

**QUALITY MANUAL**

**QM 7-5**

**PRODUCTION & SERVICE PROVISION**

Ref: - P 7-5-1 to P 7-5-5

**EXCLUSION: - POST DELIVERY ACTIVITY** is not a normal part of our companies operation and this activity is therefore excluded from our manual and procedures.

All production follows a logical planned sequence that is documented and controlled by the use of Job Cards. They are accompanied by any applicable drawings and data. The level of control applied to most jobs is as per our normal procedures, but if a customer requires additional or alternative controls to be applied by contract these are detailed on the specific job cards.

Due to the skill level of our employees we do not normally issue detailed manufacturing instructions, however when these are necessary or required by contract, they will be prepared for the individual product.

The only identified special processes within the Company are welding, brazing and soldering. For the purpose of controlling these functions, the Company maintains a documented procedure. This identifies the extent of the controls applied.

The Company operates systems for the identification at all stages from the receipt of the material to the despatch of the product. This includes identifying those parts that are not in compliance with the required specification after monitoring or measuring procedures.

Items of product are not individually identified unless such identification is required by contract or it is considered by our Company to be expedient to do so.

Unless specified by contract, no complete chain of traceability is deliberately maintained. In the event of such a requirement, all necessary certification and records of inspection and test of both materials and product will be obtained or generated by our Company unless otherwise specified.

Within our procedures is defined the manner in which we control customer property from receipt through to delivery and the records which are maintained.

We also have a documented procedure detailing how we maintain the integrity of all products through all stages within the company including during the storage and delivery functions.

QM 7-5

APPROVED

ORIGINATOR

DATE

ISSUE **C1**