



# QUALITY POLICY MANUAL

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## QUALITY POLICY MANUAL

### 1. PURPOSE

The purpose of this manual is to give an overview of the Quality Management System within Hockway Ltd.

### 2. SCOPE

This manual applies to all elements of the company's ISO 9001:2000 Quality Management System.

### 3. ACTIVITIES

The primary activities of Hockway Ltd. covered by this Quality Management System are the design and manufacture of cathodic protection systems.

### 4. QUALITY MANAGEMENT SYSTEM

#### 4.1 GENERAL REQUIREMENTS

##### **Hockway Ltd Management System General Description**

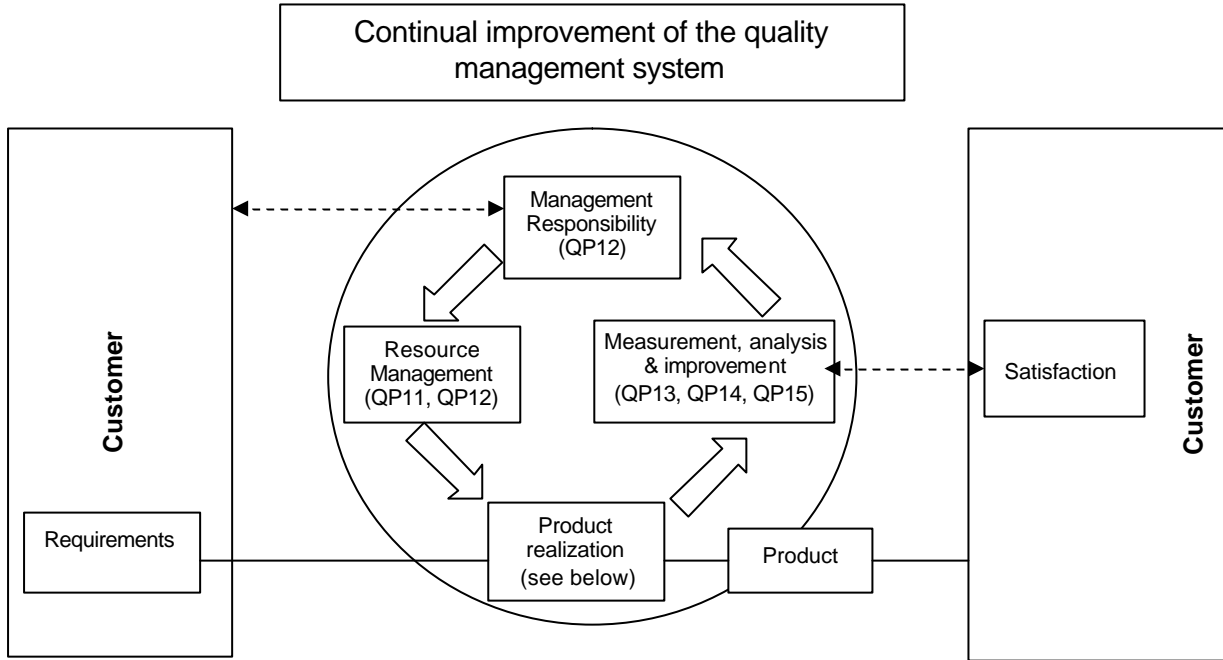
The purpose of the management system is to operate an efficient business and to foster a continuous improvement environment. This is achieved by recognizing the needs of customers and ensuring that the processes within the company are aligned with the goal of meeting customer expectation. Monitoring of feedback ensures that the management system is continually updated to ensure that customer expectations continue to be met and potential causes of nonconformities are eliminated.

Underpinning the management system is the attitude of every member of staff and their approach to their job responsibilities. The success of Hockway Ltd depends on staff; the management system supports staff by enabling them to perform their roles more effectively.

Hockway Ltd has established a quality management system that defines the processes within the organisation, the sequence and interaction of those processes and their application throughout the organisation. The general operation of the quality management system is as defined below.



