

Quality Assurance Manual

Title Page

*Prepared to the requirements of
BS EN ISO 9001: 2000*

For the provision of:

Electrical engineering services including design, manufacture, repair, rewind, installations, supply and stock electrical equipment and components for hazardous and non-hazardous areas.

Copy No.....

Issue A

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QA Manual Control

This QA Manual shall be controlled by the QA Manager.

He shall ensure that the distribution control page and revision log sheets are complete for all controlled copies of the QA Manual.

All holders of controlled copies of the QA Manual shall receive updated pages from the QA Manager. They shall acknowledge receipt of these and destroy the superseded page(s).

The complete QA Manual shall be re-issued after a practical number of changes have been made.

Uncontrolled copies of the QA Manual shall not be subject to updating and can only be taken as reflecting the Company's Quality System at time of issue.

Distribution Control

List of holders

Each QA Manual shall be uniquely numbered on the title sheet of the Manual prior to issue to the recipient.

Copy Number	Holder	Location	Controlled
1	Managing Director	M.D Office	Yes
2	QA Manager	QA Dept	Yes
3	Branch Manager	Manager Office	Yes
4	Foreman	Workshop	Yes

Revisions

Revisions to the QA Manual shall be published as and when required. The revisions shall be made by replacement of the applicable page(s). Each amended page shall be identified by a revision number.

The Revision Log Sheet shall indicate the revisions to the latest issue of the QA Manual and a description of each change shall be noted on the log sheet.

Revisions are numbered consecutively until a new issue of the QA Manual incorporates all changes.

The QA Manual shall be formally reviewed at intervals of (12) months by the QA Manager to re-affirm its adequacy to current Company requirements.

Unauthorised Revisions are prohibited.

Introduction

Deebridge Electrical Engineers Limited, hereafter know as the “Company” was established in 1947 to provide an electrical engineering service to the industry in general.

The Company Management fully recognises the need to provide customers with the highest levels of confidence in the products and service the Company provides and have therefore committed themselves to implementing a Quality Management System. This manual describes the Quality Assurance aspects of the Management System and complies with the requirements of the BS EN ISO 9001:2000.

The purpose of the Management System is to ensure that customer requirements are achieved in a systematic, efficient and cost effective manner while observing the Company’s responsibilities towards Health, Safety and the Environment.

Section 3

3.0 TERMS AND DEFINITIONS

3.1 The following terms used in the QA Manual to describe the supply chain have been changed to reflect the vocabulary used in the Quality Standard BS EN ISO 9001:2000

3.2 Supplier → Organisation → Customer
(The Company)

The term organisation replaces the term supplier used in ISO 9001:1994 and refers to the unit which the standard applies.

The term 'supplier' now replaces the term 'subcontractor' and 'vendors'.

Section 4

4.0 QUALITY MANAGEMENT SYSTEM

4.1 General Requirements

4.1.1 The Company shall establish, document, implement and maintain a Quality Management System and continually improve its effectiveness in accordance with the requirements of BS EN ISO 9001:2000.

4.1.2 Processes shall be identified and the sequence and their interaction mapped out. All processes shall be planned, monitored and acceptance criteria determined using all necessary resources and information to support these processes.

4.2 Document Requirements

4.2.1 General

a) The Quality Management System comprises of three levels.

Level 1 QA Manual

Level 2 Consists of detailed procedures and process flowcharts as contained in the Quality Assurance Procedure Manual, for specific activities, which affect the quality of Deebridge Electrical Engineers Ltd

Level 3 Consists of specific work instructions where detailed methods of operation are employed.

b) The Company shall maintain a technical library of national and international standards and specifications, manufacturers service manuals, plant and equipment manuals and any other appropriate reference documents.

c) In addition to informing employees of their responsibilities and duties in quality matters all three levels of documentation shall be available to all employees.

d) It shall be the responsibility of the QA Manager to ensure the effective implementation of the Company System detailed in the quality procedures.

4.2.2 Quality Manual

The QA Manual is a Level 1 document which shall address the specific requirements of the Quality Standards BS EN ISO 9001:2000 and also meets the requirements of the Company's scope of work. The QA Manual will identify the Quality Procedures necessary to complete the Quality System and provide confidence that the Company can fulfil its Quality Policy and Objectives.

Interaction between processes shall be demonstrated by way of flowcharts and an overall process the map can be seen in appendix "C".

The Company's Scope of Work is to provide:

Electrical engineering services including design, manufacture, repair, rewind, installations, supply and stock electrical equipment and components for hazardous and non-hazardous conditions.

