QUALITY MANUAL

ISO 9001:2000

The Company

MASTER CONTROLLED COPY

This document is approved for use _____

Copy Holder

Copy Number 1	The Managing Director

Distribution

Copy Number 1	Company Ltd
Copy Number 2	(Certification Copy - Uncontrolled)
Copy Number 3	
Copy Number 4	

Scope

This Quality Manual covers the activities and functions performed by operating areas included in the following service scope definition:

Product Design and Manufacture of Structural and Mechanical Fabricated Products.

The Quality management system is designed to meet the requirements of

ISO 9001:2000

As specified within ISO 9001:2000 the above scope has the following exclusion from Product Realisation activities – section 7.

7.5.2 Validation of processes for production and service provision – The Company provides no processes or services that come under this requirement of the Standard.

Certificate Number: 3009

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Correspondence between ISO 9001:2000 and Procedures

ISO 9001:2000			Quality Management System references
Scope	**1**		**Standard**
General	1.1		**Standard**
Application	1.2		**Standard**
Normative reference	**2**		**ISO 9000**
Terms and definitions	**3**		**Standard**
Quality management system	**4**		**Quality Manual**
General requirements	4.1		**Quality Manual**
Documentation requirements	4.2		**Quality Manual**
General documentation	4.2.1		**Quality Manual**
Quality manual documentation	4.2.2		**Quality Manual**
Control of documents	4.2.3		**QM 04, PM 01**
Control of records	4.2.4		**PM 01**
Management responsibility	**5**		**Quality Manual**
Management commitment	5.1		**QM 06, QM 02, PM 05**
Customer focus	5.2		**PM 02**
Quality policy	5.3		**QM 06**
Planning	5.4		**Quality Manual**
Quality objectives	5.4.1		**QM 06**
Quality management system planning	5.4.2		**Quality Manual & Procedures Manual**
Responsibility, authority and communication	5.5		**QM 07**
Responsibility and authority	5.5.1		**QM 07**
Management representative	5.5.2		**QM 08**
Internal communication	5.5.3		**QM 08**
Management review	5.6		**PM 02**
General	5.6.1		**PM 02**
Review input	5.6.2		**PM 02**
Review output	5.6.3		**PM 02**
Resource management	**6**		**PM 03**
Provision of resources	6.1		**PM 03**
Human resources	6.2		**PM 02, PM 03**
General	6.2.1		**PM 03**
Competence, awareness and training	6.2.2		**PM 03**
Infrastructure	6.3		**PM 03**
Work environment	6.4		**PM 03**

ISO 9001:2000			Quality Management System references
Product realization	**7**		**PM 04**
Planning of product realization	7.1		**QM 08**
Customer-related processes	7.2		**PM 04**
Determination of requirements related to the Product	7.2.1		**PM 04**
Review of requirements related to the product	7.2.2		**PM 04**
Customer communication	7.2.3		**PM 04**
Design and development	7.3		**PM 04**
Design and development planning	7.3.1		**PM 04**
Design and development inputs	7.3.2		**PM 04**
Design and development outputs	7.3.3		**PM 04**
Design and development review	7.3.4		**PM 04**
Design and development verification	7.3.5		**PM 04**
Design and development validation	7.3.6		**PM 04**
Control of design and development changes	7.3.7		**PM 04**
Purchasing	7.4		**PM 04**
Purchasing process	7.4.1		**PM 04**
Purchasing information	7.4.2		**PM 04**
Verification of purchased product	7.4.3		**PM 04**
Production and service provision	7.5		**PM 04**
Control of production and service provision	7.5.1		**PM 04**
Validation of processes for production and service provision	7.5.2		**Excluded**
Identification and traceability	7.5.3		**PM 04**
Customer property	7.5.4		**PM 04**
Preservation of product	7.5.5		**PM 04**
Control of monitoring and measuring devices	7.6		**PM 02, PM 04**
Measurement, analysis and improvement	**8**		**PM 02, PM 05**
General	8.1		**QM 08**
Monitoring and measurement	8.2		**PM 02, PM 05**
Customer satisfaction	8.2.1		**PM 02, PM 05**
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Monitoring and measurement of processes	8.2.3		**PM 05**
Monitoring and measurement of product	8.2.4		**PM 05**
Control of nonconforming product	8.3		**PM 05**
Analysis of data	8.4		**PM 02, PM 05**
Improvement	8.5		**PM 02, PM 05**
Continual improvement	8.5.1		**PM 02, PM 05**
Corrective action	8.5.2		**PM 05**
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Amendments

All 'CONTROLLED' copies of this Quality Manual are kept under strict control to prevent the System from becoming unreliable. The following procedures ensure that the system remains current and valid.

