

**MICRO FASTENINGS
LIMITED**

**QUALITY
MANUAL**

BS EN ISO 9001:2015

CONTROLLED COPY

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COMPANY PROFILE

Micro Fastenings Ltd is a Private Limited company based in Sussex UK. It was formed in 2006. Company Registration number 5728535.

The company operate from modern premises and logistically benefit from close proximity to the national motorway network and local airport.

The company is a specialist distributor of small diameter threaded fasteners within a range of M0.6 to M2.6. Threads include Machine screws and Thread forming screws in Steel, Stainless Steel and Brass.

Products are serviced to predominantly end users globally

Micro Fastenings Ltd position within the Fastener Industry is as a specialist within its field offering product solutions from the shelf and to customer drawings.

The company has developed specialist headed parts to suit specific customer applications and supports customers to design and supply customer specials for their individual applications.

The organisation has always been quality driven in respect of product and customer service, and employs highly qualified, motivated staff. The company has a demonstrable track record of innovation and technological advancement providing unique and effective solutions for a wide range of blue-chip companies throughout the world.

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SCOPE

Section 1. Scope

- 1.1. GENERAL – The scope of our supply is:- Specialist Distributor of Small diameter threaded Fasteners.

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NORMATIVE REFERENCES

Section 2. Normative References

We are obliged to work to ISO 9001:2015. Should this standard be revised or amended, we will be advised by our Certification Body.

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DEFINITIONS

Section 3. Definitions

Organisation	Micro Fastenings Ltd
Customer	Any contractual purchaser of products and services from Micro Fastenings Ltd
Supplier	Companies or individuals from whom we purchase goods or services that are related to our products.

Abbreviations

MF	Micro Fastenings Ltd.
MD	Managing Director
OM	Operations Manager

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QUALITY MANAGEMENT SYSTEM

Section 4. Quality Management System

- 4.1. GENERAL REQUIREMENTS – The Quality System as written in the Quality Manual and the Operating Procedures describes fully how we ensure our products are to specification, delivered on time and show any amendments to the contract.
- 4.2. DOCUMENTATION REQUIREMENTS.
 - 4.2.1. *GENERAL* – The documents required to maintain the Quality System are:- the Quality Manual, the Operating Procedures, the Company Forms, Drawings and Standards.
 - 4.2.2. *QUALITY MANUAL* – The objectives of the Organisation are to meet the requirements of ISO 9001:2015 and to give the customer complete confidence in our products and services. The Quality Manual affirms our Organisation’s commitment.
 - 4.2.3. *CONTROL OF DOCUMENTS* – We control the Quality Manual and the Operating Procedures Manual by means of an Amendment Record Sheet. The Company Forms are controlled via Appendix A in the Operating Procedures. The Managing Director is the only person authorised to revise or amend any of the above documents. (Refer to Document Control Procedure).
 - 4.2.4. *CONTROL OF RECORDS* - The Company’s records i.e Sales Orders, Purchase Orders, Inspection Records and Training Records etc. are controlled. (Refer to the Records Control Procedure).

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MANAGEMENT RESPONSIBILITY

Section 5. Management Responsibility

- 5.1. MANAGEMENT COMMITMENT – Senior Management within the Organisation are fully committed to the Quality System. This is demonstrated by the availability of the Quality Manual and the Operating Procedures to all of the workforce. We ensure the objectives of the Company are met by conducting Management Reviews and Internal Audits.
- 5.2. CUSTOMER FOCUS – We meet our contractual requirements including the implied conditions by ensuring every member of staff adheres to the Quality System.
- 5.3. QUALITY POLICY – The Quality Policy of Micro Fastenings Ltd is:-

QUALITY POLICY

It is the interest of both our customers and Micro Fastenings Ltd that the Organisation operates efficiently and is commercially sound, offering and maintaining competitive products and services in terms of the specifications, price and delivery.

To this end the Quality Systems which meet the requirements of ISO 9001: 2015 have been established and will be maintained. The overall responsibility for Quality rests with the MD Steve Craven and the authority to ensure the requirements of the Quality System are met is the responsibility of Mrs C Watson, Director for Micro Fastenings Ltd.

Quality improvement is everyone's responsibility and Management will assist wherever possible to ensure that the Quality objectives are achieved in order to attain the customer satisfaction that is essential for the development of our future business.

The specific quality objectives are:

- 1) Continuous improvement of service to our customers.
- 2) The widening of our customer base built on product quality.
- 3) The reduction of waste.

Adherence to the Quality System as written in the Quality Manual and the Operating Procedures is mandatory for all employees of the Organisation.


