SERFILCO® INTERNATIONAL LTD

Quality Management System

Quality Manual

ISO 9001:2015
May 2018 Rev 6

Controlled copy

Company Profile

Established in 1975, Serfilco International are specialists in the design, manufacture and distribution of corrosion resistant pumps, filters, filter media and agitation systems. The company continues to bring products to the market place that enable chemical processors to improve quality, save money, achieve operator compliance and protect the environment. With a head office in Manchester and facilities in Germany and Chia, Serfilco International is committed to live up to its mantra to offer ***"Global products, local service and advice you can rely on."*** Serfilco International also offer repair, service and installation from the UK Facility.

Quality Manual System and Scope

For the purposes of ISO 9001 our scope is the 'Supply of Pumps, Filters, Filtration and Agitation Systems designed to meet customer's requirements'.

Our Management System covers the ISO 9001:2015 standard. It includes the following as identified from analysis undertaken as part of the business planning process:

- External Issues include being competitive on a global scale in relation to price, product and location
- Internal Issues include ensuring staff have the required knowledge across the organisation to ensure clients receive a quality service and internal pricing and product development
- The needs and expectations of interested parties namely owners, staff, customers, suppliers (of goods and services) and local businesses.

None of the ISO 9001:2015 requirements are deemed to be non-applicable.

Quality Policy Statement

Serfilco International Ltd. is committed to a comprehensive and developing policy of assuring the quality of their products and services. In accomplishing this aim our policy shall be one of providing pumps, agitation systems and filtration systems to the highest standards to meet the specified requirements and expectations of our customers. In carrying out work on our customer's behalf, the Company shall proceed in a reasonable and safe manner and shall take account of relevant legislation and good industry practices.

The Company is committed to the continual improvement of its quality management system in line with applicable requirements of BS EN ISO 9001:2015 which includes for the systematic ongoing review of its internal operations and the feedback from its customers, suppliers and other interested parties. Quality objectives resulting from these reviews shall be established at the time of the management review and shall be communicated to all members of staff. Quality objectives shall describe required improvements in those operations to which they relate, and management shall establish methods and measurement criteria against which improvement can be achieved and measured.

Management has the responsibility to provide the necessary working environment and resources to ensure that all procedures are applied. They shall also ensure that this policy statement is implemented and maintained throughout the Company. This policy is also made available to any interested parties upon request and is communicated externally via the Company Website.

