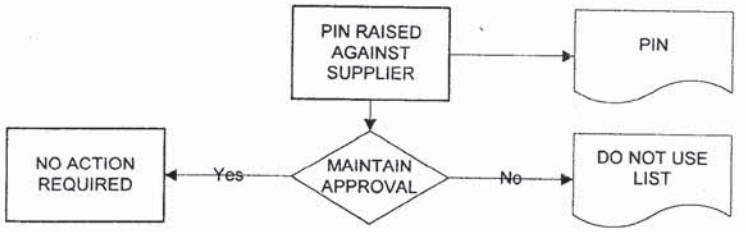
ISSUE	DATE	SIGN	CHANGE DETAILS
XX		GB	N/A



YES FOR SUB-CONTRACTOR NOT REQUIRED FOR PROPRIETARY ITEMS

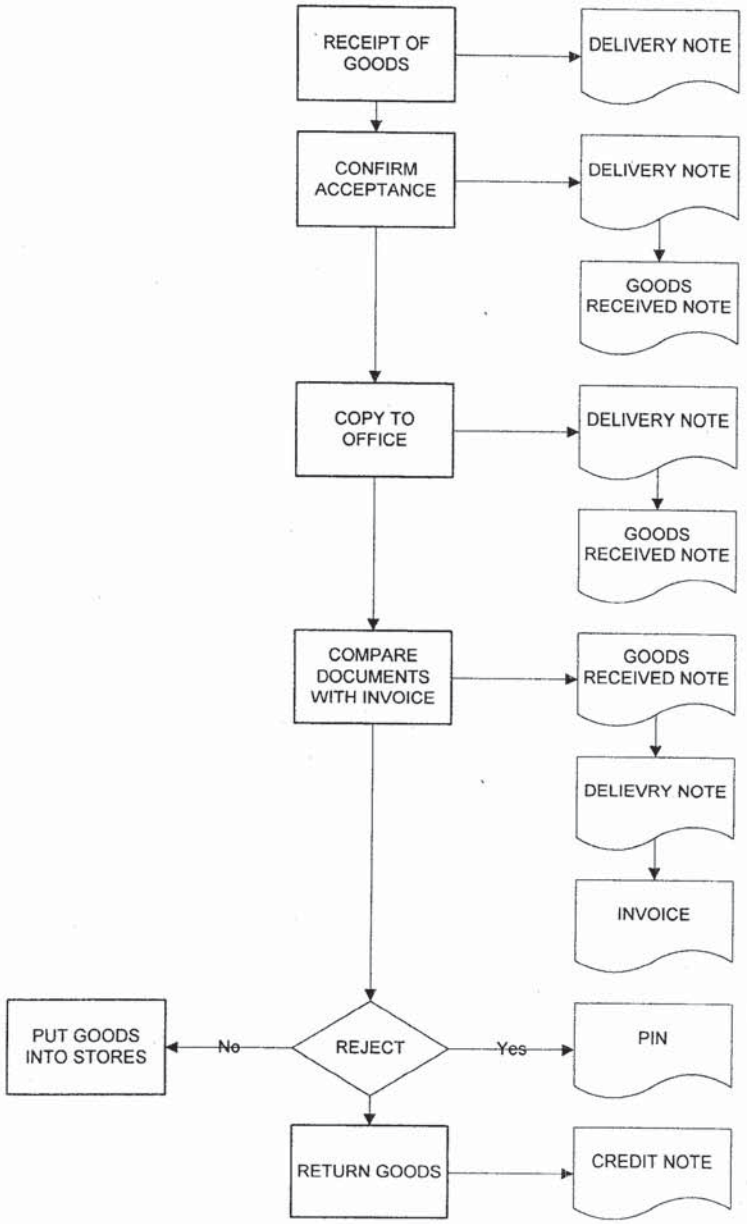
PURCHASING, EXECUTIVE OR PRODUCTION MANAGER