1.0 All 'CONTROLLED' copies of the manual are clearly numbered and the Holder recorded on Document No QM 01, page 1 of 18, of the Quality Manual.

1.1 Each page in the manual carries its own number.

1.2 The Managing Director (the Management Representative) is responsible for all revisions being recorded in the Master Copy of the Quality Manual and in all other 'CONTROLLED' copies which may be held by the Company.

1.3 Changes can be suggested by any Employee but must receive the approval of the Managing Director before being entered into the Manual.

1.4 Upon approval of an amendment the Managing Director makes the relevant changes to the page(s), reprints them and replaces them in all 'CONTROLLED' copies of the manual.

1.5 All changes are recorded on the Table of Amendments (QM 03 page 4 of 18) and appropriate pages in the Manual are changed.

1.6 Copies of the Quality Manual which are requested by, or sent to, third parties are clearly marked 'UNCONTROLLED' and are not subject to updates.

1.7 NOTE: sections 1.4 & 1.5 refer to hardcopy control. If softcopy is employed as the Master Copy, the Managing Director controls the manual through password protection and only allows the manual to be accessed as a 'READ ONLY DOCUMENT'. The record of changes is maintained electronically on the system.

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Table of Amendments – Quality Manual

Document QM	Page Number	Issue	Date	Description of Change	Authorisation

NOTE 1: this table applies to hardcopy amendment records, if softcopy is used records of change and control are maintained on the system, as well as where required in Management Review Minutes.

NOTE 2: an unlimited number of changes are permitted to the Table of Amendments without the need to up-issue it (i.e. it remains at issue level 1 unless its layout is changed) and it may be extended to any number of pages.

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Company Profile

Company Ltd provides product design and manufacture services specialising in structural and mechanical fabricated products. The Company was established in March 2000 in Redditch, Worcestershire.

Tanard offers a wide range of products and services relating to the civil engineering, construction and sewage industries, as well as providing point of sale display units for retail outlets.

In addition to design and manufacturing services Tanard offers installation services for its structural and mechanical equipment.

From its founding the Company has worked to build up a reputation for QUALITY, RELIABILITY and SERVICE second to none.

The objectives of the Company are to:

- provide complete Customer satisfaction by delivering the highest quality products and services, on time, the first time, with a competitive price;
- continually strive to improve our capabilities and processes and thereby always remain the best value to our Customers;
- maintain an effective management and quality system in the form of an ISO 9001:2000 Quality Management System;
- satisfy and enlarge our Customer base and through this to enhance our long term profitability by supplying our high quality products and services, which conform to the specified requirements of our Customers.