Interaction of Processes

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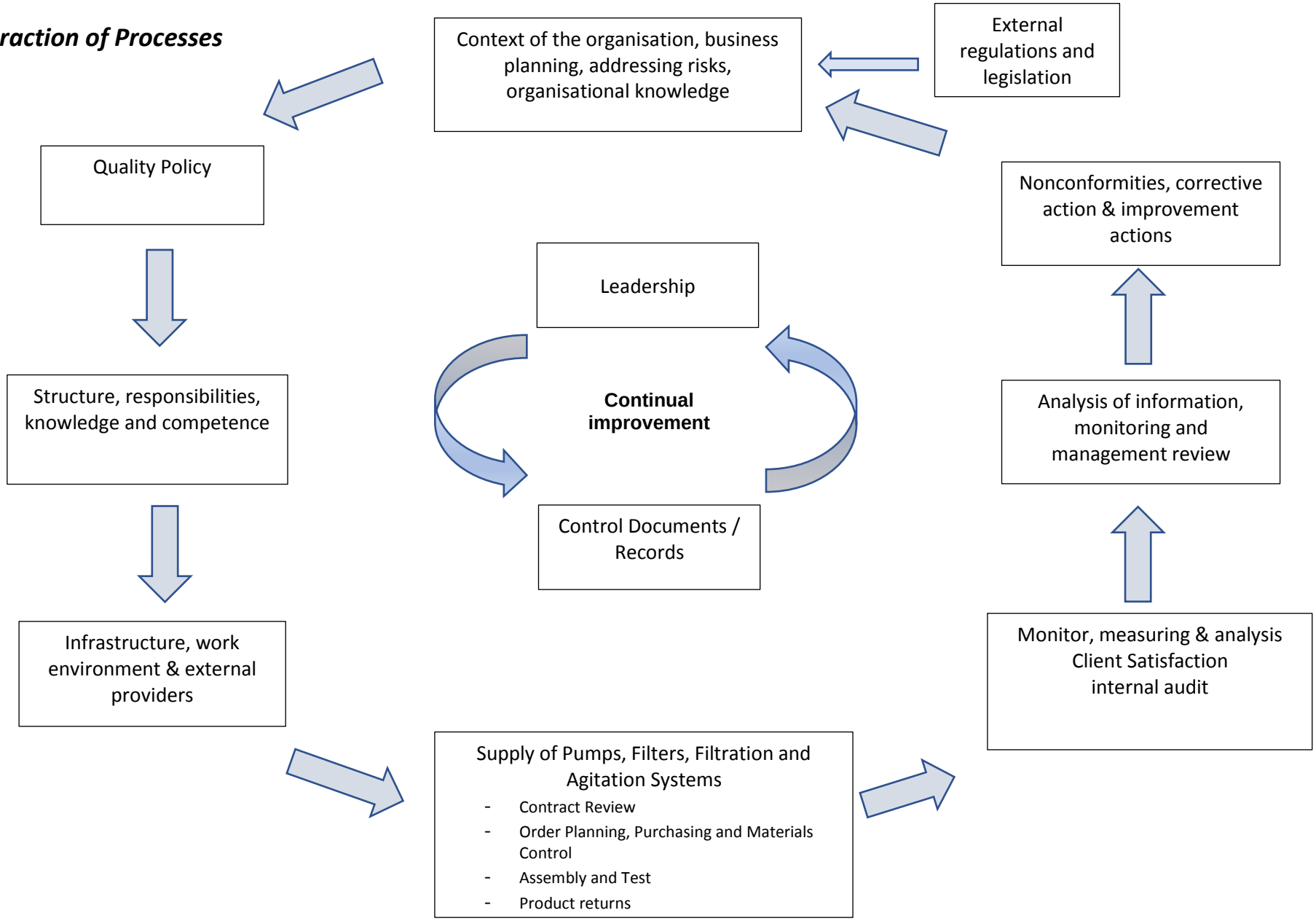

Context of the Organisation

Internal and external issues are identified through reviewing the business needs as part of an annual strategy review, regular discussions between top management and as part of management review. Any issues/ risks and opportunities highlighted are logged on to a risk and opportunities register with actions in place. These issues will be reviewed and amended as required as part of Management Review meetings.

As part of the business review above a stakeholder analysis is undertaken to identify interested parties and what their requirements might be. Any significant issues or opportunities in relation to interested parties as part of this exercise are also noted on the risk register and reviewed at Management Review.

Planning

As identified, any risks and opportunities are documented on a risk and opportunities register and actions are implemented to address these risks and opportunities. Whether these actions are effective is reviewed as part of management review.

Quality objectives are identified and support continuous improvement of the performance of the organisation and its service to customers. Quality objectives documented on an objectives spreadsheet are measurable and set and reviewed during management review.

This manual constitutes our overall plan for establishing, maintaining and improving an effective Quality Management System. The management review process will be the opportunity to determine and make changes required for the management system. When planning these changes, consideration will be given to ensure there are the necessary resources to implement the changes and if additional support is required then the company will use an approved supplier including an external consultant for ISO support.

Leadership & Responsibilities

It is the responsibility of the Leadership Team to demonstrate leadership and commitment across all activities of the Company including the implementation and maintenance of the quality management system. This commitment includes:

- Ensuring the quality management system remains relevant to the company's objectives and the needs and expectations of customers
- Compliance with any relevant statutory and regulatory requirements
- Establishing and communicating a quality policy which includes commitment to continuous improvement
- Establishing Quality objectives which are measurable and consistent with quality policy
- Undertaking Management Reviews identifying any areas for improvement
- Ensuring resources are made available and that any barriers to the effective implementation of the QMS are identified and removed

Responsibilities are defined within job roles and the structure is identified within the organisational chart which is kept within the ISO 9001:2015 folder .

