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# Quality System Manual

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**Date:** .....

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

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## **Section 2 - Introduction & Scope**

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.



### Section 3 - Quality Management System

#### 3.1 STRUCTURE

- 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 3.3.5b)
- 04 Section 6 of the manual shows the key measures in place for verifying and validating the business processes. When sub-contract work is undertaken, care is taken to ensure sub-contractor is competent to undertake the work (see sec 6) and is given complete data to work with.
- 05 The Quality Management System comprises this Quality System Manual which is supported by internal audit reports and related documents or records.
- 06 The Quality Manager is responsible for the control and maintenance of the Quality System, and that it is continually reviewed for its effectiveness and scope for improvement.
- 07 Health, safety, fire regulations, product safety and statutory requirements take precedence over all quality system requirements.

#### 3.2 DOCUMENT CONTROL

- 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.
- 04 Amendments to a page or pages within a section will mean a reissue of the relevant section concerned.
- 05 There is one hard copy of the Quality System Manual. An electronic version is held on the company network for the benefit of all staff, but on a read only basis.

**3.2 DOCUMENT CONTROL (cont.)**

- 06 The Quality System Manual is a controlled document, authorised and kept up to date by the Quality Manager. If for any reason copies of the Quality System Manual are issued outside the company these will be marked "uncontrolled" and not updated.
- 07 A copy of obsolete System Documents is maintained in an obsolete file by the Quality Manager. All other copies are retrieved and destroyed.
- 08 The Quality Manager will ensure that access to the latest or relevant standards eg. ISO 9001 is available.
- 09 Suppliers are responsible for adhering to relevant product standards regarding their product.

**3.3 QUALITY RECORDS**

- 01 The Quality Manager is responsible for maintaining the Quality Records and associated administration.

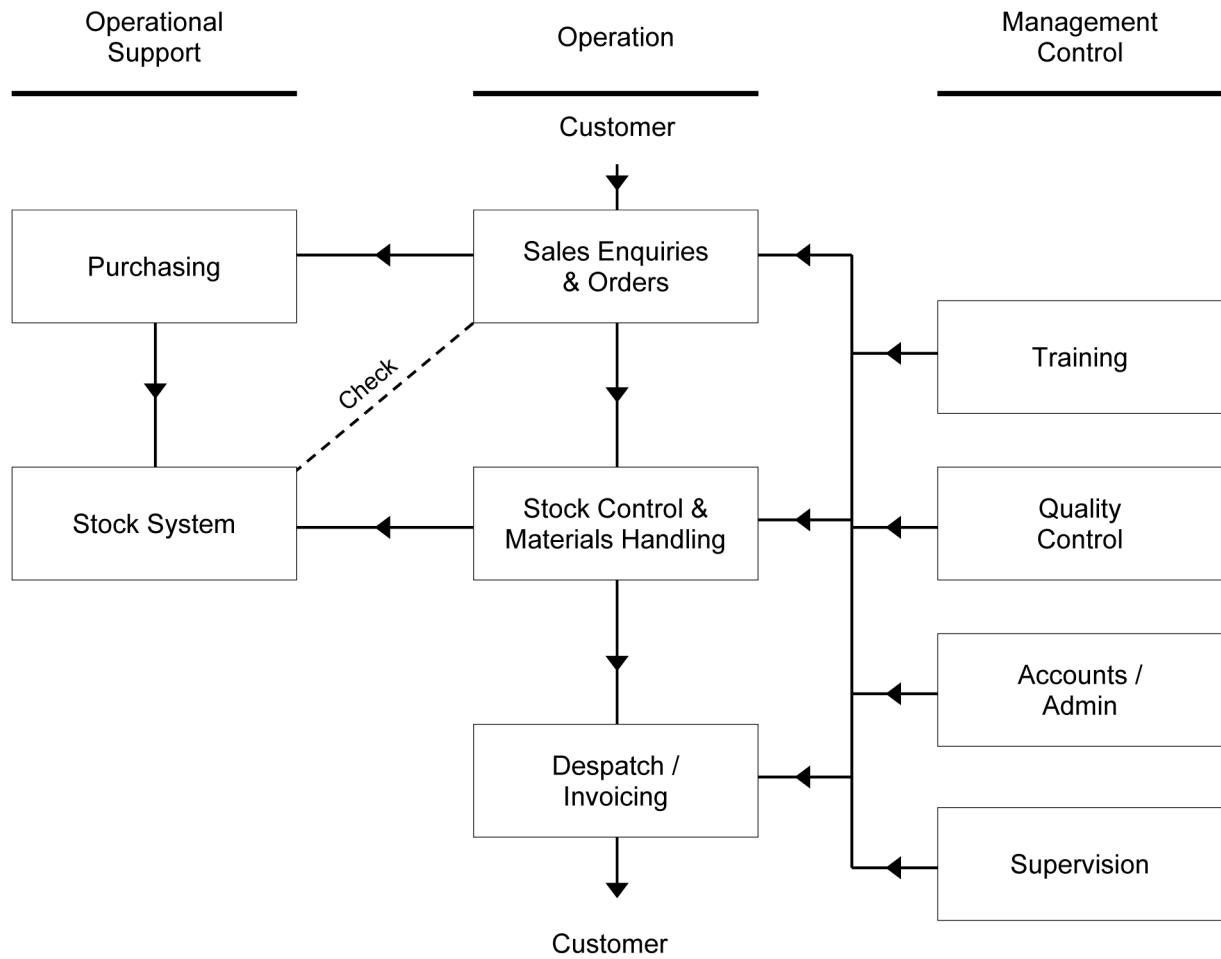
The following are typical Quality Records:-

