

QUALITY MANUAL

QM 4-1

GENERAL REQUIREMENTS

This Quality Manual contains the outline of the Turnell & Odell Ltd quality system in accordance with BS EN ISO 9001:2000

The following pages give a résumé of the various sections of the standard and an outline of the procedures applicable to that section. The method of managing the system and the controls applied to outsourced work are also documented.

The Establishment of the system is achieved with this Manual.

The Documentation requirements of the system are outlined in QM 4-2.

The evidence of Implementation of the documented system is from the documentation and working practices within the premises.

The management, maintenance and continual improvement of the system are achieved by analysing the output from audits and other activity reviews.

a)

Within the manual and procedures are identified and detailed the various systems and processes which make up our quality system, and the method of application of these systems. These are designed to satisfy the requirements of our company, our customers and the standard.

b)

The methods of determination of the sequence and interaction of the processes are detailed in the procedures.

c)

The methods used to ensure that the processes are operated and controlled include audits and inspections. The criteria applied are included in the appropriate procedure(s).

d)

Within the procedures are defined the methods used to ensure the provision of the necessary resources and information in support of the operation and monitoring of the company processes.

e)

How the company monitor, measure and analyse the processes is also defined within the procedures.

f)

Our procedures also document the manner in which we implement any actions necessary to achieve planned results and continual improvement of our processes.

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ORIGINATOR

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