

QUALITY MANUAL

QM 5-5

RESPONSIBILITY, AUTHORITY & COMMUNICATION

RESPONSIBILITY AND AUTHORITY

CHAIRMAN

NAME: Mr. John Bradley

He is responsible for: -

The overall direction of the company.

He has no direct input to the quality department other than through the board meetings.

MANAGING DIRECTOR

NAME: Mr. Clive Odell

He is responsible for: -

The overall running of the company.

Quality on the board of directors and deputising for the quality manager.

Communicating and implementing board decisions including those relating to quality.

With others, the purchasing of materials and outside processes.

Contract review.

Quality decisions at all levels.

With others, for the preparation of quotations.

Ensuring with others that the company procedures and processes are implemented and adhered to.

With others the provision of appropriate resources and training as identified.

The initiation, recording, implementation, verification and control of preventative and corrective action.

FINANCIAL DIRECTOR

NAME: Mr. Jonathan Adams

He is responsible for: -

The organising and running of the financial functions of the company.

Ensuring with others that the company procedures and processes are implemented and adhered to.

With others the provision of appropriate resources and training as identified

The initiation, recording, implementation, verification and control of preventative and corrective action.

QM 5-5

APPROVED

ORIGINATOR

DATE

ISSUE **C3**

QUALITY MANUAL

QM 5-5

COMMERCIAL DIRECTOR

NAME: Mr. Stuart Fyfe

He is responsible for: -

- Sales to customers, direct and indirect through all channels
- Customer visits to factory, and ensuring that visits comply with insurance requirements, and health & safety regulations
- Customer records
- Review of commercial procedures
- Price reviews
- Confidentiality of customer contracts, designs and procedures
- Complaint handling, recording, and resolution
- Customer service & feedback from customer's inc. reporting to the Management Review
- The review of customers contract requirements.
- The initiation, recording, implementation, verification and control of preventative and corrective action.

PRODUCTION DIRECTOR

NAME: Mr. Mick Gilmore

GENERAL MANAGER

NAME: Mr. Archie McKay

Reports to the Managing Director.

He is the **Management Representative** who has independent responsibility and authority for ensuring that the requirements of the appropriate **Quality** standard are implemented and maintained.

He is responsible for: -

- Gaining and maintaining registration of the Company to BS EN ISO 9001:2000
- The preparation of in-house and external verification requirements.
- Internal quality audits
- With others, the assessment of subcontractors and suppliers.
- The production of quality records and the analysis of the various corrective actions.
- The annual management review.
- With others, the preparation of quotations & liasing with customers.
- The planning of job cards including the allocation of materials.
- With others, the purchasing of materials and outside processes.
- Ensuring with others that the company procedures and processes are implemented and adhered to.
- The initiation, recording, implementation, verification and control of preventative and corrective action.
- Liasing with customers and other external parties on quality matters and the promotion, at all levels, of customer requirements.

QM 5-5

APPROVED

ORIGINATOR

DATE

ISSUE **C3**

QUALITY MANUAL

QM 5-5

OFFICE MANAGER

NAME: Ms. Marion Goodger

Reports to the Managing Director.

She is responsible for: -

The functions of the main office.

The initial part of the contract review and the complete review for SPOOLA'S.

Part of the final inspection procedure.

The preparation of certificates of conformity.

The preparation of despatch documents.

Assisting the financial director with the accounts department functions as required.

WORKSHOP CO-ORDINATOR

NAME: Mr. David Shortland

Reports to the Managing Director.

He is responsible for: -

Day – to – day running of the production department under the guidance of the Managing Director including the organising of and distribution of work to the team leaders and operatives to help achieve deliveries.

Supervision of team leaders and production operatives.

Liasing with the team leaders as required ensuring the smooth passage of work through all departments.

Assisting with inspection (where possible) and final inspection when required.

Controlling the tool stores.

The trade counter, including the preparation of job cards and delivery notes.

Ensuring with others that the company procedures and processes are implemented and adhered to. Identifying training needs within the workshop.