Support

The resources required to implement and maintain the Quality Management System and meet customer requirements shall be provided and reviewed as part of the annual management review meeting to ensure the needs of the business and Quality Management System are met. These resources shall include:

- *People*

Serfilco International Ltd will identify the people and structure needed to ensure that it can deliver services in accordance with customer requirements and meet the needs of the Quality Management System. An organisational chart is maintained which is kept within the ISO 2015 folder. Where there required additional resources may be outsourced ensuring that skills and capabilities required are assessed as part of supplier selection and evaluation.

- *Infrastructure & Work environment*

The organisation has established an infrastructure and work environment suitable for the needs of employees, the business and to meet legal requirements. Consideration has been given to the requirements of the service in terms of function, performance, safety, environment, security, availability, equipment, cost, time constraints and objectives.

The work environment & infrastructure established from the above considerations includes:

- The provision and maintenance of buildings, workspace and associated utilities
- Equipment & computer technology including hardware, software and support services
- Effective communication systems
- Transport requirements and other supporting services
- Staff wellbeing and HR policies within the staff handbook

All the above will be evaluated at the Management Review Meetings

- *Monitoring and measuring resources*

All inspection and test equipment is identified by number and recorded in equipment registers. External specialist subcontractors or the equipment manufacturer periodically calibrate Inspection, Measuring or Test Equipment. Calibrated equipment, or its protective container, contains a label describing the date of calibration and when calibration is next due. Equipment used for indicating dimensions, the presence of physical parameters and for comparative assessment shall be fit for purpose. QP03 covers assembly and test including calibration.

- *Organisational Knowledge*

As part of the business review it is determined if there are any gaps in organisational knowledge (such as legal, HR, Accounting, Health and Safety etc.). Any gaps will then be addressed on the risk log and will be actioned by either planned learning to address gaps, recruitment of personnel with required knowledge or outsourcing to an external provider with required expertise.

- *Competence & training*

If additional resources and training is identified then this is provided, ensuring that requirements of the quality system and operations within the company are met and that personnel can carry out their job functions in a competent manner. Training records are maintained demonstrating evidence of competence and a competence / training matrix is in place. Additional training needs are evaluated at the management review meeting. QP 05 covers staff training and induction.

- *Awareness and Communication*

Management shall ensure that appropriate communication systems are established within the Company regarding the effectiveness of this Quality Management System. Informal methods of communication are currently practiced through direct discussions between the management and staff. Formal methods of communication involve induction, written memos and minutes of reviews. Potential improvements raised by staff shall be recorded for the formal management review. External communication with customers and other interested parties takes place through meetings, emails and phone discussion. Where relevant minutes / records of the communication are maintained. External parties are made aware of the Quality Management System via the quality policy which is on the Website and the policy and this manual are available on request.

- Documentation

All documentation relevant to the QMS is available on the computer system and the Quality Representative (General Manager) will approve and maintain a 'Master' copy of the Quality Manual, Quality Procedures and Forms. All copies of documents other than the master copy shall be deemed as uncontrolled. The Quality Representative (General Manager) shall ensure that stored records are protected from damage, loss and deterioration and are retrievable for analysis, to identify quality trends and monitor the effectiveness of corrective action. Retention periods for quality records in accordance with data protection legislation is identified within the relevant procedure. Software used by the company has anti-virus and firewall protection, which is automatically updated and electronic back-ups take place at regular periods. Quality system documentation and records include: -

- The Quality Manual
- Quality Procedures
- Operating Guidelines
- Operating document formats
- Quality Plans
- Customer orders
- Training Records

All requests for changes to the Quality Manual, Operating Procedures / Guidelines and Document formats together with any Quality Plans shall be referred to the Quality Representative who shall assess the effect of the change on the total Quality System prior to approval. The approval, revision level and revision date of a quality system document shall, where practical, be included on the document. In the case of operating documents this information shall be shown only on those copies contained in the Quality Systems Manuals. Documents of external origin, which are essential for reference and process, shall be identified in the relevant procedure or process file. Superseded documents shall be removed from points of use to avoid unintended use. Where relevant such documents shall be readily identified in the event that they need to be retained. QP11 Refers to document and record control.