REVIEW BY A DIRECTOR



ISSUE	DATE	SIGN	CHANGE DETAILS
XX		GB	N/A

MATERIAL HANDLING PROCEDURE - QP 005



SIGN AND DATE

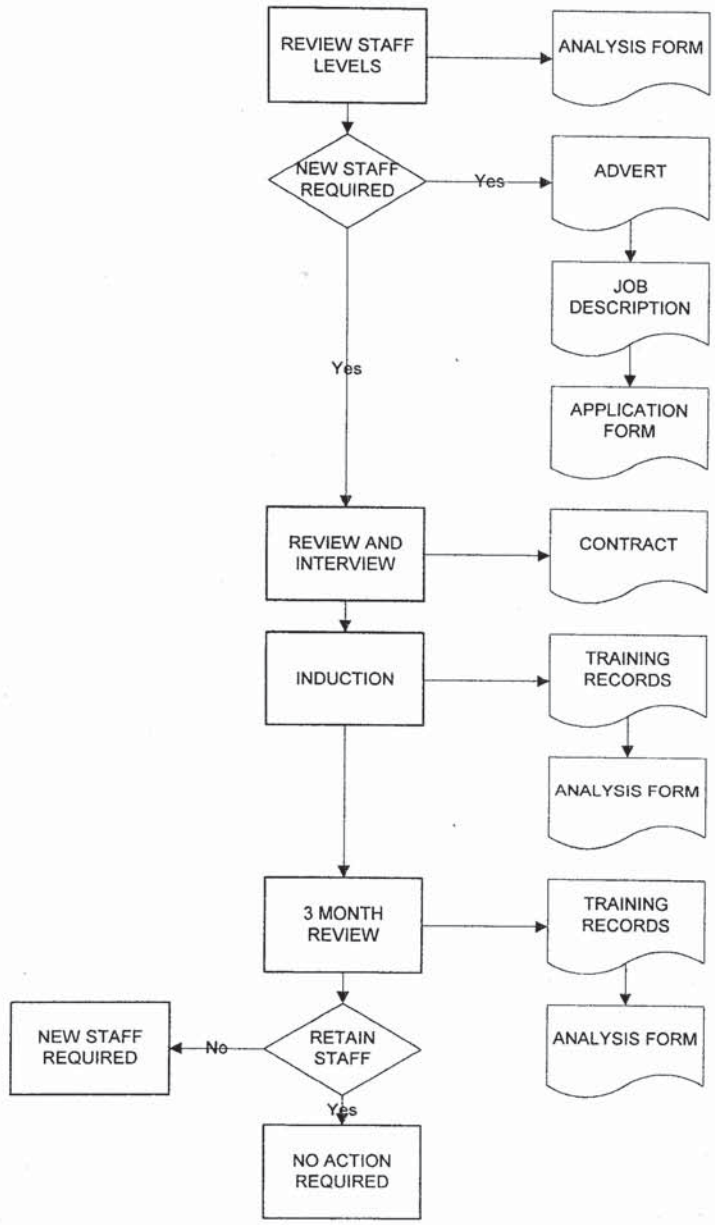
IF OK, RAISE GOODS RECEIVED NOTE

CUSTOMER OWNED GOODS TO BE IDENTIFIED IN A MANNER TO DIFFERENTIATE FROM OWN GOODS

INVOICE TO BE SIGNED AND DATED

ISSUE	DATE	SIGN	CHANGE DETAILS
XX		GB	N/A

STAFF PROCEDURE - QP 006

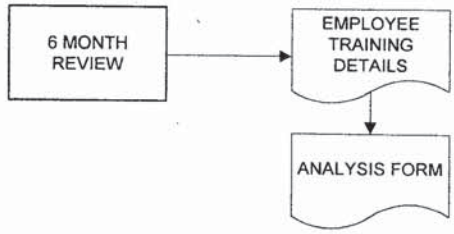


REVIEW AT MANAGEMENT MEETINGS

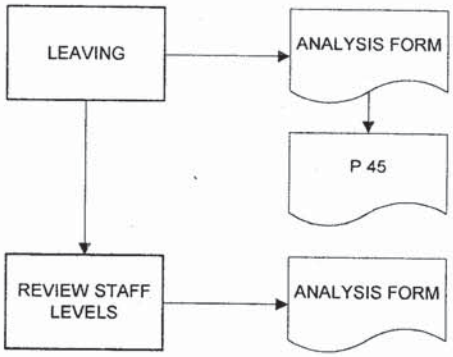
DECIDE STAFF SKILLS