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Managing Director

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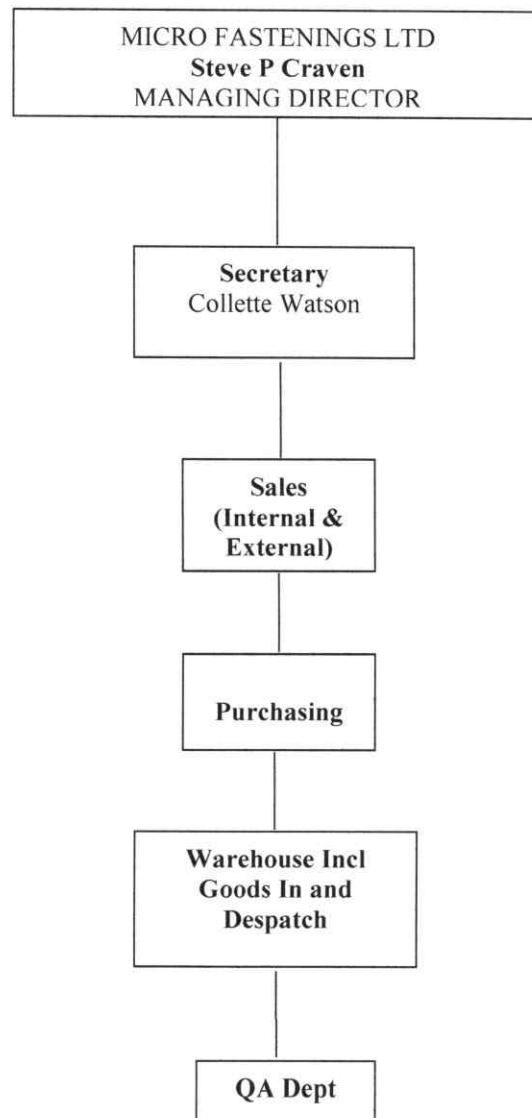
5.4. PLANNING

5.4.1. *QUALITY OBJECTIVES* – Our objectives are to meet the requirements of the Standard and enhance customer satisfaction.

5.4.2. *QUALITY MANAGEMENT SYSTEM PLANNING* – Senior Management ensure the planned arrangements of the Quality System are implemented, i.e. Management Reviews, Internal Auditing and Training Programmes etc. are carried out effectively and in a timely manner.

5.5. RESPONSIBILITY, AUTHORITY AND COMMUNICATION

5.5.1. *RESPONSIBILITY AND AUTHORITY* – The Organisation Chart for Micro Fastenings Ltd is shown below:-



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5.5.2 *RESPONSIBILITY AND AUTHORITY* – The responsibilities for key members of staff are:

MANAGING DIRECTOR

Responsible to: The shareholders.

Responsible for: The overall control and profitability of the group.

DIRECTOR

Responsible to: Managing Director.

Responsible for: The smooth running and profitability of the company.

SALES & PURCHASING

Responsible to: Managing Director

Responsible for: All matters concerning Internal & External Sales & Purchasing.

QUALITY ASSURANCE

Responsible to: Managing Director

Responsible for: Ensuring the Supply Chain into and out of the Company is maintained to established standards .

WAREHOUSE

Responsible to : The Director

Responsible for: All matters concerning stock warehousing, goods receiving and distribution.

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5.5.2. *MANAGEMENT REPRESENTATIVE* – The Management Representative for the Quality System is Steve Craven. Steve has the authority to implement and maintain the Quality System throughout Micro Fastenings Ltd.

5.5.3. *INTERNAL COMMUNICATION* – To ensure the customer receives the product to the specification ordered including delivery on time, the communication from quotation to supply throughout the organisation is by controlled company forms and electronic means.

5.6. MANAGEMENT REVIEW.

5.6.1. *GENERAL* – Management Reviews are held every six months in order to assess opportunities for improvements within the Company, where necessary, a supplementary Management Review may be held where the need arises. It is expected that most Senior Management will attend.

5.6.2. *REVIEW INPUT* – The agenda for the Management Review will be:

- a) Results of Audits
- b) Customer Feedback
- c) Process performance and product conformity
- d) Status of preventative and corrective actions
- e) Follow-up actions from previous Management Reviews
- f) Changes that could affect the Quality System
- g) Recommendations for improvement
- h) Training needs
- i) Any other business

5.6.3. *REVIEW OUTPUT* – From the results and decisions made from the inputs of the Management review, Senior Management will ensure follow-up actions are taken to implement any discretions found.

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RESOURCE MANAGEMENT

Section 6. Resource Management

- 6.1. PROVISION OF RESOURCES – We have the necessary resources in order to manage our Quality System and enhance customer satisfaction.
- 6.2. HUMAN RESOURCES
- 6.2.1. *GENERAL* – We employ sufficient workforce to meet our contracts and ensure our staff are competent to produce the specifications required for our products and services.
- 6.2.2. *COMPETENCE, AWARENESS AND TRAINING* – We ensure our staff is competent by assessing their training needs and maintaining records of their training qualifications, education and experience. (Refer to Training procedure).
- 6.3. INFRASTRUCTURE – Our company is situated in a modern warehouse with purpose storage and the means of delivering our products either by our own transport or carriers.
- 6.4. WORK ENVIRONMENT – We provide a good working environment for our staff in a clean warehouse in order to have a good relationship with our workforce.