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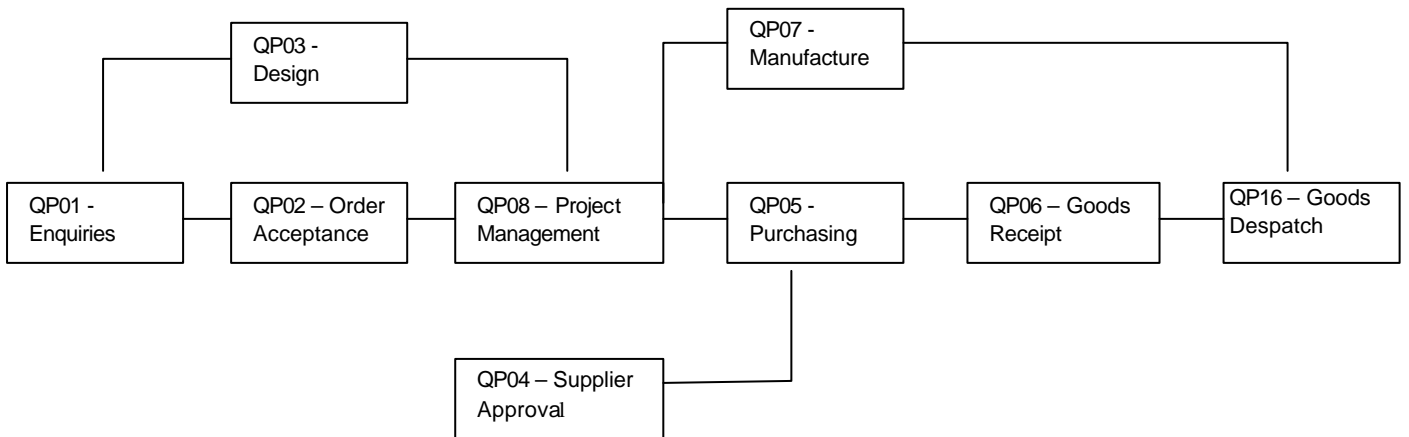


**Key**

— Value-adding

- - - -> Information flow

## Product realisation processes





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### 4.2 DOCUMENTATION REQUIREMENTS

#### 4.2.1 General

Hockway Ltd's quality management system in relation to ISO 9001 is summarised in this document. Each clause of the standard is identified and its relevance to our organisation explained. Appendix A identifies supporting documentation where required. The degree of supporting documentation is determined by the degree to which processes need to be controlled and the competence of the personnel involved.

#### 4.2.2 Quality Manual

Hockway Ltd maintains a Quality Manual (this document), which defines the scope of the quality management system, the documented procedures established within the quality management system, and the interaction between the processes of the quality management system.

#### 4.2.3 Control of documents

Documentation required by the quality system is controlled in accordance with a documented procedure. Controls exist over the approval, review, update and storage of documents.

### 5.0 MANAGEMENT RESPONSIBILITY

#### 5.1 MANAGEMENT COMMITMENT

Top Management (defined as the management team of Hockway Ltd, led by the Chief Executive Officer) is both committed and involved in the Quality Management system within Hockway Ltd. A statement of this commitment is contained within the Quality Policy document, which is communicated to all members of staff.

Top Management are responsible for setting the Quality Objectives of Hockway Ltd. These objectives are defined in a published document that is reviewed on an annual basis as part of the Management Review process.

A Management Review process to monitor and review the effectiveness of the Quality Management System is established and overseen by a member of Top Management.

Top Management ensure that adequate resources are made available to enable the objectives of the quality system to be met.

#### 5.2 CUSTOMER FOCUS

Top Management ensures that customer requirements are determined and are met with the aim of enhancing customer satisfaction.



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### 5.3 QUALITY POLICY

Top Management are responsible for defining, reviewing and, where appropriate, updating the Quality Policy of Hockway Ltd. The Quality Policy is defined within a Quality Policy Statement document.

In defining the Quality Policy, Top Management ensure that it;

- i) is appropriate to the activities of Hockway Ltd.,
- ii) includes a commitment to comply with the requirements and continually improve the effectiveness of the quality management system,
- iii) provides a framework for establishing and reviewing quality objectives

All employees are given access to the Quality Policy.

The Quality Policy is reviewed for adequacy on an annual basis by Top Management as part of the management review process.

