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Quality System Manual

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This manual is

Controlled []
Uncontrolled []

Issued to:

Authorised by:

Date:

Cablecom (UK) Ltd**Quality System Manual****Contents**

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Index of Quality Records



Cablecom (UK) Ltd specialises in the sales and distribution of connectors, modular networking products and cable assemblies to customer's specifications, for the electronics, telecommunications, industrial control, automotive and networking industries.

Through our strong commitment to quality, we maintain the highest standards and are committed to ensuring the service we offer exceeds our customers expectations. Our company is such that we are continually improving in all areas to meet any future requirements.

4.1 Quality System & Document Control**4.1.1 OBJECTIVE**

- 01 The Quality Management System is based on a series of Quality plans detailing the integrated process of the business. Such processes include management activities, provision of resources, etc. processing of customers orders, and measurement of the quality system.
- 02 The objective is to ensure that the processes are effectively controlled, customer requirements are met and customer satisfaction is maintained. The yardstick by which the processes are measured is by conformity to the International Quality System Standard ISO 9001 – 2008
- 03 Appendix A to this section shows how the various processes interact. There is no design function within the business, or the handling of customer property. There is no design function carried out by the company, as in the case of connectors the products supplied by suppliers are designed by them, and in the case of cable & cable assemblies the products supplied are to the customers design (see section 4.1.8) The incidence of customer supplied product is so low that it does not warrant the setting up of formal control procedures.
- 04 Management policy and objectives are referred to in section 5 but in addition each documented process will have objectives, a reference to staff responsibilities, and show how the process works and is controlled.

4.1.2 STRUCTURE

- 01 The Quality Management System comprises this Quality System manual which is supported by internal audit reports and related documents or records (referred to as QSD's).
- 02 The Quality Manager is responsible for the control and maintenance of the Quality System.
- 03 Health, safety, fire regulations, product safety and statutory requirements take precedence over all quality system requirements.

4.1.3 AMENDMENTS

- 01 The Quality System manual is issue controlled. Issue control is by numerical issue number and date. This is indicated on Quality System documentation including related records in the manual.
- 02 Staff who identify a need to issue or amend a document, must ensure that it is brought to attention of the Quality Manager who is the authorised person to approve content of the Quality System Manual.
- 03 Authorisation of the change is indicated contained on the amendments page at the front of the manual, and the new issue number and date recorded. (ref QSD 0023)
- 04 Amendments to a page or pages within a section will mean a reissue of the relevant section concerned.

4.1.4 DISTRIBUTION

- 01 Distribution of the Quality System Manual or any section thereof may only be on the approval of the Quality Manager. This applies to documents for both internal and external use.

- 02 The Distribution of Quality System documentation, either complete or partial, is controlled via the appropriate Distribution List situated at the front of each manual. (ref QSD 0009)

4.1.5 CONTROL STATUS

01 Controlled Documents –

- Status of complete Manuals is indicated on the cover for that Manual and on the appropriate Distribution List.

Uncontrolled Documents - From time to time documents need to be raised for reference purposes. The Documents Control System would present operational difficulties; therefore the following procedure applies:-

- On raising a document copy for reference purposes, either for use in-house by a customer or by a supplier, it is dated and annotated “Uncontrolled” by the Quality Manager.
- Uncontrolled documents are for reference purposes only and are not to be used as “Working” documents.
- Uncontrolled documents are recorded on the appropriate distribution list.

4.1.6 OBSOLETE DOCUMENTS

- 01 A copy of obsolete System Documents is maintained in an obsolete file by the Quality Manager

- 02 All other copies are retrieved and destroyed.

4.1.7 BRITISH / INTERNATIONAL STANDARDS, CODES OF PRACTICE, REGULATORY, ETC.

- 01 Appropriate documentation will be on site or accessible by internet.

- 02 All such documentation will be checked by the Quality Manager to confirm the current status of the applicable documentation,

4.1.8 DRAWINGS ETC. (CABLE ASSEMBLY)

- 01 Product drawings are subject to review and authorising approvals, identification, issue / amendment and distribution controls.
- 02 They are produced as and when required prior to, during or on completion of assembly. Drawings / Sketches are provided by the customer or produced by ourselves in accordance with the customers basic design. (QSD 0039 Cablecom Cable Assembly Form)
- 03 Drawings contain a title block which depicts, as required, Issue, Date, revision, Raiser, Authorised by, Title, Customer and other relevant information.
- 04 All such drawings are maintained in the applicable cable / assembly file.
- 05 Each drawing / sketch is listed on the control page and annotated with the raisers reference i.e. Cablecom or customer name.
- 06 Each drawing / sketch has a cost sheet attached (QSD 0036), which records issue to Supplier and cost details. Re-issue would be re-entered and the old crossed off as required.
- 07 Drawings / sketches may be produced from a standard format which is on the PC Database

4.1.9 CATALOGUES, REFERENCE BOOKS AND DATA LISTS

- 01 On receipt of any such materials / literature it is placed in the reference library for future use.
- 02 Any such reference literature is classed as uncontrolled as it is for reference purposes only. Where such literature requires to be disposed of, the Managing Director is informed to confirm its disposition.