The Company can validate all processes and activities before the product is despatched, therefore justifying the omission of section 7.5.2 from the QA Manual and Quality System.

4.2.3 Control of Documents

Quality System documentation shall be approved by the QA Manager who shall ensure that only current documents are distributed to and used by the relevant personnel.

A Document Master List and a Distribution List shall be maintained by the QA Manager who shall ensure that listed documents are controlled.

Documents whether new or amended, shall be distributed by Transmittal Form which details the document and page which has been amended.

Senior management shall approve all changes and or revisions to the Quality System. The nature of the change and or revision shall be detailed on the Revision Log Sheet and shall accompany the revised documents.

The QA Manager shall regularly audit all documentation and revisions to ensure that only valid documents are being used. As per procedure QAP 04

4.2.4 Control of Records

Records shall be prepared as evidence of conformity to requirements and of the effective operation of the Quality System.

There shall be records showing the extent and findings of inspection of goods inwards, process operations, final inspections, despatch and calibration of measuring equipment.

Records shall be maintained of all contracts, purchase orders, job sheets and work sheets, which relate to the overall quality aspect of the Company's services. Additional records are maintained of non-conformances and the necessary corrective / preventive actions relating to:

- a) Customer Complaints
- b) Suppliers
- c) Internal Audits
- d) In-House Quality

Records are maintained in the department most suited to them in an environment, which shall provide for maximum protection from damage, loss or deterioration and allow suitable access for retrieval.

A procedure exists for the identification, storage, protection, retrieval, retention time and disposition of records.

Section 5

5.0 MANAGEMENT RESPONSIBILITY

5.1 Management Commitment

It is the Managing Directors responsibility to ensure that the customers needs and expectations have been determined and translated into customer requirements.

Management shall demonstrate its commitment to quality, continuous improvement and meeting customer's requirements through

- a) Establishing a Quality Policy and Objectives
- b) Establishing a Quality Management System
- c) Conduct management reviews
- d) Ensuring the availability of necessary resources
- e) Creating an environment of awareness and fulfilment of customer requirements

5.2 Customer Focus

Management shall ensure that customer orders are reviewed to ascertain that the customers needs and requirements can be fully satisfied. Where there are doubts the customer shall be contacted and the problem resolved to the mutual satisfaction of both customer and the Company.

5.3 Quality Policy

It is Deebridge Electrical Engineers Ltd prime objective to continually improve the quality of our performance, safely and reliability at all levels within the Company to ensure that our product meets or exceeds customer requirements to their satisfaction, and meets the objectives of ATEX Directive 1999 / 92 / EC.

The QA Manual has been formulated to serve as a reference base for the Quality Policy and Objectives of Deebridge Electrical Engineers Ltd.

The Policy provides the framework for establishing Quality Objectives and shall be regularly reviewed for suitability and effectiveness.

The Quality Assurance System based on the requirements of Quality Standard BS EN ISO 9001:2000 is designed to improve efficiency and reliability within our workplace so that our customers have confidence that we can deliver products and service fit for purpose, on time and compliant with stipulated codes and standards.

The QA Manager is responsible for the day-to-day running of the Quality System. The Company shall provide adequate resources and well-maintained equipment to ensure the Company's objectives can be achieved.

The Company shall ensure that all employees are adequately trained and are directed towards to compliance with the QA Manual and procedures as appropriate to their work activities.

It shall be the responsibility of the Managing Director to ensure that this Policy is understood and implemented at all levels within the Company.

Signed:

Date: March 2003

Managing Director

5.4 Planning

5.4.1 Quality Objectives

The Managing Director shall set out Quality Objectives, which in principle are to:

- Continually improve the quality of the product and service
- Ensure the product and service meets or exceeds customer expectations and requirements
- Produce a product and service which is fit for purpose
- Produce the product right first time and everytime profitability
- Deliver the product and service on time

Detailed measurable objectives are set at the annual Management Review Meeting.

5.4.2 Quality Management System Planning

Management shall ensure that sufficient planning is in place to ensure that all activities, processes and their interactions meet the requirements of the Quality Management System. Worksheets are issued to specify which work has to be done and in what sequence, identifying production processes, repairs, inspection and testing. Suitable skilled resources and equipment have been identified. Sales Orders, Worksheets, Jobsheets and Delivery Notes are maintained.

5.5 Responsibility, Authority and Communication

5.5.1 Responsibility and Authority

The Branch Manager shall establish and maintain a Company Organisation Chart shown in Appendix A of this manual, which shows staff positions and lines of responsibility.

