

PLASTICA LTD

QUALITY MANUAL

Copy No: 1

TITLE: <i>PLASTICA</i> - Quality Manual	ISSUE NINE
Authorised By: <i>EDWARD CAMPBELL-SALMON</i> <i>MANAGING DIRECTOR</i>	Date: 10/01/25 Page 1 of 27

This manual has been reviewed with the requirements of ISO9001-2015.

1.1

CONTENTS	PAGE No.
Title	
Control of the Organisation	2
Contents	2
Amendment record	3
Introduction	4
Definitions	5
Background and Company History	6
Distribution of the Quality Manual	7
Quality Management Structure	8
Plastica Management System	8
Support	9
Control of records	9
Documentation Control	9
Leadership/Planning	10
Management Responsibilities	10
Quality Objectives	11
Quality Policy	12
Support	13
Provision of Resources	13
Competences, awareness and training	14
Operation	15
Product realisation system	15
Planning of Product Realisation	16
Customer Related Process	17
Design and Development	18
Purchasing	19
Production and Service Provision	20
Identification and Traceability	22
Control of Customer Supplied Product	22
Measure and Test Equipment	23
Performance Evaluation	24
Product and Process Conformity	24
Audits	25
Improvement	26
Non-Conforming Product	26
Risk Based Approach and Preventative Action	27

Appendices

- A- Organisation Chart – See HR for latest
- B- Plastica Process Chart
- C- Interested Parties
- D- Business Risk Assessment (Held by HR)

1.2 QUALITY MANUAL AMENDMENT RECORD

DATE AMENDED	SECTIONS AFFECTED	DETAILED OF AMENDMENTS	AUTHORISED (MD)	ISSUE STATUS
01/05/09	ALL	UPDATED TO 2008		TWO
01/01/11	ALL	DOC REVIEW		THREE
01/12/14	1.5 3.1 6.1 6.2	SITE CHANGES QUALITY MANAGER CRM ADDED AUDITS		FOUR
01/03/17	6.1	CRM		FIVE
01/03/17	5.9	LIFTING EQUIPMENT		FIVE
01/01/18	REVISION	ISO 9001 2015		SIX
01/01/19	REVISION	ISO 9001 2015		SEVEN
01/01/20	REVISION	PUMP ASSEMBLY ADDED PAGE 6 AND UPDATE APPENDIX D		EIGHT
19/09/22	REVIEWED – NO CHANGES			
10/01/25	3.1	MANAGEMENT CHANGES		NINE
10/01/25	3.2	MANAGEMENT CHANGES		NINE

1.3 INTRODUCTION

Purpose

The purpose of this manual is to define the disciplines to which the management of the Company is committed, to ensure the operation of a comprehensive quality system in order to provide the best possible service to our customers.

This Manual refers to Processes & Procedures which are the detailed operating methods of the Company. Where appropriate, the procedures each refer to detailed works instructions and to the documentation required for the provision and/or recording of data to demonstrate conformance with customer specifications and with the Quality Management System.

The Quality System referred to within this manual has been designed to promote continuous improvement, prevent errors, satisfy customers and ensure that these goals are achieved without duplication or waste of effort.

Scope

The Quality System applies to the Company's activities of the manufacture and supply of swimming pool equipment and the development and production of swimming pool and allied products and/or services. The scope also includes the Extreme Lining and Servicing Depts.

The Quality System has been designed in accordance with the requirements of BS EN ISO 9001 and shall be reviewed at least annually by the Management Team to ensure that it continues to reflect the policies of the Company and also complies with the International Quality Standard.

Utilisation

The Company reserves the right to amend their Quality Manual at any time, but where it has been quoted as a contractual document, the issue in force on the contract date will be applied, except where the parties agree to waive such a rule.

Confidentiality

This document is for circulation within the Company but it may be issued in part or whole to customers or other interested parties with the permission of the Managing Director.