ISSUE	DATE	SIGN	CHANGE DETAILS
XX		GB	N/A

STAFF PROCEDURE - QP 006



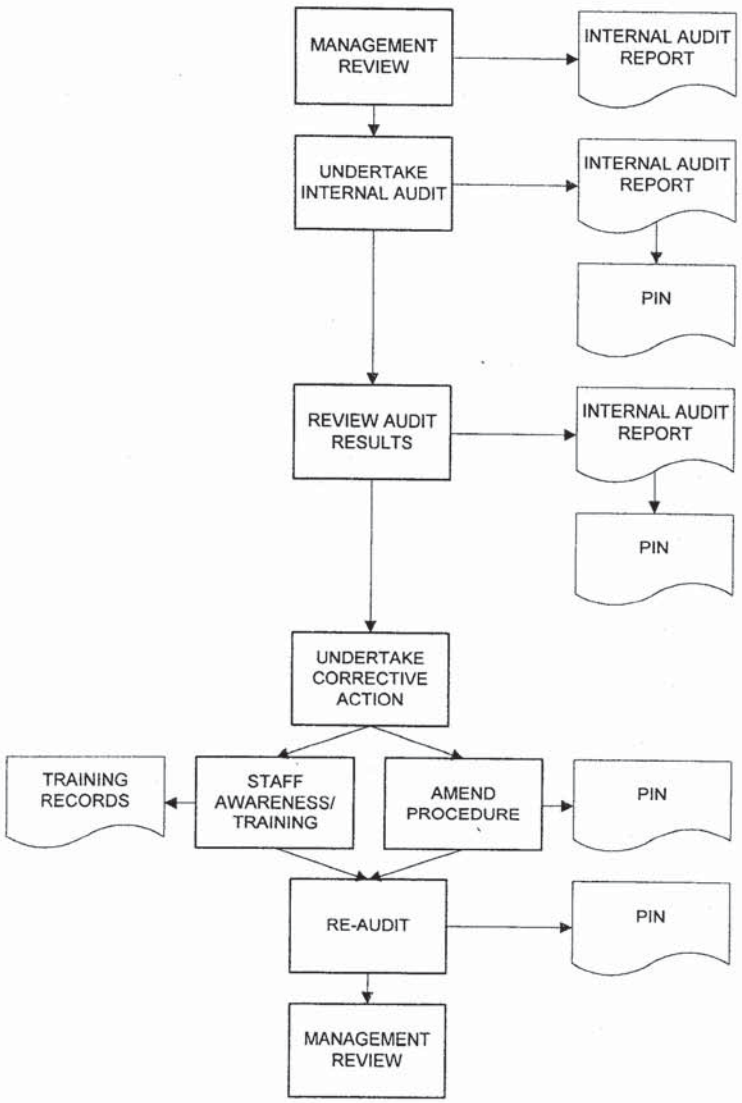
ADD DETAILS OF COURSES ATTENDED



REVIEW EFFECT OF STAFF LEVEL REDUCTION

ISSUE	DATE	SIGN	CHANGE DETAILS
XX		GB	N/A

INTERNAL AUDIT PROCEDURE - QP 007



PLAN AREAS TO BE AUDITED AN DATES

INTERNAL AUDITOR TO BE INDEPENDENT AS FAR AS REASONABLY PRACTICAL, SUITABLY TRAINED & WILL ENSURE REQUIREMENTS OF ISO 9001 ARE BEING ADHERED TO

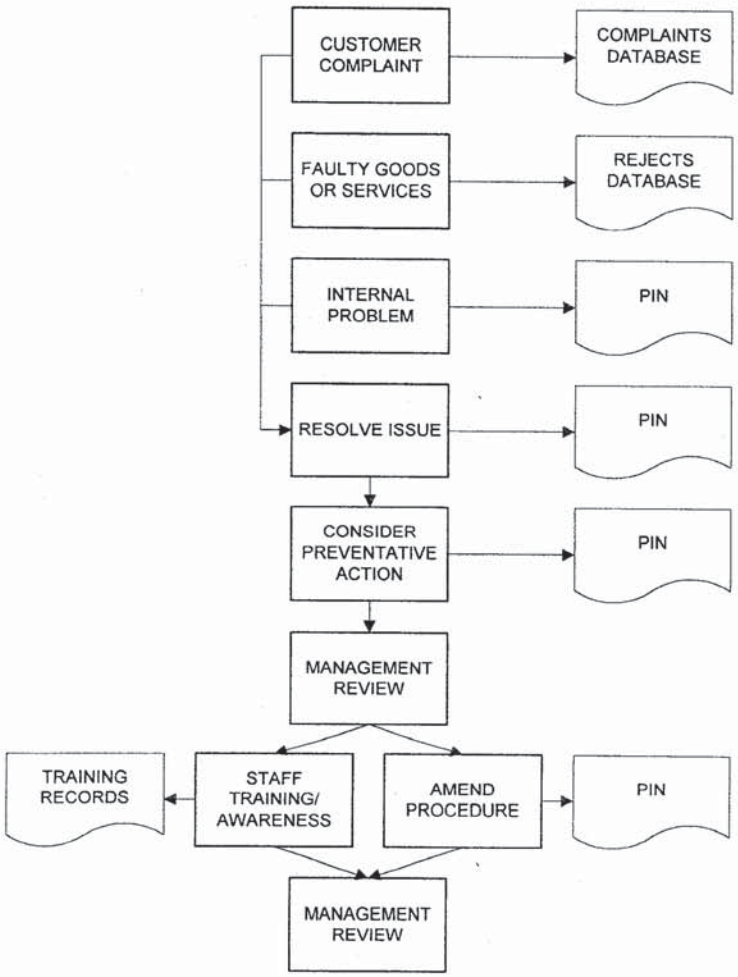
AUDIT TO BE CARRIED OUT 6 MONTHLY +/- 1 MONTH

