



Thames Valley Vulcanising Services

Quality Manual

Quality Manual
COPY HOLDER
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Thames Valley Vulcanising Services
ISO9001 : 2008

Schedule QM 01
Issue No. 1
Page No. 1 of 1
Effective Date 23.04.2003

Copy Holder

Copy Holder: **Partner (Administration)**

Copy Number : **1 (Master Register)**

This Quality Manual Covers the activities and functions performed by operating areas included in the service scope definition :-

The Supply, Maintenance and Repair of Industrial Conveyor Belts and Associated Conveyor Components

The Quality management system is designed to meet the requirements of

ISO 9001 : 2008

with the permitted exclusions of:

7.3 Design and/or Development

7.6 Control of Measuring and Monitoring Equipment

Certificate Number : CA9716

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DISTRIBUTION
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Distribution

Quality Manual

| | | |
|------------------------------------------------------------------|---|--------------|
| Copy Number 1(Master Register) – Partner (Administration) | - | Controlled |
| Copy Number 2 - Quality Assurance Systems Ltd | - | Uncontrolled |
| Copy Number 3 - | | |
| Copy Number 4 - | | |

Quality Manual
MANUAL CONTENTS
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| QM 07 | Organisation |
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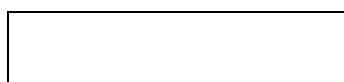
Amendments

All copies of this Quality Manual must be kept under strict control to prevent the System from becoming unreliable. The following Procedures will ensure that the system remains current and valid.

- 1) All copies of the manual will be clearly numbered and the Holder recorded.
- 2) Each page in the manual will carry its own number.
- 3) The Organization Quality Representative will be responsible for all revisions and additions being issued and distributed to each site.
- 4) Each Manual Holder will be responsible for maintaining the manual in his/her care and recording all revisions and additions to that manual. .
- 5) The Issue No. and Effective Date shall be amended on each page header when a change is made to that page.
- 6) Changes can be suggested by any Employee but must receive signed approval before being entered into the Manual.
- 7) All changes must be recorded on the Amendments List (**QAM 04, Page 02**) and appropriate pages in each Manual changed.

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AMENDMENTS
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Schedule QM 04
Issue No. 1
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Table of Amendment – Quality Manual

| Document Number | Page Number | Issue | Date | Description of Change | Authorisation |
|-----------------|-------------|-------|----------|---------------------------------------------------------------------------------|---------------|
| 1 | 6 | 1 | 09/10/11 | Addition of Exclusion of Clause 7.6 Control of Measuring & Monitoring Equipment | Jo Bostock |
| QMF11 | | 1 | 15/09/03 | New back pages layout | T. Ward |
| QMF17 | | 1 | 03/08/04 | Application for employment | T. Ward |
| QMF18 | | 1 | 03/08/04 | Application report | T. Ward |
| QMF10 | | 1 | 12/01/05 | New enquiry sheet layout | T. Ward |
| N/A | | 1 | 12/01/06 | Front page of procedures manual | T. Ward |
| N/A | | 1 | 12/01/06 | Front page of quality manual | T. Ward |
| PRM04 | | 1 | 13/10/06 | 4.2.1 changed person dealing with enquiry etc to sales dept / Mrs Ward | T. Ward |
| QMF12 | | 1 | 04/02/09 | QMF12 – headed paper change of fax number | L. Ward |
| QMF 12 | | 1 | 27/09/13 | QMF12 – headed paper – changed address, fax no. & took off e.mail | T. Ward |
| | | | | | |

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QM 05

ORGANIZATION PROFILE

Issue No.

1

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Effective Date

23.04.2003

Organization Profile

Thames Valley Vulcanising Services (the "Organization") has been operating under that name by the present Partnership since June 1993 and moved to the present site 1996.

The Organization is proud of its record of providing a high quality fast response service for the repair of industrial conveyor belts and for the maintenance of same to agreed delivery schedules. It also stocks and retails lacing components and tools.

The Organization numbers amongst its customers major aggregate and concrete companies. It also provides a high quality service to the local business community.

In support of its status in this chosen field, the Organization is a member of the Federation of Small Businesses and operates to the Organisation's codes of practice.

An essential requirement of the continuing maintenance and development of the Organization's quality objectives is the installation of a quality system registered to ISO 9001:2000 status.

