



ARMTRAC Ltd

ISO 9001:2008 Certified

QUALITY MANUAL

Quality Manual Controlled Copy – Intranet Issue.

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Title: Managing Director

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Issue: 2



TABLE OF CONTENTS

AMENDMENT RECORD 4

INTRODUCTION 5

1 SCOPE 5

 1.1 GENERAL 5

 1.2 APPLICATION 5

2 NORMATIVE REFERENCE..... 6

3 TERMS & DEFINITIONS..... 6

4 QUALITY MANAGEMENT SYSTEM 6

 4.1 GENERAL REQUIREMENTS 6

 4.2 DOCUMENT REQUIREMENTS..... 7

 4.2.1 GENERAL 7

 4.2.2 QUALITY MANUAL 7

 4.2.3 CONTROL OF DOCUMENTS 7

 4.2.4 CONTROL OF QUALITY RECORDS 8

5 MANAGEMENT RESPONSIBILITY 8

 5.1 MANAGEMENT COMMITMENT 8

 5.2 CUSTOMER FOCUS..... 8

 5.3 QUALITY POLICY 9

 5.4 PLANNING 9

 5.4.1 QUALITY OBJECTIVES..... 9

 5.4.2 QUALITY MANAGEMENT SYSTEM PLANNING..... 9

 5.5 RESPONSIBILITY, AUTHORITY & COMMUNICATION 9

 5.5.1 RESPONSIBILITY & AUTHORITY 9

 5.5.2 MANAGEMENT REPRESENTATIVE 9

 5.5.3 INTERNAL COMMUNICATION 9

 5.6 MANAGEMENT REVIEW 10

 5.6.1 GENERAL..... 10

 5.6.2 REVIEW INPUT..... 10

 5.6.3 REVIEW OUTPUT 10

6 RESOURCE MANAGEMENT 10

 6.1 PROVISION OF RESOURCES 10

 6.2 HUMAN RESOURCES 10

 6.2.1 GENERAL 10

 6.2.2 COMPETENCE, AWARENESS AND TRAINING 11

 6.3 INFRASTRUCTURE 11

 6.4 WORK ENVIRONMENT..... 11

7 PRODUCT REALISATION..... 11

 7.1 PLANNING OF PRODUCT REALISATION 11

 7.2 CUSTOMER RELATED PROCESSES..... 11

 7.3 DESIGN AND DEVELOPMENT – *EXCLUDED* 12

 7.4 PURCHASING..... 12

 7.5 PRODUCTION AND SERVICE PROVISION 13

 7.6 CONTROL OF MONITORING AND MEASURING EQUIPMENT 14

8 MEASUREMENT, ANALYSIS AND IMPROVEMENT 14

 8.1 GENERAL..... 14

 8.2 MONITORING AND MEASUREMENT..... 14

 8.3 CONTROL OF NON-CONFORMING PRODUCT/SERVICE..... 15



8.4	ANALYSIS OF DATA	15
8.5	IMPROVEMENT	16



Distribution List

Manual Number	Owner	Date of Issue
1		
2		
3		
4		
5		

Amendment Record

Page No	Change Details	Approved Signature	From Issue	To Issue
All	Align to ISO 9001:2008	QMR	1	2

Introduction

Armtrac operates from a base in Burwell, East Cambridgeshire where it constructs mechanical de-mining equipment for use worldwide in Mine Action operations. The company was formed by its current Managing Director in 2001. Its principle customers are:

- Mines Advisory Group
- Jordanian MOD
- G4S
- RONCO
- TDI

1 Scope

This Quality Manual defines the Quality Management System (QMS) applicable to the following products and activities performed by the Company, in accordance with the requirements of ISO 9001:2008.

“The manufacture & lease of safe directly & remotely operated mine action machinery & associated accessories.”

Permissible Exclusions

In accordance with the requirements of ISO 9001: 2008, Clause 1.2 “Permissible Exclusions”, the following requirements of ISO 9001: 2008 are not included within the Armtrac QMS;

Those relevant to Armtrac Ltd with justifications:

7.3 Design and Development as no design work is undertaken for clients.

7.5.2 Validation of processes for production and service provision as all product and processes are completed and tested prior to dispatch.

7.6 Control of monitoring & measuring equipment – as a heavy engineering organisation, Armtrac does not utilise any equipment requiring calibration.

