Update: March 2017

Quality Assurance Manual

Tel: 03330 6780 280 **Email:** info@hitechblinds.co.uk **Website :** www.hitechblinds.co.uk
Address: Unit 4 Maxwell Road - Woodston Industrial Estate - Peterborough PE2 7JB
Registered in England no. 10644813

CONTENTS

1.0 INTRODUCTION

HiTech Blinds Ltd was formed in 2017 to satisfy a growing demand in customer requirements for the retail and trade supply of aluminium products. This business has developed well and is expanding successfully.

The company is now provides services including retail supply and install, trade supply only and the supply of kits to sealed unit manufacturers. By offering a variety of products and purchasing options we have the ability to fulfil practically any of your blind requirements.

This Quality System relates to the full range of company activities.

2.0 POLICY AND OBJECTIVES

HiTech Blinds' quality policy is to achieve sustained, profitable growth by providing products which consistently satisfy the needs and expectations of its customers.

This level of quality is achieved through adoption of a system of procedures that reflect the competence of the Company to both existing customers and potential customers.

Achievement of this policy involves all staff, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all. This policy is provided and explained to each employee by the Directors.

To achieve and maintain the required level of assurance the Directors retains responsibility for the Quality System with routine operation controlled by the Quality Manager.

The objectives of the Quality Assurance System are:

a) To maintain an effective Quality Assurance System complying with current British Standards.

b) To achieve and maintain a level of quality which enhances the Company's reputation with customers.

c) To ensure compliance with relevant statutory and safety requirements.

d) To endeavor, at all times, to maximize customer satisfaction with the products provided by HiTech Blinds Ltd.

Michelle Scotney – Director

March 2017

3.0 QUALITY SYSTEM

The Quality Assurance System applies to all activities of the Company, and has been developed in accordance with system supplier recommendations and British Standards. The Quality Assurance System is fully documented and structured in 3 levels:

Level 1: Quality Manual

This document details the quality policy and structure of the Company and references appropriate Operating Procedures.

Level 2: Operating Procedures

These documents describe the actual process, and controls applied, to all activities concerned with the attainment of a quality assured product.

A list of Operating Procedures is given in the Index Section of this Quality Assurance Manual.

Quality Planning

As the Company operates a standard type and range of products, customer satisfaction and quality are achieved by operation in accordance with the documented quality system. Specific customer requirements are identified and documented during the project review process, allowing these requirements to be communicated and achieved, ensuring satisfaction of all customer declared needs.

4.0 ORGANIZATION

4.1 Authority

4.1.1 All staff are allocated with authority to perform their allocated responsibilities. The following provides a summary of the principal responsibilities of each job role, and these are clarified in greater detail within the Operating Procedures.

4.1.2 All staff share the authority and responsibility of identifying non-compliances or possible improvements, and recording these instances such that corrective action can be taken, both to rectify the immediate situation and to prevent recurrence.

4.1.3 The Directors continually review the company's resources to ensure that adequate staff, equipment and materials are available to meet customer requirements.

4.2 Responsibilities

4.2.1 Directors

- Approval of the Quality Assurance System
- Management Review
- Design Control
- Supplier Selection & Purchasing
- Contract Management & Control
- Training
- Resolution of Quality Assurance System Discrepancies
- Control & Maintenance of the Quality Assurance System
- Project Review
- Project Management
- Planning & Organization
- Management & Co-ordination of Sales and Support Functions

4.2.2 Estimators

- Estimating
- Ensuring System Parameters and limitations have been adhered to.
- Supplier Suggestion

4.2.3 Project Managers

- Project Review
- Project Management
- Planning & Organization
- Contract Review and Order Processing
- Supplier Selection & Purchasing

4.2.4 Production Managers

- Planning and Co-ordination
- Control of Production and Equipment
- Manufacturing Products
- Ensuring Quality Assurance
- Control & Maintenance of the Quality Assurance System

4.2.5 Fabricators

- Manufacturing Products
- Receiving Quality Assurance Checks
- Packaging and Despatch

4.2.6 Office/Account Administration

- Sales Order Processing
- Sales Database Administration
- Checking of Sales Order Confirmations
- Allocation of Order Reference Numbers
- Chasing Materials
- Arranging Deliveries
- Despatch Notes

---

5. MANAGEMENT REVIEW

Management review of the suitability and effectiveness of the Quality System take place at least once a year. During the management meetings actions are allocated and minuted to record the development of the Company's management system.

The objectives of Management Review are:

a) To establish that the Quality (Management) System is achieving the expected results and meeting the Company's requirements, continuing to satisfy the customers needs and expectations, and functioning in accordance with the established Operating Procedures.

b) To expose irregularities or defects in the System, identify weaknesses and evaluate possible improvements.

c) To review the effectiveness of previous corrective actions, and to review the adequacy and suitability of the management system for current and future operations of the Company.

d) To review any complaints received, identify the cause and recommend corrective action if required.

e) To review the finding of internal/ external audits and identify any areas of recurring problems or potential improvements.

f) To review the reports of nonconforming items and trend information to identify possible improvements.

Internal reviews of the Quality System are undertaken at least once per annum to confirm that the function concerned is adhering to the Company's Procedures. Non-conformance observed is brought to the attention of the person responsible, and is recorded, documented and subject to timely corrective action to ensure full rectification.

---

6. CONTRACT REVIEW

The Company offers both standard products and specialist products to meet each customer's needs. Standard products are displayed in most brochures for customer selection. Specialist product requirements differ from one customer to another (and from one contract to another) and will include more design work that AGF will assist with. Both examples will be quoted for each specific contract.