DECIDE CORRECTIVE ACTION REQUIRED

REVIEW AUDIT PROCESS

ISSUE	DATE	SIGN	CHANGE DETAILS
XX		GB	N/A

NON-CONFORMANCE PROCEDURE - QP 008



ADD DETAILS TO RLEVANT DATABASE

RECORD INTERNAL PROBLEMS AND AREAS FOR IMPROVEMENT

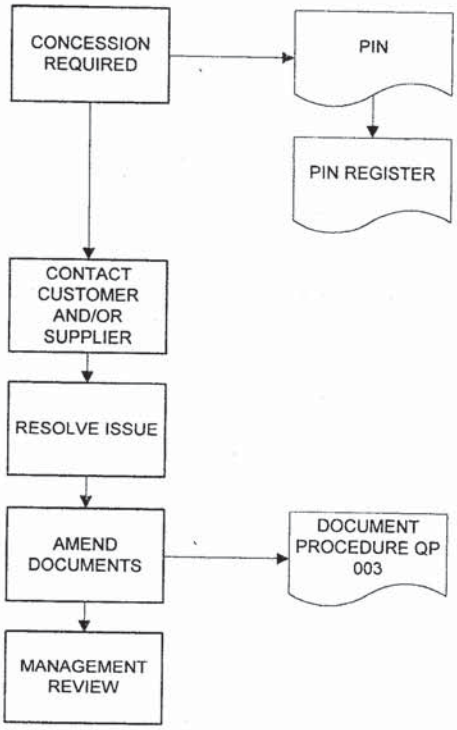
REJECTED/ RETURNED/ FAULTY GOODS TO BE IDENTIFIED AS SUCH