Job descriptions for each position shown on the organisation chart will be maintained. Job descriptions shall clearly define general and specific quality responsibilities.

5.5.2 Management Representative

The Managing Director shall appoint a QA Manager who shall be responsible for the administration of the Quality System on a day to day basis.

The QA Manager shall identify in-house verification requirements and ensure that there are adequate resource in terms of documentation, procedures and work instructions for managing performance of work and verification activities.

The QA Manager shall ensure that on request, such facilities and access is provided to customers representatives as is necessary to ensure that the Quality System established is in compliance with BS EN ISO 9001:2000

5.5.3 Interval Communications

The Branch Manager shall ensure that all employees are aware of the Company Quality Policy and have access to controlled copies of the QA Manual and quality procedures and their responsibilities and authorities have been communicated to them to ensure the effectiveness of the Quality Management System.

5.6 Management Review

5.6.1 General

Management Review Meetings shall be held at intervals not exceeding twelve months to review the operation and effectiveness of the Company Quality System.

The meeting shall be conducted in accordance with an agenda, which is detailed in the 'Management Review Procedure' and attended, by the Company's top management.

Minutes of the meeting shall be maintained and held on file by the QA Manager.

5.6.2 Review Input

During the Management Review Meeting the following information shall be reviewed.

- a) The QA Manager will present the results of internal and external audits.
- b) Customer feedback (including complaints).
- c) Process performance (non-conformances).
- d) Preventive and corrective actions taken.
- e) Actions raised from the last management review.
- f) Changes to the Quality System and any improvements.
- g) Objectives

5.6.3 Review Output

Follow the review of input information, management will decide and take actions where necessary to:

- a) Improve the effectiveness of the Quality System and any amendments necessary to Quality Policy, Objectives, QA Manual and Procedures this shall be carried out by the QA Manager to reflect the decisions of the Management Review Meeting.
- b) To improve the product or service related to customer requirements.
- c) Indicate additional training if required.
- d) Assess the needs of resources and any additional plant & equipment.

Section 6

6.0 RESOURCE MANAGEMENT

6.1 Provision of Resources

The Company shall ensure that there are adequate resources in trained personnel for managing performance of work and verification activities including internal quality audits.

6.2 Human Resources

6.2.1 General

All employees will be given the necessary training to fit their job description whether it be education, on the job training or previous experience.

6.2.2 Competence Awareness and Training

For each work activity the Company shall determine the level of competence necessary for that activity and train staff accordingly, this can be by external courses or arrange for the trainee to work alongside someone with required skills.

All new employees shall be given an induction on the Company's H & S and Quality Systems and made aware of their individual responsibilities.

Employees training records and annual appraisal of competence are maintained by the Branch Manager.

Training records of ex-employees shall be retained.

6.3 Infrastructure

The Company has offices and workshops sufficient to perform the activities as described in the Company's scope of work. A well equipped workshop together with adequate mechanical handling and transport facilities which can satisfy all customers requirements and needs.

6.4 Work Environment

Management recognises that the inbuilt qualities of its service are not solely the responsibility of the quality organisation but it is a consequence of every employee's activity and the environment he or she works in. Suitable welfare facilities and personnel protective equipment are provided, in keeping with the requirements of the Health and Safety at Work Act 1974.

Safety audits and periodic reviews shall be carried out to ensure requirements are maintained.

Section 7

7.0 PRODUCT REALISATION

7.1 Planning of Product Realisation

All activities, which are under taken to obtain product realisation, are planned from contract review through to despatch.

Workshop Worksheet detail the requirements, and identifies production processes, repair, inspection and testing. Inspection records, test certificates and delivery notes are prepared and maintained to provide evidence that the product meets the customer requirements.

7.2 Customer Related Processes

7.2.1 Determination of Requirements Related to the Product

The Company shall identify the extent of the customer's requirements, unspecified requirements shall be addressed to ensure that the product is fit for purpose and meets EC Directive requirements.

The Company shall ensure that all legal and regulatory requirements are met and included in the specification. Updates are through SELECT, AEMT, trade magazines and professional bodies.

7.2.2 Review of Requirements Related to the Product

The Company shall ensure that each order / contract is reviewed in accordance with the contract review procedure to ascertain that the requirements are adequately defined and documented. Where differences between requirements of the contract and those of the tender exist, the customer shall be made aware of the differences, any problems being resolved to the mutual satisfaction of both the Company and the customer.