1.1 General

All Controlled copies of this Quality Manual will be subject to approval, issue, and amendment as directed within QAP 01 “Document and Data Control”. Copies of the Quality Manual issued to Customers, etc., unless specifically requested otherwise will be prominently identified as “**UNCONTROLLED**”, and will not be subject to document control procedures

1.2 Application

The application of this Quality Manual is to outline the documented procedures within Armtrac’s QMS and describe the interaction between the processes of that QMS in accordance with the requirements of ISO 9001:2008.

Armtrac’s procedures & processes are documented on the organisation’s intranet network.

2 Normative Reference

ISO 9000:2005 Quality management systems – Fundamentals & vocabulary.

3 Terms & Definitions

For the purposes of this document, the terms & definitions shall be in accordance with ISO 9001:2008

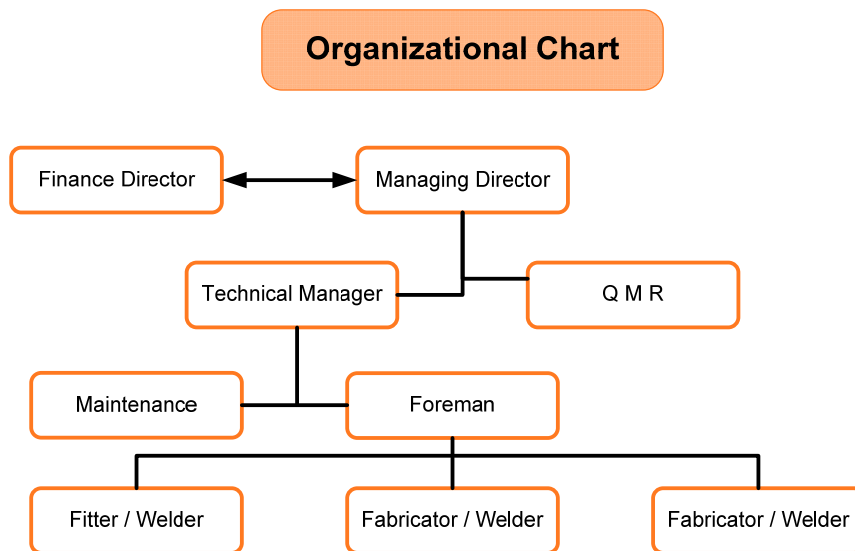
4 Quality Management System

4.1 General requirements

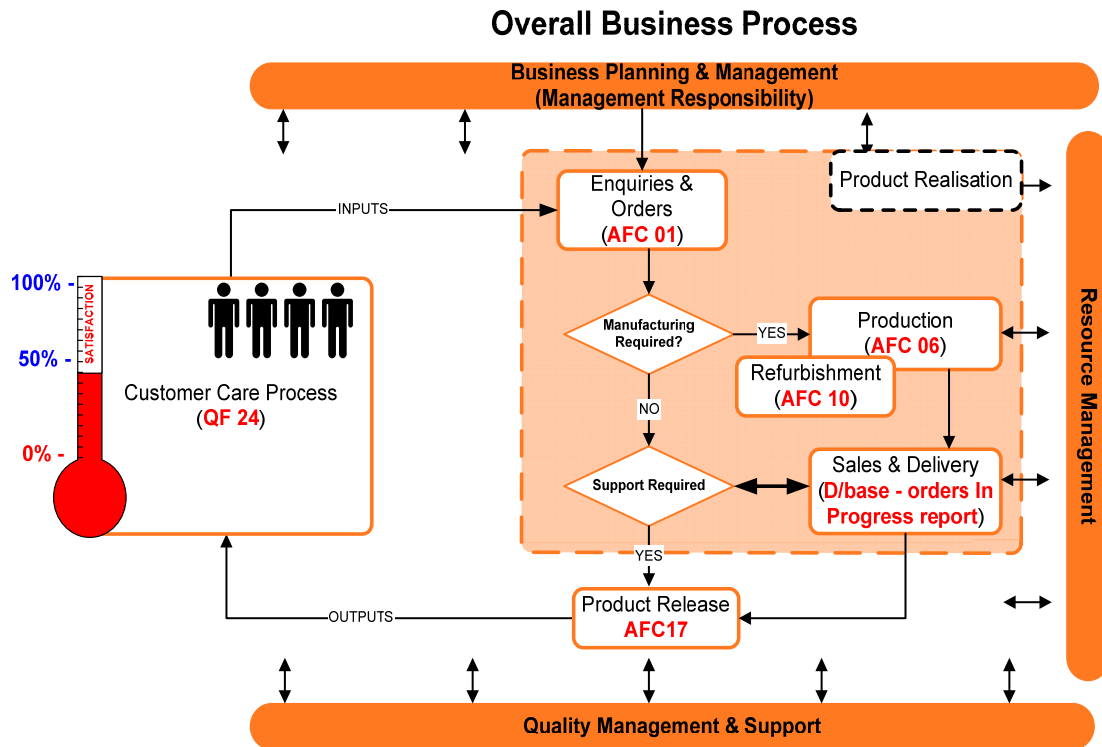
The company has established QMS documentation which includes a Quality Policy, Quality Objectives, Quality Manual, Quality Procedures and Quality Records which have been documented, implemented and maintained in such a way that it will continually improve its effectiveness in accordance with the requirements of the international standards.

