Issue Date 26th September 2017
Issued by J Durham

1.0 LEADERSHIP

Statement of Policy and Authority

Express Electronics Ltd aims to provide products and services that fully meet their customers' contractual requirements. This is seen as its major business objective. A cost effective quality management system is the means adopted to ensure that quality standards are met and objective evidence made available to substantiate that achievement. It also provides a framework for establishing and reviewing quality objectives.

The purpose of the Quality Manual Part 1 - Policies is to describe the Organisation and quality policies which are the foundation of the Company's quality system, which is designed to accord with the requirements of the BS EN ISO 9001:2015.

The Company has a full commitment to the principles of Quality Assurance, and recognises the necessity for the involvement and co-operation of all personnel in achieving quality in its services, meeting customer, statutory, and regulatory requirements, preventing non-conformances and in striving for continual improvement of products, services and management systems.

It is mandatory that the policies, systems and procedures outlined in this section of the manual, and more fully described in the Quality Manual Part 2 - Procedures, are recognised and adhered to by all personnel of:

Express Electronics Ltd

The Quality Manager has full authority and responsibility for the quality system described in Parts 1 and 2 of this manual, and for initiating and coordinating any action required to correct non-conformances and to represent the Company in all quality matters both inside and outside the Company.

Amendments to the Quality Manual may be made only with the approval of the Quality Manager.

Managing Director

1.0 LEADERSHIP

Manual Administration

1.1 Purpose

The purpose of this section is to ensure that any particular issue of the Quality Manual is uniquely identified and that changes to the manual and subsequent re-issue are properly controlled.

1.2 Implementation

1.2.1 Each section of the manual will be identified by its own individual issue number. Independently, the manual as a whole will also have an issue number.

1.2.2 Changes to the manual contents will only be made by the management representative.

1.2.3 If the changes are in the nature of clarification or corrections in spelling or grammar no change will be made to the issue of either the section concerned or the manual as a whole.

1.2.4 If the changes involve working practices, the changed section will have its issue number increased by one.

The issue number of the manual as a whole will also be increased by one.

1.2.5 All issue changes will be recorded on the status record forming paragraph 1.2.7 of this section.

1.2.6 The issue number of the manual as a whole is that recorded on the issue change record.

1.0 LEADERSHIP

Manual Administration

1.2.7 Issue Change Record

MANUAL ISSUE NO. 1

Date	QM Issue	Section	Section Issue	What Changed?	Why Change?	Effect on QMS	Resources needed?	Responsible for change?
18/4/11	1	Policies	1	Company structure	Change in personnel	Low – Admin	Access to QM	Quality Manager – JD
5/5/11	1	Policies	2	Regularity of MGMT reviews	Closer monitoring & measurement of QMS	High – More regular look at risks & opportunities	Time of senior management	JD
17/2/12	1	Policies	3	Company structure	Change in personnel	Low –Admin	Access to QM	JD
29/1/13	1	Policies	4	Company structure	Change in personnel	Low – Admin	Access to QM	JD
30/1/13	1	Policies	5	Regularity of MGMT reviews	QMS older, review needed less often	Medium – Senior management's time freed up	Less time needed, thus freeing up resources (time) of MGMT	JD
12/2/2014	1	Policies	6	Company structure	Change in personnel	Low – Admin	Access to QM	JD
23/6/14	1	Policies	7	Company structure	Change in personnel	Low – Admin	Access to QM	JD
26/1/16	1	Policies	8	Company structure	Change in personnel	Low – Admin	Access to QM	JD
30/1/17	1	Policies	9	Whole policies changed	Fall in line with ISO9001:2015	Medium - Admin	Access to QM extra time - JD	JD

1.0 LEADERSHIP

Manual Administration

1.2.7 Issue Change Record (contd)

Date	QM Issue	Section	Section Issue	What Changed?	Why Change?	Effect on QMS?	Resources needed?	Responsible for change?
26/9/17	1	Policies	10	Company structure	To show the change of senior management roles	Low - Admin	Access to QM	JD

1.0 LEADERSHIP

1.3 Quality Manual Contents

Section Number	Title
1.0	Leadership
2.0	Quality Management Systems
3.0	Control of Documented Information
4.0	Quality Records
5.0	Internal Quality Audit and Management Review
6.0	Resources
7.0	Operational Planning and Control
8.0	Requirements for Products and Services
9.0	Control of Externally Provided Processes, Products and Services
10.0	Production and Service Provision
11.0	Monitoring, Measurement, Analysis and Evaluation - General
12.0	Release of Products and Services
13.0	Nonconformity and Corrective Action

