

Quality Management System Hierarchy



Quality Policy Statement

It is the Quality Policy of our Company to strive to provide customers with products and services that meets their expectations.

We understand the critical importance of knowing and meeting our customers' needs and expectations

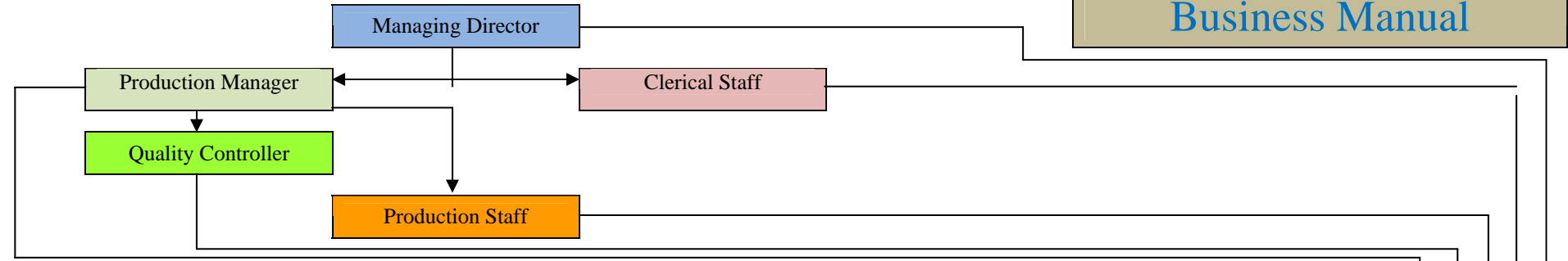
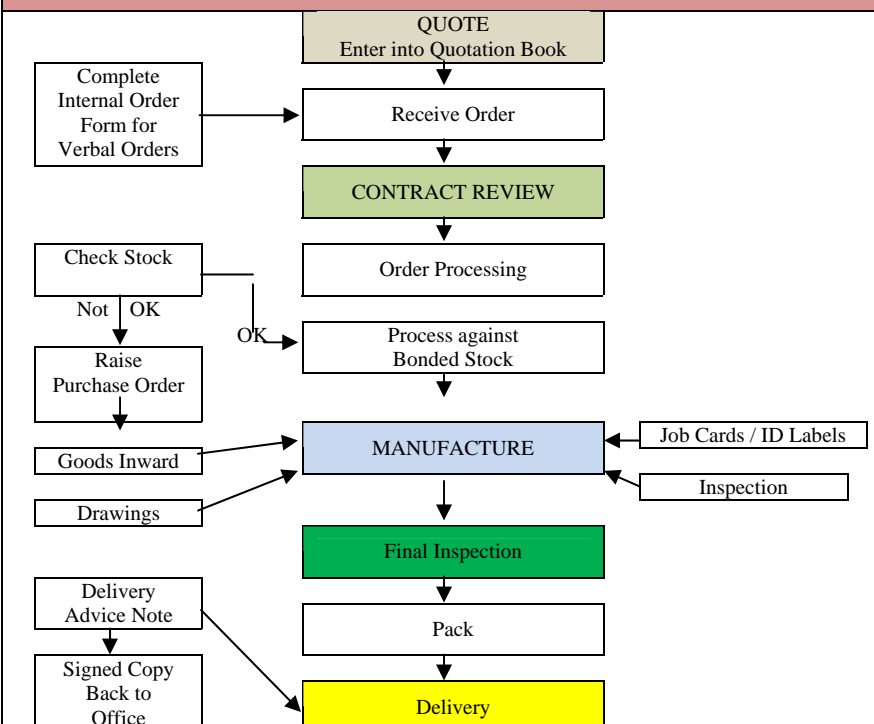
To fulfil this objective the company has implemented a Quality Management System to the requirements of BS EN ISO 9001. It is a mandatory requirement on all personnel and embraces all the quality activities, which impact upon the customers of our Company.

Management, at all levels, are committed to ensuring that the system is effective in achieving quality objectives and satisfying customers both now and in the future. To this end, management will strive to continually improve its service, processes and effectiveness of the Quality Management System.

The Company will establish and monitor measurable quality objectives for the Quality Management System, processes and Service.

Top Management sees the Quality Management System as a key element in promoting a culture of continuous improvement and individual responsibility.

