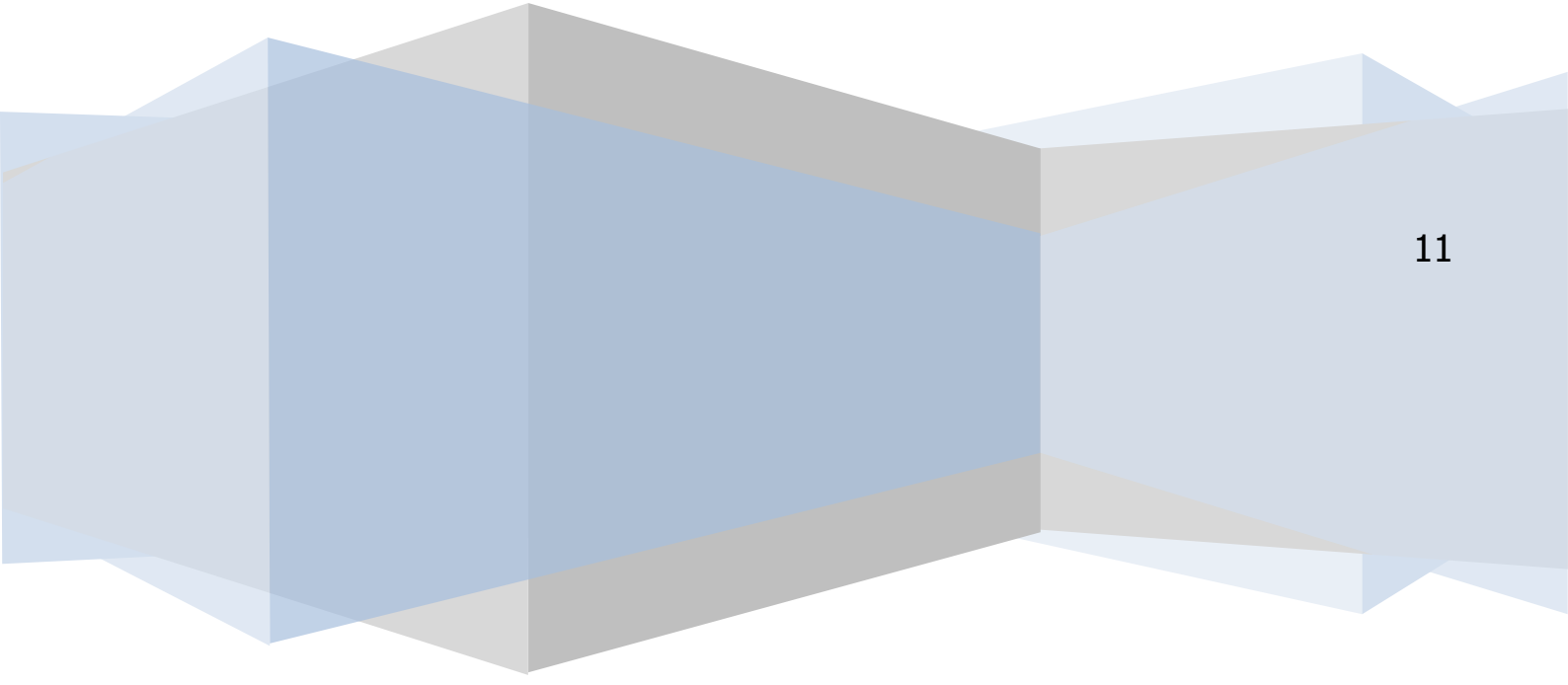
UK Eco Power Ltd

Quality Manual

UK SPP

Ralph Price



11

Contents

1. Scope

The activities covered by UK Eco Power Ltd quality management systems are the provision of Ralph Price

2. References

In addition to MIS 3002 the company also makes reference to BRE standards, British or International Standards or customer specifications, as appropriate to the product.