The Company shall ensure it has the capability to meet contractual requirements and shall identify any additional controls, equipment and skills that maybe required to satisfy the contract.

Records of all contract reviews shall be maintained.

7.2.3 Customer Communication

The Company communicates with their customer via variety of media

- 1) Telephone / Fax / E-mail
- 2) Letter / Document / Drawings
- 3) Direct contact
- 4) Company Literature
- 5) Agencies Literature

Tender / Quotation and any amendments are either faxed, e-mailed or posted to the customer.

Any correspondence with a customer relating to a particular contract or job shall be kept in the customer's file.

All customer complaints shall be dealt with correctly and expeditiously

The results of the complaint investigation shall be recorded on a Customer Complaint Form and communicated to the customer (if required).

Customer feedback should be sought at all times to establish customer satisfaction.

7.3 Design and Development

7.3.1 Design and Development Planning

Within Deebridge Electrical design refers to the manufacture of electrical control equipment customised to meet clients requirements. Planning begins at the enquiry stage where components are identified to meet the the clients specification.

7.3.2 Design and Development Inputs

Input requirements shall include the funtional and performance requirements for the equipment specified. The Company shall ensure all statutory and regulatory requirements are included in the design where necessary. Similar design information can be used to complete design input.

7.3.3 Design and Development Outputs

From the inputs received, circuit drawing and and route sheets are prepared which will monitor and control the process. Purchases and services required to develop the product shall be specified. Acceptance criteria shall be as per inspection and tests specified on the route sheet. Each piece of equipment will be despatched with a statement on the proper and safe use of equipment.

7.3.4 Design and Development Review

During the assembly, continous inspection is carried out, each activity on the route sheet is inspected and signed off by the person responsible for the next operation. Any problems shall be reported and the necessary action taken.

7.3.5 Design and Development Verification

A workshop checklist shall verify that all assembly activities, inspections and testing been completed satisfactory, the checklist shall be signed by the Branch Manager or nominee.

7.3.6 Design and Development Validation

A manufacture products shall be given a final test prior to despatch, to ensure the completed product meets the requirements specified and the use which the client has requested.

7.3.7 Control of Design and Development

Any changes to specifications or circuit drawings occurring during the production stages, shall be recorded and only authorised after the change has been reviewed, verified and evaluated against the effect of the change.

7.4 Purchasing

7.4.1 Purchasing Process

The QA Manager shall ensure that a formal Quality System is maintained for the purchasing function, which includes evaluation of suppliers, review of purchasing data, receiving, inspection and verification of purchased products and services.

The QA Manager shall ensure that a register of approved suppliers is maintained within the Company.

Suppliers shall be accepted for approval if they satisfy any one of the criteria.

- 1) Satisfactory historical records
- 2) Satisfactory assessment by means of an audit
- 3) Holding quality system certification

Suppliers on the register shall be evaluated by maintaining a record of non-conformances raised against the supplier and if found to be unsatisfactory may be removed from the register at the discretion of the QA Manager.

7.4.2 Purchasing Information

All purchases shall be made by an official Company purchase order, which contains all relevant information to ensure that the supplier provides product or services in accordance with the Company requirements.

The QA Manager shall periodically review purchase orders to ensure they contain data clearly describing the product or service ordered and where appropriate any requirements for approval or qualification of product.

7.4.3 Verification of Purchased Product

All incoming material, which directly effects the quality of the product or service, shall be segregated until their inspection status has been established. All equipment and materials shall receive a goods inwards inspection to establish that accompanying documentation is correct, that it matches the materials as specified on the purchase order and there is no apparent damage.

An inspection criteria for goods received shall be established.

Where specified in the contract the customer or his representative shall be given the right to verify that the sub-contracted service or product provided conforms to specified requirements.

Where the Company's customer specifies that the source inspection is required prior to despatch the QA Manager shall liaise with the supplier to arrange a timetable of inspection at the suppliers premises.

Where source inspection is required it must be stated on the purchase order detailing type and extent of inspection to be performed.

7.5 Production and Service Provision

7.5.1 Control of Production and Service Provision

Management recognise that the inbuilt quality of its product and service is not solely the responsibility of the quality department but it is a consequence of every employee's activity. Therefore it is a requirement of the management that the whole organisation shall be responsible for providing a product and service to meet the customers requirements.

All orders received shall subject to a contract review before given a unique works order number. For every works order number given a Job Sheet and Work Sheet shall be prepared detailing all process activities required for completion of the required work.