a) Organisation and Process Interaction

Organisation Chart



b) Interaction of Processes



4.2 Document requirements

4.2.1 General

- Quality Policy – The Quality Policy has been documented & approved by top management & is communicated to all within the organisation. It is stored electronically within the Armtrac Intranet.
Quality Objectives have been established at all relevant stages & are documented accordingly for the various processes.
- This Quality Manual is an integral part of the QMS documentation in accordance with 4.2.1 b) of the ISO 9001:2008 standard.
- Armtrac's procedures are documented electronically within the Intranet system & records are maintained accordingly.
- Records are maintained according to the Records Control Matrix as documented on the Intranet system.

4.2.2 Quality Manual

- This Quality Manual includes the Scope of the organisation as well as exclusions & their justifications (1. above)
- This manual references Armtrac's procedures as documented on the intranet system, and
- includes a description of the interaction of these processes (4.1 b. above).

4.2.3 Control of documents

All documents forming part of the QMS shall be subject to the Document Control Procedure. The Quality Management Representative (QMR) is responsible for the publication of the latest issue of approved documents to the Intranet. This ensures that;

- Documents are approved by the appropriate authority prior to issue.
- Only current issues of documents are available at designated locations. Where the Intranet is not available hardcopy prints are provided by the QMR at point of use.
- Obsolete documents are removed from all points of use.
- Obsolete documents required for historical purposes are suitably identified.
- Each document is uniquely identified.
- The QMR manages & retains a master register of documents.
- Documents are subject to review, update and re-approval, as necessary.
- Essential documents of an external nature shall be controlled and be of the latest issue.

4.2.4 Control of quality records

Quality Records will be maintained according to the Records Control Matrix to provide objective evidence of conformance to specified requirements.

The Records Control Matrix defines the identification, storage, protection, retrieval, retention period & method of disposition of quality records to ensure they remain legible, identifiable & retrievable.

Where contractually specified, quality Records will be available for review by the Customers representative, and retained for an agreed period.

5 Management Responsibility

5.1 Management commitment

The Management of Armtrac Ltd is committed to a policy of continuous improvement in all aspects of business operations, together with the effective implementation and continuous improvement of the QMS in order to provide enhanced customer satisfaction and added value to the business.

Management will ensure that the importance of meeting customer, regulatory and legal requirements is effectively communicated within the organization with a combination of communication, training and management review.

Armtrac also ensures the availability of all resources required to fulfil its commitments as stipulated above.

5.2 Customer focus

The management is responsible for:

- Ensuring that the market place is aware of the products and services that Armtrac Ltd provides.
- Acquiring new business.
- Maintaining an awareness of the Organisation's capabilities with existing customers.
- Ensuring that all customer requirements are met.

The management is responsible for ensuring that Armtrac Ltd maintains the standards required by the organisation.

Accordingly, it is recognized that the Customer's needs and expectations are paramount, and will be fully determined in order to ensure that we aim not only to meet requirements, but to enhance the levels of quality, service and value provided to our customers.

5.3 Quality policy

The Quality Policy has been documented and approved by the Directors, and outlines our commitment to customer satisfaction and continual improvement. All Managers ensures that the Quality Policy is communicated and understood at all levels.

In addition, the Quality Policy will be subject to periodic review, as part of the Management Review Agenda.