4.2 QUALITY RECORDS

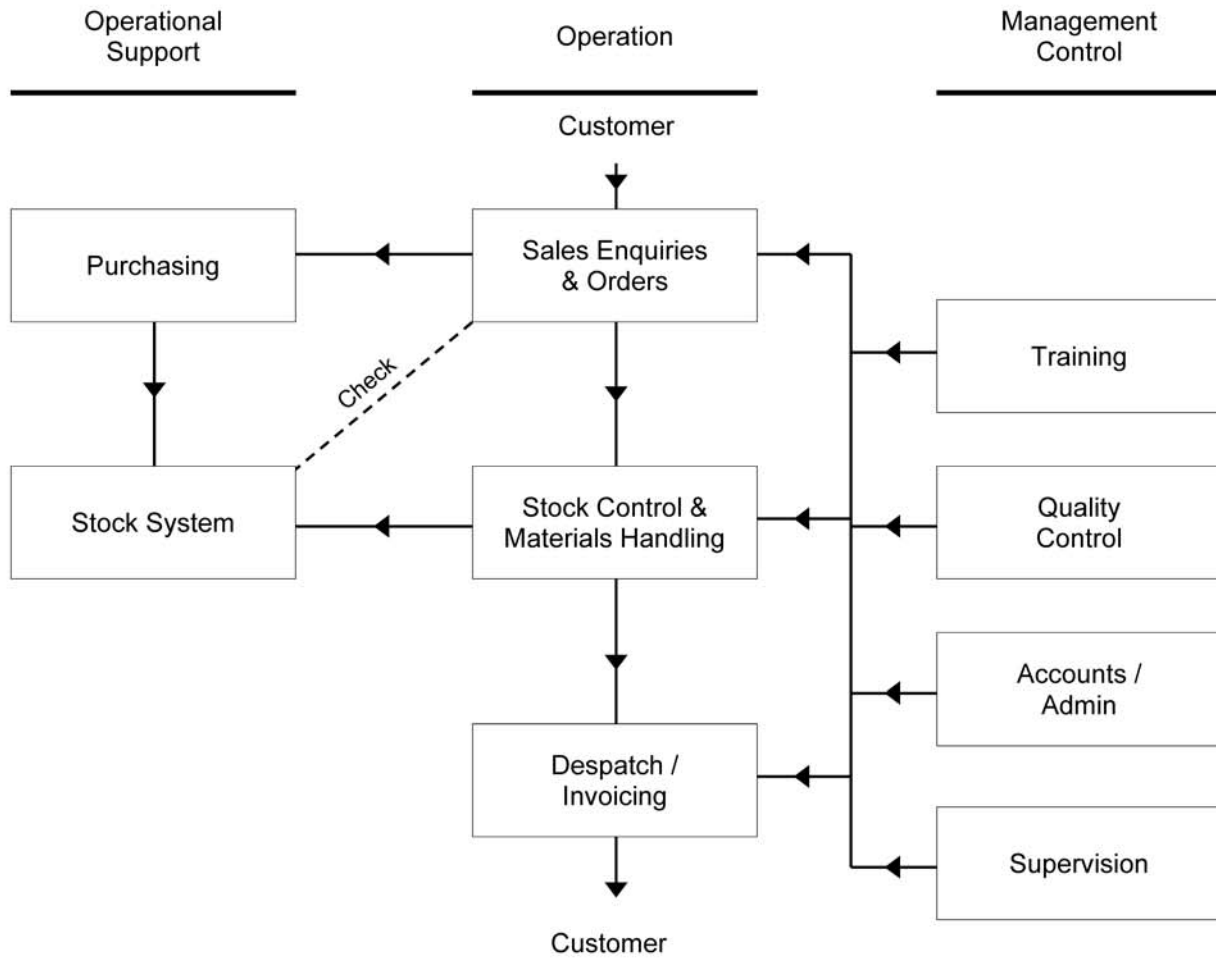
4.2.1 MAINTENANCE AND DISPOSITION

- 01 The Quality Manager maintains all master files and lists of Quality Records.
- 02 Quality Records are retained in accordance with the Quality Records Document Register. (QSD 10) This is reviewed annually at the Management Review Meeting and records are either disposed of or maintained for a further stated period.
- 03 All Quality Records are filed and stored so as to prevent deterioration, and in such a manner – using serial numbers, alphabetical lists and indexes – which makes identification and retrieval possible.

4.2.2 COMPUTER SYSTEM

- 01 The computer system is backed up on a daily basis by tape. There are five tapes - one per day. One tape is always maintained off site by a member of management. This is the responsibility of the I.T. Manager.
- 02 All media is duly identified and maintained so as to prevent damage to the data.
- 03 In event of a 'crash down' the system would be re-booted using the latest discs to re-install the system. Downloading of hardcopy information would be utilised to bring the system up to date since the last backup.
- 04 In event of a 'systems failure' assistance would be sort from either / or the systems managing agent or a suitable computer supplier.
- 05 The I.T. Manager is responsible for the maintenance of the computer systems.

PROCESS FLOW CHART



5.1 QUALITY POLICY & OBJECTIVES

5.1.1 MANAGEMENT

- 01 The Director and Managers will ensure that all staff are aware of customer requirements, recognising any relevant statutory or regulatory requirements.
- 02 They will prepare a Quality Policy (see sec. 5.1.2) and establish Quality Management Objectives that can be measured to ensure that the Quality Management System remains effective and achieves improvements (see sec 5.1.3)
- 03 The objectives and policy will be reviewed each year at a Management Review Meeting, and assessed in line with the agreed performance indicators.
- 04 As stated in Sec 4.1.1 the Quality Management Objectives will be supported by individual process objectives which will be subject to the same review.
- 05 The Managing Director will ensure that the Quality Policy, and the requirements of the Quality System are communicated to employees.

5.1.2

POLICY STATEMENT

It is our policy to ensure that the electrical/electronic connectors and/or connections we supply achieve the requirements of our customers (both internal and external) at all times, on time. We believe in the concept of Purchaser and Supplier working together in the pursuit of this policy and in continually striving for improvements in Quality.

We ensure that all work produced is of a consistent Quality to the Customer on time and to provide adequate internal resources and backup facilities to ensure that this policy is maintained.

We also believe in the concept of the customer, the supplier, and ourselves working together in the pursuit of this policy and in continually striving for improvements in quality and service.

This policy is communicated to all company personnel at all levels.

We expect all company personnel to be responsible for the Quality of their work and that all company personnel must have a positive attitude and commitment to Quality as a whole and to respond quickly and effectively to achieve the performance standards required of them and to 'get it right first time'.

The system of Quality Management operated complies with the latest issue of the International Standard ISO 9001 - 2008

The Managing Director has executive responsible for ensuring that a suitable Quality System is established, implemented and maintained. To assist in this, measurable Quality System Objectives will be set and regularly monitored.

The Managing Director is the company Quality Representative who is authorised to implement and maintain the Quality System.

Company safety or fire regulations, coshh, product safety, statutory requirements and user safety take precedence over all Quality System procedures. Where there is any problem in this respect, reference should be brought to the immediate attention of the Managing Director.

Signed By

Date



5.1.3 GOALS AND PERFORMANCE INDICATORS

Our overriding aim is to continually improve in all aspects of business performance. To achieve this aim we have established the following goals and performance indicators. By monitoring these goals and performance indicators, we can identify and prioritise area for improvement.

Goal	Performance Indicators
<ul style="list-style-type: none">• To continuously meet or exceed customer expectations	<ul style="list-style-type: none">• Customer Complaints• Customer Satisfaction
<ul style="list-style-type: none">• To continuously increase UK market share	<ul style="list-style-type: none">• Customer retention• New business
<ul style="list-style-type: none">• To increase profit margins by reducing running costs and improving efficiency	<ul style="list-style-type: none">• Profit margin• Operating costs
<ul style="list-style-type: none">• Operate efficient and effective management systems	<ul style="list-style-type: none">• Certification to ISO 9001-2008
<ul style="list-style-type: none">• Highly developed and motivated people	<ul style="list-style-type: none">• Number of days training provided, staff retention
<ul style="list-style-type: none">• To eliminate the cause of non-conformance	<ul style="list-style-type: none">• Internal non-conformance measurements• Customer concerns analysis

5.2 RESPONSIBILITY & AUTHORITY

- 01 The organisation chart of the company is shown by function under Appendix A to this section. This chart is for illustration purposes and is applicable at the time of first or re-issue of this Manual.
- 02 The responsibility for quality rests with all employees, but the control and authority is the direct responsibility of the Managing Director (Quality Manager) who will use this Manual for guidance. He is the company representative for all quality matters.
- 03 In support of the Quality Manager, the General Manager will act as Deputy Quality Manager.
- 04 The responsibilities of Quality Management are shown in more detail in Appendix B to this section and are also referred to in the relevant sections of the Quality System Manual
- 05 The provision of adequate resources for verification activities within the Quality System and the assignment of trained personnel for such activities is the responsibility of the Managing Director. Audits of the Quality System are completed by personnel independent of the work being performed.

DUTIES AND RESPONSIBILITIES OF CABLECOM (UK) PERSONNEL		
POSITION	RESPONSIBILITY	QUALITY FUNCTION
MANAGING DIRECTOR	The overall management of the company, including sales, marketing, purchasing, stores, production, company personnel, accounts and finances. He delegates responsibilities and duties as described below. Responsible for the overall management of the sales and marketing department, including national and internal sales, development and security of customer bases, network sales, and product development. He monitors results and provides management reports as required. He is the Quality Representative	<ul style="list-style-type: none"> Ensuring that a quality management system to ISO9001-2008 is implemented and maintained by the company. He has overall executive responsibility but delegates responsibility and duties to personnel as he sees fit. Reviewing company training needs. Chairing the management review meetings Maintaining Staff Skills record and Training Records Reporting of non-conformances to the Quality Manager
SALES AND MARKETING DEPARTMENT		
INTERNAL / EXTERNAL TECHNICAL DIRECTOR (STANDARD PRODUCTS)	Responsible for the development of northern standard sales both by telephone and visit and for general product development.	<ul style="list-style-type: none"> Reporting of non-conformances to the Quality Manager
MARKETING & IT MANAGER INTERNAL SALES MANAGER (NETWORKING)	Responsible for the marketing functions of the company. E.g. catalogues, advertisements, mail shots etc. Maintains the database of existing and potential customers. Responsible for the maintenance of the IT systems within the company. Responsible for the procurement of new sales and maintenance of existing clients and for general product development. - Networks	<ul style="list-style-type: none"> Reporting of non-conformances to the Quality Manager Ensuring that the Quality System Manual and Records are kept up to date in liaison with the Quality Manager
ACCOUNTS DEPARTMENT		
ACCOUNTS MANAGER	Company Secretary and the overall management of the accounts and finances of the company including, sales invoices, payments, reconciliation, banking. General administration duties are delegated as required.	<ul style="list-style-type: none"> Reporting of non-conformances to the Quality Manager
ACCOUNTS ASSISTANT	Responsible for the day to day running and operation of the general administration, and reception duties.	<ul style="list-style-type: none"> Reporting of non-conformances to the Accounts Manager or the Quality Manager