The use of suitable equipment and the availability and use of monitoring and measuring devices within a suitable working environment shall be provided to meet the requirements of the order.

The work is carried out in compliance with relevant reference standards, specifications and codes of practice.

Acceptance criteria for workmanship, which is stipulated to the greatest practical extent, shall be written into procedures and drawings issued.

Equipment shall be well maintained to ensure continued process capability, reliability and safety.

Delivery note shall be raised for all items being shipped describing the goods and delivery instructions and signed by person responsible for the despatch of the goods.

7.5.2 Validation Process for Production and Service Provision

The Company can validate all processes before the equipment leaves the Company premises. All equipment is checked, inspected and or tested before being despatched, therefore this clause does not apply.

7.5.3 Identification and Tractability

Customers products are identified by a unique Works Order Number with labels attached to the equipment. Traceability is maintained by recording the number on all applicable documents.

All inspection and test records which give evidence that the product has passed inspection and or test with defined acceptable criteria shall be placed in the relevant customers file.

All records shall identify the Company inspection authority responsible for the release of the product.

Identification of the product status is by the signings the Work Sheet. Inspection, measuring and test equipment status is by markings on the equipment and entry in the calibration register.

7.5.4 Customer Property

Customer property in product owned by the customer and furnished to the Company for use in meeting the requirements of the contract and is processed through the Company.

Customer property received for servicing, inspection, testing and or repair shall be allocated a works order number, labelled and stored separately.

Any property received damaged or found unsuitable for repair, the customer shall be formally notified.

7.5.5 Preservation of Product

The Company shall ensure products and equipment are handled, stored, packed, preserved and delivered in such a way as not to adversely affect the conformity of the product and or equipment.

Delivery note shall be raised for all items being shipped, describing the goods and clear delivery instructions and signed by the person responsible for the despatch of the goods.

7.6 Control of Monitoring and Measuring Devices

The Company shall control all inspection, measuring and test equipment, which is utilised to control the quality of the product or service. All measuring equipment is logged in the Measuring Equipment Register and a unique number allocated to each device.

A Calibration Record Card with a cross-reference to the register will show historical records of the equipment control. Measuring equipment shall be calibrated at specific intervals, or prior to use, against measurement standards traceable to international or national recognised standards.

Equipment found to be out of calibration, the Company should assess and record the validity of any previous inspection or test and its effect, a Failed Calibration Report shall be raised detailing the deficiency and the faulty equipment quarantined until repair, re-calibration or replacement.

Equipment where practicable shall be safeguarded against unauthorised adjustments which would render calibration invalid also handling and storage of equipment shall be such to ensure that accuracy is maintained.

Each hired or leased piece of measuring and test equipment that will effect the quality must have a valid test certificate from the hiring company, a copy of which will be retained.

Section 8

8.0 MEASUREMENT ANALYSIS AND IMPROVEMENT

8.1 General

The Company shall carry out inspection and testing activities in order to verify that the customer's requirements have been fully met. The Quality Management System shall be reviewed to ensure conformity to the Quality Standard BS EN ISO 9001:2000.

8.2 Monitoring and Measurement

8.2.1 Customer Satisfaction

The Company will monitor customer satisfaction through customer complaints or by job completion questionnaire.

At every opportunity the Company's Management and Sales Department will seek the option of customers on the level of performance in meeting their requirements.

All findings shall be recorded and analysed.

8.2.2 Internal Audits

The QA Manager shall ensure that a yearly quality Audit Plan is formatted to enable a thorough review of all aspects of the Quality Management System, to ascertain that the QA Policy, QA Manual and processes comply with the requirements of the Quality Standard BS EN ISO 9001:2000 and the system is effectively implemented and maintained. Previous audit results shall be compared to see if there are any trends.

The Audit Plan can be adjusted on an ongoing basis, as necessary, this enables weaker elements of the Quality System to be audited more frequently.

The Audit Plan shall include:

- a) Process to be audited.
- b) Month for which the audit is planned
- c) Audit performed

The QA Manager shall prepare a checklist of those elements / activities to be audited. The checklist shall be based on the requirements of the Quality Standard, QA Manual, Procedures and Processes.

Prior notification of an audit shall be made to the relevant department by an auditor independent of the activity.

The findings of the audit shall be contained in the Audit Report and shall note any non-conformances observed.

The auditee shall propose corrective action and submit it to auditor or the QA Manager for approval.