Product Realization Flow Chart



Claus No (s)	Quality Management System Requirements BS EN ISO 9001	Related Procedures & Work Instructions				
4.1	General Requirements. The Company has Established, documented, implemented, maintains, reviews and continually improves the effectiveness of the Quality Management System in accordance with the requirements of BS EN ISO 9001. The necessary processes are included for the Quality Management System and its application throughout the business. The Scope omits Design & Development (clause 7.3).					
4.2	Documentation Requirements. The Quality Management System is set out as a series of documents; these documents are controlled as described in the Document Control procedures and the use of a Master File of Documents. Documents may be in either electronic or hard copy format. When subsequent documents become Quality Records they are then controlled and managed as described in the Document Control procedures.	Procedures 2 & 3				
5.1	Management Commitment. The Management at Thomas Brown Engineering are committed to the continual improvement of the Quality Management System. Effective means of communication are used to relate this commitment to the Quality Management System and the importance of meeting customer needs.	Procedures 1 2 & 3				
5.2	Customer Focus. Senior Management ensures that customer requirements are determined and met with the aim of enhancing customer satisfaction. Performance is evaluated by statistical analysis.	Procedures 1 & 8				
5.3 5.4	Quality Policy & Objectives. The Company Quality Policy is shown at the side of this page. Achievable and measurable Quality Objectives have been established at management level or are set by customers. These performance indicators are use to measure the effectiveness and efficiency of the process relating to customer satisfaction, operational improvement and continual development of the Quality System. They are reviewed and established at the Management Review Meeting.	Procedure 1				
5.5	Responsibility, Authority & Communication. The responsibilities and authorities of key personnel are defined and communicated throughout the Company. The Quality Controller is the appointed management representative. He is responsible for ensuring that the processes for the Quality Management System are established, implemented, maintained and reviewed continuously for improvement.	Procedures 7 & 8				
5.6	Management Review. Senior Management at regular intervals reviews the performance of the Quality Management System to ensure its continued effectiveness and identify opportunities for improvement.	Procedure 1				
6.1 6.2 6.3 6.4	Resource Management. The Company has determined and provided the resources needed to implement and maintain the Quality Management System and enhance customer satisfaction. It is understood by Senior Management that all personnel should be fully competent in the tasks they undertake. Human Resources functions such as recruitment and training are based on this requirement. The Company has also determined, provided and continues to maintain the necessary infrastructure and work environment to maintain conformity to requirements	Procedures 1 6 & 7				
7.1	Product Realization. Procedures, control documents, flow charts and work instructions exist within the Quality Management System for the planning, determining, reviewing and communicating of controls aimed at verifying the need to establish processes, resources, verification, monitoring, inspection and the need to provide objective evidence that the realization processes meet specified requirements.(See flow chart).	Procedures 2 & 8				
7.2	Customer-Related Processes. Customer requirements are determined and reviewed where necessary prior to a commitment to supply them a service. Effective communications are maintained with the customer to verify information, enquiries, orders and customer requirements.	Procedure 8				
7.4	Purchasing. The Company ensures that purchased items conform to specific purchase requirements. Suppliers are evaluated and selected based upon their ability to supply products or services to meet the Company's requirements. Purchase orders are raised and included where appropriate, services, types, sizes, quantities, certification and delivery dates, these items are verified by comparing our order with the delivery note at receiving inspection.	Procedures 8 & 9				
7.5	Product & Service Provision. The Company plans and carries out product & service provision under controlled conditions. Such conditions include, where appropriate, the availability of works instructions, the use of suitable equipment, the availability of monitoring and measuring devices, the implementation of monitoring & measurement, and the implementation of release and delivery activities. The Company has established criteria for validating service provision upon completion of the processes. Identification and Traceability. The Company will ensure status of activities and identification of products as contractually required. Customer Property. The Company will identify, verify, protect and safeguard customer property while being used for its designated activity. Product Preservation. Will apply to any constituent part during the processing & delivery activities.	Procedures 5 8, 9 & 10				
7.6	Control of Monitoring & Measuring Devices. The Company has determined that all monitoring & measuring equipment that has an influence directly or indirectly on the performance of the various activities is included in a control system. All equipment is registered and has a calibration or test due date, acceptance criteria and a documented method of control or the method of control is traceable to a National Standard .	Procedure 10 WI 02				
8.1 8.2	Measurement, Analysis & Improvement. Monitoring & measuring activities will be used throughout the Company to achieve product conformity, customer satisfaction, achievement of quality objectives and to improve the Quality Management system. Where appropriate, statistical techniques and other methodologies will be used to gather and analyze data. Methods such as internal audits , monitoring and measuring of processes and monitoring and measuring of product are areas where data can be processed and reviewed and the outcome formulated at the Management Review meeting .	Procedures 1, 4, 5, 6 & 8 WI 01				
8.3	Control of Non-Conforming Product. The Company ensures that any product or service which does not conform to product or service requirements is identified and controlled to prevent unattended use or delivery. The controls and related responsibilities and authorities for dealing with non-conforming product or service are defined in documented procedures. Records of non-conformities and actions taken are maintained.	Procedures 5 & 9				
8.4	Analysis of Data. The Company determines, collects and analyses appropriate data to demonstrate the suitability and effectiveness of the Quality Management System and to evaluate where continual improvement of the effectiveness of the Quality Management System and the Companies processes can be made.	Procedures 1, 4, 5 & 6				
8.5	Improvement. The Company will continually improve the effectiveness of the Quality Management System through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventative actions and the management review. The Company has taken action to eliminate the cause of nonconformities and potential nonconformities in order to prevent their occurrence and reoccurrence. Procedures have been established to review and determine nonconformities and their causes, to determine potential nonconformities and their causes, to evaluate the need for action to ensure nonconformities do not occur or reoccur, to determine and implement action needed to record the results of actions taken, and to review corrective & preventative actions taken.	Procedures 1, 4, 5 & 6				