Once a quotation is accepted by the customer, or an order is placed, it is recorded and reviewed to establish that the requirements of the order are adequately defined and documented, any differences from the quotation are resolved, and the Company is capable of fully satisfying the customers requirements.

In addition to the original order/specification the customer may also request addition/ variation work to be undertaken by the Company. In these circumstances the work content is documented and agreed with the customer prior to execution to ensure that no ambiguity exists.

---

7. DESIGN CONTROL

All Design activities are strictly controlled to ensure that the design information complies with customer/ contract requirements, and all design limitations.

The design items are documented, and where ambiguity exists, will be clarified and documented. All items of design documentation and notes are recorded in a project file. Design output documentation is produced and reviewed to ensure that it complies fully with the customers' requirements.

All changes to the design criteria are subject to strict review and documentation control procedures.

---

8. PURCHASING

Suppliers of products and materials, where unspecified by a customer contract, are selected on their ability to meet the company's requirements given due consideration to the quality, statutory obligations, timescale and cost. A list of approved suppliers and sub-contractors is maintained which is compiled on the following criteria:-

a) Previous performance in supplying to similar specifications and requirements.

b) Stocking of high volume standard items conforming to a relevant British Standard, or supplied with a statement of conformity.

c) Compliance with an approved third party product/ quality registration scheme.

d) Recommendation by other similar purchasers or manufacturers of equipment.

e) A trial order and evaluation of performance.

All supplies and sub-contracts are subject to an authorized Purchase Order providing full clarification of the type and extent of supply.

Should a supplier, not appearing on the Approved Suppliers List be proposed, they will be analysed by capability and subject to acceptance on the authority of a Director.

9. CUSTOMER SUPPLIED ITEMS

Goods received from customers (i.e. free issue items) are always visually inspected at the receipt stage, with any un-declared non-conformance being immediately reported to the customer.

10. PROCESS CONTROL

All productive work is planned and undertaken in accordance with the company's procedures, and any specific documents agreed for individual contracts (e.g. contract specifications).

Work instructions are provided by the agreed contract specification and any documents referenced therein, alternatively work is performed in accordance with nationally accepted codes of practice.

11. RECEIVING INSPECTION

All stores areas are maintained as secure as practical. All items received by the Company are identified and verified in accordance with the requirements of the Delivery Note and Purchase Order, and are inspected for correct identity, quantity and any signs of damage.

All goods received are documented and, in the event of non-conformance, the items are placed in a reject area or labelled to ensure identification. The extent of the non-conformance is noted and subject to disposition review by nominated personnel.

12. INSPECTION AND TESTING

Inspection and testing is carried out on completion, with results being documented. Should items not be acceptable against the agreed contract criteria they will either be repaired, replaced or identified for a subsequent evaluation and decision. All repaired items are subject to a re-inspection to ensure acceptability.

On completion of installation and maintenance works, the customer is also invited to check the work performed to ensure full acceptability.

13. PRODUCTION & MEASURING EQUIPMENT

Production and measuring equipment held is maintained in good condition, and capable of safe and effective operation within a specified tolerance of accuracy. Test and measuring equipment is regularly inspected or calibrated to ensure that it is capable of accurate operation, by comparison with external sources traceable back to National Standards.

All machinery is regularly checked to ensure that it remains fully functional.

14. NON-CONFORMING ITEMS, PREVENTIVE & CORRECTIVE ACTION

Once non-conforming items have been noticed they are identified by location, associated documents, or specific markings to prevent their inadvertent use. All non-conforming items and customer complaints are subject to review and rectification by nominated personnel. The type and extent of non-conformity is documented in order to establish trends and identify possible areas for improvement.

The corrective action required to prevent recurrence is evaluated, documented, and its effective implementation is monitored. All rectification is subsequently re-inspected to ensure complete customer satisfaction.

All employees are encouraged to suggest improvements in methods, materials, suppliers, and sub-contractors. The Company has established procedures for review of all activities in order to identify and evaluate all possible improvements in methods/ materials and its procedures.

---

15. HANDLING, STORAGE, PACKAGING, PRESERVATION & DELIVERY

The identification of materials/ equipment, where it is not obvious, is confirmed by the presence of a manufacturers/ suppliers part number or description label, or other marking for each item. The identification of the item may be on the packaging or on the item itself, and this identification remains in place for as long as possible, provided it does not hamper effective use of the item. Materials and consumables are not identified by the company where they are obvious to a trained/ experienced employee, however, should a risk of misinterpretation exist between two or more types of material these will be marked in a suitable manner to ensure that no ambiguity exists.

Materials and goods received, whether the property of the company or others, will, as far as practicable, be protected and their quality preserved until such time as they are transferred to a customer, or disposed of to a third party. The objective is to prevent deterioration and damage whilst in storage, or in the process of transportation.

---

16. RECORDS

Storage facilities are allocated which ensure that all stored records are identifiable and retrievable, and the storage areas are free from damp and other agents which could cause premature deterioration.

Where records are maintained on computer magnetic media, and these are subject to "back-up" at regular intervals, with the "back-up" information being stored in a protected location to ensure security from loss/ damage of active data.

All records are retained for a minimum of 2 years.

---

17. TRAINING

The policy of the company is to ensure that all personnel are trained and experienced to the extent necessary to undertake their assigned activities and responsibilities effectively. The company generally procures and recruits employees capable of meeting the technical, skill, experience and educational requirements of the company's activities.

All staff and senior employees are responsible for recommending the training needs of others, and for ensuring that all employees allocated specific tasks are suitably qualified and experienced to execute those tasks. Once training needs are identified these are provided under the responsibility of the Directors.