1.4 DEFINITIONS

The following definitions are taken from ISO 8402: 1994 “Quality management and quality assurance – Vocabulary”

Contract	A legal agreement between supplier and customer for the delivery of goods and/or services.
Customer	The recipient of a product and/or service provided by the supplier
Non-conformance	Non-fulfilment of a specified requirement.
Process	A set of inter-related resources and activities that transform inputs into outputs.
Product	The result of activities or processes.
Quality	The totality of characteristics of an entity that bear on its ability to satisfy stated and implied needs.
Service	The result generated by activities at the interface between the supplier and the customer, and by the supplier’s internal activities to meet the customer’s needs.
Supplier/subcontractor	An organisation that provides a product and/or service to the supplier
Supplier	An organisation that provides a product and/or service to the customer
Tender	An offer by the organisation to deliver goods and/or services required by the customer.

1.5 BACKGROUND AND COMPANY HISTORY

The Company was first established in 1972 as Plastica Trading Company. The first production range was manufacturing Winter Debris Covers with the present two owners and several part time employees. Over the years Plastica has expanded its range of products considerably and now has the following departments;

- Swimming pool covers
- Engineering/Fabrication
- High frequency welding
- Wooden Pools
- Injection moulding/extrusion of plastic
- Pump Assembly
- Warehouse and distribution of bought in and manufactured goods including Spares
- Water Treatment Department
- Extreme Lining Systems
- Servicing
- Customer Services (UK/Export)
- Production
- Finance
- Purchasing

The Company was incorporated into Plastica Ltd in 1984.

Plastica Limited are employed in the manufacture and supply of swimming pool components and accessories and also in the development and production of swimming pool and allied products. Standard and customised products are supplied to a wide customer base, mainly within the pool installation business both in the UK and Europe.

The Company operates from Perimeter House, St. Leonards on Sea. A core of 75 people are employed in Plastica's operations.

This core rapidly expands each year from April onwards as the Company gears up for the summer season when extra staff are taken on in warehousing, manufacture and distribution to the extent that temporary employees will be utilised.

Plastica can be contacted at the following address:

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Perimeter House
Napier Road
St.Leonards on Sea
East Sussex
TN 38 9NY**

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Facsimile: (+44) (0) 1424 857858
Email: info@plasticapools.com
Website: www.plasticapools.com

PLASTICA LIMITED	QUALITY MANUAL	EN ISO 9001
ISSUE:	ISSUE NINE	PAGE 7 of 27
DATE:	10/01/25	APPROVED: EHCS

1.6 DISTRIBUTION OF THE QUALITY MANUAL

Internal Distribution

Plastica's quality manual is held electronically on the IT server and is available throughout the company on the network. It is approved by the Managing Director, Edward Campbell-Salmon (EHCS).

External Distribution

A controlled copy may be kept by the third-party assessor, or by the Company on their behalf. If an external Controlled Copy is required, it will be assigned Number 02.

Uncontrolled Distribution

Uncontrolled copies of the Quality Manual may be issued both internally and externally if approved by a Director but amendments and revisions will not be automatically issued to uncontrolled copy holders.

Copies for uncontrolled distribution will only be taken from the Master Reference copy and will therefore include all revisions and amendments up to the date of issue.

Amendments and Revisions

Any changes to the Quality Manual shall be controlled in accordance with the Company's Document & Data Control Procedure (QP 5 prefers), and shall be identified on the Quality Manual Amendment Record.

Additionally the amendments are starred *.

PLASTICA LIMITED	QUALITY MANUAL	EN ISO 9001
ISSUE: ISSUE NINE		PAGE 8 of 27
DATE: 10/01/25		APPROVED: EHCS

2.1 QUALITY MANAGEMENT SYSTEM STRUCTURE

Plastica's Quality Management System is documented in a four-tiered structure:

Quality Policy – a statement of our company's commitment to quality and an enunciation of our quality objectives. This is issued by our Chairman and Managing Director and is to be reviewed annually.

Quality Manual – outlines what we will do to meet the requirements of each element of ISO 9001 and business quality objectives. In fulfilling these requirements we expect to satisfy the objectives of our Quality Policy. The Quality Manual is issued with the approval of the Managing Director and will be reviewed annually.

