STERLING FILTRATION LIMITED

Quality Assurance Manual
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Amendments to Manual Record

This Manual is at Issue No 2 Dated 01.10.01 It has been reviewed, approved and signed

by_____

The date of revision for each page is to be recorded in the appropriate location

References

EN ISO 9001:2008

Guidance Notes-Stockist Scheme MC4152/SA/9905/UK

SCOPE OF REGISTRATION

Stockholding and supply of industrial and commercial filtration equipment from QA and Non QA sources without lot traceability.

COMPANY DESCRIPTION

Sterling Filtration Limited was formed to provide a specialist filtration supply service to the diesel powered heavy duty mobile equipment and industrial machinery markets.

The company advises on the selection of products, arranges the supply of many special filters and provides quality regular filters from stock.

The company operates from a modern unit in Bilston, West Midlands and provides a comprehensive, quality and efficient service covering the whole of the UK and Internationally.

5.5.1 Organisation Chart

Chairman

Company Secretariat And Audit

Book Keeping and Accounts

Managing Director

Operations Director And Quality Manager

Sales Co-ordinator

Office Administration Manager

Marketing Co-ordinator

Sales Office Manager

Customer Sales Development

4 QUALITY MANAGEMENT SYSTEM

4.1/4.2.2 General/Quality Manual

The documented Quality Management System is in three levels which deal with the requirements of EN.ISO. 9001: 2008.

First Tier Documentation

This Quality Assurance Manual details the Company's commitment to quality

Second and Third Tier Documentation

These consist of documented procedures and instructions organised and retained to address the following areas as appropriate and applicable:-

		QAM/QP
a]	Quality Plans	QAM
b]	Customer Related Processes	03 & 04.
c]	Control of Documents	05 & 14.
d]	Control of Records	10 & 14.
e]	Purchasing	06.
f]	Customer Property	QAM
g]	Identification and Traceability	04.
h]	Control of Production and Service Provision	04 & 13.
i]	Monitoring and Measurement of Product	04 & 06.
j]	Control of Monitoring and Measuring Devices	07.
k]	Control of Non-Conforming Product	06.
l]	Corrective and Preventative Action	08.
m]	Preservation of Product	09.
n]	Internal Audit	11.
o]	Competence, Awareness and Training	12.
p]	Management Review	02.
q]	Servicing	QAM
r]	Statistical Techniques	QAM

Within these procedures and work instructions are documents which are attachments to those procedures. Master copies of all documents are retained by the Q Manager. These are issued and controlled in accordance with the Control of Documents procedure.
Copies of the quality procedures and work instructions are available within the Company and are read and understood by all personnel whose work effects quality to ensure their effective implementation.

4.1 General continued

It will be the responsibility of the Directors to ensure that all personnel are aware of the Company's Quality Policy and it's operation through the use of the Quality Management System. The Company's Quality Policy is posted in appropriate locations and brought to the attention of all permanent and temporary staff.

4.2. Documentation Requirements

4.2.1. General

The Company has established and maintains documented procedures to control all documentation which relate to the requirements of the quality system.

QPNo.05

4.2.2. Quality Manual See Page 5

4.2.3. Control of Documents

All documentation is approved for use by the Quality Manager or appointed Deputy prior to the initial issue. This control ensures that:-

a] The Quality Documentation Control is maintained.
b] The correct issue of the appropriate documentation is available.
c] All obsolete documentation is removed promptly from all points of issue and use.
d] The Company shall maintain or have access to a current collection of manufacturer's literature including data sheets and specifications. In addition, current Statutory and Regulatory Documentation is made available to all personnel

Documentation Changes

a] Changes to documents are initiated and approved.
b] The Company has access to the levels of customer feedback. See QPNo.08.
c] Items being changed are identified in the revised document. All changes are recorded to ensure that the relevant version is being used.
d] Documents, or pages thereof, are re-issued as required by the Quality Manager or appointed deputy.