The initiation, recording, implementation, verification and control of preventative and corrective action.

TEAM LEADER, INSPECTOR

NAME: Mr Henryk Szymanski

Reports to the General Manager

He is responsible for: -

Undertaking first-off and (when possible) patrol inspection.

Receiving inspection of sub-contracted work and other purchases requiring specialist inspection.

Measuring equipment calibration and records.

Investigating and aiding in the resolution of quality problems including recommending corrective action.

Assisting production by instructing personnel in the corrective actions required.

Liasing with customers and informing other company personnel of the delivery arrangements.

QM 5-5

APPROVED

ORIGINATOR

DATE

ISSUE **C3**

QUALITY MANUAL

QM 5-5

Initiating corrective actions when a problem is envisaged over the use of parts made to customer's requirements. (e.g. Parts may not fit together.)

Part of the final inspection procedure.

Ensuring with others that the company procedures and processes are implemented and adhered to. Identifying training needs within his department.

The initiation, recording, implementation, verification and control of preventative and corrective action.

TEAM LEADER, FITTING & WELDING

NAME: Mr. Colin Slow.

Reports to the Managing Director.

He is responsible for: -

In conjunction with the workshop co-ordinator, organising and distributing work to his operatives to help achieve deliveries. Supervision of production operatives in his team.

Liasing with other team leaders as required ensuring the smooth passage of work through all departments.

First off inspection (where possible) within his own department.

Final inspection when required.

Machine and factory maintenance.

Ensuring with others that the company procedures and processes are implemented and adhered to. Identifying training needs within his department.

The initiation, recording, implementation, verification and control of preventative and corrective action.

TEAM LEADER, TURNING SECTION

NAME: Mr. Carl Bell

Reports to the Managing Director.

He is responsible for: -

In conjunction with the workshop co-ordinator, organising and distributing work to his operatives to help achieve deliveries. Supervision of production operatives in his team.

Liasing with other team leaders as required ensuring the smooth passage of work through all departments.

First off inspection (where possible) within his own department.

Final inspection when required.

Ensuring with others that the company procedures and processes are implemented and adhered to. Identifying training needs within his department.

Deputising for/assisting the workshop co-ordinator when required.

The initiation, recording, implementation, verification and control of preventative and corrective action.

QM 5-5

APPROVED

ORIGINATOR

DATE

ISSUE **C3**

QUALITY MANUAL

QM 5-5

TEAM LEADER, MILLING SECTION

NAME: Mr. John Bewers

Reports to the Managing Director.

He is responsible for: -

In conjunction with the workshop co-ordinator, organising and distributing work to his operatives to help achieve deliveries. Supervision of production operatives in his team. Liaising with other team leaders as required ensuring the smooth passage of work through all departments.

First off inspection (where possible) within his own department.

Final inspection when required.

Ensuring with others that the company procedures and processes are implemented and adhered to.

Identifying training needs within his department.

Deputising for/assisting the workshop co-ordinator when required.

The initiation, recording, implementation, verification and control of preventative and corrective action.

TEAM LEADER, CNC MILLING SECTION

NAME: Mr. Ray Dick

Reports to the Managing Director.

He is responsible for: -

In conjunction with the workshop co-ordinator, organising and distributing work to his operatives to help achieve deliveries. Supervision of production operatives in his team. Liaising with other team leaders as required ensuring the smooth passage of work through all departments.

First off inspection (where possible) within his own department.

Final inspection when required.

Ensuring with others that the company procedures and processes are implemented and adhered to.

Identifying training needs within his department.

The initiation, recording, implementation, verification and control of preventative and corrective action.