DUTIES AND RESPONSIBILITIES OF CABLECOM (UK) PERSONNEL		
POSITION	RESPONSIBILITY	QUALITY FUNCTION
GENERAL MANAGER	Responsible for overseeing the stores function, Responsible for overseeing the buying function. Responsible for overseeing the accounts function. Responsible for overseeing the quality function. Assisting the MD in the day to day running of the company.	<ul style="list-style-type: none"> Ensuring that a quality management system to ISO9001-2008 is implemented and maintained by the company. He has overall executive responsibility but delegates responsibility and duties to personnel as he sees fit. Reporting of non-conformances to the Quality Manager
PURCHASING MANAGER	Responsible for the buying function Raising and confirming of purchase orders Responsible for maintaining supplier performance and maintaining the list of approved suppliers. Day to day management of the quality system as Quality Manager	<ul style="list-style-type: none"> Record and monitor non-conformances. Assistance with Supplier Evaluation Nonconformance reviews Management reviews Internal Audits Monitoring of Quality Records Monitoring of Calibration and Equipment checks Monitoring of the documented quality system to current procedures and ensuring that the documentation reflects the current procedures of the company
STORES MANAGER	Responsible for picking and packing customer orders. Responsible for checking in goods from suppliers. Responsible for product identification and care in stores	<ul style="list-style-type: none"> Signing off goods dispatched. Packing product satisfactorily accepting, rejecting deliveries in accordance to quarantine and reject procedures. Reporting of non-conformances to the Quality Manager
INTERNAL SALES ADMIN	Responsible for dealing with incoming sales phone calls. Also responsible for maintaining sales order books and entering of customer orders onto computer system.	<ul style="list-style-type: none"> Reporting of non-conformances to the Quality Manager

5.3 MANAGEMENT REVIEW

5.3.1 INTRODUCTION

- 01 A review of the Quality Management System is carried out annually or sooner at the Managing Director or Quality Manager's discretion.
- 02 The Quality Manager will notify key company staff and employees who are required to be present at the meeting and any particular notices, reports etc. that they need to present at the meeting. Key people will include the Managing Director, General Manager, & External / Internal Sales Managers.

5.3.2 AGENDA

- 01 Follow up actions from previous reviews.
- 02 General System A review of the Quality System is completed annually to ensure that all aspects of the Quality System including its resources, goals, policy, organisation, procedures, methods, documentation and records are effective and suitable.
- 03 Quality Planning Current, new business and future proposals are reviewed to ensure that any specified requirements can be met by the Quality System and existing resources and, where applicable, changes or improvements made accordingly.
- 04 Quality Policy & Objectives are reviewed and monitored to check whether they are meeting the targets.
- 05 Quality Performance Includes services offered, equipment, manpower, time, rectification of failure, and transportation methods, which are reviewed to ensure that the performance remains efficient and capable of meeting both internal and customer requirements on a consistent basis. Ideas where improvements can be made will be discussed.
- 06 Non-conformances, Corrective and Preventive Action This includes a review of; customer feedback or complaints; supplier problems, internal production and system errors, and external assessment. This review enables us to ascertain our overall quality performance and decide what actions if any are to be taken to improve on our performance.
- 07 Supplier Performance An assessment of the suppliers performance will be made together with additions or deletions from the list
- 08 Quality Audits The result of, and actions arising from, Internal Audits or External Audits are reviewed.
- 09 Training This incorporates a regular review of our skills and needs requirements, company capabilities, new technologies and customer requirements in line with the Quality System.
- 10 Any other business Other business/company matters.

Analysis, results and actions taken or required, are recorded on the Management Review Reports (Minutes). Delegated actions will be recorded and time targeted.

On completion of the Management Review the reports, and where applicable Quality improvements are signed as accepted and agreed by the Managing Director. Copies are circulated to appropriate personnel. (ref QSD 0007, 0008)

6.1 RESOURCE PLANNING

- 01 By reference to Board Meetings, and Management Review Meetings, the Managing Director will ensure that the company has adequate equipment and staff in terms of number and skills to meet current and anticipated levels of business. This assessment will be made in conjunction with annual budgets.
- 02 Training needs are documented on a Training Plan (QSD 0037) for each employee which is approved by the Managing Director. Training needs are discussed at the Management Review and with the employee concerned. Training plans will be designed as closely as possible to meet the exact training needs of the employee. Training relates to both internal and external training.

6.2 SKILLS AND COMPETENCY

- 01 All prospective employees will be interviewed and will be asked to either submit their personal details and/or an overview of their past work, and/or if successful their details will be recorded during/on conclusion of the interview.
- 02 All existing employees will have their skills, qualifications and experience recorded within the personnel files, either on a CV or skills record (ref QSD 0014)

6.3 TRAINING**6.3.1 NEW EMPLOYEES**

- 01 New employees receive induction training (ref QSD 0001) which embraces:-
 - Company policy related to pay and conditions
 - Company rules and discipline/grievance procedures
 - Organisation
 - Holiday information
 - Health and safety at work, COSHH, Fire precautions
 - Quality System requirements, as pertains to their function/operation
- 02 Training is recorded on/within each company personnel's staff induction record (QSD 0002)

6.3.2 EXISTING EMPLOYEES

- 01 The introduction of new equipment, materials and processes required that personnel are trained to a level which ensures effective use of them, and the maintenance of the required quality levels. Similarly, changes to procedures require that relevant personnel must be educated in the detail of the changes.

6.3.3 TRAINING RECORDS

- 01 On the satisfactory completion of any training, the Training Record for the employee is updated with the details and date of training and authorised. (Ref QSD 0002)
- 02 The maintenance of individual Training Records is the responsibility of the Quality Manager in conjunction with other personnel as he sees fit.
- 03 The training carried out will be evaluated to see if it has met the requirements. Staff will be tested with applying the training in the workplace as soon as is practical.

6.4 FACILITIES

- 01 The Managing Director will ensure that the building and equipment are adequate to meet the current and anticipated needs of the business. The assets will be maintained in good working order (see also 7.6 Equipment Control)
- 02 Storage areas will be provided to allow sufficient space for the storage of components and consumables in a suitable environment. Adequate labelling will be provided.
- 03 Data processing facilities will be maintained in safe and suitable environments (see also sec. 4.2 Quality Records)
- 04 The premises are kept secure and fully alarmed outside working hours.
- 05 Employees will be provided with a safe and clean working environment in which to work.
- 06 Requirements or relevant Health and Safety legislation will be adhered to.
- 07 There is a "no smoking" policy applied within the premises.

7.1 PLANNING

- 01 The planning of product realisation processes is achieved through the documenting of the key operating processes of the business as described in the following sub-sections of this manual. The processes are as shown in the schematic diagram in sec. 4 Appx A.
- 02 Each process will show the quality objectives, the description of the processes, the quality control checks and the persons responsible. A reference will also be made to the relevant records or computer data used in support of the process.
- 03 There is no design function within the business and therefore no process description is necessary. Similarly the company does not use customer supplied product.
- 04 The above processes include management controls concerning sales orders, Identification and Traceability, Inspection, Control of Measuring and Monitoring devices, Stock Control etc.

7.2 SALES ORDER CONTROL

7.2.1 OBJECTIVE

- 01 To ensure that sales orders are checked as to company ability to meet customer requirements and that they are fully identifiable and communicated to employees.