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PRODUCT REALIZATION

Section 7. Product Realization

- 7.1. PLANNING OF PRODUCT REALIZATION – To ensure that our product meets specification and is delivered on time, our staff strictly adhere to the relevant operating procedures and work instructions which affect their job.
- 7.2. CUSTOMER RELATED PROCESSES
- 7.2.1. *DETERMINATION OF REQUIREMENTS RELATED TO THE PRODUCT* – All quotations and contracts are checked and authorised by a competent member of staff to ensure we are capable of meeting the specifications of the contract.
- 7.2.2. *REVIEW OF REQUIREMENTS RELATED TO THE PRODUCT* – On receipt of a contract, a competent member of staff will review the contractual conditions and implied contractual conditions to ensure we can meet each contract, including any amendments to the contract.
- 7.2.3. *CUSTOMER COMMUNICATION* – When an amendment to a contract or a customer complaint occurs, a competent member of staff will contact the customer and all decisions regarding the outcome will be recorded. (Refer to Sales Procedure).
- 7.3. PURCHASING
- 7.3.1. *PURCHASING PROCESS* – The purchasing procedure fully describes how we ensure our purchased products and services meet the standard we require. Suitable suppliers are added to our SAGE database.
- 7.3.2. *PURCHASING INFORMATION* – Our purchase orders are specific and are communicated in writing.
- 7.3.3. *VERIFICATION OF PURCHASED PRODUCT* – The Goods Received Procedure verifies our purchased products.

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- 7.4. SERVICE PROVISION – (Refer to Service Control Procedure)
- 7.4.1. *CONTROL OF SERVICE PROVISION* - Our stock is controlled by way of Goods Inwards, Inspection, Traceability routines and drawings where applicable.
- 7.4.2. *VALIDATION OF PROCESSES FOR PRODUCTION AND SERVICE PROVISION* - Our products are inspected and checked by use of the Product / Standard records. All products have a first off and final inspection and where required by the contract in process inspection is carried out.
- 7.4.3. *IDENTIFICATION AND TRACEABILITY* – All our products are identified by a) Colour coded identification stickers to differentiate base material b) All parts are received and recorded with a factory batch number and are despatched with a Trace / Batch number to customer.
- 7.4.4. *PRESERVATION OF PRODUCT* – All of our products are identified, handled, packaged and stored to manufacturer’s recommendations in a manner designed to protect the products.
- 7.5. CONTROL OF MONITORING AND MEASURING DEVICES – All of our inspection and measuring equipment is fit for it’s intended purpose, has a unique identification number and is calibrated at specified intervals. (Refer to Calibration procedure).

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MEASUREMENT ANALYSIS AND IMPROVEMENT

Section 8. Measurement Analysis and Improvement

- 8.1. GENERAL – We show evidence that we conform to the Quality System and strive for continual improvement by measuring and analysing our performance by means of Management Reviews, Internal Audits and Performance Analysis regarding customer perception and non-conforming products.
- 8.2. MONITORING AND MEASUREMENT
- 8.2.1. *CUSTOMER SATISFACTION* – In order to monitor customer perception, the Sales office staff will ask pertinent questions on a targeted monthly basis of our customers. The results will be recorded and presented at the Management Review for action.
- 8.2.2. *INTERNAL AUDIT* – Internal Audits are carried out as per the Audit Schedule and in the manner described in the Internal Audit Procedure.
- 8.2.3. *MONITORING AND MEASUREMENT OF PROCESSES* – Processes are measured by means of thorough Internal Auditing, the results and suggestions for improvements being forwarded to the Management Review for consideration and action.
- 8.2.4. *MONITORING AND MEASUREMENT OF PRODUCT* – In order to monitor the consistency and specification of the product, our products are inspected as per paragraph 4.3. of the Process Control Procedure, the scrap, re-work and down graded product is recorded and a cost analysis is produced and presented at the Management Review in order to determine the root cause of the problems and try to reduce these costs during the next period.
- 8.3. CONTROL OF NON-CONFORMING PRODUCT – Non-conforming product is segregated and labelled in order to prevent inadvertent usage (Ref: Non-Conforming Product Procedure).

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- 8.4. ANALYSIS OF DATA – Data is analysed with regard to customer perception, supplier performance and cost of wastage. The data is presented at the Management Review in order to achieve continual improvement. We only have four suppliers who affect product; Analysis is carried out.
- 8.5. IMPROVEMENT
- 8.5.1. *CONTINUAL IMPROVEMENT* - Continual Improvement is achieved by Management Reviews, Internal Auditing, Customer Complaints and Analysis of Data.
- 8.5.2. *CORRECTIVE ACTION* – Corrective Action to prevent a recurrence is carried out in accordance with the Corrective and Preventive Action Procedure.
- 8.5.3. *PREVENTATIVE ACTION* – In order to prevent a potential occurrence preventative action is taken in accordance with the Corrective and Preventive Action Procedure.

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LIST OF OPERATING PROCEDURES

Procedure Number	Procedure Title
1	Internal Audit
2	Calibration
3	Training
4	Customer Complaints
5	Customer Satisfaction
6	Sales
7	Purchasing
8	Goods Received
9	Material Storage
10	Contract Review
11	Process Control
12	Despatch
13	Document Control
14	Records Control
15	Non-Conforming Product
16	Corrective & Preventative Action