

QUALITY MANUAL

QM 8

MEASUREMENT, ANALYSIS & IMPROVEMENT

Ref: - P 8-2-1 to P 8-5-3

This area of the quality management system involves the key functions associated with gathering facts and evidence, the analysis of the data and the manner in which this is used to effect improvement.

One of the functions requiring measurement is customer satisfaction. The manner in which this is dealt with is detailed in our procedures.

The various requirements under the heading of monitoring and measurement are addressed in a number of individual procedures each relating to one of the sub-headings.

Control of non-conforming product. Procedures have been in place for many years explaining our approach to handling this class of product and how the data generated about these products is measured and forwarded for analysis for the improvement of the company.

The analysis of data is carried out under the guidance of a procedure. The objective of the procedure being to identify, collect and analyse all available relevant data with the objective of forwarding the results for improving procedures.

How the information produced from the preceding set of procedures is used to improve the quality management system is documented in the last procedure in this set.

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APPROVED

ORIGINATOR

DATE

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