

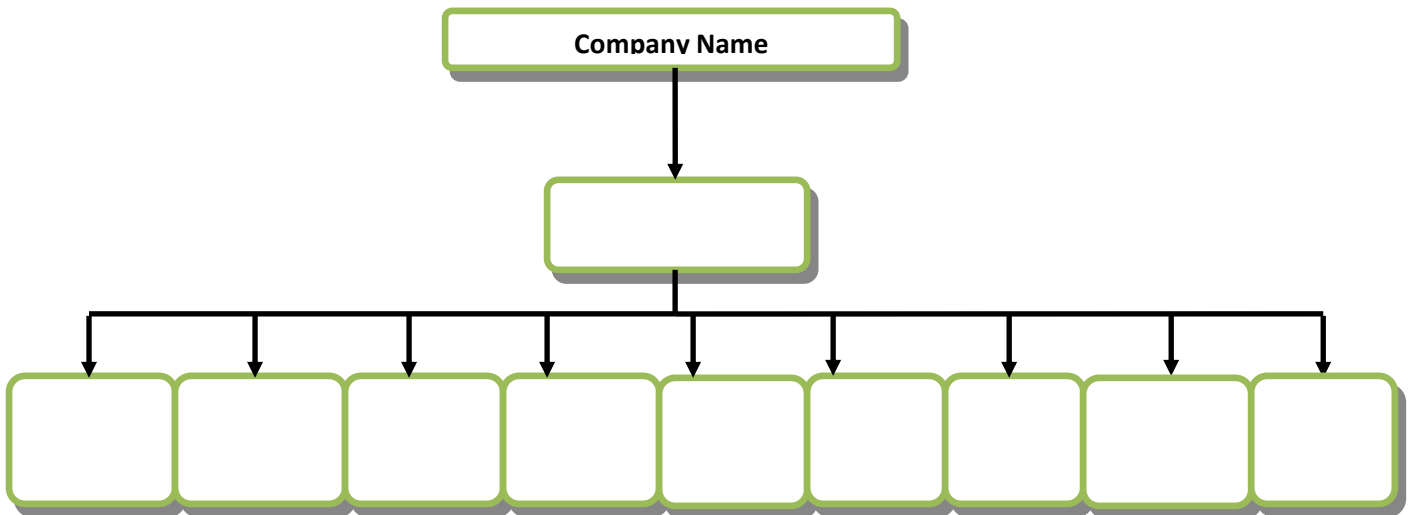
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Manual Section Reference	<b>QUALITY POLICY AND MISSION STATEMENT</b>	BSENISO 9001:2008 CLAUSE REFERENCE			
	The company's mission statement is:	<b>5.1</b>			
	<i>“ Insert Mission Statement ”</i>	<b>5.1</b>			
	The objective of the management is to provide its products and support services in a manner that conforms to the specified requirements of the Company, its customers and all applicable regulatory authorities.	<b>5.2</b>			
	In order to achieve this objective, it is our policy establish, maintain and continually improve an effective and efficient Management System, developed in conjunction with all functions.	<b>7.1</b>			
	The Company pledges to provide ongoing training for its employees in order to maintain a level of knowledge and expertise consistent with achieving the standards and objectives set by the Company.	<b>5.2 / 7.1</b>			
	<b>INSERT MANAGING DIRECTORS DETAILS HERE</b>	<b>4.2.1a</b>			
		<b>5.3c</b>			
		<b>5.5</b>			
		<b>6.0/6.1</b>			
		<b>5.1a/5.2</b>			
		<b>5.5.2</b>			
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Manual Section Reference	<b>QUALITY POLICY MANUAL</b>			BSENISO 9001:2008 CLAUSE REFERENCE	
1.0	<b>Scope of Operations and Activity</b>				5.3
	We have applied our Quality Management System to the following scope of activity against which we are assessed and registered by a National Accredited Authority: <i>EXAMPLE</i>				4.2.1a
	<i>“Insert Scope of works.”</i>				4.2.2a
	<b>Quality Management System</b>				
	Our quality management system policy is to have a system which delivers continual improvements and enhances customer satisfaction with our products and services.				
	1.1 We use the following administrative procedures and guides in connection with the identification of our quality management system requirements.				4.1a
	<ul style="list-style-type: none"> <li>• Quality Management System Process</li> <li>• Quality Manual</li> <li>• Document Control</li> <li>• Control of Quality Records</li> </ul>				4.1b 4.1c
	The following guides and work instruction support the above procedures				4.2.2b 4.0/4.1/4.2
	<ul style="list-style-type: none"> <li>• Document Control</li> <li>• External Document Control</li> <li>• Record Control</li> </ul>				4.0/4.1/4.2 4.2.2 4.2.3 4.2.4
	1.2 The Quality Manager is responsible for our quality management system policy.				4.2.2b 4.2.3 4.2.3 4.2.4
2.0	<b>Management Responsibility</b>				
	Our management responsibility policy is to ensure commitment, authority and instruction is invested at the best level.				5.5.1/2
	2.1 Administrative procedure is used in connection with our management responsibility practices. This is supported with the following guides and documented advice:				5.0-5.4
	<ul style="list-style-type: none"> <li>• Customer Satisfaction</li> </ul>				5.0-5.4
	2.2 The General Manager is responsible for management responsibility policy and accepts the obligations of Top Management detailed in the international quality standard ISO9001:2008.				5.3/8.2.1 5.5.1