Quality Procedures – describes in detail how we will satisfy each element of ISO 9001 and how we control other critical processes in order to meet the commitments outlined in the Quality Policy. Quality Procedures are issued in consultation with Department Managers and are reviewed as required due to changing circumstances.

Quality Work Instructions – details the necessary steps for each quality-related or critical-related activity in logical sequence so that the activities can be consistently repeated to the standard required in the procedures. Quality Work Instructions are issued in consultation with Department Managers and are reviewed as required to reflect changing circumstances

IT Works Instructions – these detail the operating procedures for the IT system for each appropriate Department.

Refer Procedure: Quality Management System-QP2

2.2 Control of Records

Records provide evidence of conformity to requirements. Certain records are "controlled" and as such a procedure defining who controls, where records are stored for how long the method of disposition has been issued in consultation with Department Managers.

Refer Procedure: Control of Critical records-QP16

2.3 Documentation Control

Plastica will implement a procedure for controlling our quality-related documents to ensure that only current revisions are in use throughout the organisation. These quality documents will include:

- Quality Manual*
- Quality Procedures*
- Quality Work Instructions and Forms*

** Where appropriate these will be in electronic format.*

We will control the distribution of these documents so we can locate each one should a revision be issued and recall outdated versions.

These documents will only be issued by an authorised person.

Refer Procedure: Document and Data Control- QP5

3.1 MANAGEMENT RESPONSIBILITIES

1. MANAGING DIRECTOR / DIRECTORS

The Managing Director and Directors have overall responsibility for setting the company's quality goals and ensuring that they are met through the allocation of resources as required. The Managing Director and Directors also review the quality management system regularly. In line with its commitment, the Managing Director and Directors are responsible for the following task:

- to conduct regular formal communication sessions explaining business performance and how the organisation meets customer needs;
- to conduct management reviews to verify how the organisation continues to meet quality objectives and quality plans and the availability of resources to meet such objectives and plans;
- to coordinate activities meant to ensure that customer requirements are formally identified.

2. QUALITY MANAGER 5.5.2

Plastica employ a Quality Consultant to manage the ISO systems requirement. This includes carrying out all internal audits, monitor Management Review and to monitor the progress. To liaise with External Auditor and the Registration authority.

3. MANAGERS & SUPERVISORS

Supervisors are responsible for implementing the quality system on a day-to-day basis. They are also responsible for conducting work skills training.

4. ALL PEOPLE

Each person is individually responsible for ensuring that they understand their role in achieving quality outcomes and then putting these principles into practice.

Refer Procedure: Management Responsibility-QP 1

PLASTICA LIMITED	QUALITY MANUAL	EN ISO 9001
ISSUE:	ISSUE NINE	PAGE 11 of 27
DATE:	10/01/25	APPROVED: EHCS

3.2 QUALITY OBJECTIVES

Plastica is engaged in the business of the manufacture and supply of swimming pool products and associated services and this policy (detailed overleaf) applies to all of our Departments throughout the organisation.

The purpose of this policy is to confirm our commitment to meeting the quality standards expected by our customers in the delivery of the products and/or services that we supply to them.

Our quality system is based on the requirements of ISO 9001.

Our quality objectives are to:

- use the Quality Management System as a tool in achieving best practice outcomes across the organisation;
- to ensure continuous improvement a risk based approach to Plastica's operations has been adopted.

To implement this policy we shall focus on the needs of our business with particular reference to consistently meeting our customers' requirements and statutory obligations. Our quality management system will provide mechanisms for detecting system shortfalls and for stimulating process improvements.

Plastica will adopt procedures and disciplines to ensure that:
the system is effectively implemented by undertaking relevant skills training and conducting appropriate quality awareness training;
responsibilities for quality are established by communicating these responsibilities clearly to all employees;
the policy and procedures continue to be appropriate by initiating regular reviews to check its effectiveness and ongoing relevance, and
the company regularly review the needs and expectations of our customers and initiate continuous improvement activities to meet these expectations.

The effectiveness of the Quality Management System is reviewed on a regular basis as per QP.12 and W.I. 12.1.

