

QUALITY POLICY

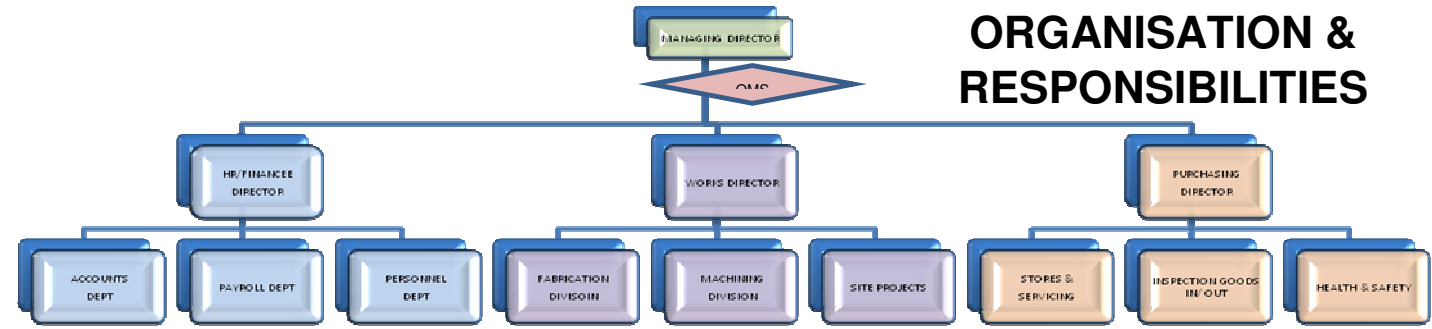
The board of Directors at Mallinson Fabrications Limited have implemented a Quality Assurance System to meet the needs of National and International Quality System requirements. This system conforms to the requirements of BS EN ISO 9001:2000 for production and installation.

It is the organisational goal and policy of Mallinson Fabrications Limited to provide products and services that meet the expectations and needs of our customers, and in so doing to be a leader in product quality. As a minimum we shall meet all statutory and legal requirements in this regard.

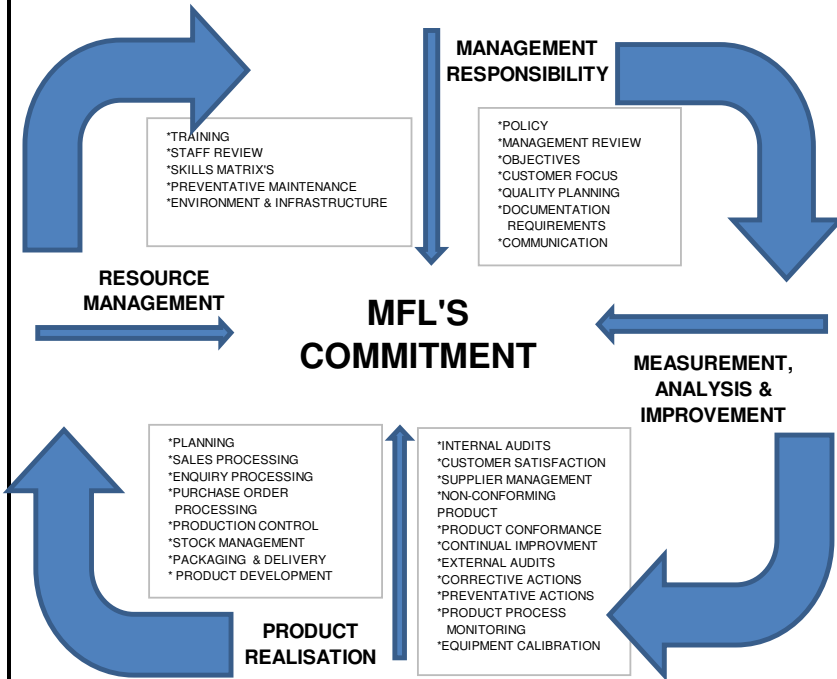
Mallinson Fabrications Ltd have an obligation to Health and Safety and recognise our Environmental impacts, these are documented in separate policies.

Adherence to this policy with the achievement of continuous improvement involves not only the management, but every employee of the Company. The objectives are achieved through the implementation of Quality Procedures of which the Quality Assurance Manual gives an overview.

Quality will be reviewed regularly and measurable objectives will be set in the Management Review Meeting.