7.2.2 ENQUIRIES / ORDERS

- 01 Enquiries/Orders can be received by post, telephone, Fax or in person. All orders (apart from Credit Card Sales) will be acknowledged (QSD 0005, 0015)
- 02 In all cases enquiries/orders are forwarded to the sales dept for processing as per the following Flow Chart Procedures:-

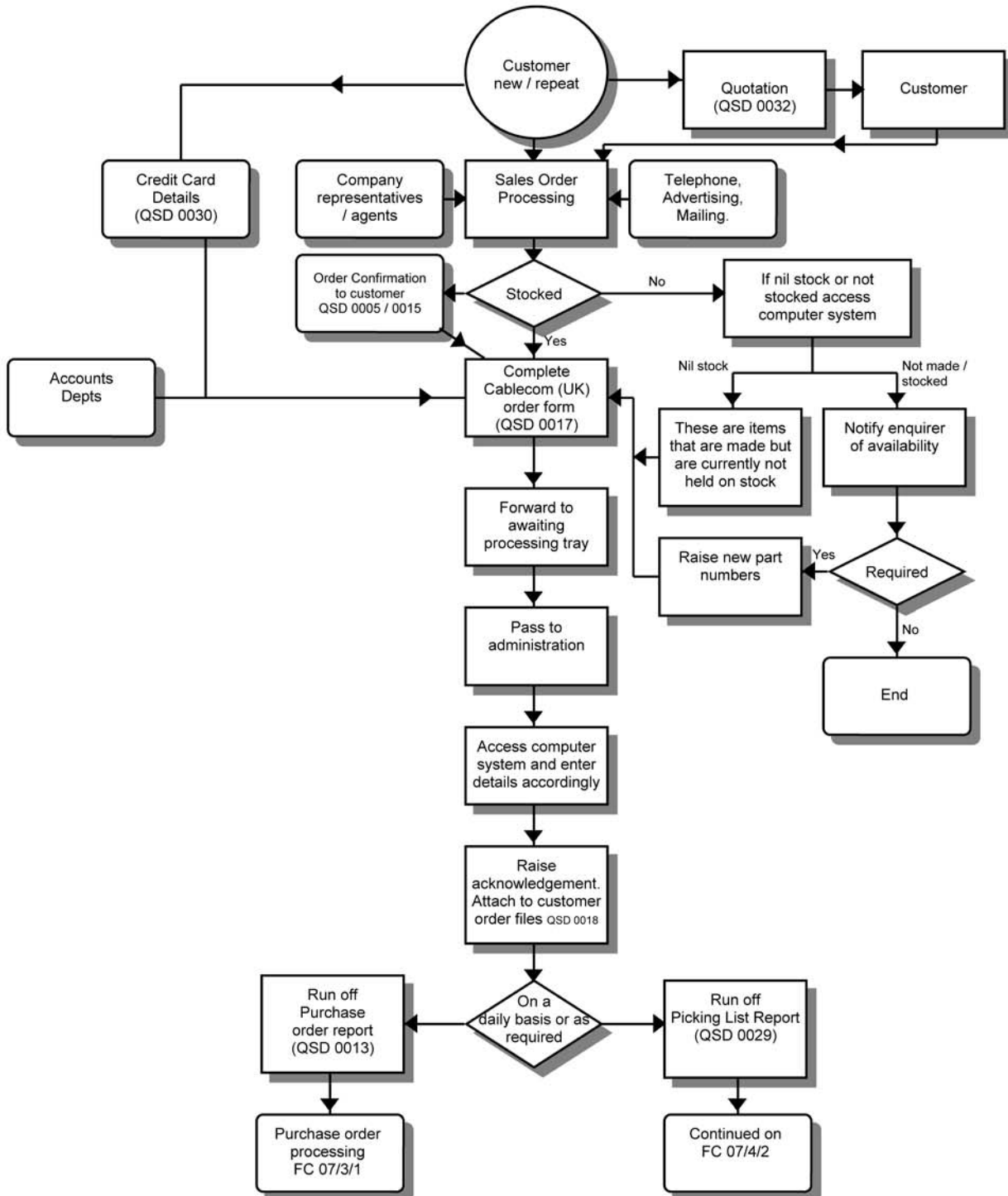
F.C. 07/2/1 --- Enquiry/Order Processing
- 03 Sales orders approval as to product, price, etc, is indicated by the relevant sales persons name on the Cablecom Order Form. (QSD 0017)
- 04 Sales director will endeavour to ascertain the customers intended use of the product, where known. Suitable technical advice will be provided where necessary.
- 05 Any drawings, specifications supplied by the customer will be attached to the order or enquiry documentation and checked by the sales person for current status. Any Special Instructions, legal or regulatory conditions will be referred to on the Cablecom Order.
- 06 A quotation is normally prepared in response to verbal or formal enquiries. As a background to preparing the quotation a visit to the potential customer may be required to establish requirements. A copy of the quotation is faxed or emailed to the customer, with the copy retained by the company showing the mark up of the price. Subsequent orders will be checked against the quote as part of the approval process.
- 07 Samples may be requested by the customer – see flow chart FC 07/2/2

7.2.3 AMENDMENTS

- 01 Where amendments occur to either an enquiry, order, or during the processing cycle then that amendment is reviewed in conjunction with the applicable process element(s) and dealt with as per procedure on Flow Chart F.C. 07/2/2

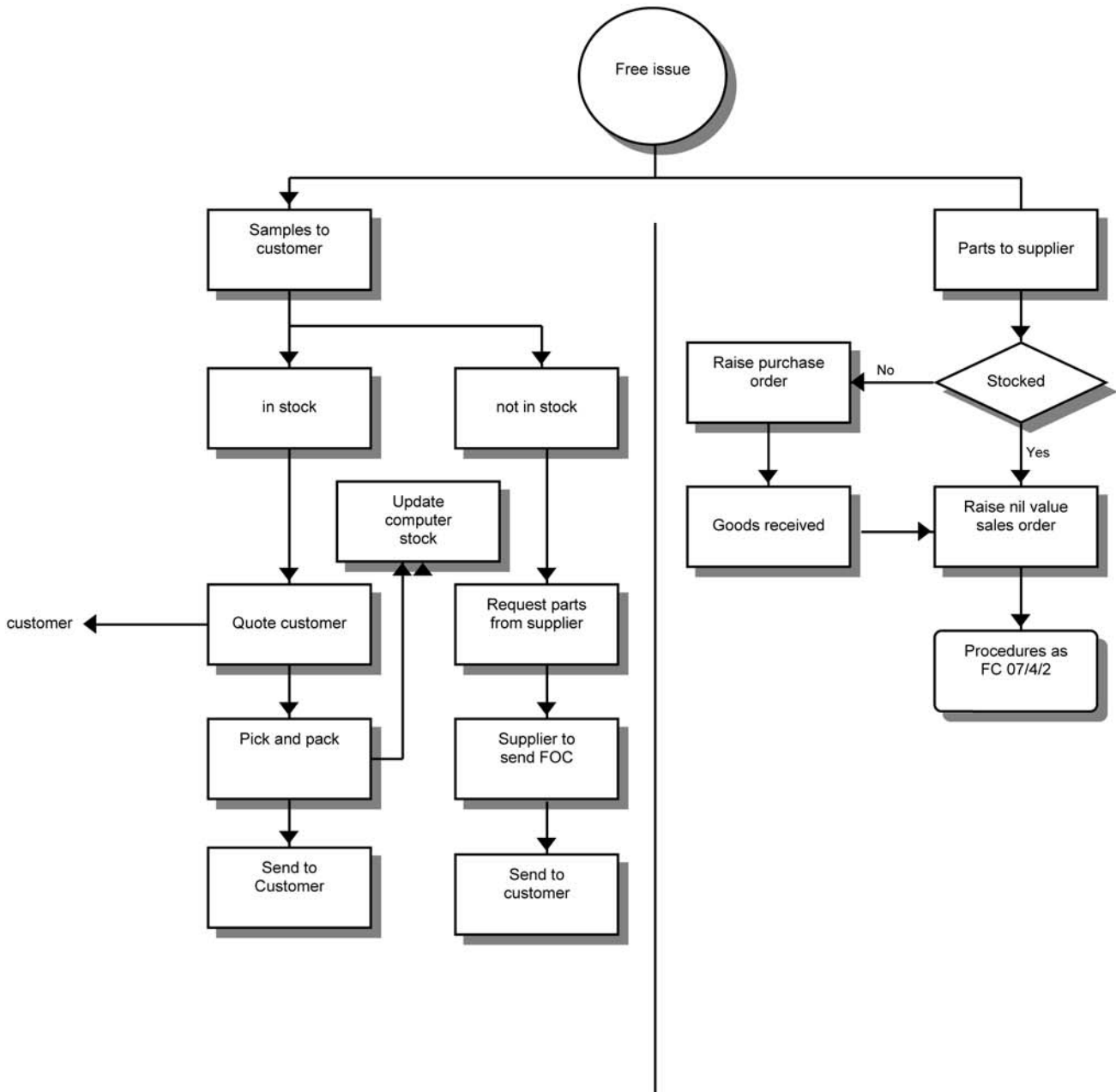
7.2 SALES ORDER CONTROL

Flow Chart
 Enquiry / Order Processing
 F.C. 07/2/1



7.2 SALES ORDER CONTROL

Flow Chart
Free Issue Samples
F.C. 07/2/2



7.3 PURCHASING

7.3.1 OBJECTIVE

- 01 To ensure that purchased materials, components and services conform to specified requirements and that purchase orders are placed on approved suppliers.