1.0 LEADERSHIP

1.4 Correlation between Quality Manual and ISO 9001:2015

IS0.9001.		**Manual Section**
4.4	Quality Management System and It's Processes	1 and 2
7.5	Documented Information	3 and 4
5.0	Leadership	1
5.1	Leadership and Commitment	1
9.1.2	Customer Satisfaction	1 and 7
5.2	Policy	1
6.3	Planning of Changes	2
5.3	Organisational Roles, Responsibilities and Authorities	1
9.3	Management Review	5
7.0	Support	6
7.1	Resources	6
7.1.2	People	6
7.1.3	Infrastructure	6
7.1.4	Environment for the Operation of Processes	6
8.1	Operational Planning and Control	7
8.2	Requirements for Products and Services	8
8.3	Design and Development of Products and Services	1

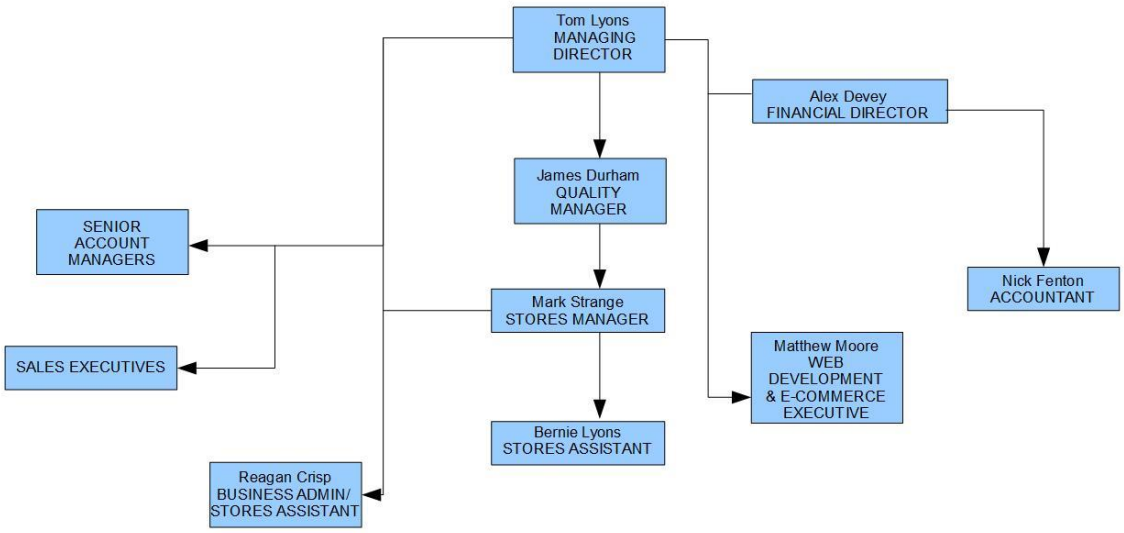
1.0 MANAGEMENT RESPONSIBILITY

1.4 Correlation between Quality Manual and ISO 9001:2008

8.4	Control of Externally Provided Processes, Products and Services	9
8.5	Production and Service Provision	10
7.1.5	Monitoring and Measurement Resources	1
9.1.1	Monitoring, Measurement, Analysis and Evaluation - General	11
8.6	Release of Products and Services	12
10.2	Nonconformity and Corrective Action	13
9.1.3	Analysis and Evaluation	11
10.1	General (Improvement)	11 and 13

1.0 LEADERSHIP

1.5 Company Structure



1.0 LEADERSHIP

1.6 Organisation

Managing Director	Has ultimate responsibility for business activities, setting of quality policies and ensuring that adequate resources, people and skills are available within the Company to meet the needs of the customer and business operational activities.
Associate M.D.	Responsible for training, guidance and motivation, with regards to sales activities of sales personnel in the company. Also oversees company purchasing. Reports directly to Managing Director.
Quality Manager	Responsible for monitoring of quality, initiates actions to prevent non-conformities with regard to business activities and quality system requirements, taking corrective actions and maintaining records of such. Reports directly to the Managing Director.
Stores Manager	Responsible for all stores activities with emphasis upon quality control and customer requirements. Also guides, trains and motivates stores personnel. Reports directly to the Quality Manager.
Accountant	Controls all company finances and is directly responsible to the Managing Director.
Sales Personnel	Responsible for processing of customer orders, procurement of goods and purchase order placement.
Stores Personnel	Responsible for all stores activities with emphasis upon quality control and customer requirements. Reports directly to the Stores Manager.
Administrative Personnel	Responsible for undertaking all clerical and administrative activities.

1.0 LEADERSHIP

1.7 Express Electronics Ltd are not currently operating procedures for the following sections of BS EN ISO9001:2015

8.3 Design and Development of Products and Services
8.5.3 Property Belonging to Customers or External Providers (none held)
7.1.5 Monitoring and Measuring Resources

1.7.1 The requirements will be implemented if they are found to be of practical use and meet the business needs of the company or customers.