ACTIONS TO PREVENT RECURRENCE OF ISSUE

UNDERTAKE ACTIONS

REVIEW ACTIONS TAKEN

ISSUE	DATE	SIGN	CHANGE DETAILS
XX		GB	N/A

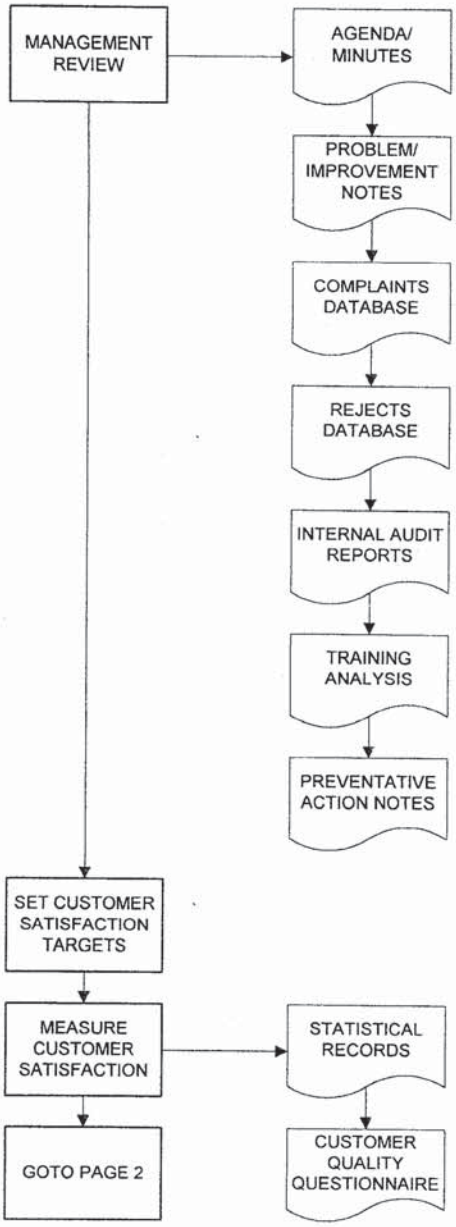


LIAISE WITH CUSTOMER AND SUPPLIERS AS NECESSARY

REVIEW ACTIONS TAKEN

ISSUE	DATE	SIGN	CHANGE DETAILS
XX		GB	N/A

MANAGEMENT REVIEW PROCEDURE - QP 009



MEETINGS TO BE HELD 6 MONTHLY

INCLUDE INPUT FROM ALL POSSIBLE SOURCES WHICH MAY AFFECT QUALITY SYSTEM - CUSTOMER, SUPPLIERS, SUB-CONTRACTORS AND STAFF

CONSIDER CORRECTIVE AND PREVENTATIVE ACTIONS

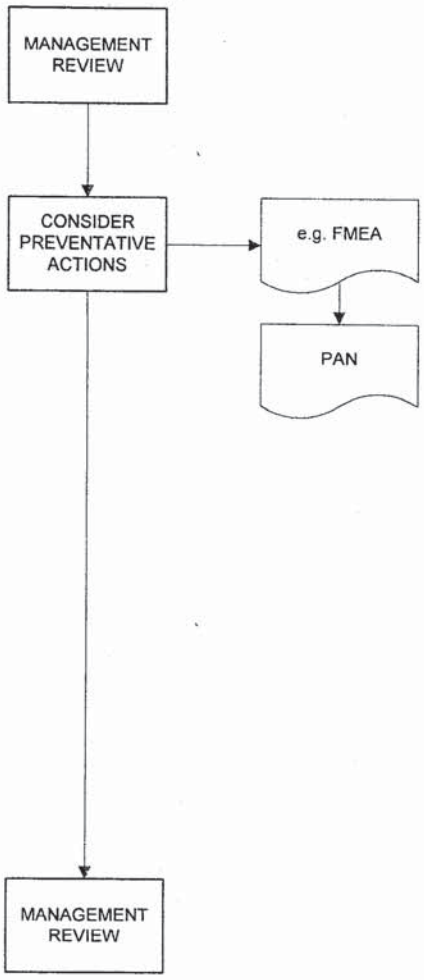
MEETINGS TO SET QUALITY OBJECTIVES AS EVIDENCE OF CONTINUAL IMPROVEMENT

REVIEW OBJECTIVES AND CONSIDER WHETHER OR NOT ARE MEANINGFUL - RESET OBJECTIVES OR USE ALTERNATIVES

CUSTOMER SATISFACTION TO BE MONITORED BY QUESTIONNAIRES WITH THE CLIENT

MINUTES TO BE PLACED ON NOTICE BOARD

ISSUE	DATE	SIGN	CHANGE DETAILS
XX		GB	N/A



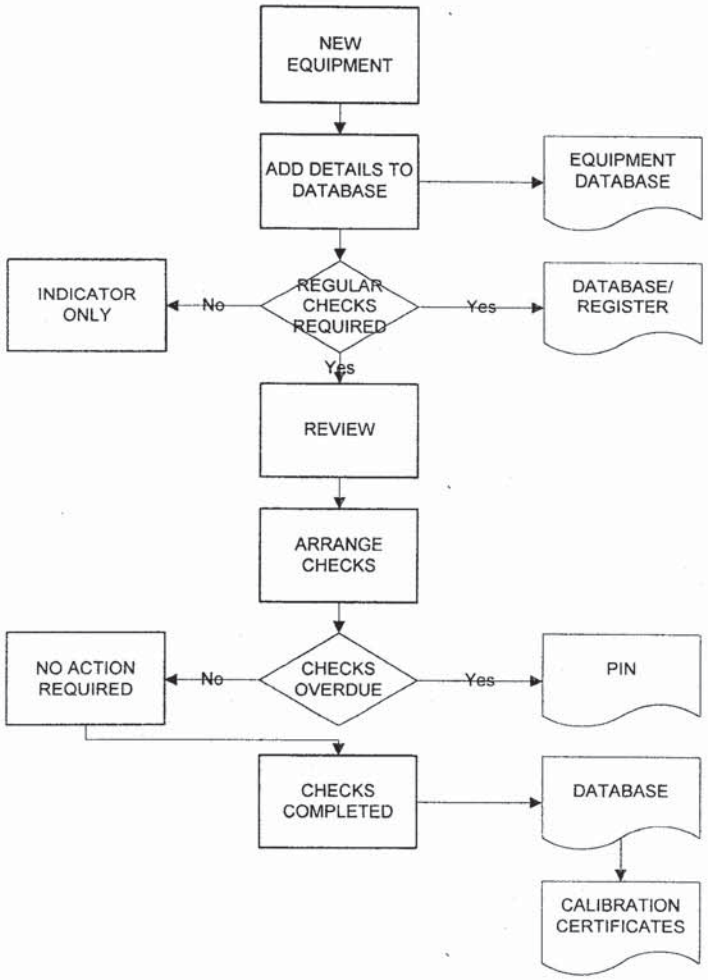
REVIEW SYSTEM FOR ACTUAL AND POTENTIAL NON-CONFORMANCES AND CAUSES, DECIDE ACTIONS, CARRY OUT AND REVIEW EFFECTIVENESS OF CORRECTIVE AND PREVENTATIVE ACTIONS

IF STAFF BECOME AWARE OF ANY SITUATION WHICH MAY AFFECT THE COMPANY'S PERFORMANCE OR ACTIVITIES WHICH MAY RESULT IN PROBLEMS, THEM THEY WILL ADVISE SENIOR MANAGEMENT AND A PIN WILL BE RAISED AND ACTIONED ACCORDING TO THE PRIORITY

ASPECTS FOR CONSIDERATION WILL INCLUDE NEW STANDARDS, LEGISLATION, REGULATIONS, EQUIPMENT, PROCESSES CUSTOMER AND THE AFFECT THE ITEM MAY HAVE UPON TRAINING NEEDS, CHANGES TO PROCEDURES, CUSTOMER NEEDS