4.2.4 Control of records

The Company has established and maintained documented procedures for the identification, collection, indexing, access, filing, storage, maintenance and disposition of quality records.

These cover the following areas:-

a] Quality and Management Review Meetings.
b] Customer related processes.
c] Control of documents.
d] Sub contractor / Supplier Assessment.
e] Purchasing Data.
f] Identification and Traceability.
g] Monitoring and measurement of product.
h] Control of Non-Conforming Product.
i] Preservation of Product.
j] Corrective and Preventative Action.
k] Audit.
l] Training.

Details of records kept are contained in QPNo.10.

5 MANAGEMENT RESPONSIBILITY

5.1 Management Commitment

The Company ensures that both customer and statutory/regulatory requirements are met and all staff are aware of such requirements. The Quality Policy, to include objectives. has been established and it's suitability and effectiveness is reviewed along with the resources required

5.2 Customer Focus

Customer Feedback is reviewed and analysed in order that their requirements are met with a view to improving the levels of customer satisfaction.

5.3. Quality Policy

Sterling Filtration Limited implement a Quality Assurance System which meets the needs of National an International quality system requirements, the business and it's customers.

The system will comply with the requirements of BS EN ISO 9001:2008.
The company's goal is to deliver products on time, everytime, to meet and where possible exceed, the requirements and expectations of customers.
Competitive challenge will be met by the enhancement of service and progression towards leadership in the company's field.
The Company will be relentless in the pursuit of Quality, Excellence and Continuous Improvement at every level of the Company.

The Company strategy and objectives are as follows:-

1 To offer a complete, fast and efficient service in our specialist products to our customers

2 To maintain overheads at minimum levels by:-

a) Expanding a small, efficient and dedicated workforce.

b) Forward planning requirements to maintain good stock turns.

3 The development of channels to the market by:-

a) Increasing field sales strength
b) Expanding the Company's export market

5.4 Planning

5.4.1. Quality Objectives

The Company has set quality objectives which are measurable and consistent with the quality policy and are set out in a supporting document to that policy. This document and the objectives contained within are reviewed and assessed at the Management Review process.

5.4.2 Quality Planning

The procedures contained within the Quality System define and document how the requirements for quality are met. These identify resources, equipment, skills etc needed to meet the required quality. Quality planning will be addressed during Management Review Meetings and form a regular part of the agenda.

5.5. Responsibility, Authority and Communication

5.5.1 Responsibility and Authority

The levels of responsibility and authority are defined in the procedures and job descriptions, identifying key tasks and responsibilities of employees, which effect quality and are also shown in this manual. These cover:-

i] Identifying and recording any problems relating to quality.
ii] Recommending, providing and carrying out the necessary actions to resolve problems relating to quality
iii] Confirming that solutions found have been implemented and finalised.
iv] Taking actions to prevent such problems recurring and preventing any non-conforming products reaching the customer.
v] Stopping further deliveries of non-conforming products until the problem is corrected.

5.5.2. Management Representative

On site authority and responsibility for the implementation and maintenance of the Quality System lies with the Managing Director/Quality Manager
In the absence of the Managing Director, responsibility and authority for the Quality Assurance System will lie with Marketing Co-ordinator and Quality Co-ordinator.

5.5.3 Internal Communication

The Company's management meet regularly in order that the effectiveness of the Quality System is monitored. This is in addition to the formal Management Review process. (5.6)

5.6. Management Review

5.6.1 General

The Quality System as defined by this manual is reviewed by management at the formal Management Review meeting held as defined in the procedure, QPNo. 02 or more frequently if deemed necessary.