### 5.4 PLANNING

#### 5.4.1 Quality Objectives

Top Management are responsible for setting and reviewing quality objectives for Hockway Ltd. These objectives are set out in a Quality Objectives Statement. All objectives are measurable and consistent with the on-going business development of Hockway Ltd. The achievement and continued relevance of the quality objectives are reviewed on an annual basis by the Top Management as part of the management review process.

#### 5.4.2 Quality Planning

Top Management are responsible for ensuring planning of the quality management system is undertaken to ensure that the system is consistent with the organizational objectives and strategic goals of Hockway Ltd.

The adequacy and development of the quality management system is determined as part of the management review process during which the future quality objectives are determined and past data on product and process performance are reviewed. Where further development of the quality management system is required this will be detailed as part of the output from the management review process. Reference will be made, where applicable, to the skills, knowledge and resources required to implement the change and any additional monitoring required to assess the effectiveness of the change.



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### 5.5 RESPONSIBILITY, AUTHORITY AND COMMUNICATION

#### 5.5.1 Responsibility and Authority

The organizational structure and the responsibility and authority of individuals within the quality management system is defined within an organisation chart

Detailed responsibility and authority is defined within the procedures and other documentation.

#### 5.5.2 Management Representative

A Management Representative is appointed who, irrespective of other duties is responsible for:

- i) ensuring that the processes needed for the quality management system are established, implemented and maintained,
- ii) reporting to Top Management on the performance of the quality management system and any need for improvement,
- iii) ensuring the promotion of awareness of customer requirements throughout the organisation.

#### 5.5.3 Internal Communication

In a small company of the size of Hockway Ltd. communication on all matters of importance takes place immediately on a one-to-one basis. Team meetings and notices posted to the notice board may also be used for communication on an ad-hoc basis. New employees are made aware of their responsibilities under the quality management system as part of the induction process.

### 5.6 MANAGEMENT REVIEW

On a regular basis, and at least annually, Top Management perform a review of the Quality Management System to ensure its continuing suitability, effectiveness and adequacy. As part of the review opportunities for improvement are assessed and the need for changes to the quality management system, including the quality policy and quality objectives, considered. As part of this process the following information sources are considered;

- a) results of audits
- b) customer feedback,
- c) process performance and product conformity,
- d) status of preventive and corrective actions,
- e) follow-up actions from previous management reviews,
- f) recommendations for improvement.



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Records from Management Reviews are maintained and include any actions and decisions related to;

- a) improvement of the quality management system and its processes,
- b) improvement of product related to customer requirements,
- c) resource needs.

### 6. RESOURCE MANAGEMENT

#### 6.1 PROVISION OF RESOURCE

Hockway Ltd. recognise the importance of providing adequate resources to implement, maintain and continually improve the effectiveness of the quality management system, and to enhance customer satisfaction by meeting customer requirements. Resource requirements are continually reviewed by Top Management. A formal review of physical, human and environmental resource requirements is performed as part of the management review process.

#### 6.2 HUMAN RESOURCES

Hockway Ltd. seeks to improve the effectiveness and efficiency of their operations through the involvement and support of its personnel. All personnel are made aware of the importance of their activities and how they contribute to the achievement of quality objectives.

Only personnel competent on the basis of appropriate education, training, skills and experience are assigned to tasks affecting product quality. Records of education, training, skills and experience are maintained.

Records of competence in specified tasks are maintained and reviewed on an annual basis. They may also be reviewed more frequently as a result of any organizational, technical or legislative changes. Where required, training or other appropriate action is scheduled to address shortfalls in required competence levels. Following completion of the action, the effectiveness of the action is assessed.

#### 6.3 INFRASTRUCTURE

Hockway Ltd. recognises the need to provide adequate infrastructure to achieve conformity to product requirements and makes arrangements to ensure that the infrastructure is maintained in a suitable condition. The adequacy of these arrangements together with the need for any changes to the infrastructure are addressed by Top Management on an on-going basis and formally reviewed as part of the management review process.

#### 6.4 WORK ENVIRONMENT

Hockway Ltd. recognises the importance in providing a suitable work environment to achieve conformity to product requirements and manages the work environment on an on-going basis to ensure the necessary conditions are maintained. The adequacy of the work environment is reviewed as part of the management review process.