ISSUE	DATE	SIGN	CHANGE DETAILS
XX		GB	N/A

EQUIPMENT PROCEDURE - QP 010



NEW EQUIPMENT OBTAINED INCLUDE METERS, MACHINERY

LIST OF ALL ITEMS HELD BY COMPANY

IF REGULAR CHECKS ADD TO DATABASE AND DEFINE FREQUENCY IF NOT REQUIRED, DEEM TO BE INDICATOR

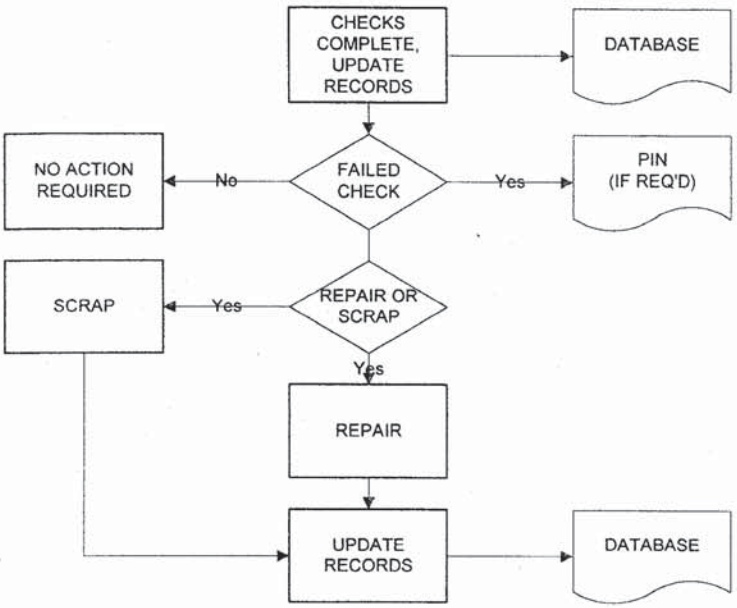
REVIEW DATABASE AND PLACE PURCHASE ORDERS AS NECESSARY AND SEND ITEMS TO AGENTS OR ARANGE VISIT

IF OVERDUE, ADVISE STAFF NOT TO USE ITEM

UPDATE RECORDS

CALIBRATION CERTIFICATES TO BE SIGNED OFF

ISSUE	DATE	SIGN	CHANGE DETAILS
XX		GB	N/A

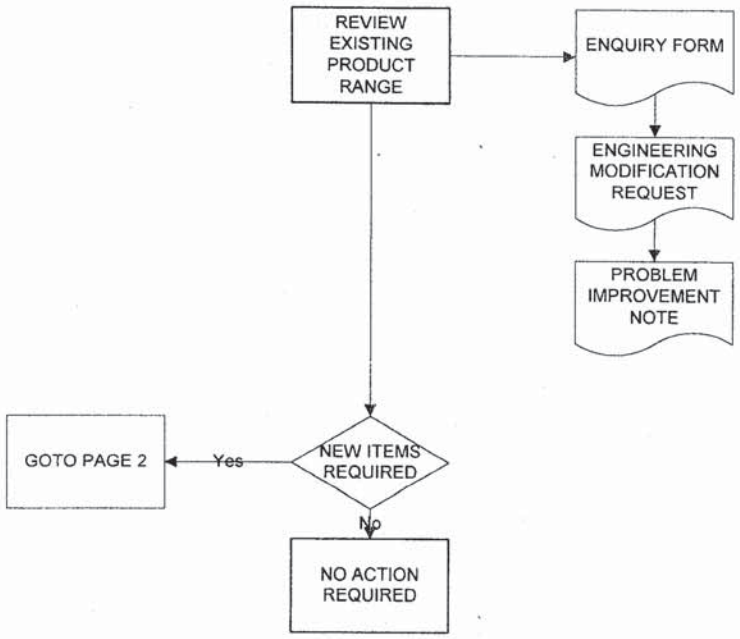


CONSIDER IMPLICATIONS OF FAILED CHECK OR RECALIBRATION UPON ACTIVITIES SINCE LAST CHECKED OR CALIBRATED

IF DEEMED SIGNIFICANT RAISE A PIN AND RECORD AND UNDERTAKE ACTIONS REQUIRED

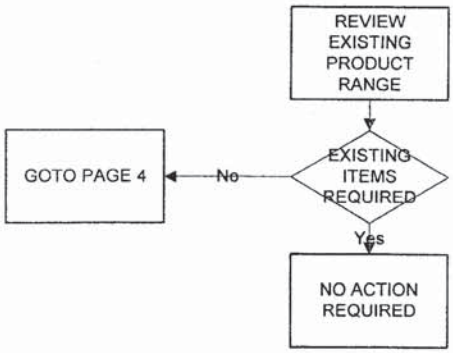
ISSUE	DATE	SIGN	CHANGE DETAILS
XX		GB	N/A

PRODUCT DEVELOPMENT - QP 011



REVIEW BY MANAGEMENT TEAM OF PRODUCT RANGE,- SUGGESTIONS FEEDBACK, (PROBLEMS, PRICE, QUALITY), IMPROVEMENTS AND CUSTOMER REQUESTS