PLASTICA LIMITED	QUALITY MANUAL	EN ISO 9001
ISSUE: ISSUE NINE		PAGE 12 of 27
DATE: 10/01/25		APPROVED: EHCS

3.3 QUALITY POLICY

Plastica is committed to a comprehensive and developing policy of assuring the quality of its service to all clients. In the accomplishment of this aim, our objective is to provide a courteous and efficient service, carried out to controlled practices, and to standards which are consistently maintained. The company complies with the requirements of BS EN ISO 9001.

Our aim is to provide a concise customer focused product range for the pool industry offering customisation where needed, together with specialist technical advice to help customers utilise our products to maximum potential and understand the limitations involved. Our manufacturing departments have been established to provide our customers with tailor-made products to suit the demands of our industry.

We believe sustained quality excellence is achieved only by continuous improvement and shall strive to improve the service to our clients by means of structured risk based approach and preventative action measures. We operate a continuous and proactive product development programme to seek ways to improve existing products, to compete with other products available from competitors and to fill gaps in a market where a customer need has been identified.

Since our outset, we have given the highest priority to establishing a co-operative and reliable supplier base and can assure our clients of the highest specification materials originating from quality approved sources. All subsequent processing is carried out by a skilful and dedicated work force utilising the latest equipment and technology to strict quality assurance procedures.

The management at Plastica attach great importance to the contribution which all employees make to the quality of products and service and to the continuous improvement process. Open communication and employee involvement is actively encouraged to generate an innovative environment to capitalise on useful ideas. Resource and training requirements are consistently reviewed to ensure a rapid response in tune with seasonal demands and to ensure that all employees are able to play their role in the implementation of this policy.

EDWARD CAMPBELL-SALMON	DANIEL SAWYER	FRASER MCCALLOUGH
Managing Director	ICT Director	Business Development Director

RESOURCE MANAGEMENT

Plastica will ensure that we can always meet our quality objectives and deliver a product or service that meets our customer's needs. We will ensure that the following activities are performed at least on an annual frequency basis.

Personnel performing work affecting quality will be competent by:

identifying the necessary competence;
conducting competency assessment to identify any deficiencies providing necessary training/education or other actions (such is the recruit of suitable qualified personnel, including subcontracting) to overcome these deficiencies; and
ensuring that records of such training and education are adequately maintained and preserved.

Including suitable and measurable quality objectives to personnel for job tasks performed and measuring performance against objectives at least during formal annual reviews to ensure that personnel is aware of the importance of their activities.

To achieve product conformity, we will:

produce an inventory of buildings, machinery and equipment, transport and communication facilities, hardware and software affecting the product quality;
monitor its continuous suitability though scheduled regular workplace inspections;

To achieve a satisfactory work environment, we will:

develop conditions of work to ensure best performance; and

- monitor such conditions to ensure their continuous suitability

Competences/Training and Development

Plastica will ensure that everyone is suitable for the role by having regard to their existing skills and through the provision of on-going training.

Our people are selected for their roles after careful consideration has been given to their previous work history (if any), both within and outside Plastica, their relevant academic study and any task-related training already completed.

Where a need for training is identified, this will be arranged to an agreed priority and a record of this training will be kept.

Our HR Assistant is responsible for sourcing suitable training establishments after Department managers have identified appropriate training and development plans through typically the appraisal process or as and when operational needs dictate. All training and development carried out is monitored for its effectiveness by the Departmental Managers.

Refer Procedure: Resource Management- QP 18

5.1 PRODUCT REALISATION SYSTEM

Plastica will ensure that we can meet our objectives and deliver a product or service that meets our customer needs, complies with regulatory requirements and satisfies our organisation standards. We will follow a system of product realisation, before delivering the product to our customer. This will include:

1. Planning the product realisation - we will plan and develop the processes needed for product realisation from conceptual/initial stages until delivery.
2. Prior any stage of product realisation we will determine the customer requirements and any statutory obligations to ensure that these requirements and obligations are clear and understood.
3. We will then review these requirements/obligations to ensure our capability to deliver, prior making any commitments to the customer. If we do not have the capability, we will not make the product.
4. For any new product, we will embark on a design control to ensure that quality objectives, customer requirements and statutory obligations are fulfilled.
5. Purchasing operations related to product will be controlled to ensure that purchased product conforms to pre-set specifications.
6. Production and service of product will always follow pre-set procedures and work instructions. Checks will be performed at each stage of production and service to ensure product conformity.
7. Any monitoring and measuring devices used to verify product conformity will be calibrated to ensure that records of product verification of conformity are indeed adequate.