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	Quality System Object								
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5.0/4	Management Responsibility								
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7.0/1	Product Realisation								
7.2	Customer Related Process								
7.3	Design and Development								
7.4	Purchasing								
7.5.1	Product Management								
7.5.2	Validations								
7.5.3	Identification and Traceability								
7.5.4	Customer property								
7.5.5	Product Preservation								
7.6	Measuring Devices								
8.0/1	Measurement, analysis								
8.2	Monitoring and Measurement								
8.3	Control of Non-conformance								
8.4	Analysis of Data								
8.5	Effective Improvement								
8.5.2	Corrective Action								
8.5.3	Preventative Action								

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Manual Section Reference	<b>QUALITY POLICY MANUAL</b>	BSENISO 9001:2008 CLAUSE REFERENCE
3.0	<p><b>Quality Management System Administration</b> Our administration policy is to ensure that responsibilities and authorities are defined and communicated properly.</p> <p>3.1 Administrative procedure is used in connection with our management administration and responsibility practices.</p> <p>3.2 The managers are responsible for quality system administration policy. The following positions are responsible for quality policy in respect of the quality aspects contained in this manual:</p> <ul style="list-style-type: none"> <li>a) General Manager</li> <li>b) Business Development Manager</li> <li>c) Head of Technology and Engineering</li> <li>d) Financial Controller</li> <li>e) Commercial Manager</li> <li>f) After sales Support Manager</li> <li>g) Marketing &amp; HR Manager</li> <li>h) Sales Manager</li> <li>l) Operations Manager</li> <li>j) Quality Manager</li> </ul> <p>The General Manager is responsible for management responsibility policy and accept the obligations of Top Management as defined within the quality management system standard.</p> <p>The Operations Manager is Authorised to administer the required practices for the critical control points of the process needed to preserve the products quality standard and prevent non-conformance.</p>	<p>5.0-5.4 4.2.1</p> <p>5.0-5.4</p> <p>5.5.1 5.5.1 5.1-2</p> <p>5.5.1 7.1/8.5.3 8.2.3/4</p> <p>7.1/8.3 7.5</p>
4.0	<p><b>Management Review</b> Our management review policy is to hold a management review meeting for the systematic review of our quality system with executives and top management on at least 2 occasions during a 12 month period.</p> <p>4.1 Administrative procedure is used in connection with our management responsibility practices.</p> <p>This is supported with the following guide and documented advice:</p> <ul style="list-style-type: none"> <li>• Management Review</li> </ul> <p>4.2 The Quality Manager is responsible for Management Review Policy.</p>	<p>5.6 4.2.1</p> <p>5.6 4.2.2b</p> <p>5.5.1</p> <p>5.6</p> <p>5.5.2</p>

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Manual Section Reference	<b>QUALITY POLICY MANUAL</b>	BSENISO 9001:2008 CLAUSE REFERENCE
5.0	<p><b>Resources</b> Our resource policy is to provide the required technical, production and human resources necessary to maintain and improve our quality management system.</p> <p>5.1 Administrative procedure is used in connection with our resource practices.  This is supported by the following company guides and documented advice:</p> <p>5.2 The Marketing and Human Resources Manager is responsible for resource policy.</p> <p><b>Operations And Production</b> Our policy for the process management is to ensure our product development and production management process is planned and managed at each stage in its sequence, so that we deliver the required quality of product and technology to our customers.</p>	<p>6.1-6.4</p> <p>6.1-6.4 4.2.2b</p> <p>4.2.2b</p> <p>6.0-4 6.3/4 6.3/4 6.3/4 6.2</p> <p>5.5.1</p> <p>7.0-7.1</p>
6.0	<p>6.1 Administrative procedure ----- is used in connection with our engineering and production practices.  This is supported with the following company guides and documented advice:</p> <p>6.2 The Head of Technology and Engineering is responsible for product planning policy.</p>	<p>7.0-7.1 4.2.2b</p> <p>7.1/5.5.1</p>