- Customer Orders, Invoice/Despatch/Picking Notes
- Supplier Performance Records, Management Review Minutes
- Training Records
- Purchase Orders, etc

- 02 All Quality Records, including drawings, should be filed and stored as to prevent deterioration and in such a manner, using dates, serial numbers, alphabetical lists and indexes, etc. to make identification and retrieval easy (see section 5 for location of key records).
- 03 Data files contained on a hard (computer) disk are copied at regular intervals by a trained and authorised operator onto tape or disk, which is held in a secure location or off site away from the computer system. Where appropriate a password system is installed restricting access to authorised personnel only. The IT Manager is responsible for the maintenance of the Computer Systems.
- 04 Quality Records will be maintained for a minimum period dependent on the market served, life cycle of the product or service provided, probability of liability, trade or professional body rules or legal requirements. It is not normally less than 5 years. The Quality Manager will review with the person responsible all records prior to disposal.
- 05 DRAWINGS ETC. (CABLE ASSEMBLY)
- a All cable and cable assembly products supplied are to the customers design / drawing
- b Drawings are maintained in the applicable cable / assembly file together with details of supplier prices and costing sheet.
- c Any revision or re-issue of the drawing is similarly filed.
- d A database is maintained of customer products, drawings, and costs.

Section 3 - Quality Management System

APPENDIX A - INTERACTION OF PROCESSES



**Section 4 - Management Responsibility**

**4.1 QUALITY POLICY & OBJECTIVES**

**A MANAGEMENT**

- 01 The Managing Director will ensure that all staff are aware of customer requirements, recognising any relevant statutory or regulatory requirements.
- 02 She will prepare a Quality Policy (see sec. 4.1b) and establish Quality Management Objectives that can be measured to ensure that the Quality Management System remains effective and achieves improvements (see sec 4.1c)
- 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 The Managing Director will ensure that the Quality Policy, and the requirements of the Quality System are communicated to employees.



**Section 4 - Management Responsibility**

4.1 B

**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.*

*All company personnel will be thoroughly trained and competent and will 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*

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

*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 .....*



**Section 4 - Management Responsibility**

4.1 C OBJECTIVES

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.