5.4 Planning

Management will ensure that measurable objectives relating to product, processes and the QMS, are established, and documented, for each functional activity, as appropriate and periodically reviewed by the Senior Management team, as part of the Management Review agenda.

The Management will ensure that the integrity of the QMS is maintained at all times

5.4.1 Quality objectives

The Quality Objectives are identified and documented by the Senior Management of Armtrac Ltd which are both measurable as KPIs and consistent with the Company's Quality Policy. The results & data of these objectives are analysed & reviewed at Management Review for continuing suitability & possible improvements.

5.4.2 Quality management system planning

The QMS is structured & planned on the Armtrac intranet & managed by the QMR. As web documents the system is secure from unauthorised changes & is backed up daily by magnetic tape as well as off-site IT backup & support.

5.5 Responsibility, authority & communication

5.5.1 Responsibility & authority

The Organisational structure and reporting relationships are defined within the Organisation Chart (see 4.1.b above).

In addition, specific responsibilities and authorities and reporting relationships are defined within documented Job Descriptions, and further referenced within documented procedures, instructions, etc, as required.

5.5.2 Management Representative

A member of Management is appointed as the Quality Management Representative (QMR) responsible for ensuring that the QMS processes are established, implemented and maintained, reporting on the effectiveness of the Quality System, and promoting awareness of customer requirements throughout the organization.

5.5.3 Internal Communication

Armtrac Ltd will employ appropriate methods of communication to ensure that all information relating to the performance of the QMS is communicated to concerned personnel. Employee awareness of the QMS performance is achieved through publishing the Management Review

Minutes and any Internal Audit results.

As a small organisation communication is primarily one-on-one & where necessary department managers communicate daily any changes or requirements as needed, including the results of internal audits & feedback from management review.

5.6 Management Review

5.6.1 General

Management Reviews will be held at least once every 6 months and at the discretion of management, to ensure the continuing effectiveness, suitability and adequacy of the QMS.

More frequent management reviews may be necessary during times of change or QMS development &/or improvement.

5.6.2 Review Input

Management Review inputs will be identified and include information regarding the performance and effectiveness of the QMS, products and processes, together with opportunities for improvement. These inputs are detailed in the Management Review agenda.

5.6.3 Review Output

Management Review outputs will clearly identify improvement actions and any resource needs arising from Management Reviews.

These outputs are detailed in the Management Review agenda.

6 Resource Management

6.1 Provision of resources

The Management of Armtrac Ltd will ensure that all resources required are determined and available, in order to ensure the effective operation of the QMS, and the achievement and enhancement of customer satisfaction.

6.2 Human resources

6.2.1 General

All personnel are assessed by management prior to undertaking any work that will have an effect on quality. The criteria for assessment will be determined according to the function required & the degree of impact it may have on the quality of the product.

The skills, qualifications, experience or other competency criteria required for personnel performing work affecting quality will be identified and, where required, training provided to ensure these needs are met. The structure of the QMS (refer to sub-processes & the input method of the non-conformance system – this includes training / skill level) ensures on an ongoing basis that any shortcoming is immediately identified & corrective action can be planned & implemented.

The effectiveness of the training provided will be evaluated in order to ensure the training objectives are met. In addition, all Armtrac Management will ensure that all personnel are aware of the importance and relevance of their activities and their effect on quality and customer satisfaction.

Records of skills, qualifications, experience and training provided will be maintained.

6.2.2 Competence, awareness and training

Armtrac Ltd will determine competency for individual roles, provide training where necessary and ensure that all staff understand how they can contribute to the Quality Objectives.

Refer to 6.2.1 above.

6.3 Infrastructure

The Company is committed to ensuring that suitable infrastructure in terms of buildings, facilities, plant, and equipment are identified, acquired, and adequately maintained in order to assure product conformance and customer satisfaction.

An external agency is employed to conduct various inspections both statutory & mandatory on buildings, facilities, plant & equipment to ensure all aspects of Armtrac's infrastructure is maintained to the highest level.

Records of inspections & actions are maintained electronically on the agency's website & this is referenced in the relevant QMS documentation on the Armtrac intranet.

6.4 Work environment

The Management of Armtrac Ltd will ensure that all aspects of the work environment having an effect on product conformance are identified, and effectively managed at all times.

Refer to 6.3 above.

