

This procedure has been completely reviewed. Therefore no individual paragraphs have been starred (\*) to indicate changes.

## **1. AIM**

The aim of this procedure is to define the quality responsibilities for Plastica's Management Team and other relevant people.

## **2. SCOPE**

This procedure applies to Plastica's Management Team and other nominated roles within the company.

## **3. REFERENCES**

ISO 9001: 2015

Quality Manual – Management Responsibility

Quality Manual – Organisation Chart

## **4. RESPONSIBILITY**

As listed in the method

## **5. METHODS**

**Our Managing Director and Finance & Operations Director are responsible for:**

- establishing a vision, policies and strategic and measurable objectives consistent with the purpose of Plastica;
- leading Plastica by example;
- communicating Plastica's direction, values and objectives regarding quality and the quality management system.
- participating in improvement projects, searching for new methods, solutions and products.
- obtaining feedback directly on the effectiveness and efficiency of the management system;
- reviewing our Quality Policy and ensuring that our commitment to quality is understood and implemented by our people. This policy will reflect the needs of our external customers as well as colleagues within the company who are viewed as internal customers;
- allocating sufficient resources to meet objectives;
- allocating responsibility for quality management to a consultant;
- conducting the annual management review with all managers to review performance

**Our Quality Consultant is responsible for:**

- ensuring that processes, procedures etc. needed for quality management system are established, implemented and maintained;
- advising senior management on the performance of the system;
- conducting training in quality awareness, quality analysis tools and techniques of quality improvement as required;
- conducting internal quality audits;
- monitoring and investigating non-conformances;
- maintaining calibration of inspection and testing equipment;
- preparing the minutes of the Management Review meeting;
- preparing and distributing quality system documentation;
- communicate customer and statutory requirements throughout the organisation.

**Our Senior Management Team is responsible for:**

- developing actions for meeting the strategic direction, set objectives and business plans;
- managing quality outcomes in their own departments;
- seeking improvements to the quality management system wherever possible;
- reviewing the quality performance of their departments;
- investigating and remedying quality non-conformances;
- participating in the selection of people for their department and ensuring that suitably qualified staff are selected;
- seeing that the training needs of their people are met as planned, records of people performance reviews, training skills matrix.

**Our Managers & Supervisors are responsible for:**

- implementing the management system requirements on a day-to-day basis;
- training people in work skills;
- taking corrective and preventive action;
- initiate and participate in continuous improvement activities with their people.

**All People are responsible for:**

- understanding their role in achieving company objectives;
- acting in a manner consistent with company procedures;
- recommending possible improvements to the company system;
- considering the needs of their 'internal' customers;

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- participating in Improvement projects set by their Supervisors/Managers or own initiative.

**Records**

The following documents will be kept as quality records:

- Management Review minutes;
- Quality Policy, Quality Objectives, people performance reviews;
- Communication session minutes of senior management to employees; i.e. newsletter