3. Terms and definitions

The following terms apply:

The company = UK Eco Power Ltd

QMS = the company's quality management system

The customer / The Client = organizations or persons purchasing and specifying the company's product

The supplier = organizations supplying the company with goods or services which affect the company's product

3.1 Nominated Persons

Director	-	Ralph Price	-	Nominated QMS

4.1 INTRODUCTION

The quality assurance system operated by the company is based upon the requirements of MIS3002. This addresses the following aspects: sales, purchasing, operations and quality control.

4.2 DOCUMENTATION

In order to maintain this assurance a documented quality system has been developed to ensure and demonstrate that all work undertaken conforms to specification requirements. The system is structured in three levels.

4.2.1 The Quality Manual

This document outlines the company's quality policies which are implemented via operating procedures and indicates how the requirements of MIS3002 are addressed. The relevant operating procedures are referenced in each section of this Manual.

4.2.2 Operational Control

The following procedures are included in the quality manual

i) Document control
ii) Quality records
iii) Internal audit
iv) Control of non-conformance
v) Corrective action
vi) Preventive action.

4.2.3 Standard Forms

The company uses standard forms and a networked computer system, and these are updated as required.

4.3 INTERNAL DOCUMENT CONTROL

All Quality Manuals and Operating Procedures Manuals carry a unique reference number. Circulation and amendment registers are maintained.

Each page of the master copy of the Quality Manual and each procedure is authorized by the Ralph Price.

All Manuals and Procedures issued within the company have controlled status.

Formal documents produced by the company are reviewed, modified and authorized, as part of the appropriate procedures.

Standard forms used in conjunction with the Quality System are also controlled.

4.4 EXTERNAL DOCUMENT CONTROL

A record of relevant external documents (eg International and British Standards) is maintained and up-dated as necessary

REFERENCES

Document Control Procedure

4.5 QUALITY SYSTEM RECORDS

The company policy is to retain records as objective evidence that the Quality System is effective in the context of the management of the company, and specifically in the execution of contracts.

In general individual personnel and departments are responsible for the long-term retention of the records which they generate.

Records relating to contracts to the quality system are retained for periods defined in the procedure. If required by a contract, records will be retained for longer periods and be made available to the client if required.

All records will be retained for a minimum of 6 years from their date of issue.

4.6 COMPUTER RECORDS

PC's are connected via a local area network and business critical data is automatically stored on the network. All data stored on hard drives is backed up daily to a remote server.

REFERENCES

Quality Records Procedure

5.1 MANAGEMENT COMMITMENT

The Directors are committed to implementing and developing the quality management system (QMS). The methods and controls applied are outlined in this Quality Manual.

5.2 CUSTOMER FOCUS

The main objective of the QMS is to ensure and enhance customer satisfaction. A key aspect of this policy is the determination of customer requirements and the measurement of customer satisfaction.

A subsidiary objective is to increase efficiency and reduce costs which will also be of positive benefit to customers.

5.3 POLICY STATEMENT

The company's policy is:

i) To efficiently supply and install products of acceptable quality at minimum cost to ensure customer satisfaction and meet any relevant product standards,

ii) To pursue improvements in methods, materials, etc. by setting , reviewing and communicating Quality Objectives to develop the business and respond to changing market requirements,

iii) To comply with MCS Standards and pursue continual improvement.

iv) To comply with Microgeneration installer standards

v) To ensure that all personnel are aware of their individual roles and responsibilities within the Quality System.

Signed Ralph Price (Director)

5.4 PLANNING

Plans and objectives to improve performance are established and reviewed as part of the Management Review process. Objectives are specified in within the Strategic Plan. Key aspects of the process include:

i) objectives are measurable and consistent with the Quality Policy and established procedures.
ii) objectives are communicated to relevant personnel.

5.5 RESPONSIBILITY & AUTHORITY

Specific responsibilities within the company are defined below (with particular reference to the quality management system):

The Managing Director has the ultimate responsibility for controlling, directing and coordinating all management activities throughout the company.

The Managing Director is responsible for all sales and commercial activities and is also the Deputy Managing Director.