7.3.2 PURCHASE ORDERS

- 01 All purchasing is carried out as per the purchasing procedure Flow Charts F.C. 07/3/1
Purchase orders to include suppliers name and address, unique purchase order number, part number with description, quantity, price, delivery date, special instructions, and signature of approved buyer. (QSD 0033)
Purchasing requirements are determined from a purchase order report which shows the stock situation in relation to sales orders. This is produced by the responsibility of the approved buyer. The products stock record shows which items are supplied as cable assemblies. When required the buyer will raise an order on the approved sub-contractor for making up cables.
- 02 Amendments Where a purchase order is required to be amended (this includes cancellation) the details of the amendment are:-
 - a) Communicated to the supplier and the existing purchase order copies retrieved and amended accordingly, clearly showing the amendments and additional authorising signatory and dates.
 - b) Where required the amended purchase order is either copied and forwarded to the supplier or faxed to confirm the new requirements.
 - c) Copies are returned to their respective files awaiting processing as required.

7.3.3 EXTERNAL VERIFICATION OF PURCHASED PRODUCT / SERVICES

- 01 Where purchased products and / or services are required to be inspected either by ourselves or by the customer or their representative at the point of supply then the requirement will be clearly stated on the purchase order, in the order that suitable arrangements can be made by all parties concerned.
- 02 Where such a verification is carried out by the customer it is not used by ourselves as evidence of acceptability and on receipt it would be processed as per the standard goods received procedures.

7.3.4 SUPPLIER EVALUATION

- 01 Suppliers are chosen on their ability to be able to provide Cablecom (UK) Ltd with acceptable products and services. As a result of us needing to be totally flexible with our customers we select them from standard data sources i.e. Manufacturers Agent, Trade magazines and literature, Yellow Pages etc. New suppliers may be asked to complete a questionnaire in order to check their suitability (QSD 0011 / 0028)
- 03 We control supplier selection through the Goods Received Inspection System (See section 7.4 FC7.4.1). A list will be kept of approved suppliers. (sec .04 Below) (QSD 0012)
- 03 All deliveries / services from Approved Suppliers are monitored and their performance recorded on the Goods Received note and the supplier Reject Note as appropriate.

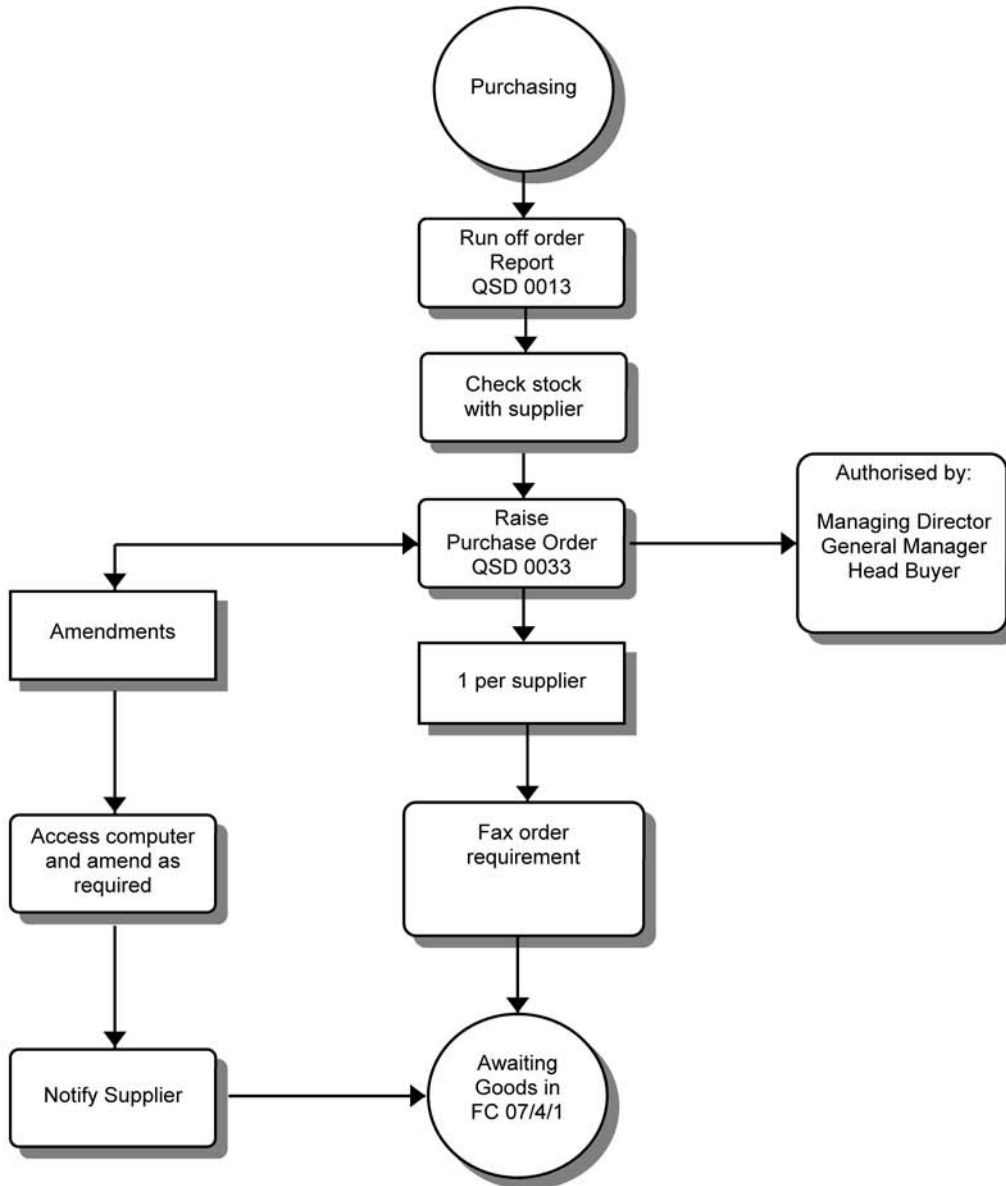
- 04 Withdrawal of Approval If a supplier fails to achieve and maintain the required quality level for their product or service, that approval can, and will be, withdrawn. Such a withdrawal is the responsibility of the Managing Director using all the documented evidence to formulate this decision. Suppliers performance will also be reviewed at the management review meeting, by reference to supplier reject notes, credit notes etc. A performance rating will be applied taking into account suppliers pricing, delivery date adherence, damaged products, wrong item supplied, shortages etc by reference to the reject reports.

7.3.5 GENERAL

- 01 Consumable Purchases e.g. Coffee, Tea, Stationery etc. are purchased by administration and do not need to follow this procedure.

7.3 PURCHASING CONTROL

Flow Chart
Purchasing
F.C. 07/3/1



7.4 STOCK CONTROL / MATERIALS HANDLING

7.4.1 OBJECTIVE

- 01 To ensure that goods received and despatched are to the correct specification & condition, and items in stock are properly identified and maintained.

7.4.2 GOODS RECEIVED

- 01 Goods Receiving inspections functions are as per the Flow Chart F.C. 07/4/1
- 02 The stores will batch check cable assemblies received to ensure product conformance. Inspection will be carried out to check conformance to the relevant drawings. (The master drawing files are kept in the sales office). Where the assembly fails an inspection, the failure must be reported to the Quality Manager and the Goods/Product must be clearly identified as a non-conforming product and then put into quarantine and a reject note will be raised. (QSD 0022)
- 03 Items / goods that are rejected will be placed in quarantine (if practical to do so) and appropriately marked e.g. by a customer credit / returns form, or a copy of the reject note attached etc.) and the documentation suitably annotated.