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### 7. PRODUCT REALIZATION

#### 7.1 PLANNING OF REALISATION PROCESSES

The planning of the activities required to successfully complete a project is performed in a controlled manner. In establishing the project plan the following factors are considered:

- a) the quality objectives and requirements for the work undertaken,
- b) the processes, resources and documentation needed to successfully complete the project,,
- c) the inspection and verification stages to be incorporated into the project,
- d) the records of manufacture, inspection and test that need to be kept.

The resulting project plan is then documented to the extent necessary to support effective and efficient operation.

Where changes to a project are implemented, the factors detailed above will also be considered in implementing the changes.

#### 7.2 CUSTOMER RELATED PROCESSES

Hockway Ltd. recognise the importance of ensuring that customer requirements and expectations are clearly understood at all times. To ensure this, the company undertakes a review of requirements prior to entering into a commitment to supply a product to the customer. This review ensures that:

- a) the product requirements are defined and understood. This includes any post-delivery activities, any requirements not stated by the customer but necessary for specified or intended use and any statutory or regulatory requirements related to the product.
- b) contract or order requirements differing from those previously expressed are resolved,
- c) Hockway Ltd. has the ability to meet the defined requirements.

Results of the review and any actions arising from the review are maintained. Successful review is normally indicated by the submission of a quotation or the acknowledgement of an order.

Where the customer provides no documented statement of requirement (for example, where a verbal order is placed) then the order requirements are re-confirmed with the customer prior to acceptance of the order.

Where the customer changes the detail of their requirements, this change is recorded and communicated to all affected parties.

All orders and amendments are confirmed to the customer in writing, if requested. Any queries relating to customer requirements are communicated in the most expeditious manner, normally verbally or by e-mail.



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### 7.3 DESIGN AND DEVELOPMENT

#### 7.3.1 Design and development planning

All design and development of product is carried out in accordance with a documented plan that defines:

- a) the design and development stages
- b) the review, verification and validation activities associated with each stage
- c) the responsibilities and authorities for design and development

Design and development is performed by a limited group of personnel based in a single location, thus ensuring effective communication and clear assignment of responsibility.

#### 7.3.2 Design and development inputs

All inputs relating to product requirements are determined and maintained. These include:

- a) functional and performance requirements,
- b) applicable statutory and regulatory requirements,
- c) Information based upon similar designs
- d) Any other requirements essential for design and development

As part of the design and development process, all inputs are reviewed to ensure they are adequate, complete, unambiguous and not in conflict with each other.

#### 7.3.3 Design and development outputs

The outputs from the design and development process are normally:

- a) Manufacturing drawings
- b) Calculation sheets
- c) Operating Manuals

These outputs will be verifiable against the design inputs and will be approved prior to release. In addition they will contain all appropriate information for production, purchasing and service provision, will define product acceptance criteria and will specify the characteristics of the product which are essential for its safe and proper use.

#### 7.3.4 Design and development review

Reviews are performed in accordance with the design and development plan referenced in 7.3.1 above. The purpose of these reviews is to;

- a) evaluate the ability of the design to meet requirements
- b) identify any problems and propose necessary actions.

Records of the results of reviews, including any actions required, are maintained.



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### 7.3.5 Design and development verification

The design and development plan (see 7.3.1) specifies the verification activities to be undertaken to ensure that design and development outputs have met design and development input requirements. This verification normally takes the form of tests to be performed during production. Records of the verification results and any subsequent actions are maintained.

### 7.3.6 Design and development validation

Due to the nature of the product, design and development validation to ensure the product is capable of meeting the requirements of its intended use is not practicable prior to delivery of the product. Design and development validation is a continuous process undertaken by monitoring customer feedback to ensure the product continues to perform satisfactorily in use. Where failures are detected, these are addressed as part of the non-conformance process.

### 7.3.7 Control of design and development changes

Where changes to a design specification occur, the changes will be reviewed, verified and validated, as appropriate and approved before implementation. As part of the review the impact upon constituent parts and product already delivered will be considered.

Records of the review of changes and any necessary actions are kept.