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Manual Section Reference	<b>QUALITY POLICY MANUAL</b>	BSENISO 9001:2008 CLAUSE REFERENCE			
7.0	<p><b>Customer Related Process</b></p> <p>Our customer related process policy is to review all aspects of our customer requirements through effective communications and to ensure their requirements are understood at the appropriate levels within our company.</p>	7.2			
7.1	<p>Administrative procedure ----- is used in connection with our sales and customer communication practices.</p> <p>This is supported by the following company guides and documented advice:</p> <p style="padding-left: 40px;">Customer Satisfaction Enquiry, Review &amp; Quotation Processing Sales Orders &amp; Fulfilling Orders New Customer Account Approval Customer Service Bulletins Technical Support</p>	<p>4.2.2b 7.2.1/2/3</p> <p>4.2.2b</p> <p>5.3/8.2.1 7.2.1 7.2.2 7.2.3 7.2.3</p>			
7.2	<p>The Head of Business Development is responsible for customer related process policy.</p>	7.2 5.5.1			
8.0	<p><b>Design and Deployment</b></p> <p>Our design and development policy is to develop and plan the design process, verify the design stages and validate the final design which is changed only under thorough technical evaluation and controlled conditions.</p>	7.3 4.2.1			
8.1	<p>Administrative procedure ----- is used in connection with our design and development practices.</p> <p>This is supported by the following company guides and documented advice:</p>	4.2.2b 7.3.1-7 4.2.2			
8.2	<p>The Head of Technology and Engineering is responsible for design and development planning policy.</p>	5.5.1 7.3.1-7			



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9.0	<p><b>Purchasing</b></p> <p>Our purchasing management policy is to purchase the right quantity of the right quality at the right price and ensure it is delivered on time to our correct location.</p>			7.4.1	
	<p>9.1 Administrative procedure S1-A06/000 is used in connection with our purchasing and materials management practices.</p> <p>This is supported by the following company guides and documented advice:</p>			7.4.1-3 4.2.2b 4.2.2b	
	<p>9.2 The Operations Manager is responsible for purchasing and supplier policy.</p>			5.5.1 7.4.1/3	
10.0	<p><b>Production Control and Management</b></p> <p>Our product management policy is to manage and control our practices for goods receiving, stores, production, testing and delivery of products to meet our customers’ highly demanding expectations.</p>			7.5.1 4.2.1	
	<p>10.1 Administrative procedure S1-A06/000 is used in connection with our manufacturing and production practices.</p> <p>This is supported by the following company guides and documented advice:</p>			7.5.1 4.2.2b 4.2.2b	
	<p>10.2 The Operations Manager is responsible for product and production planning policy.</p>			5.5.1 7.5.1	

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11.0	<p><b>Process Validation</b></p> <p>Our process validation policy is to check the manufacturing process at planned intervals, to ensure that arrangements are conducive to the production of technically advanced products so they are safe and fit for their prescribed use.</p>			7.5.2	
	<p>11.1 Administrative procedure ----- is used in connection with our process validation practices.</p> <p style="padding-left: 40px;">This is supported by the following company guides and documented advice:</p>			7.5.2 4.2.2b	4.2.2b
	<p>11.2 The Operations Manager is responsible for product planning and process validation policy.</p>			5.5.1 7.5.2	
12.0	<p><b>Identification And Traceability</b></p> <p>Our identification and traceability policy is to trace our products to source, batch, inspection and testing including the identification of release authorities responsible for deciding on conformance or non-conformance.</p>			7.5.3 4.2.1	
	<p>12.1 Administrative procedure ----- is used in connection with our identification and traceability practices.</p> <p style="padding-left: 40px;">This is supported by the following company guides and documented advice:</p>			7.5.3 4.2.2b	4.2.2b
	<p>12.2 The Operations Manager is responsible for product identification and traceability policy.</p>			5.5.1 7.5.3	

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13.0	<p><b>Customer Property</b> Our customer property policy is to act as a good steward and ensure the equipment, information or any other property belonging to a customer, is used only for the purpose it was supplied or intended.</p>			7.5.4	
	<p>13.1 Administrative procedure ----- is used in connection with our process validation practices.</p> <p>This is supported by the following company guides and documented advice:</p>			7.5.4 4.2.2b	4.2.2b
	<p>13.2 The Operations Manager is responsible for customer product management policy..</p>			5.5.1 7.5.4	
14.0	<p><b>Preservation Policy</b> Our preservation policy is to ensure our customers are provided with equipment and products in a usable and acceptable condition.</p>			7.5.5 4.2.1	
	<p>14.1 Administrative procedure ----- is used in connection with our product preservation practices.</p> <p>This is supported by the following company guides and documented advice:</p>			7.5.5 4.2.2b	4.2.2b
	<p>14.2 The Operations Manager is responsible for product preservation policy.</p>			5.5.1 7.5.5	

