**Quality Manual**

**April 17**

**Quality Policy**

Our ambition is to be the industry expert in the Manufacture & Distribution of Polymer & Rubber Sheets & Rolls, High Quality Industrial Matting Products & High Performance Sealing Solutions within our chosen customer base.

**We will achieve this by**

* Focusing on making a positive and proactive contribution to our customer’s business operations by delivering a service which consistently meets or exceeds their expectations
* Creating an environment of service and technical excellence and a culture of continual improvement using ISO 9001:2008 as a framework for success
* Focusing on raising standards and reducing costs
* Continually monitoring business objectives and resources to enable the achievement of customer expectations
* Recognising that our positive approach to the continual improvement of the Quality System is paramount to our success.

By achieving these goals, we aim to be our Customers supplier of choice.

Andrew Onions Simon Winfield

Joint Managing Director Joint Managing Director

# Quality Objectives

Our quality objectives are our business objectives, which are defined in our KPI framework. KPI’s are monitored, refined and reviewed on an on-going basis via the KPI Dashboard. The Company’s KPI Dashboard is an integral part and primary driver of the Quality System.

**Background**

Maclellan Rubber Ltd was established in 1871 and the business was subject to a management buyout in July 2010 by the current directors. We manufacture and distribute polymer and rubber sheets and rolls, high quality industrial matting products and high performance sealing solutions.

We pride ourselves on the technical expertise of our staff and work hard to ensure this is a service differentiator.

### Scope and Implementation of ISO 9001:2008

In support of the company’s ambition to be the polymer and rubber products supplier of choice, customer focus, the development of expertise and processes in a structured manner is considered to be paramount. This will be achieved with the ISO 9001:2008 Quality Standard.

The Quality Management System comprises the Quality Manual (a overview of how the system works), guides and forms and any other supporting information. In addition, the company keeps records as appropriate whether required by the ISO standard or by the company’s operations.

This quality manual shows in Chart 1 the interaction of processes within Maclellan Rubber and in Table 1 the responsibilities for the various processes, as well a identifying the related processes or management procedures.

**Exclusions**

Consideration has been given to relevant clauses and Clause 7.3 Design and Development is not relative to the scope of the system so is excluded.



**Process Responsibility Chart**

|  |  |  |
| --- | --- | --- |
| PROCESS | MANAGEMENT RESPONSIBILITY | PROCESS/MANAGEMENT PROCEDURE  |
| Market Knowledge/Customer Requirements | Joint Managing Director | * Quality System KPI’s
* KPI Dashboard Management
 |
| Business Planning | Joint Managing Director | * Business Plan/Quality Manual
 |
| Set Business Plan Objectives and KPI’s | Joint Managing Director | * Business Plan/Quality Manual
 |
| Provide Resources | Joint Managing Director | * Quality Administration Process (including Internal Audit, NCR Management and Document Control)
* Guide to Keeping Records
 |
| Sales and Quoting | Sheeting Sales ManagerTechnical Sales Manager | * Handling Standard Opportunities
* Handling Non Standard Opportunities
 |
| Supply Chain Management | Supply Chain Manager | * Supplier Assessment and Monitoring
* How to Guide Goods In
 |
| Managing Stock | Warehouse Manager | * Quarantine/Returns and Sub standard Material
* Warehouse Management
 |
| Customer Order Management | Customer Service Manager | * Sales Order Processing
 |
| Delivery | Warehouse Manager | * How to Guide – Pack and Protect
* How to Guide Goods Out/Dispatched
 |
| Customer Feedback | Joint Managing Director | * KPI Dashboard Management
 |
| Measurement and Monitoring | Joint Managing Director | * Quality Admin Process
* Management Review Agenda (including Communication Review)
* KPI Dashboard Management
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**Focus on Achievement and Team Engagement**

The Directors and the management team are committed to the development, implementation and continual improvement of the quality management system. The company vision and quality objectives are linked via the Business Plan and Quality Manual.

The directors continually assess the need for resources to operate the company via Board Meetings, Management Meetings and day to day management activities. A People, Process and Performance (KPI Dashboard Review) agenda is used for monthly Management Meetings which focuses on achievement of customer requirements and objectives. A Quality Review Agenda is included in the Monthly Management meeting every six months.

A culture of learning and personal development is seen as key to the company’s future growth to encourage highly motivated staff working with clarity, purpose and precision, able to analyse and improve operational efficiency. The Company vision and ongoing objectives are communicated to all staff via team meetings.

Outputs from the Monthly Management Meetings include suggestions or decisions to improve the effectiveness of the quality management system, service improvement or resource improvement. This includes changes needed to the company’s operational processes to reduce errors and maximise opportunities.

 **Continuous improvement**

The Directors are committed to continually improving the company’s performance, the level of customer satisfaction and the operation of the quality management system. This commitment is cascaded via management and team meetings. This commitment is demonstrated by:

* A high level of commitment to identifying non-conformances and eliminating errors at source using the CRM Case system
* Using customer feedback as a tool for process and product improvement
* Promoting awareness, motivation and involvement of the company’s staff in non-conformance management
* Defining and using methods of measurement of the company’s performance to establish whether it is meeting its planned objectives;
* Systematic review of the operation of the quality management system.

##### **Internal audit**

Internal audits are carried out regularly on a planned basis according to a schedule defined by the Management Representative with support from QuServe.

##### **Management representative**

The role of Management Representative is carried out by Andrew Onions, Joint Managing Director.

### Legal requirements

The company meets all legal requirements, including health and safety of its employees. All necessary information is available via the network or at point of use if required.