2.0 QUALITY MANAGEMENT SYSTEM

2.1 Context of the Organisation

When creating the quality management system, senior management took into consideration its business environment. This included examining internal and external issues including: the organisation's objectives, needs and expectations of 'interested parties', products and services provided, the intricacy of processes and how they interact with each other and the size and structure of the organization. This context is monitored and reviewed on a regular basis to ensure its continual relevance.

2.2 Interested Parties and their relevant requirements

An 'interested party' is a person or an organisation that has been identified by senior management as a stakeholder who could have an impact on the Company's quality management system. What has also been determined are the requirements of these 'interested parties' that could affect the Company's ability to provide products and services that meet customer and applicable statutory and regulatory rights.
These relevant requirements are monitored and reviewed on a regular basis to ensure their continual relevance.

2.3 Objectives of the Quality Management System

The primary objectives of the system are:

(a) To provide objective evidence that products and services conform to specified requirements.

(b) To reduce customer returns due to non-conforming outputs.

(c) To improve company financial performance year-on-year.

2.4 Scope of the Quality System

The Quality System is designed to meet the objectives specified for the sourcing, procurement and distribution of electronic components.

2.0 QUALITY MANAGEMENT SYSTEM

2.5 Quality Manual

The Quality Manual specifies the system and procedures by which the quality policy and objectives are met. It is intended to serve as a guide, basic reference and rule book, and will be amended and developed as the need arises.

2.6 Quality Planning

In the event that substantial changes to the operating methods/services or technology is envisaged, a quality plan will be created taking into account the requirements of BS EN ISO 9001:2015. Such quality plans will address changes to the existing documented quality system and any additions that may be required by the Quality Manager.

2.6.1 When requested by a customer, a quality plan specific to their requirements will be produced by the Quality Manager and implemented in line with the established documented quality system.

2.7 Distribution of the Quality Manual

Although all employees are responsible to a greater or lesser extent for the quality of the company's product, it is not necessary to provide them all with a copy of the Quality Manual. It is the responsibility of those on the distribution list to ensure that they and their subordinates are familiar with those parts of the manual for which they have responsibility.

Distribution List	**Copy No.**
Quality Manager	1

2.8 Amendments to Quality Manual

The Quality Manager must be notified of the need to change any procedure in the Quality Manual.

When the change has been approved by the Quality Manager he raises a new issue of the procedure and ensures that it is incorporated in each copy of the Manual by issuing a "Notification of Amendment to Quality Manual".

2.0 QUALITY MANAGEMENT SYSTEM

2.9 Notification of Amendment to Quality Manual

To: ..... Serial No: .....

The following sheet(s) of the Quality Manual has (have) been amended/added. Please update your copy of the Manual by inserting the new sheet(s) and removing the old. Please sign and return the tear off slip as confirmation that action has been taken as required.

Section	Sheet No.	Issue	Why change?	Effect on QMS	Resources Needed	Responsible for Change?

Signed: ..... Date: .....

To: .....

I confirm that the action required by Notification Number ..... has been taken and that Quality Manual Number ..... has been duly amended.

Signed: ..... Date: .....

POLICY

3.0 Control of Documented Information

The Company will establish and maintain procedures to ensure that all Company documentation will be controlled and available at all times.

The documented quality system consists of a policy manual supported by an associated set of procedures and forms, all documents are approved by the Quality Manager.

This procedure covers the issue and update of the following manuals and the documents contained within.

Quality Manual
Quality Procedures
Approved Suppliers List

When changes are made to any of the above documents all old versions are destroyed.

It is the responsibility of the Quality Manager to ensure that the required actions have been completed.

ASSOCIATED PROCEDURES

QSP.01 Control of Documented Information

POLICY

4.0 Quality Records

The Company will establish and maintain procedures to ensure that quality records are maintained, protected, properly stored and available.

This procedure ensures it is possible to:

(a) Undertake periodic analysis of quality performance.
(b) Provide evidence of inspection history during business operations.
(c) Refer to historical data for quality procedures and performances.
(d) When contractually agreed be available for customers evaluation.

Quality records will be retained for the periods as specified in the associated procedure following delivery, unless longer periods are required by a particular client.

It is the responsibility of the Managing Director to control all records.

ASSOCIATED PROCEDURES

QSP.02 Quality Records

POLICY

5.0 Internal Quality Audit and Management Review

The Company will establish and maintain procedures to ensure that the quality system is meeting BS EN ISO 9001:2015 and company objectives and considers whether any improvements or changes are required.