5.6.2 Review Input

The Management Review will look at and review the following items;-

Results of External and Internal Audits
Service Performance including Customer Feedback Results
Status of Preventative and Corrective Actions
Follow Up Actions from Previous Meetings
Changes which could Affect the Quality Management System
Recommendations for Continual Improvement
Review of the Performance of Suppliers and Sub-Contractors
Training
Any Other Business

Fuller details of Management Review content and procedures are contained in the Operating Procedures QPNo.02

5.6.3 Review Output

Minutes of all meetings held by the Management team and relating to the Quality System, including results of audits, are taken and retained by the Quality Manager Control of Records QPNos.10 & 13.

Any changes identified through Management Review will be implemented and controlled through the Control of Documents procedure. QPNos.05 & 13.

6 RESOURCE MANAGEMENT

6.1/2 Provision of Resources/Human Resources

6.2.1 General

Resources and verification needs are identified within the operating procedures.
All personnel who undertake and carry out tasks which could effect the quality of the product or service offered are suitably trained, details of which are held by the Managing Director. They are provided with the correct resources to allow these tasks to be performed as shown in the procedures.
Audits of the quality system are carried out by suitably trained personnel and discussed with those personnel who are relevant to the functions being audited and reviewed by management through the Management Review process.
Inspection procedures for the company are as detailed in the operating procedures
Details of all documentation used are also as shown in the procedures.

6.2.2 Competence, Awareness and Training.

Procedures have been established, whereby the Directors, and members of staff identify and address the training needs of all staff performing activities affecting quality. The frequency of such training reviews is also defined

QPNo.12.

Training records of personnel performing specific tasks relating to quality are maintained to demonstrate their suitability to carry out such tasks.

All such records are maintained and kept by the Managing Director.

6.3 Infrastrucure

The Company provides and maintains equipment and suitable vehicles, in order to achieve conformity of all of the work undertaken.

6.4 Work Environment

Where appropriate, the Company determines and manages the work environment required to achieve conformity of service requirements. The company undertakes work on the customer's premises and recognises the need to conform to those specific requirements.

7 PRODUCT REALISATION

7.1 Planning of Product Realisation

Procedures contained within the Quality System define and document how requirements for product realisation are met. These procedures define and identify resources, equipment, skills, etc, required to meet the quality of product and service required and agreed with the customer. Records of such planning are as detailed in QPNos.03 & 04.

7.2 Customer Related Processes

The Company has established and maintained procedures for Customer Related Processes.

QPNos.03 & 04.

7.2.1 & 7.2.2. Determination and Review of Requirements Related to the Product.

Contracts are reviewed as defined in the procedures to ensure that:-

a] The customer's requirements are adequately defined and documented to include:-

i] Any verbal order is to be considered as a contract and duly recorded.

ii] In considering contractual requirements, delivery and completion times shall be taken into consideration.

iii] Where customers require products to be supplied from a QA or Non QA source, this will be addressed and identified during the customer related processes and order processing.

b] Any significant changes to the original contract are advised to and agreed by the customer or other appropriate persons.

c] The Company has the resource capability to meet the contractual requirements.

7.2.3 Customer Communication

The Company has identified within its procedures how amendments to contracts are made, identified and changes disseminated to all interested parties within the organisation and to it's customers. Records of all contracts and reviews are maintained QPNs.10 & 13.

7.3. Design and Development

The application of this clause is not applicable to the Company's operations or quality system

7.4. Purchasing

The Company ensures that purchased products conform to specified requirements in terms of description of product type, quantity, special packaging requirements etc.

QPNos.06.

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7.4.1. Purchasing Process.

All current suppliers and sub contractors of goods and services have been identified and listed on the Supplier Master List along with the provision for Non Conformance/Reject Reporting. Details of the procedure for categorising all such suppliers and sub contractors is as shown in QPNo.06.

7.4.2. Purchasing Information.

Procedures are documented and maintained to ensure that:-

a] All goods being purchased are specified clearly and accurately and any specific packaging or handling requirements are identified and recorded.

b] All purchasing documents are reviewed and approved by the Quality Manager or authorised deputy.

c] Products are to be manufactured and supplied in accordance with the supplier's quality system approval to ISO 9001 or stated published alternative.