PLASTICA LIMITED	QUALITY MANUAL	EN ISO 9001
ISSUE:	ISSUE NINE	PAGE 16 of 27
DATE:	10/01/25	APPROVED: EHCS

5.2 Planning of production realisation

Plastica will ensure that we can always meet our quality objectives and deliver a product or service that meets our customer needs and statutory obligations. This will include:

1. determining the product requirements, specifications and quality objectives related to the product or the service;
2. determining the need to establish processes, documents, and provide resources specific to the product or service;
3. establishing the necessary processes of verification, validation, monitoring, inspection and test activities specific to the product and the criteria for product acceptance.
4. ensuring that records are collected to provide evidence of product conformity.

Customer- related processes

Plastica will ensure that we can always meet our quality objectives and deliver product/services that meets our customer needs whilst ensuring that we meet all applicable statutory obligations and organisation standards. To do this effectively we will need the:

1. IDENTIFICATION OF PRODUCT REQUIREMENTS

Ask and obtain specific customer requirements, including requirements for delivery and any post-delivery activities.

Determine any statutory and regulatory requirements related to the product/service

Identify any additional requirements determined by our organisation

2. FORMAL REVIEW OF PRODUCT REQUIREMENTS PRIOR TENDERING OR QUOTING

Prior submission of a tender or quotation we will make sure that we understand the requirements and have the capability to deliver on time and in full. If we are unable to fulfil these expectations we will either not tender or quote.

5.4 Design and development

Plastica's involvement in design is only in defined circumstances i.e. new and/or modified products only and will be checked at various stages by suitably qualified people to ensure that the design will result in a product or service that meets our customer's specification. These stages will include:

1. DESIGN AND DEVELOPMENT PLANNING

The design and development plan will outline the steps in the process, specify who is responsible for each part of the design/development process and outline all the inputs to the process. It will also outline what is the validation activity mandatory to be conducted at the end of each stage to ensure success. The design and development plan may alter as the design progresses.

2. THE DESIGN AND DEVELOPMENT PROCESS

During the design/development process, we will regularly check that the outcomes are according to specification and that all departments that will be involved in implementing the design are consulted. We will ensure that the design and development outcomes meet all statutory safety and environmental requirements.

3. DESIGN AND DEVELOPMENT VALIDATION

During design and upon completion, the product or service will be tested to ensure that it performs as expected at the commencement of the design process and to verify that the performance is in line with the customer's specifications.

4. DESIGN CHANGES

Any changes or modifications to the design after implementation will also be reviewed, documented and approved before they are implemented.

Refer Procedure: Design and Development- QP4

5.5 Purchasing

Plastica will ensure a quality product to our customers by checking that anything we purchase which becomes an input to our quality process has been verified as meeting our specification. We will do this by:

1. EVALUATING SUPPLIERS/SUBCONTRACTORS

Only suppliers who have been evaluated and meet our selection criteria shall be used as suppliers of inputs to our quality system. We shall maintain a list of approved suppliers and records of the evaluation process. Suppliers shall be reassessed on a regular basis or as circumstances require.

2. GIVING CLEAR SPECIFICATIONS

Our requirements will be specified when we place an order with a supplier. This will include part numbers or other identifiers, a clear and unambiguous description, copies of drawings if applicable, details of relevant standards and any requirements relating to approval. Only authorised personnel shall be able to issue purchase orders.

3. VERIFICATION OF PURCHASED PRODUCT OR SERVICE

If appropriate, we will arrange for our own people or our customer, to check the product before it leaves the supplier premises. We will specify this inspection process in our purchase order to the supplier.