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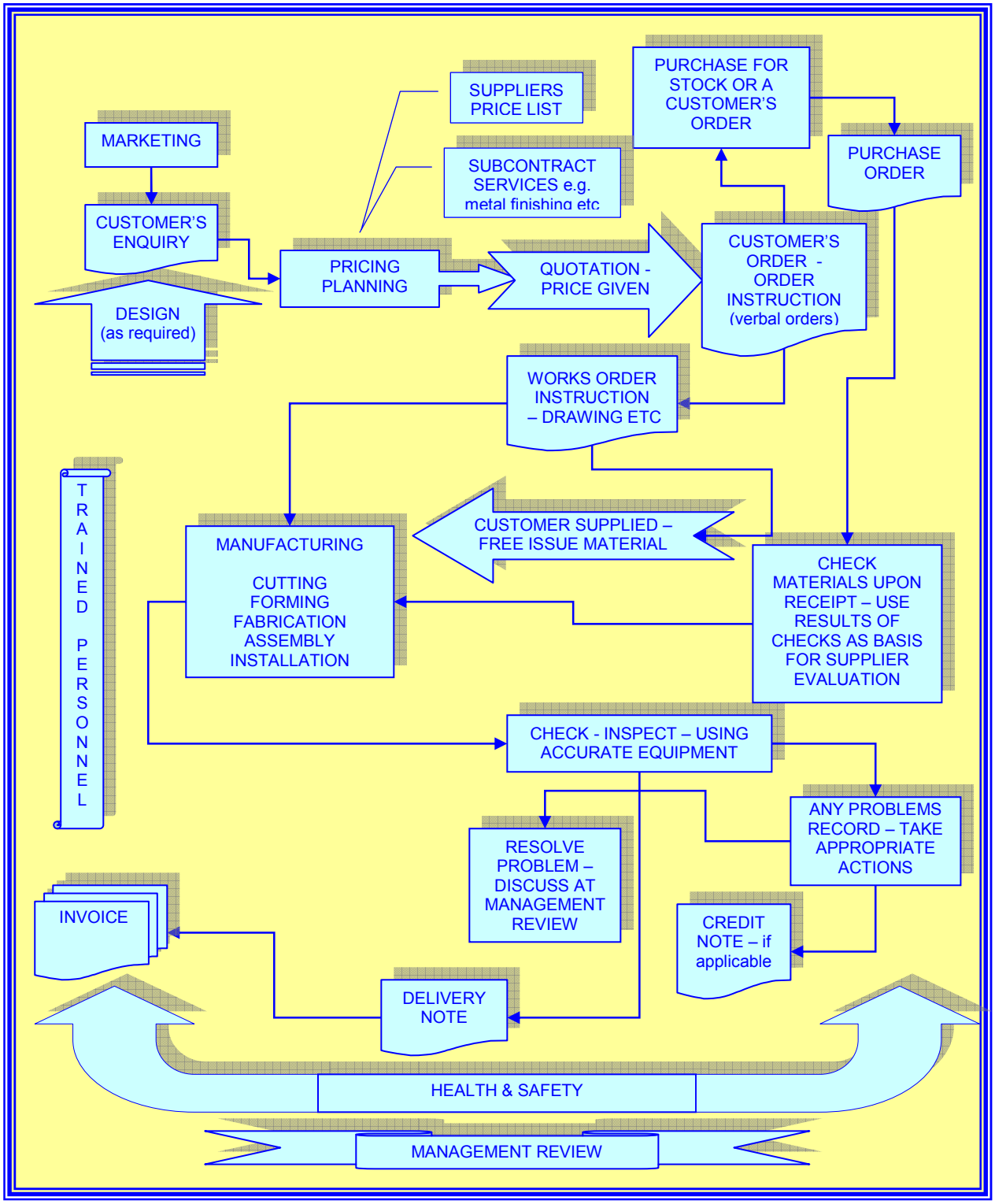
PROCESS DIAGRAM



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Quality Policy

The Managing Director of Company Ltd recognises that the disciplines of quality, health and safety and environmental management are an integral part of its management function. The Company views these as a primary responsibility and the key to good business practices.

The Company places particular emphasis on obtaining Customer satisfaction by:

- Responding promptly and accurately to Customers' enquiries and contracts;
- A constant pursuit of quality, value and reliability in the services that the Company supplies to its Customers;
- Ensuring that its management and staff are fully trained to meet the requirements of the business and its Customers;
- Constantly striving to meet and where possible exceed its Customer's expectations;
- Working closely with its Customers in seeking to establish the highest Quality standards;
- Adopting a forward-looking view on future business decisions which may have an impact on Quality;
- Training all employees in the needs and responsibilities of Quality Management.

The Company's Quality policy calls for continuous improvement in its Quality management activities and business is conducted according to the following principals:

- Complying with all applicable laws and regulations.
- Following a concept of continuous improvement and making best use of management resources in all Quality matters.
- Communicating Quality objectives and performance against these objectives throughout the Company and to interested parties.
- Taking due care to ensure that activities are safe for employees, subcontractors and others who come into contact with our work.
- Providing complete Customer satisfaction by delivering the highest quality products and services, on time, the first time, at a competitive price;

The ability of Company Ltd to meet these objectives is measured through the internal audit processes that evaluate the effectiveness and efficiency of the Company, as well as through processes for continual improvement and for the detection and prevention of nonconformances. Customer satisfaction is monitored and used as a basis for continual improvement.