7 Product Realisation

7.1 Planning of product realisation

All processes involved in the provision of our products will be developed and planned. Such plans will include, as appropriate:-

- The determination of product objectives and requirements.
- The provision of processes, documents and resources required.
- Required verification, validation, inspection and test activities, including acceptance criteria.
- Records required demonstrating conformance to specified requirements.

Where contractually required, for a particular product, service or project, Product Realization plans may be referred to as Quality Plans, and submitted in a format agreed with the customer concerned.

7.2 Customer related processes

7.2.1 Determination of requirements related to the product/service

Armtrac Ltd will ensure that all requirements relating to customer requirements are determined including, as applicable:

- Requirements specified by the customer including delivery and post delivery activities.
- Requirements not specified by the customer but required for known or intended use.
- Any statutory or regulatory requirements related to the product.
- Additional requirements determined by the customer or contract.

7.2.2 Review of requirements related to the product/service

All customer enquiries, orders and contracts will be reviewed to ensure that Armtrac Ltd have the capability to meet customers specified requirements for quality, delivery and cost.

The review will be conducted dependent on the scope of work required, and similarity to previously undertaken contracts, and will ensure that:

- Product and service requirements are adequately defined.
- Armtrac Ltd has the ability to meet these requirements.
- Any differences or ambiguities arising are resolved with the customer.
- All relevant information is communicated to those personnel responsible for implementation.
- Verbal requirements are confirmed prior to acceptance.
- All variations to contracted requirements are identified, documented, and communicated to concerned personnel for implementation.

7.2.3 Customer communication

All points of contact and communication with our customers relating to product information, sales enquiries & orders, and customer feedback, are clearly defined within our product brochures and catalogues.

A record of Customer interactions is maintained to enable analysis & determine areas of strengths & weaknesses & possible enhancements.

7.3 Design and Development – Excluded.

7.4 Purchasing

7.4.1 Purchasing process

It is the policy of Armtrac Ltd to ensure that all services are procured from suppliers and subcontractors of proven capability to meet specified requirements.

Accordingly, the qualification of suppliers and sub-contractors will be in accordance with defined criteria, the nature and extent of qualification undertaken being dependent on the criticality of the product or service to be provided. In addition supplies are continually monitored for adequacy & quality prior to use & the associated suppliers reviewed as necessary (Reference to Supplier Evaluation report is contained within the Armtrac QMS).

Records of Approved suppliers and is also maintained.

7.4.2 Purchasing information

Supplier/sub-contractor performance shall be periodically reviewed and recorded, in accordance with documented procedures; the results of such reviews shall be used to update the records of “Approved” suppliers and sub-contractors.

All purchase requirements (and any subsequent amendments) shall be clearly identified and documented, and subject to review and approval, prior to release.

Purchasing requirements will include all relevant information related to the product or service required and will include, as appropriate:

- Criteria for approval of products/procedures/processes and equipment.
- Qualification and approval of personnel.
- QMS requirements.

7.4.3 Verification of purchased product

Verification of purchased products will be undertaken on receipt, in accordance with planned arrangements, the level and nature of inspection will be dependent on the criticality of the product/service concerned, and proven supplier capability, including quality system arrangements, previous performance, and documented evidence of compliance.

Verification of materials and products at the Suppliers/Subcontractors premises, whether undertaken by Armtrac Ltd or by our customer, where required, shall be clearly documented within associated Purchase documentation and agreed with the Supplier /Sub Contractor concerned

7.5 Production and service provision

7.5.1 Control of production and service provision

All processes involved in the provision of our product/service will be planned and operated under controlled conditions, including:

- The availability of relevant information describing the required product/service characteristics.
- Availability of work instructions, as necessary.
- Use of suitable equipment.
- Implementation of measurement and monitoring, and release, delivery and post delivery activities.

7.5.2 Validation of Processes for Production and Service Provision

Armtrac Ltd have established procedures to define production criteria that can be reviewed and assessed against the equipment and personnel qualifications so that they can be approved by the appropriate management.

7.5.3 Identification and traceability

All products and materials will be suitably identified at key stages of product and service realization, namely fabrication, pre-assembly, shot blasting, painting & final assembly.

Where traceability is a specified requirement, a unique identification number will be assigned and used to identify each individual product, lot or batch, this identification will be recorded on all affected process documentation.

7.5.4 Customer property

Armtrac Limited does not utilise or possess any Customer owned equipment or property. In the event that this should occur, suitable agreements will be established with the relevant Customer concerning the handling & storage of this equipment or property, prior to taking possession.