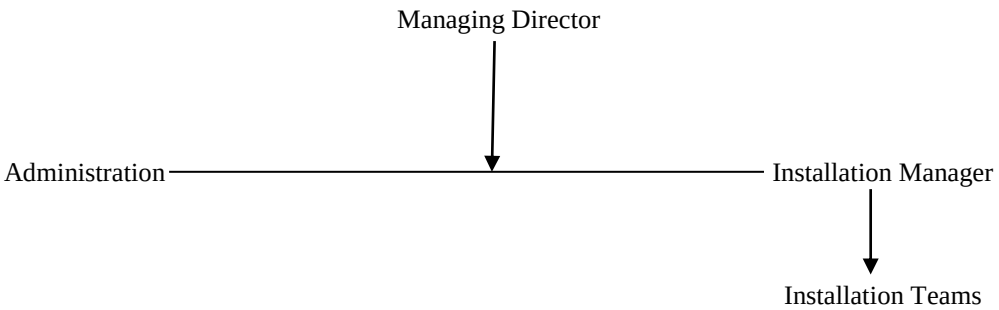
The Managing Director is responsible for the consolidation of existing business and the development of new business opportunities.

The **Installation Manager** provides technical support to ensure that customer requirements can be met.

The Installation Manager is responsible for all aspects of product installation and service and is supported by the **Managing Director**

The Managing Director is responsible for Quality Control and is supported by **Installation Manager. The Managing Director** is also the nominated Management Representative and has the authority and responsibility to establish, implement and maintain the QMS and report its performance to top management.

Organization chart



5.6 INTERNAL COMMUNICATION

All personnel are aware of their responsibilities and lines of communication. In addition, the company operates an open-door policy and the Directors encourage personnel to contribute to improving methods, products, etc.

5.7 MANAGEMENT REVIEW

The QMS is systematically reviewed quarterly to ensure its continued adequacy and effectiveness. Management Review meetings are attended by all senior managers and records of agreed and outstanding actions are retained.

As a minimum, the following items are discussed:

- Feedback from members of staff, customers and suppliers
- Complaints
- Products
- External audits
- A review of controlled documents held (currency and availability)
- Performance of suppliers and subcontractors
- Changes to Company documents
- Changes to company structure or activity
- Issues arising from inspections
- Any other issues with an impact on the quality management system

6.1 RESOURCES

The company policy is to ensure that all personnel are provided with appropriate training and equipment to enable them to perform their assigned duties.

6.2 HUMAN RESOURCES

The company operates a formal system to ensure that all employees within the Quality System are adequately trained to enable them to perform their assigned duties.

Training covers all aspects of running the business and embraces management, performance and verification activities. This specifically includes the implementation of the internal audit program.

6.2.1 TRAINING RECORDS

Training records are maintained to demonstrate previous experience gained with other companies, and on-the-job training, including knowledge of relevant procedures.

Whenever possible training is conducted in-house; for more specialist skills external seminars or courses are attended. The effectiveness of training is evaluated.

The training procedure also covers the induction of new employees which includes an introduction to the company's Quality Policy statement.

Future training needs are identified as part of the Management Review process.

6.3 INFRASTRUCTURE

The company policy is to ensure that all equipment that is adequately maintained. The controls applied are detailed in a procedure.

6.4 WORK ENVIRONMENT

The company also ensures that the installation sites and offices comply with relevant health and safety regulations e.g. Personnel are required to use Personal Protective Equipment, risk assessments are carried on plant, MSDS are retained for the various substances used in the installation process. In addition, the Health & Safety Manager carries out regular audits to ensure that standards are maintained.

In addition, all personnel are encouraged to contribute to the success of the business via its open door policy

7.1 PLANNING

The company has established documented quality plans and procedures that describe work methods, the controls applied and the records required.

7.2 CUSTOMER RELATED PROCESSES

The company has established formal procedures to review and record all enquiries and orders to ensure that all contractual requirements are defined and can be met. Where necessary, queries are discussed with the customer and the resolution recorded.

Subsequent orders are reviewed to ensure that

i) product requirements are defined,
ii) any additional or changed requirements are identified and resolved with the customer
iii) the work-load is planned taking account of such issues as time constraints, resources and specified requirements.