Operation / Service Provision

The following Quality Assurance Procedures are in place which define the requirements for the services we deliver:
QP01 – Contract Review
QP02 – Order Planning, Purchasing and materials control
QP03 – Assembly and Test
QP 04 – Product returns
QP 06 – Supplier Evaluation

Measurement, Analysis and Improvement

The organisation is committed to continually improving the management system. Data analysis/review is used to provide information regarding customer feedback, satisfaction, complaints and internal and external non-conformance affecting customer service. All data collected is reviewed at Management Review Meetings to identify Customer Requirements and improvements to the Management System. QP 07 is Control of Non-Conformance and Corrective Action Review & QP 08 is Customer Satisfaction Survey.

- **Customer Satisfaction**

Customer satisfaction is measured to qualify the performance of the Management system. Customer satisfaction is measured through analysis of repeat customers, review of complaints and surveys where it is felt this will be need beneficial.

- **Non-conformity and corrective action**

The Non-Conformance Spreadsheet is used to document all written and verbal complaints and any non-conformances arising within the company.

The General Manager will ensure that where complaints and non-conformance arise, corrective actions are undertaken without undue delay to correct the situation. In the case of complaints, the customer shall be replied to in writing outlining the action that the company is taking.

Non - conforming product and materials shall be identified at the stage where it is discovered by reject markings to prevent unauthorized use. Non–conforming product returned from the customer shall be examined and resolved. Records of returns, investigation findings and resolution actions shall be maintained and considered for corrective action review.

When undertaking corrective action, if applicable further action may be required to eliminate the cause of the non-conformity to prevent recurrence.

The Managing Director will ensure that both corrective actions and actions to address the cause are documented on the Non-Conformance Spreadsheet and that they are reviewed at each Management Review Meeting to ensure that they are effective.

- **Internal Audits**

To ensure the effectiveness of the Quality Management System, an internal audit programme is in place covering the requirements of the quality management system to ensure that all areas are audited on an annual basis. QP 09 Covers Quality Systems Audit.

  - An internal audit schedule will be kept
  - Audits will be documented on an audit check list. This check list will show evidence conformance / non-conformance and quality records that were seen during the audit
  - Points of non-conformance will be agreed with the General Manager and an entry made on the Non-Conformance Spreadsheet
  - Where a follow-up audit is required the date will be agreed and recorded
  - At the completion of the audit, the General Manager will ensure that all audit documentation is retained in the ISO file within the quality management system
  - A review of all internal audits will be discussed at the Management Review meetings

- **Management Review**

The Management review of the system will be carried out as a minimum on an annual basis. The object of the review is to determine whether the System remains suitable for the Company's operations and is adequate and effective in achieving the Company's quality objectives. In addition, it shall consider appropriate records in order to identify potential opportunities for improvement together with the need for change regarding the Quality Management System, its quality policy and the quality objectives.

Minutes of the review will be maintained and any required actions initiated. This will include the following:

- Status of actions from previous management reviews
- Changes in external and internal issues relevant to the ISO 9001 Quality Management System
- Customer Satisfaction & feedback from interested parties
- Quality Objectives & Policy Review
- Overall Performance Review
- Problems & issues including Complaints
- Monitoring & Measuring result including Internal Audits & External Audits
- External Provider Review
- Resources review – including people / equipment / facilities / training
- Effectiveness of actions to address risks & opportunities
- Future Development and changes that could impact on Quality Management System
- Any recommendations for improvement not already identified?