

## 1.1.1 OVERVIEW DOCUMENT incl QUALITY POLICY

### QUALITY POLICY

Jewers Doors Ltd has a documented Quality System, which is relevant to the purpose of the Company and the processes carried out within it. Its principle aim is to ensure that Product conforms to Customer Requirements, and is in accordance with applicable regulatory requirements.

The Company is committed to review its Quality Systems on a regular basis and to continually improve their effectiveness. The System is set up in such a way as to allow the Company effective means of establishing and reviewing its Quality Objectives.

The Quality System provides a framework which is written in such a way as to be readable and understood by all persons involved, and it relates closely to their activities. Copies of all relevant documents are situated close to the point where they are needed, and all Managers communicate the relevant parts of the system to those involved within their sections.

All aspects of the Quality System are approved by the Managing Director, prior to their incorporation into the system.

### SCOPE

The Quality System is applicable to all parts of Jewers Doors Ltd business, which includes, Sales, Design, Procurement, Manufacturing, Delivery, Installation and Commissioning of their various ranges of Specialist Industrial Doors.

There are no exclusions to Clause 7 of the EN ISO 9001:2008 International Standard.

### PRINCIPLE CONTROLLING PROCEDURES

The Procedures which are in place that form the main framework for the Quality System are as follows:

**Control of Documents.** This covers the control of all the formal documentation which makes up the Jewers Doors Quality Control System. I.e. This Quality Manual, the Procedures and Processes involved, and National and International Standards.

**Control of Records.** This covers the control of all documentation associated with each particular contract. I.e. Drawings, Specifications, Financial documents, Non Conformance reports, Inspection reports etc.

**Internal Audits.** This covers the way in which all Procedures and Processes within the system are audited and monitored to review how well they are being adhered to and to help identify any improvements that could be made to the Quality System .

**Control of Non Conforming Product.** This covers the systems which are in place to ensure that any non conformities which arise on a particular contract are dealt with in a defined manner. This applies to the immediate short term measures that are taken to resolve problems that arise on any one contract.

**Corrective Action.** This covers the systems which are in place to ensure that any previously identified non conformities are reviewed and appropriate actions taken to try and prevent recurrence on subsequent contracts.

**Preventative Action.** This covers the measures adopted to try and identify possible problems that may arise on particular contracts and the measures that are taken to prevent them happening.

**Management Review.** These are held on a regular basis and involve persons from all Departments within the Company reviewing the operation of the Quality System.

**Product Realisation Processes.** The Company has a large number of specific procedures in place that cover the main procedures of Sales, Design, Review and Planning, Purchasing, Materials Control, Manufacturing, Delivery, Inspection and Site Installation/Commissioning processes.

**Resources.** The Company regularly reviews the Quality and Quantity of Financial, Human and Plant resources it has to meet its forward plans. Training is reviewed regularly to ensure that personnel are sufficiently skilled to meet the demands of the jobs they are expected to do, both now and in the future.

#### **Interaction and Communication.**

The way in which all these various procedures interact to form the Quality System is shown in the Diagram on Page 3 of this Quality Manual, and a full Index of them is on page 4.

The main methods for communication and coordination within the Company are General Management Meetings, Production Meetings, Individual Contract Design Reviews, Quality System Management Reviews, all of which are minuted.