THE INTERACTION OF PROCESSES



CLAUSE NO'S	QUALITY MANAGEMENT SYSTEM REQUIREMENTS ISO 9001:2000	RELATED PROCEDURES & DOCUMENTATION	Q	H	W	P	M
4.1	General Requirements: The company has established, documented, implemented, maintained and strives to continually improve the effectiveness of the Quality Management System in accordance with requirements of ISO9001:2000. The necessary processes are included for the Quality Management System and its application throughout the business. The scope covers the manufacture and installation of steel fabrications, and the provision of precision engineering.	QUALITY MANUAL FLOWCHARTS					
4.2	Documentation Requirements: The Quality Management System (QMS) is set out as a series of documents which are controlled as described in the <u>Document Control</u> Procedures and the use of a Master File of Documents. Documents may be in the form of electronic or hard copy format. When subsequent documents become <u>Quality Records they are controlled and managed as described in the Document Control procedures.</u>	QP 2.0, QP 13.0					
5.1	Management Commitment: The Directors of MFL are committed to the continual improvement of the QMS. Effective means of communication are used to disseminate this commitment to the QMS and the importance of meeting customer needs.	ISO STANDARD					
5.2	Customer Focus: Senior management ensure that customer requirements are determined and met with the aim of enhancing customer satisfaction. Performance is evaluated by statistical analysis.	QP 1.0					
5.3 5.4	Quality Policy & Objectives: The company Quality Policy is shown at the side of this page. Achievable and measurable <u>Quality Objectives</u> have been established, these performance indicators are used to measure the effectiveness and efficiency of the processes relating to customer satisfaction, operational improvement and continual development of the Quality System. They are reviewed on a regular basis during management meetings.	QUALITY POLICY & MFL OBJECTIVES					
5.5	Responsibility, Authority & Communication: Top management have appointed key personnel who are defined and communicated throughout the company. The Managing director is the appointed Quality Manager and is responsible for ensuring that the processes needed for the QMS are established, implemented, maintained and reviewed continuously for improvement.	N/A					
5.6	Management Review: Senior management will review the performance of the QMS at regular intervals to ensure it continues to be effective, and to identify opportunities for improvement.	N/A					
6.1 6.2 6.3 6.4	Resource Management: MFL have determined and will provide the resources needed to implement and maintain the QMS and to enhance customer satisfaction by meeting customer requirements. Human Resources: Personnel performing work affecting quality shall be competent in the tasks they undertake. Evaluation and training will be undertaken to satisfy these needs. The company will provide and maintain the necessary Infrastructure and Work Environment to maintain conformity to product requirements.	QP 15.0					
7.1	Product Realisation: MFL have generated formal procedures and written instructions to plan and develop the processes needed for product realisation. Records are kept to provide evidence of the realisation process, quality objectives, requirements, verification, validation, monitoring, test and inspection activities specific to the product and the criteria for product acceptance.	QP 6.0, QP 16.0					
7.2	Customer-Related Processes: MFL will determine the requirements of the customer and those relating to the product. Effective communication is maintained with the customer to verify customer requirements, information, enquiries and orders. Communication includes the analysis of customer feedback and customer complaints.	QP 1.0					
7.4	Purchasing: MFL shall ensure that purchased products conform to specified purchase requirements. Suppliers and sub contractors are evaluated and selected based upon their ability to provide products or services to meet the company's requirements. Purchase orders are raised and include where appropriate requirements for approval of product, procedures, process and equipment. Verification and inspection of goods/services are implemented on receipt.	QP 3.0					
7.5	Production & Services Provision: The company plans and carries out production and service provision under controlled conditions. These include where appropriate, the availability of information and work instructions, the use of suitable equipment, the availability and use of monitoring and measuring devices and the implementation of this. Also for the implementation of release, delivery and post delivery activities. The company validate any processes for production which can not be verified by subsequent monitoring or measurement. Where appropriate Identification & Traceability shall be maintained throughout product realisation, this also includes Customer Property which will also be protected and safeguarded whilst in MFL's control and Product Preservation is undertaken throughout product realisation.	QP 4.0, QP 5.0 QP 6.0, QP 12.0, QP17.0					
7.6	Control of Monitoring & Measurement Devices: The company has determined the monitoring and measurement to be undertaken and the measuring devices needed to provide evidence of conformity of product to determined requirements. These are inspected and calibrated at specified intervals to maintain accuracy. When equipment is found not to conform to requirements appropriate action is taken.	QP 8.0					
8.1 8.2	Measurement, Analysis & Improvement: MFL have planned and implemented the monitoring, measurement, analysis and improvement process needed to demonstrate conformity to product and of the quality Management system and to continually improve the effectiveness of the QMS. This includes statistical techniques such as Customer Surveys to determine whether the company has met customer requirements and Internal Audits to assess that the requirements of ISO 9001:2000 and the QMS requirements set by MFL are implemented and maintained. Stage and final Inspections are carried out throughout product realisation to ensure conformity of product to meet customer requirements.	QP 7.0, QP 9.0 QP 11.0 QP 14.0					
8.3	Control of Nonconforming Product: MFL shall ensure that products which do not conform to requirements are identified and controlled to prevent its unintended use or delivery. MFL shall take action to eliminate the detected nonconformity, control acceptance by the relevant authority or customer and take action to preclude its original intended use or application. Records of nonconformities and actions taken are maintained.	QP 10.0					
8.4	Analysis of Data: MFL shall determine, collect and analyse appropriate data to demonstrate the suitability and effectiveness of the quality management system and to evaluate where continual improvement of the effectiveness of the QMS can be made.	QP 11.0					
8.5	Improvement: The company shall continually improve the effectiveness of the QMS through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventative actions and management review. MFL have formal procedures for Corrective & Preventive Actions in order to review, determine, eliminate and prevent their occurrence.	QP 11.0					