7.4.3 STOCK CONTROL

- 01 Storage is by means of racks, bins, tubs, boxes or designated areas.
- 02 Goods are suitably marked or identified so as to enable traceability both within the system and to the Manufacturer or Supplier whichever applies.
- 03 All stock levels are maintained by the Managing Director or his nominee to what is considered to be a reasonable/acceptable level of turnover for the product.
- 04 All stock is subject to a 5% increase to take account of cost incurred to process, purchase, quality check / inspect and stock each item.
- 05 All stock records are maintained on the computer system.
- 06 A first in first out system is operated (F.I.F.O)
- 07 Stock is counted on a rolling basis each month. Investigations are made into significant variances from computer records. – see Stock Take Sheets
- 08 All stock is maintained in environmentally favourable conditions, whilst in our possession.
- 09 If stock is required to be or despatched in adverse conditions, suitable coverings / containers will be provided to maintain preservation.
- 10 Stock that is purchased for a specific order is identified to the customer or his order number.

7.4 STOCK CONTROL / MATERIALS HANDLING

7.4.4 GOODS ISSUED

- 01 The processing of a customers order following receipt of instructions from the sales dept is shown in flow chart F.C. 07/4/2
- 02 Where practical, the Stores Manager checks the goods to ensure product conformance at each stage of processing.
- 03 Prior to release for despatch to the Customer, the Stores person checks both the goods and any applicable documentation to ensure that they conform to the defined requirements in terms of quantity, type, delivery and quality.
- 04 Packaging for each product/item is either to the Customers specific requirements or by a suitable means as determined by the product/items type/requirements; this is the responsibility of the Stores Manager.

7.4.5 GENERAL

- 01 Where goods or a process fails an inspection, the failure must be reported to the Quality Controller and the goods, process or service clearly identified as non-conforming. See also Sec. 8.3 Control of Non-Conformances
- 02 Certificates of Conformance. (QSD 0026)

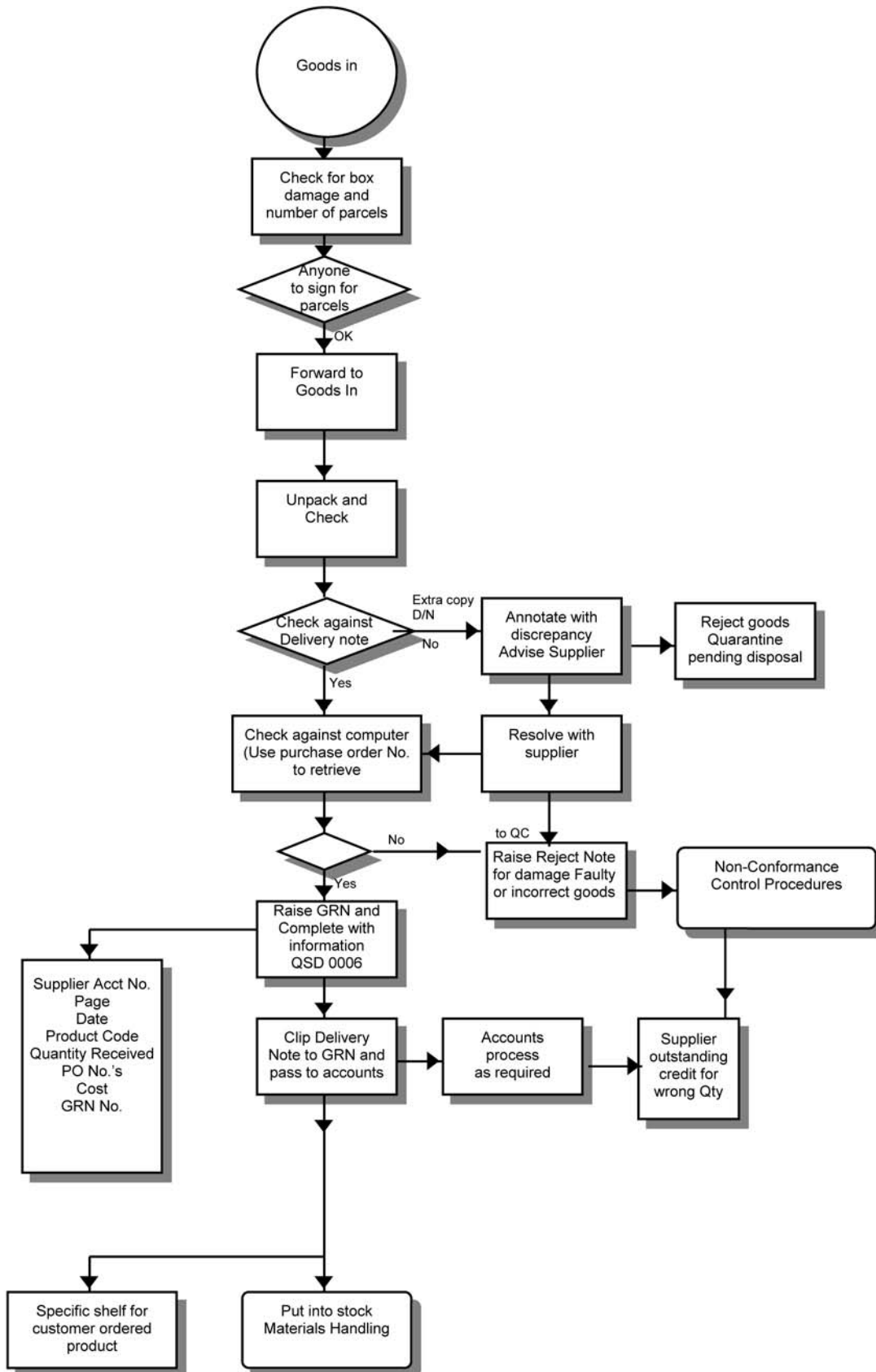
These may be supplied by ourselves to the Customer.

Where the Customer requires Certificates of Conformance from ourselves, then this requirement forms part of the contract. On despatch, Certificates are raised and signed by the Buyer or in his absence the Managing Director, copies are maintained in the applicable files.

- 03 Identification applies to all goods from receipt to delivery or despatch of the goods. Items are identified by means of documentation, labelling, tagging and/or marking at all stages of storage, process and delivery, and where specified in the order, for unique identification so as to enable traceability.