Order amendments are treated as part of the on-going process control and appropriate records are maintained.

7.3 DESIGN AND DEVELOPMENT

7.3.1 Planning

At the start of the design process the Design Manager reviews the available data and identifies the key stages of the project

i) E.g. time, budget, technical issues (see 7.3.2)
ii) determines appropriate stages to review (see 7.3.4), validate and verify the design
iii) and assigns trained, authorised personnel

7.3.2 Input

Design inputs (e.g. customer or company drawings or specifications, standards, legislation, etc.) are checked to confirm that they are adequate. Any conflicting or ambiguous requirements are discussed and resolved with the originator and the outcome recorded.

If the project involves modifying an existing company design then the impact of the changes on component parts, stocks and delivered product shall be evaluated.

7.3.3 Output

Resulting drawings or specifications contain data that:

i) satisfies the design inputs
ii) contain information which is relevant to subsequent activities (e.g. purchasing, production and testing)
iii) specify characteristics essential for the safe and proper use of the product.

7.3.4 Review

At appropriate stages, the design is reviewed to ensure that it meets the input requirements and to identify and resolve any problems. These actions are recorded. The review will include relevant personnel e.g. customer, supplier, purchasing, production and quality. Records of key decisions are retained.

7.3.5 Verification

The design is verified (e.g. by reference to similar proven designs, or by carrying out alternative calculations) to ensure that the input requirements can be met. Verification is usually carried out as part of the Review process (see 7.3.4) and recorded.

7.3.6 Validation

The design is validated by the Installation and testing of installations Testing is carried out against drawing or spec. requirements and the results recorded. Where required, the customer may witness the tests.

7.3.7 Change control

Where necessary, the impact of changes is considered at the design input stage, see 7.3.2

7.4 PURCHASING

The company's policy on purchasing is to ensure that suppliers are able to perform effectively. Appropriate records are maintained.

New suppliers are assessed by placing a trial order, except where the supplier is specified by the customer.

The range of purchasing involved relates to the following principal groups:

i) Material suppliers

ii) Suppliers of Equipment
iii) Sub-contractors

7.4.1 Purchase Orders

Purchase orders clearly specify the goods or services required, including specification or standard to be applied. Purchase orders are approved before release.

7.4.2 Verification

Purchased items are checked against the Purchase Order to confirm identity and quantity. Satisfactory items are placed in stock. In the event that items are rejected on receipt a Non-conformance report is raised and the supplier contacted to arrange replacement or credit.

Where the customer wishes to verify supplier activities, specific arrangements are made.

7.4.3 Emergency Sourcing of Parts

Emergency sourcing should be from suppliers listed on the approved suppliers list. This list is to be made available to all staff and subcontractors working on site. It is recognized that it may not always be practicable to locate an existing approved supplier, in which case administration should be contacted so that the approvals procedure can be initiated for any proposed supplier.

7.5 OPERATIONAL CONTROL

In order to control the planning, administrative support and implementation of work, the company's policy is to describe the work methods, the controls applied and the records required. The process control activities are integrated with many aspects that also relate to quality control.

7.5.1 Installation

The following controls are applied:

i) Specifications for all products
ii) In some case these are supplemented by detailed work instructions
iii) Plant maintenance
iv) Personnel are trained and considered competent
v) QC checks are performed using appropriate equipment
vi) Handling, storage and transportation

7.5.2 VALIDATION OF SPECIAL PROCESSES

In cases where special processes are employed (eg where the results of which cannot be easily checked) additional controls specify:

i) The criteria to review, approve and revalidate processes
ii) The required equipment and training
iii) Specific methods, procedures and records required

7.5.3 INDENTIFICATION & TRACEABILITY

All enquiries are identified with a unique estimate number, allocated on receipt.

Subsequent orders are identified contract number.

Stored equipment and materials are identified as to type, description and inspection status.

Unacceptable items are identified as such and are removed from the normal work flow.