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

More specific targets for the above will be set each year at the Management Review Meeting.

**4.2 RESPONSIBILITY & AUTHORITY**

- 01 The responsibility for quality rests with staff, but the control and authority is the direct responsibility of the Managing Director (Quality Manager) who will use this Manual for guidance. She is the company representative for all quality matters.
- 02 She will ensure that all staff are aware of customer requirements, including any special instructions, and also any issues regarding the Quality System. Communication will normally be via the database, documentation and verbal contact.
- 03 Individual responsibility regarding the Quality System will be referred to in the relevant sections of the manual.



**Section 4 - Management Responsibility**

**4.3 MANAGEMENT REVIEW**

01 The Quality System and its supporting procedures are subjected to management review once a year to ensure its continuing suitability and effectiveness. The responsibility for implementing and conducting and reviews rest with the Quality Manager. The results of reviews are recorded and maintained delegated actions and dates for completion.

02 The agenda for the Review is as follows:-

1. Follow up actions from previous Review.
2. Results of audits - external and internal.
3. Customer complaints and other market feedback.
4. Process performance and product conformity.
5. Status of preventive and corrective actions.
6. Changes or improvements to the Quality System.
7. Review of Quality Policy and objectives.
8. Review of suppliers.
9. Review of training and resources.

The attendees at the Review will be the Managing Director and staff.

**Section 5 - Resource Management**

**5.1 RESOURCE PLANNING**

- 01 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.
- 02 Training needs are discussed at the Management Review and with the employee concerned. Training will be designed as closely as possible to meet the exact training needs of the employee. Training relates to both internal and external training.

**5.2 SKILLS AND COMPETENCY**

- 01 All employees will have their skills, qualifications and experience recorded within the personnel files, either on a CV or skills record. The Managing Director will ensure that the staff have the necessary skills to undertake tasks given to them.

**5.3 TRAINING**

- 01 New employees receive induction training 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 Further training for new and existing staff is recorded on/within each company personnel's staff training record.
- 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.

**Section 5 - Resource Management**

**5.4 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 7.1 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. 3.3 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.

Section 6 - Operational Verification, & Validation

Process	Quality Control	Documents	Responsibility	Location
6.1 Sales				
Quotations	<ol style="list-style-type: none"> <li>1. Refer to product / customer database</li> <li>2. Signature on Quote</li> </ol>	Quotation	Managing Director	Main Office
Orders	<ol style="list-style-type: none"> <li>1. Stock availability check</li> <li>2. Credit check</li> <li>3. Order approval, price, spec, &amp; delivery is recorded</li> <li>4. Order acknowledgement</li> </ol>	Stock Database	Managing Director	Main Office
		Customer Order / Cablecom Order Form	Managing Director	Main Office
		Order Acknowledgement	Managing Director	Main Office
Issuing Product	<ol style="list-style-type: none"> <li>1. Issue job Sheet for cable assembly. Signed off when complete</li> <li>2. Issue Despatch Note for product picking and despatch. Sign off when complete.</li> <li>3. Above checked and cross referred to Delivery Note</li> <li>4. Stock balance updated for above</li> </ol>	Cable Job Sheet	Warehouse Staff	Warehouse
		Despatch Note	Warehouse Staff	Warehouse
		Stock Database	Managing Director	Main Office
Despatch	<ol style="list-style-type: none"> <li>1. Invoice / Delivery Note reconciled to Despatch Note</li> <li>2. Invoice sent to factors</li> <li>3. Product Securely Packed &amp; labelled</li> <li>4. Specific invoice / Delivery Note / Product References</li> </ol>		Managing Director	Main Office
		Sales Invoice Delivery Note	Managing Director Warehouse Staff	Main Office Warehouse