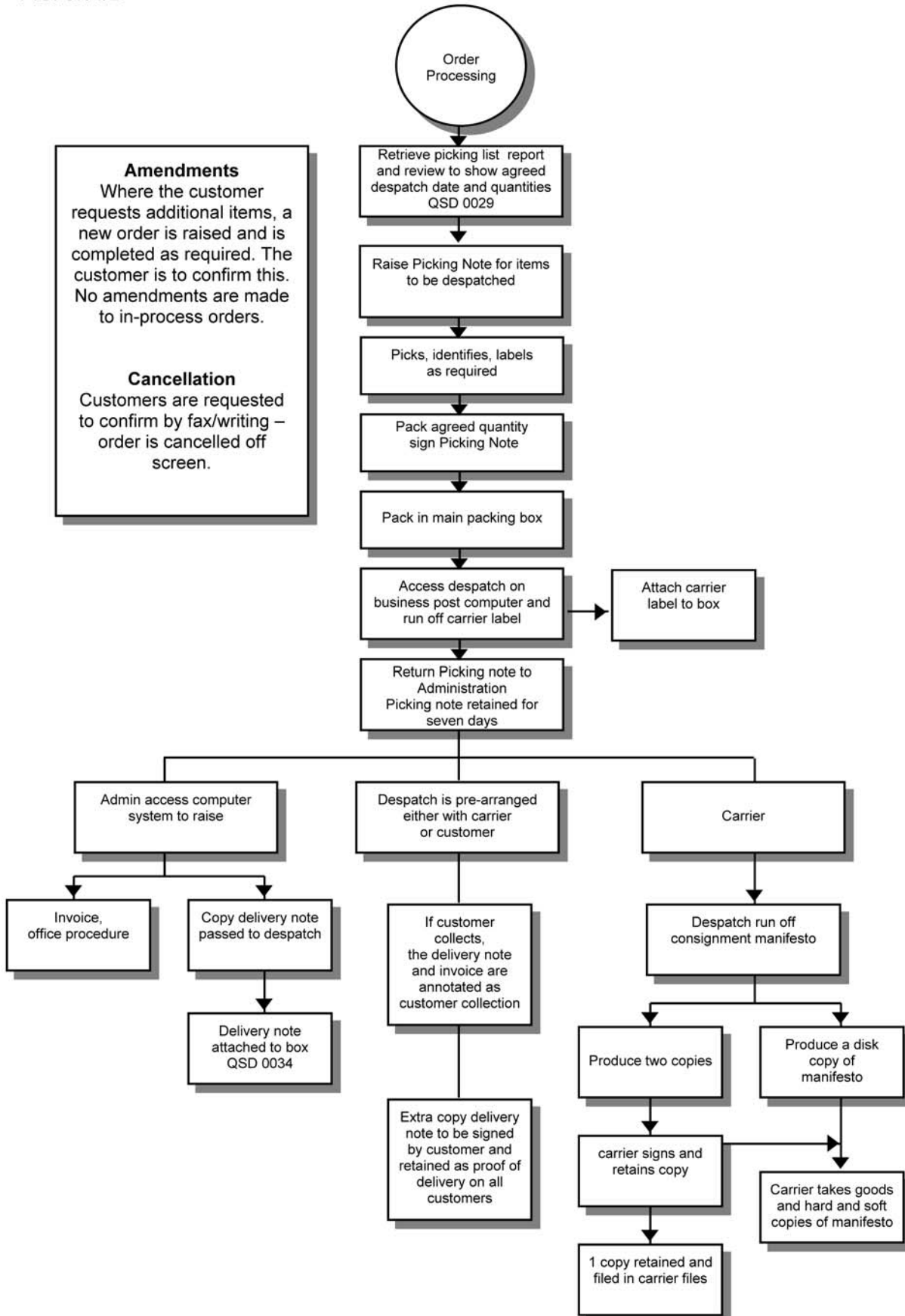
7.4 STOCK CONTROL / MATERIALS HANDLING

Flow Chart
 Goods In
 F.C. 07/4/1



7.4 STOCK CONTROL / MATERIALS HANDLING

Flow Chart
 Enquiry / Order Processing (Continued)
 F.C. 07/4/2



7.5 INVOICE & DESPATCH

7.5.1 OBJECTIVE

- 01 To ensure that goods are despatched in accordance with agreed Customer order, are in line with the despatch documentation and sales invoice.

7.5.2 DESPATCH

- 01 The despatch and invoicing procedure are shown in Flow Chart F.C. 07/4/2
- 02 On despatch, the goods are identified by a description in the Delivery Note and the package clearly marked.
- 03 Delivery is by:
 - i) Own Transport
 - ii) Sub-contract Transport
 - iii) Customer's Collection
- 04 The storeman ensures that the product is adequately identified, secured, and protected prior to and during despatch.
- 05 The accounts / administration check will ensure that the invoice is produced and checked against the Customer's order (see QSD 0017) prior to despatch.

7.6 EQUIPMENT CONTROL

7.6.1 OBJECTIVE

- 01 To ensure that equipment used by the Company is maintained in good condition, and that any equipment used in an inspection, test or measuring capacity is calibrated to demonstrate conformity to product specification.

7.6.2 INSPECTION, MEASURING AND TEST EQUIPMENT,

- 01 A record will be maintained by the Quality Controller to show the condition of the ruler which is used as a check of cable lengths (QSD 0019)
- 02 If the ruler is deemed to be unfit for effective use it will be scrapped, and a replacement obtained.
- 03 Scales are used to check quantities of certain products despatched. These scales will be test checked daily and formally at 6 monthly intervals to demonstrate conformity to weight / quantity recorded. They will be uniquely identified.
- 04 The daily check will be carried out by the Stores Supervisor and formally by the Quality Manager. The calibration method and results will be recorded on the calibration record card. (QSD 0019)
- 05 If the equipment fails the calibration, the scales will not be used until repaired and re-tested, or replaced and retested.
- 06 Stores personnel will ensure that the scales are maintained in good condition.

7.6.3 GENERAL

- 01 All equipment will be maintained in good working order. Persons responsible for using such equipment will take appropriate action to protect the equipment from misuse or loss.
- 02 Equipment comprises the above test equipment, computers and peripherals, company vehicles etc.
- 03 Records will be maintained of repairs to such equipment. Company vehicles will be maintained and services in accordance with manufacturers service schedules.

8.1 CUSTOMER SATISFACTION

8.1.1 OBJECTIVE

- 01 To monitor information on customer satisfaction or otherwise as a measure of performance of the Quality Management System.

8.1.2 CUSTOMER CONTACT

- 01 The Managing Director & Sales staff maintain daily contact with customers in discussions on enquiries, quotations and sales orders
Thus a regular feedback of customer satisfaction or dissatisfaction is obtained and prompt action if any problems need resolving. The comments are recorded on a Customer Visit Report and on-line customer database.
- 02 Formal monitoring is also achieved by the Corrective and Preventative Action procedures outlined in Section 8.4.
- 03 The contact will be used to promote the Company's products and services, to ascertain customer's future requirements, and to ascertain levels of satisfaction with the companies products and services.
- 04 This record will be used as a source of information to initiate improvements to the Quality System where necessary so that customer satisfaction can be maintained.

8.2 INTERNAL QUALITY SYSTEM AUDIT

8.2.1 OBJECTIVE

- 01 To ensure that the Quality Management system is formally monitored on a regular basis to check that it is complying with requirements and is effective.

8.2.2 RESPONSIBILITY

- 01 Audit responsibility is assigned to personnel who are suitable qualified and independent of the function being audited.
- 02 Internal auditing of the Quality System may be externally resourced to an approved sub-contractor.
- 03 Each year, the Audit schedule is set up by the Quality Manager at the Management Review Meeting, using the previous audit results to determine the schedule for the coming year. (QSD 0003)
- 04 The whole quality system is to be audited at least once per annum, and will ensure that all requirements of ISO 9001-2008 are covered.

8.2.3 PROCEDURE

- 01 The Auditor, together with a departmental representative (where applicable), shall proceed with the audit by examining those processes identified in the Audit Schedule. (NB. The auditor should first check that any outstanding matters from the previous audit are cleared, or if not, investigated.)
- 02 Individual audits are augmented by random sampling.
- 03 The auditor records details of the audit on Report Forms, recording observed objective evidence and whether the activity observed complies or otherwise. (QSD 0008)
- 04 Non-Conformances are recorded and actioned on a Audit Report Form (QSD 0024)
The report must be completed fully, corrective action agreed and signed off by designated signature.
- 05 Completed Audit Reports are retained in accordance with the Quality Records index and made available for Management Review. (QSD 0007)
- 06 The Audit Details Report will be summarised on an Audit Report Register (QSD 0004). This indicates the status of the Audit action, and provide for evidence of completion, including completion of delegated corrective action.

8.3 CONTROL OF NON-CONFORMANCE**8.3.1 OBJECTIVE**

- 01 To ensure that any product which does not conform to product and customer specifications is identified and controlled to prevent its unintended use or delivery.

8.3.2 NON-CONFORMING PRODUCTS**01 General**

All non-conforming products are and will be identified and where practical, segregated. This is to prevent unauthorised use, mixing with conforming material/products or despatch to customer.

02 Identification

All non-conforming materials/products are clearly identified by attaching a Non-conformance tag or label. A customer credit / returns form or Supplier Reject Note will be raised for the product. All such forms are annotated with the applicable details (reference Sec. 7.4 Materials Handling) (ref QSD 0022 / 0021)

03 Quarantine Area

Where practical, non-conformities are held in a segregated area until such time as a decision on acceptance or disposition is made.