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Quality Manual
QUALITY POLICY
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Quality Policy

Thames Valley Vulcanising Services recognises that the disciplines of quality, health and safety and environmental management are an integral part of its management function. The organization views these as a primary responsibility and to be the key to good business in adopting appropriate Quality standards.

The Organization's Quality policy calls for continuous improvement in its Quality management activities and business will be conducted according to the following principals:

We will :-

- 1) Comply with all applicable laws and regulations
- 2) Follow a concept of continuous improvement and make best use of its management resources in all Quality matters
- 3) Communicate its Quality objectives and its performance against these objectives throughout the organization and to interested parties.
- 4) Take due care to ensure that activities are safe for employees, associates and subcontractors and others who come into contact with our work
- 5) Work closely with our customers and suppliers to establish the highest Quality standards.
- 6) Adopt a forward-looking view on future business decisions which may have Quality impacts.
- 7) Train our staff in the needs and responsibilities of Quality management

Signed :-

Date :- 01/09/03

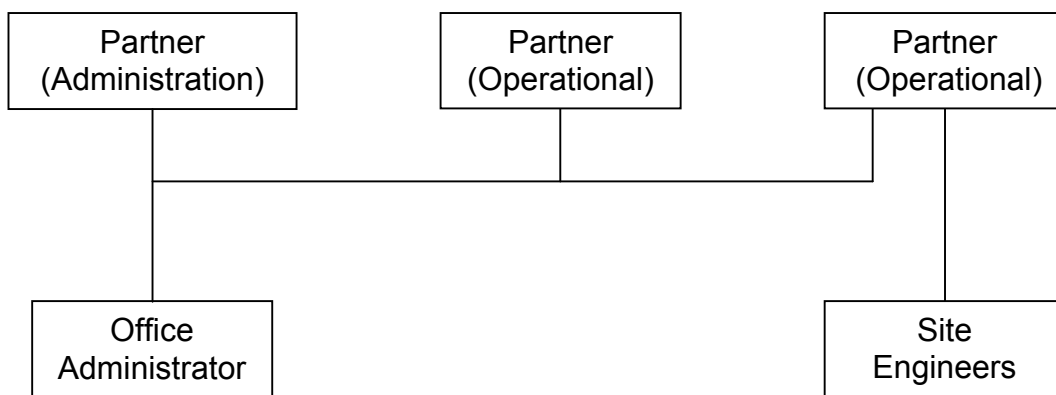
Partner (Administration)

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Organisation

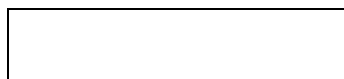


The appointed Quality Representative is **Mrs. T. Ward** – Partner (Administration)

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OPERATIONAL RESPONSIBILITIES

| | |
|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Partner (Administration) | Administration Enquiries Scheduling Bookkeeping VAT returns Marketing Promotions Business Development Corporate Strategy Quality Representative |
| Partner (Operational) | Sales Representative Site Engineering Site Surveys Customer Liaison Job Pricing Purchasing Business Development Corporate Strategy Quality Auditor |
| Partner (Operational) | Site Engineering Overseer of Site Engineers Quality Auditor |
| Site Engineers | Site Engineering Repair and Maintenance of Industrial Conveyor belts Vulcanising Rubber Belts |
| Office Administrator | Enquiries Scheduling Mailshots Typing Filing Quality Auditor |
| Quality Representative | Irrespective of all other operational responsibilities, the Quality Representative is responsible to the Partnership for quality auditing and has the responsibility and authority that includes:- <ul style="list-style-type: none"> a) ensuring that the processes of the quality management system are established and maintained b) reporting to top management on the performance of the quality management system, including needs for improvement c) promoting awareness of client requirements throughout the organization liaison with external parties on matters relating to the quality management system |

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In accordance with the procedures laid down in both the authorised Quality Manual and the authorised Procedures Manual, the following are appointed as Quality Representative and Quality Auditors:-

QUALITY REPRESENTATIVE: _____ (Print Name)

_____ (Signature)

QUALITY AUDITOR : _____ (Print Name)

_____ (Signature)

QUALITY AUDITOR : _____ (Print Name)

_____ (Signature)

QUALITY AUDITOR : _____ (Print Name)

_____ (Signature)

QUALITY AUDITOR : _____ (Print Name)

_____ (Signature)

Signed _____

PARTNER (ADMINISTRATION)

Date 01/09/03 _____

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QM 08

QMS ELEMENTS & REQUIREMENTS

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Note: The ISO9000:2000 (Fundamentals and Vocabulary) uses the following terms to describe the supply chain

Supplier → Organization → Customer

Also, for the purposes of the Standard, the term '**product**' is also used to denote '**service**', as appropriate.