Signed:- Date:-

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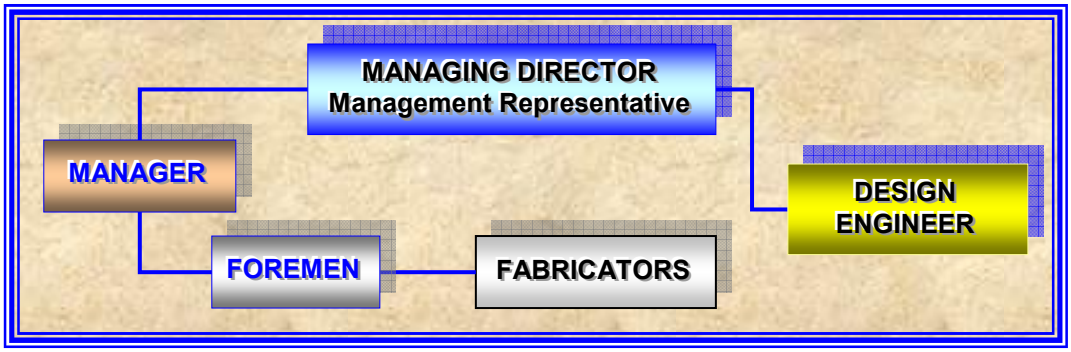
Organisation



WORKING RELATIONSHIPS, AUTHORITY & RESPONSIBILITY

Top Management (the Managing Director) defines working relationships, authorities, and key responsibilities for all personnel. Working relationships are summarised in our organisation chart and individual reporting arrangements are documented in specific procedures.

Authorities on matters such as corporate governance, employment issues, purchasing, product and service approval are vested in the Managing Director.

Key responsibilities are established and maintained for each of the job positions indicated on the organisation chart. Due to the size and nature of our business, one person may hold more than one job position. Quality responsibilities may also be indicated in quality procedures and quality plans.

All employees are responsible for complying with legal and regulatory requirements.

Our quality policy statement is available to all personnel who are expected to share a commitment to continuous quality improvement.

3
Terms and Definitions

Top Management – person or group of people who directs and controls an organisation at the highest level (the Managing Director).

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Quality Management System

4.1 General

The Top Management of Company Ltd is committed to maintaining an effective Quality Management System (QMS).

This manual has been prepared to satisfy the requirements of ISO 9001:2000 for Company Ltd. It covers the activities carried out at the site as defined in the Company's address and for the scope stated in QM 01 page 1 of 18 of this manual.

Wherever possible, quality controls have been integrated into existing systems (environment, health and safety) and cross-referenced for ease of interpretation.

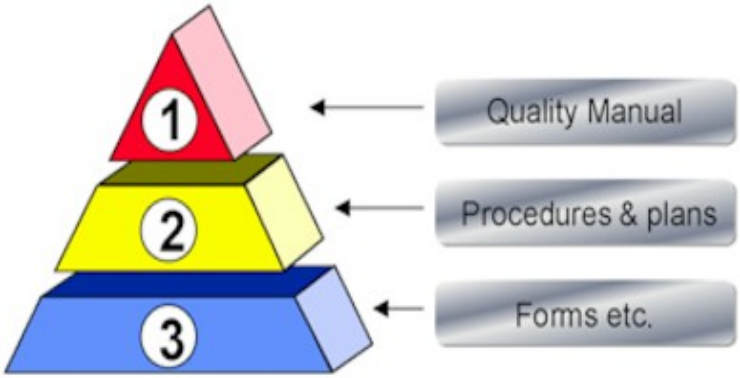
The effective implementation of the QMS is verified by regular inspections, reviews and audits that compare management practice against the requirements of the written procedures on QMS standards. Corrective actions are taken where necessary and are subsequently reviewed for effectiveness.

Structure
The QMS documents are on 3 tiers or levels:

1 This **quality manual** forms the top tier. It covers the following areas:
- contains a statement of our Quality Policy;
- sets out our Objectives;
- generally outlines the system documentation;
- addresses the ISO 9001:2000 clause for management responsibility;
- refers to the procedures and other documents where the remaining applicable clauses are dealt with in greater detail.

2 The second tier largely consists of documented **quality procedures**. These specify controls on activities which may affect the quality of our services. In addition to these procedures, specific work instructions may be developed - as necessary - for an individual contract.

3 The third tier includes detailed **forms, work instructions, records, drawings, specifications, Customer's orders etc**. The use of these documents may be referred to in procedures.



4.2 Documentation

The Company has written its Quality policy stating its objectives and this forms part of its Quality Manual. In addition the Company has prepared procedures that cover all parts of the standard applicable to its scope of activities.

The Company's QMS has been developed taking into account its size, type and complexity of business and the competence of its personnel. This is demonstrated through training and competence assessment records held by the Company. This manual is available to all Company personnel.