## 7.4 PURCHASING

Hockway Ltd has a purchasing process, which ensures that purchased products and services conform to specified requirements.

All product incorporated in the product, where practicable, is purchased from suppliers of known quality (Approved Suppliers). Suppliers are approved in accordance with documented procedures. A list of Approved Suppliers together with details of the basis for their approval is maintained.

The performance of Approved Suppliers is monitored via the non-conformance system. All Approved Suppliers are re-evaluated every three years.

### 7.4.1 Purchasing Information

All purchase requirements will be detailed in purchasing documentation. The information recorded shall include, where appropriate;

- a) requirements for the approval of product, procedures, processes and equipment,
- b) requirements for the qualification of personnel,
- c) quality management system requirements.



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### 7.4.2 Verification of Purchased Product

All product intended for incorporation into the final product is subject to inspection prior to acceptance into the company. Further details are contained within the Goods Receipt procedure.

## 7.5 PRODUCTION AND SERVICE PROVISION

### 7.5.1 Control of Production and Service provision

All production and installation activities are performed under controlled conditions and in accordance with documented instructions. These instructions normally consist of:

- a) Parts List
- b) Manufacturing drawings
- c) Instructions for testing

### 7.5.2 Validation of processes for production and service provision.

Hockway Ltd undertakes validation of any processes where the resulting output cannot be verified by subsequent monitoring or measurement (e.g. crimping). The validation undertaken will demonstrate the ability of these processes to achieve planned results.

### 7.5.3 Identification and traceability

Throughout all stages of manufacture and delivery, all components and assemblies are identified by the appropriate part number, project identifier or description which is affixed to either the item, its container, or the relevant accompanying documentation.

### 7.5.4 Customer Property

Hockway Limited does not normally receive customer property for incorporation into the final product. Where customers supply intellectual property, appropriate steps are taken to protect this property. All employees likely to be in possession of client's intellectual property are required to abide by a confidentiality clause in their contract of employment.

### 7.5.5 Preservation of Product

Throughout the manufacturing, delivery and installation process every care is taken to preserve the conformity of the product and its constituent parts. Where specific actions are required these are detailed in the relevant documentation.

## 7.6 CONTROL OF MEASURING AND MONITORING DEVICES

All monitoring and measuring devices used to provide evidence of conformity of product are subject to control to ensure valid results. These controls include:



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- a) calibration or specification at specified intervals against measurement standards traceable back to national standards,
- b) identification of current calibration status
- c) protection from adjustments which would invalidate the measurement result,
- d) protection from damage and deterioration during handling, maintenance and storage.

Where a measuring device is found not to conform with requirements, the validity of previous measuring results will be assessed. The results of the assessment and the subsequent action taken to ensure product conformity will be documented.

Records of calibration and verification are maintained.

### 8. MEASUREMENT, ANALYSIS AND IMPROVEMENT

#### 8.1 GENERAL

Hockway Ltd. plans and implements monitoring, measurement analysis and improvement processes needed:

- a) to demonstrate conformity of the product,
- b) to ensure conformity of the quality management system,
- c) to continually improve the effectiveness of the quality management system.

#### 8.2 MONITORING AND MEASUREMENT

##### 8.2.1 Customer Satisfaction

Hockway Ltd. monitors information relating to the customer perception as to whether customer requirements have been met. The methods for obtaining and using this information are determined as part of the management review process.

##### 8.2.2 Internal Audits

A regime of Internal Audits has been established to determine whether the operation of the quality management system;

- a) conforms to ISO 9001:2000 and the quality management system established by Hockway Ltd.
- b) is effectively implemented and maintained.

An audit programme is established based upon the status and importance of the areas to be audited. The audit programme ensures that all areas are audited at least once per annum.



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The responsibilities and requirements for planning and performing audits, reporting results and maintaining records are defined in a separate procedure.

Where nonconformities are detected by the internal audit process, the management responsible for the affected area ensures that action is taken without undue delay to eliminate detected nonconformities and their causes.

### 8.2.3 Measuring and Monitoring of Processes

In order to monitor process performance a selection of meaningful process parameters are measured. The parameters measured are determined by the Management Representative and detailed in a separate document. Process parameters are monitored on an on-going basis by the relevant management staff and are formally reviewed at the management review meeting.