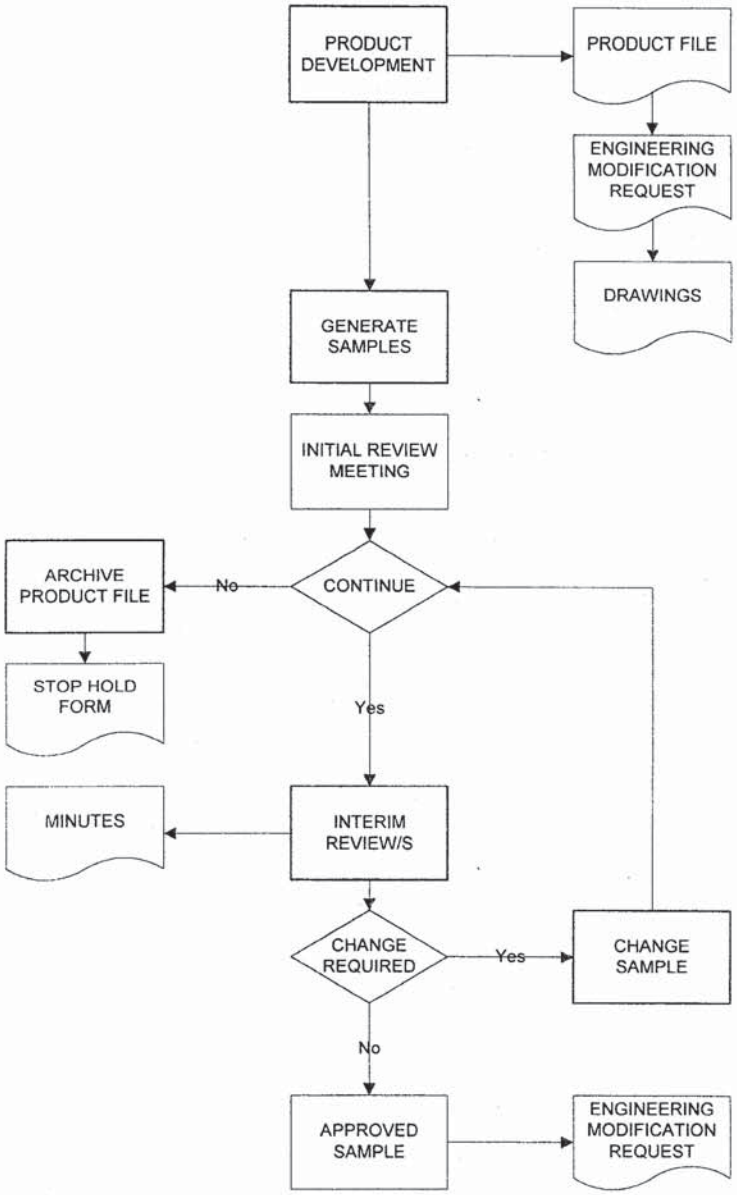
NEW ITEMS REQUIRE DEVELOPMENT PROCESS



REMOVAL OF EXISTING ITEMS REQUIRES DELETION PROCESS

ISSUE	DATE	SIGN	CHANGE DETAILS
XX		GB	N/A

PRODUCT DEVELOPMENT - QP 011



DEFINE PRODUCT TITLE, EITHER AS NEW PRODUCT OR REFER TO EXISTING PRODUCT

DEFINE MATERIALS, SIZES, TOLERANCES

INCLUDE STANDARDS, STATUTORY AND REGULATORY REQUIREMENTS, TECHNICAL INTERFACES, EXTERNAL RESOURCES, RESPONSIBLE STAFF, CUSTOMER INSTRUCTIONS AND REQUIREMENTS, PERVIOUS PRODUCTS, PLANNED SCHEDULE DATES OR EVENTS MODIFY EXISTING ITEMS, OBTAIN SAMPLES FROM SUPPLIERS