In the case of refurbishment, Armtrac employs a “buy-back” scheme rendering the equipment Armtrac property until such time as it is re-sold.

Preservation of product

Armtrac Ltd will determine and implement suitable preservation methods throughout all stages of processing and delivery, including handling, identification, storage, packaging and protection arrangements, these arrangements will be applied to both products, and constituent parts, to ensure the conformity of products to specified requirements.

7.6 Control of monitoring and measuring equipment

As a heavy engineering organisation, Armtrac Ltd does not utilise any monitoring & measuring equipment or devices requiring calibration.

This Clause is therefore excluded.

8 Measurement, Analysis and Improvement

8.1 General

Armtrac Ltd have planned and implemented monitoring and measurement of key performance indicators (KPI) related to process, product and quality system performance, together with the analysis of data using appropriate statistical methodology, where appropriate, to identify opportunities for continuous improvement and enhanced customer satisfaction.

8.2 Monitoring and measurement

8.2.1 Customer satisfaction

Armtrac Ltd has established methods to collect and analyse data from our customers in order to determine whether their needs and expectations related to our products and services have been satisfied, and to identify opportunities for improvement.

8.2.2 Internal audit

The Management of Armtrac Ltd recognise that Internal Audits play a fundamental role in the control and improvement of the QMS.

Internal Quality Audits will be conducted in accordance with a planned schedule, to ensure that each aspect of the documented QMS is audited, at no more than 12 monthly intervals.

Audits will be scheduled on the basis of the importance of the area or activity audited, and the results of previous audits obtained.

Auditors will be suitably trained, and will not audit their own work.

Internal audit procedures will define the method and responsibilities for the planning, and conduct of Internal Quality Audits, together with the reporting of audit results, action implementation and verification of the effectiveness of action taken.

The Management team will review the results of Internal Audits, at each Management Review meeting.

8.2.3 Monitoring and measurement of processes

Monitoring and Measurement of key process characteristics will be determined and implemented in accordance with defined methods, in order to demonstrate the ability of the QMS processes to achieve our objectives for customer satisfaction and continuous improvement.

Where results do not meet defined performance criteria, action will be taken to ensure conformity of the product to specified requirements.

8.2.4 Monitoring and measurement of product

Controls will be applied to provide for the monitoring and measurement of product/service characteristics, at defined stages of the realization process, and evidence of conformity to specified requirements will be maintained, including the authority for release of product.

Where and if the need to release product prior to completion of specified monitoring and measurement activities is required, such release will be approved by authorized personnel, including the customer, where applicable, and recorded.

8.3 Control of non-conforming product/service

Any instances of non-conforming product encountered will be identified and segregated to prevent inadvertent use or delivery.

In addition, the review and disposal of any nonconforming product will be undertaken by authorized personnel, in accordance with documented procedures, and may include, as appropriate:

- Action taken to eliminate the non-conformance.
- Authorisation of the use, release or acceptance by authorized personnel, and the customer (where applicable).
- Action taken to prevent its original intended use or application.

All non-conforming products subject to repair or rework will be re-inspected prior to release.

Where the non-conformance is deemed to affect products already delivered or in use, appropriate measures will be taken in order to determine the effects of the non-conformity and implement any corrective actions required.

Records of non-conformities and disposition action taken will be maintained.

8.4 Analysis of data

All data collected from the QMS, and the monitoring and measurement processes implemented within Armtrac Ltd will be subject to review and analysis, and used as the basis for determining the effectiveness of the quality system, and to provide the basis for our continuous improvement programme.

8.5 Improvement

8.5.1 Continual improvement

Armtrac Ltd are committed to a policy of continual improvement in all aspects of our business, and will ensure that the QMS effectively contributes towards the achievement of our Quality policies and objectives

8.5.2 Corrective action

Non-conformities related to the Quality System, service processes and Customer complaints will be subject to documented procedures which define the methods and responsibilities for recording, analysis and investigation, together with the implementation, and verification of the effectiveness of corrective actions taken.

8.5.3 Preventive action

As part of our policy of continual improvement, Armtrac Ltd have established documented procedures to provide for the review and analysis of information derived from the QMS processes.

Such information will be used to identify potential sources of non-conformance, and where necessary, the need for action will be determined, and effectively implemented.

All actions taken will be recorded and will form part of the Management Review Agenda.