The QA Manager shall:

- a) Mark up the audit plan
- b) Follow up the implementation of corrective action
- c) Record the serial number of audit report
- d) File the audit report / checklist
- e) Present audit reports and any corrective actions to the Management Review Meeting

As per procedure QAP 17

8.2.3 Monitoring and Management of Processes

The Company conducts regular audits to demonstrate that the requirements of the Quality Standard are being complied with.

All processes can be monitored throughout therefore statistical process control is not required.

8.2.4 Monitoring and Measurement of Product

Goods Receiving, in-process, final inspection and testing is carried out by the Company to verify that the customer's requirements have been met.

a) Receiving Inspection

All incoming equipment and materials which directly affects the quality of the product or service shall be segregated and be given a goods inward inspection to establish that the goods received are as per the purchase order and accompanying documentation. A check shall be done for any apparent transit damage.

Where incoming products is released for urgent requirement prior to verification it shall be positively identified, the minimum amount of inspection / testing established, conducted and recorded, that the equipment may be recalled if proven necessary.

b) **In-Process Inspection and Testing**

In-process inspections and tests are defined, as those needed to ensure that the in-process activities have been completed satisfactorily. The inspection and tests to be carried out shall be recorded on the Workshop Checklist.

c) **Final Inspection and Testing**

Final inspections shall be carried out to ensure all previous inspections and test, including those specified either on receipt of product or in process have completed.

Inspection and test shall be carried out against the appropriate work instructions, National and International Standards, or customer specifications.

d) **Inspection and Test Records**

All inspection and test records which give evidence that the product has passed inspection and or test with defined acceptance criteria shall be placed in the relevant customer file.

8.3 Control of Non-Conforming Products

All non-conforming products from both external and internal sources shall be reported on a Non-Conformance Report and logged in the Non-Conformance Register.

All non-conformities shall be quarantined, segregated (where possible) and labelled and an investigation carried out as to how the non-conformance occurred.

The Branch Manager is responsible for all materials held in the quarantine and may only remove the material under the following conditions and after informing the QA Manager.

- a) When the corrective action related to the item has been cleared
- b) When goods are returned to the supplier for replacement or credit
- c) Under cover on concession
- d) When the material is scrapped
- e) When the appropriate certification becomes available
- f) After suitable in-house repair and re-inspection

As per Procedure QAP 13

8.4 Analysis of Data

The Company will gather and analyse data from several sources to determine the effectiveness of the Quality Management System and the system compliance to specified requirements.

Data sources:

- Internal Audits
- Non-Conformances
- Customer Complaints
- Suppliers Performances
- Customer Satisfaction Questionnaire
- Process Operation Trends

8.5 Improvement

8.5.1 Continual Improvement

The Company shall strive to continually improve the effectiveness of the Quality Management System through the use of:

- Quality Policy
- Quality Objectives
- Audit Results
- Corrective and Preventive Actions
- Management Review

8.5.2 Corrective Action

Corrective Action is taken to eliminate the causes of non-conformities in order to prevent recurrence, such actions are reported on a Corrective Action Request Form.

The process of corrective action shall be to investigate the non-conformance including Customer Complaints, determine the cause and evaluate the need for action. Having determined the need for action, implement the action and record the action taken, review at a later date to determine the effectiveness. Should corrective action require changes to the Company practices and or procedures these are prepared by the QA Manager in consultation with and approved by the Managing Director.

As per procedure QAP 14

8.5.3 Preventive Action

The Management shall determine what action is necessary to eliminate the causes of potential non-conformities. This is achieved by continuous training and retraining, carrying out risk assessments on all activities, toolbox talks with employees and to ensure maintenance schedules are up to date for all plant and equipment.

Result of all corrective and preventive actions shall be summarised and presented as part of the Management Review of the Quality System by the QA Manager.

As per procedure QAP 19

LIST OF QUALITY ASSURANCE PROCEDURES

CODE	TITLE
QAP 01	Management Review
QAP 02	Quality System
QAP 03	Contract Review
QAP 04	Document & Data Control
QAP 05	Design Control
QAP 06	Purchasing
QAP 07	Customer Supplied Product
QAP 08	Production and Material Identification / Tractability
QAP 09	Process Control
QAP 10	Inspection and Testing
QAP 11	Control of Inspection, Measuring & Test Equipment
QAP 12	Inspection & Test Status
QAP 13	Control of Non-Conforming Product
QAP 14	Corrective Action
QAP 15	Handling, Storage, Packaging, Preservation & Delivery
QAP 16	Control of Quality Records
QAP 17	Internal Quality Records
QAP 18	Training
QAP 19	Preventive Action