### 8.2.4 Measurement and Monitoring of Product

Product characteristics are measured and monitored to verify the product requirements have been met. Details of the measuring and monitoring activities associated with the product are contained within the relevant production work instruction, which also includes details of the acceptance criteria. Records of conformity to acceptance criteria, including the person authorizing release of the product are maintained.

## 8.3 CONTROL OF NONCONFORMING PRODUCT

All product which does not conform to product requirements is identified and controlled to prevent unintended use or delivery. A documented procedure exists detailing the controls and related responsibilities and authorities for dealing with nonconforming product.

Records of nonconformities and any subsequent actions are maintained

## 8.4 ANALYSIS OF DATA

Data analysis is used within Hockway Ltd to demonstrate the suitability and effectiveness of the quality management system and to evaluate where the continual improvement of the effectiveness of the quality management system can be made. Analysed data forms one of the inputs to the management review process. Data analysed includes:

- a) customer satisfaction
- b) conformity to product requirements
- c) characteristics and trends of processes and products
- d) suppliers.



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### 8.5 IMPROVEMENT

#### 8.5.1 Planning for Continual Improvement

The identification of continual improvement opportunities is one of the outputs of the management review process. This is achieved through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions. The actions associated with any continual improvement initiatives are documented as part of the management review output.

#### 8.5.2 Corrective Action

Hockway Ltd. take corrective action to eliminate the cause of nonconformities in order to prevent recurrence. A documented procedure exists detailing the corrective action process including;

- a) reviewing nonconformities
- b) determining the cause of nonconformities,
- c) evaluating the need for action to ensure that nonconformities do not recur,
- d) determining and implementing action needed,
- e) records of the results of action taken,
- f) reviewing corrective action taken.

#### 8.5.3 Preventive Action

Hockway Ltd. take preventive action to eliminate the causes of potential nonconformities prior to their occurrence. A documented procedure exists defining the requirements for:

- a) determining potential nonconformities and their causes,
- b) evaluating the need for action to prevent the occurrence of nonconformities,
- c) determining and implementing action needed,
- d) records of results of action taken,
- e) reviewing preventive action taken.



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### APPENDIX A

ISO 9001 / QUALITY POLICY REF.	SUPPORTING DOCUMENTATION
<b>4 Quality management System</b>	
4.1 General Requirements	-
4.2 Documentation Requirements	QP10 – Document Control QP17 – Drawing Control
<b>5 Management Responsibility</b>	
5.1 Management Commitment	QP12 – Management Review
5.2 Customer Focus	-
5.3 Quality Policy	QP02 – Quality Policy Statement QP12 – Management Review
5.4 Planning	QP12 – Management Review
5.5 Responsibility, authority and communication	QP04 Organisation Chart
5.6 Management Review	QP12 – Management Review
<b>6. Resource Management</b>	
6.1 Provision of Resource	QP12 – Management Review
6.2 Human Resources	QP11 – Training & Development QP12 – Management Review
6.3 Infrastructure	QP12 – Management Review
6.4 Work Environment	QP12 – Management Review
<b>7 Product Realisation</b>	
7.1 Planning of Product Realisation	QP08 – Project Management
7.2 Customer-Related Processes	QP01 – Enquiries QP02 – Order acceptance
7.3 Design and Development	QP03 – Design
7.4 Purchasing	QP04 – Supplier approval QP05 – Purchasing QP06 – Goods receipt
7.5 Production and Service Provision	QP07 – Manufacture QP16 - Delivery
7.6 Control of Measuring and Monitoring Devices	QP09 - Calibration
<b>8 Measurement, Analysis and Improvement</b>	
8.1 General	-
8.2 Monitoring and Measurement	QP07 – Manufacture QP13 – Internal Audit
8.3 Control of Nonconforming Product	QP14 – Non-conformance / corrective action
8.4 Analysis of Data	QP12 – Management Review
8.5 Improvement	QP15 – Improvement action

Approved by \_\_\_\_\_ Date \_\_\_\_\_  
Chief Executive Officer