QMS Requirements

Quality Management System

4.1 General

Thames Valley Vulcanising Services, is committed to maintaining an effective quality management system.

This manual has been prepared to satisfy the requirements of ISO 9001:2008 for Quality Management Systems for the activities carried out at the site.

Wherever possible, Quality controls have been integrated into existing systems (environment, health and safety) and cross-referenced for ease of interpretation.

The effective implementation of the Quality management system will be verified by regular inspections, reviews and audits which will compare management practice against the requirements of the written procedures on Quality management system standards. Corrective action will be taken where necessary and will be subsequently reviewed for effectiveness.

4.2 Documentation

In accordance with the ISO9001:2008 International Standard, the quality management system documentation comprises a Quality Manual; Procedures Manual; associated documentation necessary to ensure effective planning, operation and control of the operation; and records. The Organization has written its Quality Policy and Procedures as appropriate to its size, type and complexity and it is available to all employees.

5 Management Responsibility

5.1 Commitment

Top management of the organization ensure that all employees are aware of the need to meet customer and regulatory requirements and that the necessary resources are available. The currency of quality policy and objectives are maintained by regular management review.

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QMS Requirements

5.2 Customer Focus

Customer needs and expectations are determined, and fulfilled to meet customer satisfaction. Due consideration is given to product, service regulatory and legal requirements.

5.3 Policy

The organization has established, through its quality policy, the need to meet requirements and continually improve its products and services. Quality objectives are reviewed for continuing suitability and communicated as appropriate throughout the organisation.

5.4 Planning

The organization has established that all relevant functions and levels within the organisation have clear, measurable quality objectives that are consistent with the organization quality policy and product requirements.

Adequate resources are available and output is planned in a controlled manner as is required by its quality management system, being mindful of the process and the need for continual improvement.

5.5 Administration

5.5.1 Details of the organization quality management system are documented

5.5.2 Elements of the quality management system have been defined and communicated wherever quality is affected.

5.5.3 Representatives have been appointed who have the authority and responsibility to ensure that the quality management system is established and maintained and that reports on the performance of the system and any needs for improvement are made available to the quality representative. The significance of meeting customer requirements is understood.

5.5.4 Communication between all levels and functions are set to ensure the effectiveness of the processes of the quality management systems

QMS Requirements

5.5 Administration (continued)

- 5.5.5 The organization has prepared and maintains a controlled quality manual that defines the scope of its activities supported by referenced documented procedures and how the procedures operate
- 5.5.6 A documented procedure ensures that all relevant quality documentation is controlled and adequate and is reviewed, updated and approved as necessary. The status of the documents is identified and they are legible and retrievable and located where required within the organisation. Where documents originate from outside the organisation they are identified and their distribution controlled and obsolete documents are clearly identified to prevent unintended use.
- 5.5.7 Procedures are in place for the identification, storage, retrieval, protection, retention time and disposition of quality records.

5.6 Management Review

- 5.6.1 The complete quality management system is reviewed at planned intervals to ensure its continuing suitability, adequacy and effectiveness to evaluate the need for change.
- 5.6.2 The review includes the evaluation of current performance and improvement opportunities related to audits, customer feedback, process and product performance, follow up from previous meetings, and any changes that could affect product or service quality.
- 5.6.3 The results of activity arising from review meetings where resources, the quality management system and its processes and improvements to products related to customer requirements would be an essential part of the review process. All results of management review activity are recorded.

6 Resource Management

6.1 Provision of Resources

The organization has ensured that the necessary resources needed to implement and improve the quality management system and to address customer satisfaction are available.

QMS Requirements

6.0 Resource Management (continued)

6.2 Human Resources

6.2.1 Where personnel are assigned quality responsibilities, the organization has ensured that they are competent on the basis of applicable education, training, skills and experience.

6.2.2 The organization has identified the training needs for quality related activities and provides training to satisfy these needs. Performance is evaluated and appropriate training records are maintained.

6.3 Facilities

Suitable equipped workplaces with appropriate hardware and software with supporting services are provided.