An audit of each section of the Quality Manual takes place at regular intervals, to ensure that quality activities comply with planned arrangements. Should it be required, some activities shall be audited, more frequently than others.

A management review is conducted at bi-annual intervals throughout the year which is concerned with every aspect of the quality management system including risks and opportunities, minutes are issued and kept as a record.

It is the responsibility of the Quality Manager to ensure that operations described in this procedure are adhered to.

ASSOCIATED PROCEDURES

QSP.03 Internal Quality Audit and Management Review

POLICY

6.0 Resources

The Company will establish and maintain procedures to ensure that it retains a sufficient number of knowledgeable and competent personnel, who are aware of the effect that their contribution has on the quality management system.

A skills matrix is maintained to identify each member of the company's personal training status.

Opportunities will be made available to all personnel to undertake relevant training when there are clear benefits to the company and personnel.

The infrastructure and the environment for the operation of processes provided to support business activities, are at a level consistent with the operational needs of the company and it personnel.

It is the responsibility of the Quality Manager to ensure that the operations described in this procedure are adhered to.

ASSOCIATED PROCEDURES

QSP.04 Resources

POLICY

7.0 Operational Planning and Control

The Company will establish and maintain procedures to identify the actions needed to ensure that customer satisfaction can be achieved on receipt of a request for its services.

It is the responsibility of the Managing Director to ensure that the operations described in this procedure are adhered to.

ASSOCIATED PROCEDURES

QSP.05 Operational Planning and Control

POLICY

8.0 Requirements for Products and Services

The Company will establish, document and maintain procedures to ensure that all orders are reviewed before acceptance and that customer requirements are clearly defined and understood. This procedure will include the controls required if any specific amendments have been requested by the client at a later date.

It is the responsibility of the Managing Director to ensure that the operations described in this procedure are adhered to.

ASSOCIATED PROCEDURES

QSP.06 Requirements for Products and Services

POLICY

9.0 Control of Externally Provided Processes, Products and Services

The Company will establish, document and maintain procedures to ensure purchased products and services conform to stated requirements and orders are only placed with approved external providers.

The purchase order / instruction must give precise definition/identification of the purchased material or service referring to the technical specification, drawing number and/or vendors' own reference number.

External providers will be assessed on their capability and performance or by certified products and quality registration schemes.

New providers may be asked to complete a questionnaire which is sent via the Quality Manager.

External providers will be re-evaluated on the basis of performance during past orders and on a yearly basis. Any provider not used for 2 years will be subject to re-assessment before order placement.

Outsourced services, such as delivery, test, measurement or repackaging, are to be placed with an approved external provider.

It is the responsibility of the Managing Director to ensure that the operations described in this procedure are adhered to.

ASSOCIATED PROCEDURES

QSP.07 Control of Externally Provided Processes, Products and Services

POLICY

10.0 Production and Service Provision

The Company will establish, document and maintain procedures to ensure that all stages of the warehouse activities are undertaken in a controlled manner.

This procedure is to be complied with by all warehouse personnel.

The identification of products is to be maintained to insure traceability back to the original vendor can be established when required.

It is the responsibility of the Managing Director to ensure that the operations described in this procedure are adhered to.

ASSOCIATED PROCEDURES

QSP.08 Production and Service Provision

POLICY

11.0 Monitoring, Measurement, Analysis and Evaluation - General

The Company will establish, document and maintain procedures to identify methods of data collection that are appropriate for the needs of the business.

It is the responsibility of the Managing Director to ensure that the operations described in this procedure are adhered to.

ASSOCIATED PROCEDURES

QSP.09 Monitoring, Measurement, Analysis and Evaluation - General

POLICY

12.0 Release of Products and Services

The Company will establish, document and maintain procedures to ensure that monitoring activities are adequately controlled at all times.

This procedure applies to the systems employed during the various stages of the operational cycle.

The following operations are covered by the procedure:

Inspection of goods received
Inspection of goods in process/stores
Final Inspection of goods

It is the responsibility of the Managing Director to ensure that the operations described in this procedure are adhered to.

ASSOCIATED PROCEDURES

QSP.10 Release of Products and Services

POLICY

13.0 Nonconformity and Corrective Action

The Company will establish, document and maintain procedures to ensure that non-conforming outputs are isolated and prevented from inadvertent use.

This procedure identifies the methods of segregation and responsibility for authorising the deposition of non-conforming products and corrective actions.

This procedure applies to the following operations

Rejection of products or materials
Customer complaints
Customer return of goods
Corrective actions

Management reviews of non-conformity and corrective actions will be undertaken on a regular basis.

It is the responsibility of the Manager Director to ensure that the operations described in this procedure are adhered to.

ASSOCIATED PROCEDURES

QSP.11 Nonconformity and Corrective Action