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Management Responsibility

5.1 Commitment

The Managing Director ensures that all employees are aware of the need to meet Customer and regulatory requirements and that the necessary resources are available. The currency of quality policy and objectives is maintained by regular management review.

5.2 Customer Focus

The Managing Director ensures that the Company is Customer focused and that Customer needs and expectations are determined and fulfilled to meet their satisfaction. Due consideration is also given to product, service, regulatory and legal requirements.

5.3 Policy

The Managing Director has established and approved a Quality Policy that:

- ensures it is appropriate for the Company's purpose;
- includes a commitment to continual improvement of the QMS;
- provides a framework from which to establish and review quality objectives;
- is communicated and understood by all personnel;
- is reviewed to ensure it continues to be suitable.

5.4 Planning

The Managing Director has established at Management Review that all relevant functions and levels within the Company have clear, measurable quality objectives that are consistent with the Company's quality policy and product requirements. The setting of and measurement of quality objectives is carried out at Management Review under 'Item 2'. NOTE: at such times new objectives may be set, as well as progress upon achieving existing ones reported upon.

Adequate resources are available and output is planned in a controlled manner, as is required by its QMS, being mindful of the process and the need for continual improvement.

5.5 Administration

5.5.1 Details of the Company's QMS are documented.

5.5.2 Elements of the QMS have been defined and communicated wherever quality is affected.

5.5.3 The Managing Director has been appointed as Management Representative. He has the authority and responsibility to ensure that the QMS is established and maintained. He also reports on the performance of the system and any needs for improvement.

5.5.4 All the Company's personnel understand the significance of meeting Customer requirements.

5.5.5 Communication between all levels and functions within the Company are set to ensure the effectiveness of the processes of the QMS.

5.5.6 The Company has prepared and maintains a controlled quality manual that defines the scope of its activities, supported by referenced documented procedures and how the procedures operate.

5.5.7 Documented procedures ensure that all relevant quality documentation is controlled and adequate and is reviewed, updated and approved as necessary. The status of the documents is identified and they are legible and retrievable and located where required within the Company. Where documents originate from outside the Company, they are identified and their distribution controlled. Obsolete documents are clearly identified to prevent unintended use.

5.6 Management Review

5.6.1 The complete QMS is reviewed at planned intervals to ensure its continuing suitability, adequacy and effectiveness to evaluate the need for change.

5.6.2 The reviews include an evaluation of current performance and improvement opportunities related to: audits; Customer feedback; process and product performance; follow up from previous meetings and any changes that could affect product or service quality.

5.6.3 Central to the management review is its three main outputs:
- improvement of the effectiveness of the QMS and its processes;
- improvement of product related to Customer requirements, and
- resource needs.

5.6.4 All results of management review activities and subsequent improvement are recorded.

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Resource Management

6.1 Provision of Resources

The Company has ensured that the necessary resources needed to implement and improve the QMS and to address Customer satisfaction are available.

6.2 Human Resources

6.2.1 Where personnel are assigned quality responsibilities, the Company has ensured that they are competent on the basis of applicable experience, skills, education and training.

6.2.2 The Company has identified the training needs for quality related activities and provides training to satisfy these needs. Performance is evaluated and appropriate training records are maintained.

6.3 Facilities

The Managing Director provides and maintains premises that are suitable for the Company's activities. In addition he is responsible for ensuring that adequately equipped workplaces with appropriate hardware, software and supporting services are also provided.

6.4 Work environment

All aspects of the human and physical factors of the working environment that affect conformity of product or service have been identified and are managed.

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Product Realisation

7.1 Planning of realisation process

The production and service delivery processes are planned and documented as defined in the QMS. Quality objectives, resources, processes and documentation needs are defined, as are acceptable criteria for verification and validation. Records are maintained, appropriate to the level of confidence required for the process and the product or service.

7.2 Customer related processes

7.2.1 The needs of the Customer in respect of production and service delivery are considered against the requirements of the work, taking into account any regulatory and legal constraints.

7.2.2 The Company reviews its Customer's requirements and determines any additional requirements for each contract or order. Where no Customer requirements are documented, details are confirmed before acceptance. Any changes to contracts or quotations are resolved before proceeding and the Company's ability to meet the defined requirements is confirmed.

7.2.3 Customers are kept informed of product and/or service information, enquiries, order changes or amendments and progress on any complaints received.