7.4.3. Verification of Purchased Product

When and where applicable, procedures catering for the verification of purchased product by the company will be addressed. Where necessary, verification may be made by a visit to the premises of the supplier or sub-contractor.

7.5. Production and Service Provision

7.5.1 & 7.5.2 Control of Production and Service Provision & Validation of Processes

The company plans and controls stock by means of a Stock Control System and stock levels are commensurate with the level of service offered by the company. Details are contained in the relevant procedures. QPNos. 04 & 13.

These procedures include:-

Identifying the stock at all times to include identification to the source.

Minimum stock levels are based upon the previous three months sales and/or suppliers minimum order quantity.

Rotation and identification of stock to include first in, first out principals, where applicable.

Stock taking on a regular basis as determined in the procedures

Where items require special storage or have a limited shelf life.

Key items of plant and equipment including vehicles to deliver products, are suitably maintained to ensure continued process capability. The Company maintains appropriate records and schedules for such equipment.

Computers:- Are backed up daily of all inputted data when amendments have been made in the system. All software is millennium compliant along with associated hardware.

7.5.1 Servicing

Where servicing forms a part of a contract, the details are specified and agreed during the customer related processes.

7.5.3. Identification and Traceability

In order to ensure that the product can be identified and traced, the Company maintains documented procedures to include records to the source of supply at all times. QPNo.04.
When requested by the customer, goods can be identified as to the source being quality or non quality assured
Procedure will identify items upon receipt and during storage within the storage facility.
Where bulk packages are broken down to individual items, the identity of those items will be maintained.

7.5.4 Customer Property

Should the company be in receipt of any customer property, procedures would be established and documented for the verification, suitability, storage and maintenance of that property.
In all cases, the property will be subject to the same Goods Inwards Inspection Procedures as any other product received by the company or specific inspection procedures as defined and agreed with the customer
Any non conformity will be reported to the customer and the method of disposition agreed.

7.5.5 Preservation of Product

The Company has established and maintained documented procedures for the preservation and delivery of its products.

Procedures are used so as to ensure that no damage is incurred during the handling of materials and have been established and maintained

Procedures have been established and maintained for the following:-

a] To ensure proper stock rotation occurs and the condition of stock is also checked.

b] To enable segregation of material of differing type, style or grade.

c] To enable items with special storage and/or handling requirements to be identified

d] Where items have a limited shelf life, their removal and disposition is identifiable

The packaging of all items is checked and if necessary corrected prior to despatch and the destination of each item is clearly marked.

Procedures are in use to protect the quality of the goods during delivery and to ensure that the relevant handover procedures are followed.

The company's products are delivered by both company transport and sub-contracted carriers

QPNo.09.

7.6 Control of Monitoring and Measuring Devices

General

The Company has established documented and maintained procedures to control, calibrate and maintain monitoring and measuring devices used to demonstrate the conformance of the carried out to the specified requirements.

QPNo.07.

8 MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.1/8.2 General/Monitoring and Measurement

8.2.1 Customer Satisfaction

The Company encourages customer feedback and records all such communication from customers. 8.5.2 & 8.5.3. QPNo.08.

8.2.2 Internal Audit

The Quality Manager or appointed deputy is responsible for establishing an annual audit plan and carrying out audits. Where necessary external auditors may be used in areas where independence of the activity required to be audited cannot be maintained.

Internal Quality Audits are carried out in accordance with the approved audit plan. This is in order to verify that the activity being audited complies with the documented quality system.

Personnel who carry out such audits are suitably qualified by either attendance at a relevant training course or having undertaken sufficient audits in accordance with the requirements.

A record is maintained of all audits carried out and all audit reports are completed in writing and discussed with all relevant staff.

The results of both internal and external audits form part of the Management Review process and follow up audits are carried out to record and verify the implementation and effectiveness of corrective action taken. QPNo.11.