7.5.4 CUSTOMER PROPERTY

In cases where the customer provides drawings, specifications, etc. they are logged as part of the document control procedure.

7.5.5 PRESERVATION OF PRODUCT

The company ensures that all products and materials are handled and stored appropriately all stages to prevent damage or deterioration.

7.6 CALIBRATION

All test equipment is:

i) Uniquely identified
ii) Periodically recalled and checked against equipment that is traceable to national standards
iii) Only adjusted by authorised personnel and is tamper-proofed
iv) Protected from damage and deterioration

Where equipment is found to be out of calibration, the significance of the error is reviewed and appropriate actions taken.

8.1 GENERAL

It is the policy of the company to monitor, analyze and improve the performance of the products, processes and the QMS.

8.2 MONITORING & MEASUREMENT

Various monitoring and measurement activities are undertaken to ensure product and service compliance and identify potential improvements.

8.2.1 CUSTOMER SATISFACTION

Customer satisfaction is monitored in various ways:

i) Levels of repeat business
ii) Growth of key accounts
iii) On-time delivery
iv) Customer surveys
v) Analysis of credit notes
vi) Analysis of customer complaints

8.2.2 INTERNAL AUDIT

The effective implementation of the QMS and compliance with ISO9001 is assessed by a program of regular internal audits which are carried out by trained personnel. Auditors are selected on the basis of independence from the aspect being assessed.

All Audit and Corrective Action Reports are reported and discussed at the each Management Meeting.

Internal audits are planned and conducted so that each of the activities documented in the Quality System is audited at least once per year.

Corrective Action reports are used to ensure the resolution of any deficiencies found during an audit. Follow-up audits take place to verify the effectiveness of the action taken.

REFERENCES

Internal Audit Procedure

8.2.3 PROCESS & PRODUCT MONITORING

In-process checks are included in various processes and relate to both quality control and productivity checks.

Provision is made for the identification and resolution of non-conformance. The emphasis is to prevent any problems which might affect customer satisfaction.

Action is taken promptly to resolve any problems that arise.

In-process checks are performed and recorded.

Where specific inspection points are required these are identified at the contract planning phase.

8.3 CONTROL OF NONCONFORMING PRODUCT

The company policy is to detect, control and rectify any aspect of non-conformance as quickly and efficiently as possible. Where necessary, product is recalled and retested.

The recording of aspects of non-conformance is important in order to promote action for the prevention of future problems.

REFERENCES

Non-conformance Procedure

8.4 ANALYSIS OF DATA

In order to identify opportunities, the company monitors trends in the following activities;

i) Customer satisfaction
ii) Customer complaints
iii) Quality Concern reports
iv) Supplier performance
v) Production issues.

Management Review uses this data to assess the effectiveness of the QMS.

8.5 IMPROVEMENT

The company is committed to a policy of continuing improvements in its methods and the services supplied to clients. An important element is to analyze any problems that may occur with a view to long term prevention.

The following business activities are assessed, non-conformances identified and corrective actions scheduled.

- Internal review
- External assessments
- Inspection and measurements
- Complaints
- Health and safety incidents
- Product recall or rectification notices
- Changes to standards or regulations

8.5.1 CORRECTIVE ACTION

The company operates procedures for handling internal problems and customer complaints.

Concern reports detail the action taken, and discussions take place to consider any long term implications.

8.5.2 PREVENTIVE ACTION

Preventive action is addressed in a number of ways:

i) the QMS procedures incorporate various checks to ensure that potential problems are identified, recorded and resolved,

ii) in addition to the procedures, the company also has a Business Plan that states various objectives to develop the business,

iii) the company also provides technical support to enable the customer to effectively design and install the product,

iv) an important aspect of the internal audit process is the recording of Observations to highlight potential problems and possible improvements,

v) where possible, applying Corrective Action solutions to other areas of the business.

The effectiveness of actions taken are monitored through the analysis of subsequent performance. This is reviewed periodically and considered at Management Meetings.

REFERENCES

Corrective Action Procedure
Preventive Action Procedure