RECORD REVIEW MINUTES AND PLANNED ACTIONS AND DATES UPDATE SCHEDULE

DOCUMENT CHANGES AND SUBSEQUENT REVIEWS

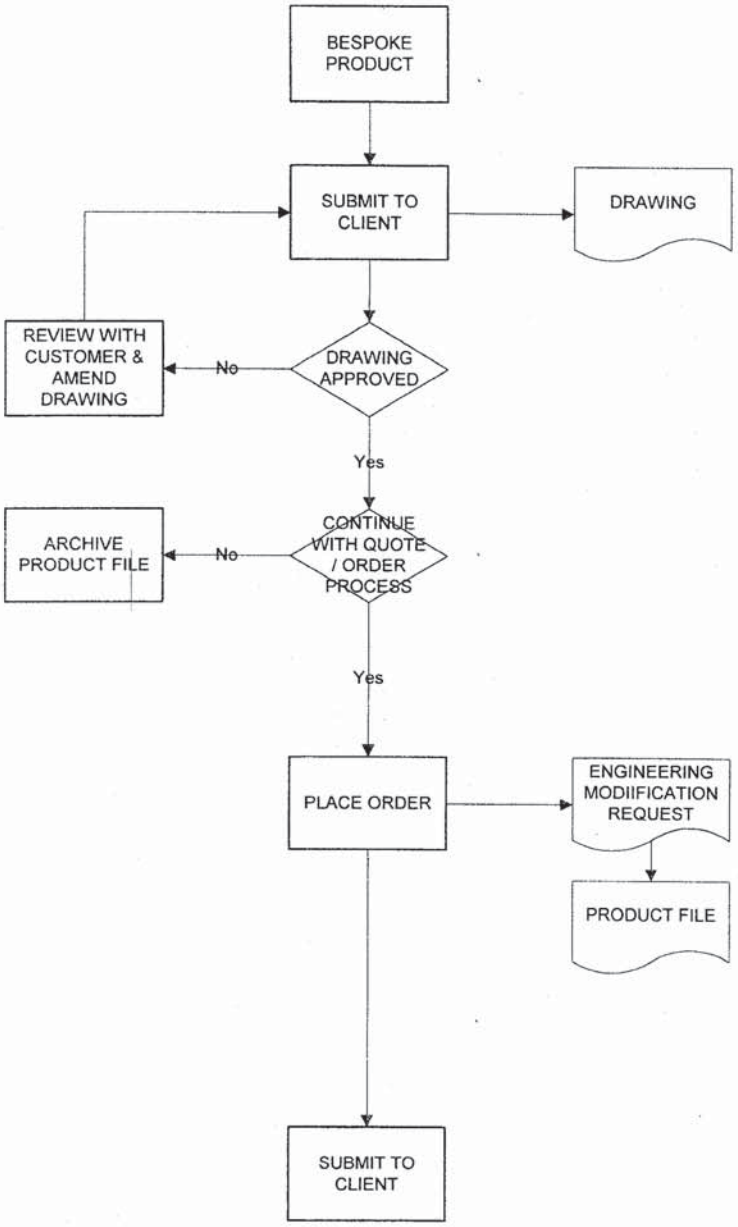
DECIDE PACKAGING REQUIREMENTS, MARKETING LITERATURE

IDENTIFY APPROVED SAMPLE

ARCHIVE SAMPLES, ETC

ISSUE	DATE	SIGN	CHANGE DETAILS
XX		GB	. N/A

PRODUCT DEVELOPMENT - QP 011



SUBMIT DRAWING TO CUSTOMER FOR APPROVAL FOR REVIEW AGAINST THEIR INSTRUCTIONS

IF NOT ACCEPTED, REVISE CHANGES AND RESUBMIT

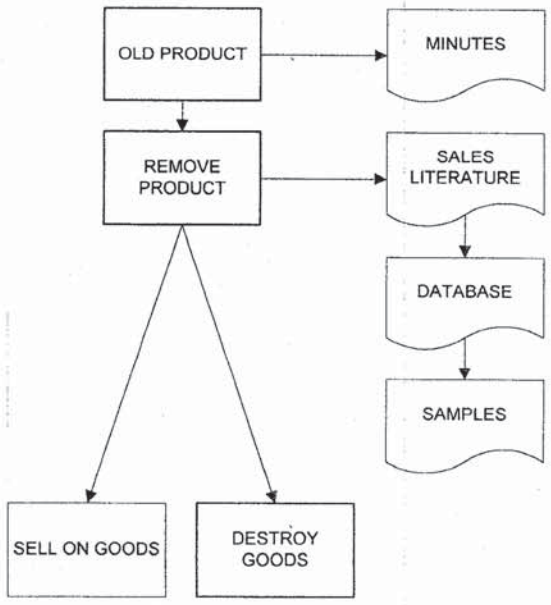
IF NOT SATISFACTORY, RESOLVE ISSUES AND RESUBMIT

ONCE DRAWING ACCEPTED BY CUSTOMER PROGRESS AS PER PROCEDURES QP 001 AND 002 FOR QUOTING AND ORDER PROCESSING

COMPLETE / SIGN OFF RELEVANT SECTION OF E M R AS PROCESS PROGRESSES

RAISE PRODUCT FILE FOR POSSIBLE INCLUSION INTO PRODUCT RANGE

ISSUE	DATE	SIGN	CHANGE DETAILS
XX		GB	N/A



CONSIDER WHERE PRODUCTS ARE INCLUDED, STORED, EXISTING ORDERS

CONSIDER ACTIONS TO DISPOSE OF STOCK, INCLUDING WITH CUSTOMERS AND DISTRIBUTORS

ISSUE	DATE	SIGN	CHANGE DETAILS
XX		GB	N/A