8.3.3 CUSTOMER REJECTS OR RETURNS

- 01 These are recorded on the combined customer credit / returns form (QSD 0021). The forms categorise the cause of reject. These are summarised on a reject report . (QSD 0025)

- 02 All such records are subject to analysis and are reviewed on a regular basis by management, showing agreed corrective and/or preventative action. When appropriate the Non-Conformance log will also note the problem. (See Appendix A)

- 03 On receipt of returned goods, they are checked for quantity, condition or packaging, and compatibility with the Customer's Rejection. Electrical testing may be required for cable assemblies returned via sub-contractor / manufacturer.

- 04 Depending on the results, the goods will be either scrapped, returned to customer, or put back into stock, or subject to concession action.
Any concession will be agreed with the customer and noted in the special instructions box on the Customer Order Form and on the Non Conformance Log

05 Accounts

Where required, the Accounts function will credit the Customer with the full value, and where necessary, raise paperwork to replace the product(s).

8.3.4 SUPPLIER REJECT

- 01 The supplier reject note (QSD 0022) is returned with the goods to the supplier. A copy is sent to accounts to expedite credit.

8.3.5 STORES

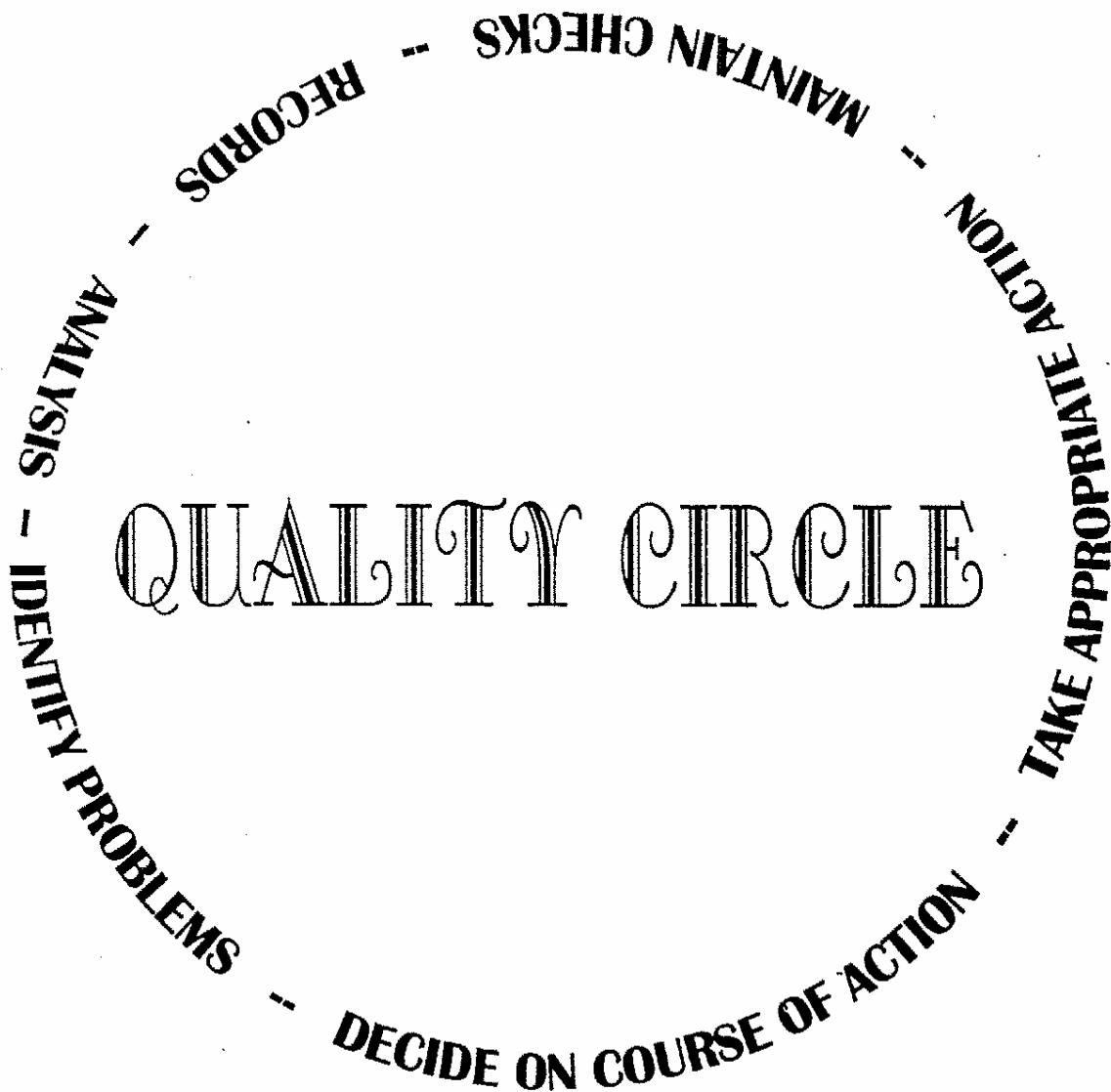
- 01 Products damaged in stores, eg. On handling, or through deterioration, will be identified and placed in quarantine.

- 02 The Non-Conformance log will make a note, if appropriate.

8.3 CONTROL OF NON-CONFORMANCE

8.3.6 QUALITY CIRCLE

- a) Complete an analysis of the processing and Quality Records relating to the goods under question and identify the cause of the problem and prevent recurrence of the problem.
- b) Implement any documentation system changes using applicable control procedure, and carefully monitor the results of the change for effectiveness.
- c) Ensure that documentation reflects that change (if any) and that checks are maintained which monitor the continuing effectiveness of the corrective and preventative action.
- d) The Quality Circle is shown diagrammatically and is the responsibility of all Management



8.4 IMPROVEMENTS ETC.

8.4.1 OBJECTIVE

- 01 To review and take action in those areas of the Company where corrective and/or preventative action is a means of maintaining or improving the Quality System.

8.4.2 CUSTOMER COMPLAINTS

- 01 On receipt of a Customer Complaint other than reject or return (See Sec. 8.3) the details will be recorded on the Non-Conformance log by the dept responsible
- 02 Where the outcome of the complaint is either not accredited to ourselves or is of a minor nature then the corrective actions taken are recorded on the Non-Conformance log.
- 03 Where the outcome of a complaint is directly accredited to ourselves and is of a more serious nature the form is passed to senior management for corrective and preventative action to be signed and implemented.
- 04 Customer complaints will be reviewed at the monthly management meetings and also at the Management Reviews.

8.4.3 PREVENTATIVE ACTION

- 01 Preventative action may arise following Internal Audit, non-conformance or Customer Complaint. The action taken to prevent a problem reoccurring will be recorded on the relevant forms i.e. Non-Conformance log, QSD 0024 & QSD 0021. This action will be duly authorised and followed up as required.
- 02 Preventative action may also be undertaken as a result of Management Review or other Management Meeting when there is a perceived weakness in the Quality Management System. A person will be delegated to look at this potential problem area and report back to the Management Review Meeting on findings and suggested action as appropriate. This report will be reviewed and any action formally approved.

8.4.4 ANALYSIS OF DATA

- 01 The Quality Management Systems will record data on
 - a) Customer Satisfaction (See Sec. 8.1)
 - b) Conformity to Customer on Product Requirements (See Sec. 7.2, 7.3, 7.4, 7.6, 8.2 & 8.3)
 - c) Characteristics and trends of processing of products (See 7.3, 7.4 & 8.4)
 - d) Suppliers (See Sec. 7.3 & 8.3)

8.4 IMPROVEMENTS

8.4.4 ANALYSIS OF DATA

- 02 This information is regularly reviewed by Management at Management Meetings and at the Management Review Meeting (See Sec 5.3). Appropriate action will be taken following these reviews.
- 03 Statistical analysis is maintained by the Quality Manager or Buyer (QSD 0021, QSD 0022, QSD 0024, QSD 0025, QSD 0038). This is reviewed by Management and appropriate action taken. Further statistical information will be determined by the Managing Director as appropriate.

8.4.5 IMPROVEMENTS

- 01 The above information will also be reviewed to see if the Quality Management System can be improved. As stated in Section 5.1 it is company policy to think of Quality System improvements. Directors and staff are encouraged to put forward suggestions of improvements.