7.3 Design and/or development

The Company recognises the importance of the Design and development function to its operations. These activities cover: Design and development planning; Organisational and technical interfaces; Design input; Design output; Design review; Design verification; Design validation and Design changes. Procedures covering design and development activities are fully documented.

7.4 Purchasing

7.4.1 The Company controls its purchasing function to ensure that the purchased product conforms to requirement. Suppliers are selected against defined criteria and are subject to planned review and evaluation. The results of evaluations and follow up actions are recorded.

7.4.2 Purchasing records are reviewed before release for the adequacy of information on product, procedures, processes, equipment and personnel.

7.4.3 The Company verifies its' purchased products and where verification takes place at the suppliers premises, details of the arrangements and the method of release are specified.

7.5 Production and service operations

7.5.1 Manufacturing services are controlled through from product specification to delivery/installation of the product and/or services and where required, work instructions are used to enhance this process. Suitable equipment is used and properly maintained in line with the Company's Health & Safety statement and its continued maintenance programme. In addition, the use of specified measuring and monitoring devices and activities is documented. Release and post delivery and delivery processes are defined.

7.5.2 The Company provides no products for which it would be required to validate its processes for processing and service delivery provision.

7.5.3 Where appropriate, the Company identifies the products and services it supplies throughout the service delivery process and identifies its status with respect to measuring and monitoring activity. Where traceability is required, the unique identification of the product is controlled and recorded.

7.5.4 The term 'Customer Product' covers free issue materials. Procedures are in places which ensure that they are identified, acceptable for the agreed use and that they are kept safe. Any change in the condition of these items is notified to the Customer and recorded. The items are cared for as if they were the Company's own.

7.5.5 The Company preserves the conformity of the product or service from receipt of order to delivery.

7.6 Control of measuring and monitoring devices

7.6.1 Where the conformance of the products supplied is indicated by inspection and test measurements, it is essential that the equipment employed on these tasks is accurate.

7.6.2 Measuring and monitoring devices are identified and where quality is affected, the equipment used is controlled to appropriate standards for consistency. The devices (approved jigs/fixtures etc) are protected against random adjustments, damage and deterioration and the results of calibrations are recorded.

7.6.3 Where commercially available equipment is used for indication measurements, their status is documented and they are subject to comparison checks as to their accuracy and condition only. This action is carried out by the Manager or a nominee and documented at Management Review under 'Any other business'.

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8
Measurement, analysis and improvement

8.1 Planning

The requirements for measurement and monitoring of service delivery characteristics and processes have been determined, along with the method used.

8.2 Measurement and monitoring

8.2.1 Clear methods have been established to audit Customer satisfaction and any failures in meeting Company standards.

8.2.2 Suitably trained personnel conduct periodic independent internal audits on a planned basis. All aspects of internal audits are recorded and reviewed and corrective action is taken where necessary.

8.2.3 Processes affecting Customer requirements are periodically reviewed as part of the management review process to ensure that the intended purpose is being met.

8.2.4 Measuring and monitoring of the Company's processes is designed to ensure that improvements are identified and where appropriate, actions are taken to implement these.

8.2.5 Measuring and monitoring of the Company's services/products is designed to ensure the finished work meets specification and authorised personnel control its release.

8.3 Control of nonconformity

Documented procedures are in place to identify and isolate nonconformances/problems. Prior to returning to the process, any such items are repaired and re-checked. In the event of nonconforming product or service reaching a Customer, appropriate corrective action is taken.

8.4 Analysis of data

Data referring to service delivery/product quality problems is collected and analysed and where changes to the QMS offer improvements, these changes are introduced.

Areas for attention are Customer complaints, meeting Customer's needs, service delivery/product characteristics and third party performance.

8.5 Improvements

8.5.1 The QMS is operated in a way that ensures opportunities for continual improvement are identified, having regard to statements in its Quality Policy and Objectives, using audit results, data analysis, corrective and preventive action and Management Review as the mechanisms.

8.5.2 Appropriate action is taken to rectify faults and prevent their reoccurrence and the procedure is documented. Requirements for identifying faults and determining their cause, with appropriate corrective action, are covered and recorded and the results are reviewed.

8.5.3 The Company identifies preventive actions to prevent the recurrence of nonconformances and the results of such actions are recorded and reviewed for their effectiveness.

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END OF QUALITY MANUAL