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15.0	<p><b>Measuring And Monitoring Devices</b></p> <p>Our measuring and monitoring devices policy is to ensure that all inspection equipment and conventions are accurate and dependable for the measurement that we require.</p>			7.6	
	15.1	<p>Administrative procedure ----- is used in connection with our measuring and monitoring devices and calibration practices.</p> <p>This is supported by the following company guides and documented advice:</p>		7.6 4.2.2b	
				4.2.2b	
	15.2	<p>The Head of Technology and Engineering is responsible for calibration policy.</p>		5.5.1/7.6	
16.0	<p><b>Measurement, Analysis And Improvement</b></p> <p>Our measurement, analysis and improvement policy is to use available data generated by our quality management system and continually search for opportunities to improve.</p>			8.0/1 4.2.1	
	16.1	<p>Administrative procedure ----- is used in connection with our measurement, analysis and improvement practices.</p> <p>This is supported by the following company guides and documented advice:</p>		8.0/1 4.2.2b	
				4.2.2b	
	16.2	<p>The Quality Manager is responsible for measurement and analysis policy.</p>		5.5.1 8.0/1	

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17.0	<p><b>Measuring And Monitoring</b> Our measuring and monitoring policy is to measure all aspects of our business which are essential to continual improvement.</p> <p>17.1 Administrative procedure ----- is used in connection with our measurement and monitoring practices and specified procedure ----- is applied for the programme and conduct of our internal audits.</p> <p>This is supported by the following company guides and documented advice:</p>	<p>8.1/2 8.2.1/2 8.2.3/4</p>			
	<p>17.2 The Quality Manager is responsible for measuring and monitoring policy.</p>	<p>8.1/2 4.2.2b 8.2</p> <p>4.2.2b</p>			
	<p>17.2 The Quality Manager is responsible for measuring and monitoring policy.</p> <p><b>Non-Conforming Product</b> Our non-conforming product policy is to identify, segregate and assess non-conforming materials and products at the earliest possible stage.</p>	<p>5.5.1 8.1/2</p> <p>8.3 4.2.1</p>			
	<p>18.1 Administrative procedure ----- is used in connection with our monitoring practices and specified procedure ----- is applied for the identification and disposition of non-conforming products.</p> <p>This is supported by the following company guides and documented advice:</p>	<p>8.3 4.2.2b</p> <p>4.2.2b</p>			
18.0	<p>18.2 The Quality Manager is responsible for non-conforming product policy.</p>	<p>4.2.2b</p> <p>5.5.1 8.3</p>			

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19.0	<p><b>Data Analysis</b> Our analysis of data policy is to collect suitable data for examination to enable management to make sound informed business decisions.</p> <p>19.1 Administrative procedure ----- is used in connection with our data analysis and monitoring practices.</p> <p>This is supported by the following company guides and documented advice:</p>	8.4			
	<p>19.2 The Quality Manager is responsible for quality data analysis policy.</p>	5.5.1 8.4			
20.0	<p><b>Improvement</b> Our improvement policy is to continually search for and examine thoroughly opportunities for improvement.</p> <p>20.1 Administrative procedure ----- is used in connection with our management system improvement practices and specified procedures S20/002 and S20/003 is applied for corrective and preventive measures.</p> <p>This is supported by the following company guides and documented advice:</p>	8.5 4.2.1			
	<p>20.2 The Quality Manager is responsible for improvement policy.</p>	8.5 8.5.1/2/3 4.2.2b			

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21.0	<p><b>Corrective Action</b></p> <p>It is our policy to continually seek to improve itself as an organisation. Where ever a non-conformance is identified then the appropriate level of review will be instigated to determine the level of corrective action necessary.</p> <p>It is the responsibility of those employees responsible for the investigation, to ascertain the root cause and instigate the appropriate level of corrective action.</p> <p>It is the responsibility of the Quality Manager to review both the non-conformance and corrective action to ascertain if any trends are developing using the concerns log, audit reports, management reviews and KPI's.</p> <p>21.1 Administrative procedure ----- and specified procedure ----- are used in connection with our corrective action programme.</p> <p>This is supported by the following company guides and documented advice:</p>	8.5.2			
				8.5.2	4.2.2b
				8.5.2	4.2.2b
				5.5.1	8.5.2
				8.5.2	4.2.1
				8.5.2	4.2.2b
22.0	<p><b>Preventive Action</b></p> <p>Our preventive action policy is to continually seek to eliminate the potential for errors, omission and to raise standards in service, process and products.</p> <p>22.1 This is supported by the following company guides and documented advice:</p>			8.5.3	4.2.1
				4.2.2b	
				5.5.1	7.5.1