6.4 Work environment

All aspects of the human and physical factors of the working environment that affect conformity of product or service have been identified and are managed.

7 Product Realisation

7.1 Planning of realisation process

The production process for the organization's products and services is planned and documented as defined in the quality management system. Quality objectives, resources, processes and documentation needs are defined and acceptable criteria for verification and validation. Records appropriate to the level of confidence required for the process and the product or service is maintained

7.2 Customer related processes

7.2.1 The needs of the customer in respect of availability, delivery, support are considered against the products intended use and regulatory and legal requirements are determined and implemented.

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QMS Requirements

7.2 Customer related processes (continued)

7.2.2 The organization reviews its customer's requirements and determines any additional requirements for each contract or order. Where no customer requirements are documented, details are confirmed before acceptance. Any changes to contracts or quotations are resolved before proceeding and the organization's ability to meet the defined requirements is confirmed.

7.2.3 The customer is kept informed of product information, enquiries, order changes or amendments and progress on customer complaints.

7.3 Design and/or development

The nature of the business is the provision of a customised product against customer supplied drawings and/or specifications or on-site survey. The product or service is normally supplied by the Organization's Engineers on the customer's site. There is no requirement for design and/or development.

7.4 Purchasing

7.4.1 The organization controls its purchasing function to ensure that the purchased product conforms to requirement. Suppliers are selected against defined criteria and are subject to planned review and evaluation. The results of evaluations and follow up actions are recorded.

7.4.2 Purchasing documents are reviewed before release for the adequacy of information on product, procedures, processes, equipment and personnel.

7.4.3 The organization verifies its purchased products and where verification takes place at the suppliers premises, details of the arrangements and the method of release are specified.

7.5 Production and service operations.

7.5.1 Production and services are controlled through product specifications and work instructions. Suitable equipment is used and properly maintained with the use of specified measuring and monitoring devices and activities. Release and post delivery and delivery processes are defined.

7.5.2 Where appropriate, the organization identifies the product throughout the production and service activities and identifies its status with respect to measuring and monitoring activity. Where traceability is required, the unique identification of the product is controlled and recorded.

7.5.3 Where customer property for inclusion in the product comes within the organization control, it is identified, verified, maintained and protected with details of adverse condition reported to the customer.

QMS Requirements

7.5 Production and service operations (continued)

7.5.4 The organization preserves the conformity of the product or service from receipt of order to delivery.

7.5.5 Where verification of product or service cannot be ensured during the process by measuring and monitoring, control is exercised by qualification of the process, equipment and personnel through defined methods procedures and records and re-validation if required.

7.6 Control of measuring and monitoring devices

The company does not own any measuring and monitoring equipment services.

This clause is therefore not applicable

8 Measurement, analysis and improvement

8.1 Planning

The requirement for measurement and monitoring devices has been determined and the method of use.

8.2 Measurement and monitoring

8.2.1 Clear methods have been established to audit customer satisfaction and any failures to meet organization standards.

8.2.2 Suitably trained personnel conduct periodic independent internal audits on a planned basis. All aspects of internal audits are recorded and reviewed and corrective action taken where necessary.

8.2.3 Processes affecting customer requirements are periodically reviewed to ensure that the intended purpose is being met.

8.2.4 Measuring and monitoring of the product throughout the process is designed to ensure the finished item meets specification and authorised personnel control its release.

QMS Requirements

8.3 Control of nonconformity

Documented procedures are in place to identify and isolate non-conforming products and before repaired product is returned to the process it is re-checked. In the event of non-conforming product reaching the customer appropriate corrective action is taken.

8.4 Analysis of data

Data referring to product quality problems is collected and analysed and where changes to the quality management system offer improvements these changes are introduced. Areas for attention are customer complaints, meeting the customer's needs, product characteristics and supplier performance.

8.5 Improvements

- 8.5.1 The quality management system is managed in a manner to offer continual improvement having regard to statements in its quality policy, objectives, audit results, data analysis, corrective and preventive action and management review.
- 8.5.2 Appropriate action is taken to rectify faults and prevent their recurrence and the procedure is documented. Requirements for identifying faults and determining their cause with appropriate corrective action is covered and recorded and the results reviewed.
- 8.5.3 The organization identifies preventive actions to prevent the recurrence of non-conformities and the results of such actions are recorded and reviewed for effectiveness