QM 5-5

APPROVED

ORIGINATOR

DATE

ISSUE **C3**

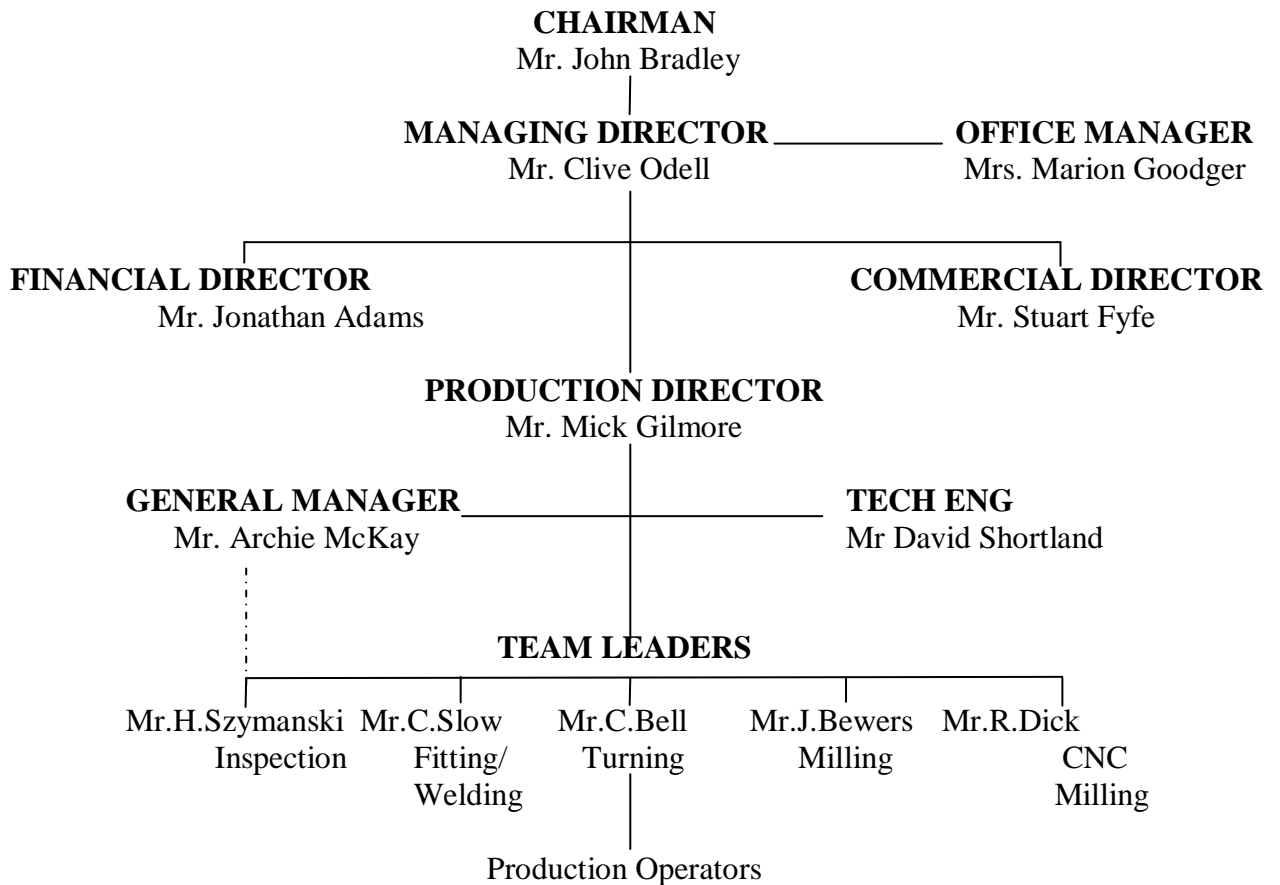
QUALITY MANUAL

QM 5-5

COMMUNICATION

The directors and manager communicate all quality related issues to the workforce though the regular meetings with the workshop supervision and team leaders. The minutes of these meetings are posted on the notice board for the workforce to read and comment on. This is also one means used to communicate to the workforce statutory and regulatory matters and matters relating to customers.

See also the following organisational chart.



The levels shown do not indicate seniority.

QM 5-5

APPROVED

ORIGINATOR

DATE

ISSUE **C3**