Section 6 - Operational Verification, & Validation

Process	Quality Control	Documents	Responsibility	Location
6.2 Purchasing & Stock Control				
Product Identification	1. Product labelling on product and / or racking		Warehouse Staff	Warehouse
Stock Check	1. Daily stock check with computer 2. Annual physical stock check + random physical checks	Stock Database Stock Check Report	Managing Director Managing Director	Main Office Main Office
Purchase Order	1. Reference to stock availability for stock replenishment or customer order. 2. Order approval by signature. 3. Unique PO number for traceability. 4. Approved supplier list 5. Supplier performance reviewed.	Stock Report / Customer Order  Purchase Order <small>+ any drawings, quotes, etc as required.</small>	Managing Director Managing Director	Main Office Main Office
Goods Receiving	1. Check against supplier delivery note for quantity & condition. 2. Raise Internal Goods Received Note with actual quantities received & PO price 3. Reconcile with Purchase Order & supplier invoice. 4. Quarantine area for incorrect or damaged goods.	Delivery Note Supplier  Goods Received Note  Supplier Invoice	Managing Director Managing Director Managing Director Warehouse Staff	Main Office Main Office Main Office Warehouse

**Section 7 - Equipment Control**

**7.1 EQUIPMENT CONTROL**

- 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. If the ruler is deemed to be unfit for effective use it will be scrapped, and a replacement obtained.
- 02 The cable cutter will be checked against a sample length of cable for accuracy on a daily basis. Formal record will be logged on the equipment test record each month.
- 03 Scales are used to check quantities of certain products despatched. These scales will be test checked daily against sample quantity and formally at monthly intervals to demonstrate conformity to weight / quantity recorded.
- 04 The daily check will be carried out by the Stores Supervisor and formally recorded on the Equipment Test Record.
- 05 If the equipment fails the calibration, the scales or cutter 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.
- 07 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.
- 08 Equipment comprises the above test equipment, computers and peripherals, company vehicles etc.
- 09 Records will be maintained of repairs to such equipment.

**Section 8 - Measurement, Analysis & Improvement**

**8.1 CUSTOMER SATISFACTION**

- 01 The Managing Director & 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.
- 02 Formal monitoring is also achieved by contacting the customer. 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 The Customer Response Sheet in the non-conformance log will record this contact and be used as a source of information to initiate improvements to the Quality System where necessary so that customer satisfaction can be maintained.

**Section 8 - Measurement, Analysis & Improvement****8.2 INTERNAL QUALITY SYSTEM AUDIT**

- 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.
- 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.
- 05 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.)
- 06 The auditor records details of the audit on an audit checklist, recording observed objective evidence and whether the activity observed complies or otherwise. Non-Conformances are recorded and actioned on the Non-Conformance Log. (Internal Audit Section)
- 07 The results of the audit will be discussed with the Managing Director and also at the Management Review.

**Section 8 - Measurement, Analysis & Improvement****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. Non-conformances are recorded to identify the cause and the corrective action taken. The log is classified into customer complaints, supplier problems, and internal admin problems.

**02 Identification**

All non-conforming materials/products are clearly identified and documentation supplied by customers. A customer credit / returns form or Supplier Reject Note will be raised for the product. All such forms are annotated with the applicable details.

**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 credit note file detailing the cause of reject.
- 02 All such records are subject to analysis and are reviewed on a regular basis by management, showing agreed corrective and/or preventative action.
- 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.
- 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 is returned with the goods to the supplier. A copy is sent to accounts to expedite credit. Continuing problems with a supplier should be noted on the Non-Conformance log and actioned by the Managing Director as appropriate.

**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.

**Section 8 - Measurement, Analysis & Improvement****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 PREVENTIVE ACTION**

- 01 Preventive 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. This action will be duly authorised and followed up as required.
- 02 Preventive 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 Data arising from the Quality Management Systems relating to order processing, buying, & control of Non-Conformance etc. will be reviewed by management at the Management Review Meeting. Where appropriate this data will be statistically measured to assist in decisions to improve the effectiveness of the Quality Management System. All staff are encouraged to put forward suggestions of improvements.