8.2.3. Monitoring and Measurement of processes

In the company, the use of statistical techniques is very limited and is not considered necessary in order to verify the acceptability of product characteristics. However, if it was thought necessary to introduce such techniques, the procedures and techniques to be used would be detailed within the procedures .
Simple analytical techniques are used to determine trends in non conformances raised by customer complaints, audit and suppliers.

8.2.4 Monitoring and Measurement of product

The Company has established and maintained documented procedures for the monitoring and measurement of goods in order to verify that the specified requirements for the service is met. All such procedures are detailed in the Operating Procedures. QPNos.04 & 06.

Receiving, Monitoring and Measurement

All incoming items are inspected in accordance with written procedures or instructions. In addition, the Company shall maintain procedures for the following:-

a] Checking that the material is identifiable to the source.
b] Accepting incoming supplies and checking for compliance with the Purchase Order.
c] Returning and segregating incorrect or damaged items to the source of supply or disposal of such items to the agreement and instructions of the supplier.

Non standard purchases are subject to total/additional inspection as specified in the procedures.

In Process Monitoring and Measurement

The Company has procedures to ensure the following:-

a] The process is being carried out in accordance with the terms and scope of registration

b] That after processing of the orders, the items are not despatched until they have been checked and verified.

Final Monitoring and Measurement

All items are subject to a final monitoring and measurement prior to their despatch and procedures are maintained.

a] The Warehouse Staff are informed of the customer's order requirements and have the authority to withdraw the stock items

b] The consignment is checked against the despatch documentation

Inspection and Test Records

All records relating to Monitoring and Measurement will be referred to and contained in the procedures. These will be retained as part of the Company's quality records See QPNos. 10 & 14.

8.3 Control of non conforming product

General

The Company has established an identified location so as to ensure that items that do not conform to specified requirements are prevented from being inadvertently offered for sale or sold. QPNo 06.
Controls provide for identification, evaluation, segregation where practical, and disposal of non conforming items and includes a procedure for withdrawal of suspect stock items and advising recipients of such materials where traceability permits. Any damaged items, found on receipt from suppliers or returns from customers are dealt with as outlined in the appropriate procedures.

Review and Disposition of Non-Conforming Product

The Company maintains procedures for the following:-

a] The segregation and disposition of material found to be faulty or damaged.

b] Control of items returned, including the methods of returning such items into stock, if appropriate.

c] Dealing with customer complaints of non-conformance, which includes complaints related to the quality of service given. (See QPNo.08)

d] Agreeing concessions with customers where alteration to the specification is required by the company subsequent to the order being placed.

8.4. Analysis of Data

The Company has determined and collects and analyses data in order to monitor continual improvement of the effectiveness of the quality management system. These areas cover the following:-

Customer satisfaction
Non conformity analysis from audits
Non conformity identified during processes
Non conformity identified as being attributable to suppliers

8.5 Improvement

8.5.1 Continual Improvement

The Company analyses all customer feedback and non conformances recorded during audit in order to detect trends. In addition the performance of suppliers and sub contractors is monitored through non conformance reporting.

8.5.2 & 8.5.3 Corrective and Preventative action

The Company has established, documented and maintained procedures for implementing corrective and preventive action.

The Company has documented procedures to cover the following:-

a] Generating customer feedback to detect complaints relating to the service or product.

b] Handling items of discrepancy from internal and external reports and analysing the non conformances identified..

c] Investigation of the cause and corrective action needed to prevent recurrence.

d] Initiating preventative actions by amending the pertinent procedure.

e] Measuring and assessing the effectiveness of corrective action.

f] Carrying out regular analysis of customer complaints/non conformances in order to detect trends.

Responsibility and authority for taking the above action is with the Quality Manager, and in conjunction with the appropriate personnel. Where changes in procedures are required these will be formally approved and carried out using the Control of Documents Procedure. QPNo.05

The procedures for Corrective and Preventative Action are as outlined in QPNo.08.