Refer Procedure: Critical Purchases- QP6

PLASTICA LIMITED	QUALITY MANUAL	EN ISO 9001
ISSUE:	ISSUE NINE	PAGE 20 of 27
DATE:	10/01/25	APPROVED: EHCS

5.6 Production and service provision

Plastica will monitor our production and subsequent service process (if necessary) in order to ensure that our products meet the specified standard and product quality characteristics. Our system of monitoring these processes will include:

1. DETERMINING THE PRODUCT CHARACTERISTIC STANDARDS AT THE END OF EACH PRODUCTION STAGE

Product standards during each stage of production process will be determined during product design and development. These standards will be communicated to production personnel either by provision of drawings, visual examples or other means to enable checks for conformity.

2. DOCUMENTING PRODUCTION AND SERVICE PROCESSES

The steps of the production process, delivery and post-delivery activities will be defined and documented in procedures, with particular attention to ensure the product quality and employee/user safety. The aim of documented procedures is to establish a standard way of performing the process (ie: everybody does it the same) to ensure product quality and employees safety.

Any relevant standards will be listed in these procedures along with criteria on expected work standards and acceptance criteria for the product. Any hold-points for inspection and testing of the product will be specified. Where special qualifications are required by people or equipment, these will be also specified. Any measuring and monitoring devices critical to product quality and operator safety will also be specified, including when they are to be used and how.

3. SUITABLE EQUIPMENT

We will provide the correct equipment for each task and it will be maintained in working order. The limits on operation of the equipment will be defined in the written procedures or written work instructions.

4. HANDLING OF THE PRODUCT DURING PRODUCTION, PACKAGING, DELIVERY AND INSTALLATION.

Work procedures/instructions will include details on how to ensure that the product is not damaged during production, inspection, packaging, loading, delivery and installation. We will ensure that the product is not damaged.

Summary

On receipt of materials/goods

Goods received by Plastica will be inspected on receipt to ensure that they conform to specifications such as the description on our order, the description on the delivery document and any requirements of our process control procedure. The conforming product will be released to the relevant Production Department or Warehouse and any non-conforming product will be quarantined until dealt with.

If a product is released urgently to the Production Department or Warehouse before verification, it will be suitably identified so that inspection and testing can be conducted later.

During Production activities will follow procedures to ensure that this process is controlled.

As specified in our process control procedure, our product will be inspected and tested during production so that any non-conforming product is detected and removed or reworked. Product status (good, reject, on hold) will be identified during each production stage.

All products will be held until inspections and tests are completed. Products can however be released under our 'positive recall' system in certain circumstances, providing it is identified so that it can be recalled at a later date for inspection and testing.

Prior to release or installation

Our product will not be released to the customer or the Warehouse until final inspection and testing is complete. These final checks will verify that the finished product meets its original specification and that previous inspections and tests on receipt and during production have been completed satisfactorily. All relevant documentation will be completed and authorised.

Records will be kept of inspections and tests completed throughout the process to show that our product has met the appropriate acceptance criteria and that people with suitable authority have completed these inspections and/or tests.

5.7 Identification and Traceability

We will ensure that throughout production, testing and installation the product status is properly identified and traced so that if anything is found to be non-conforming we can identify not only the source of the problem but also how many products of the same batch/model are affected. This will enable effective action to be taken.

Proper identification of the products or storage area will enable us to the current inspection and test status of the product (awaiting inspection, inspected and approved, production hold, product rejected.)

Refer procedure: Control of Production and Service/Installation - QP9

5.8 Control of Customer Supplied Product

The Company may handle free-issue material from its customers, including tooling.

All such materials are controlled in the same manner as purchased Products particularly in relation to:

- a) Goods Inwards Verification/ Heightened Control
- b) Storage & Preservation of Quality
- c) Control of Non-Conforming Product
- d) Assembly, Packing & Despatch

Any such product which becomes lost, damaged or otherwise unsuitable is reported to the customer and effective action agreed upon.

The customer has a responsibility to ensure that sound quality products are provided as free-issue materials.

5.9 Measure and test equipment

Plastica will implement written procedures to ensure that all equipment used for inspecting, measuring or testing our product is controlled, has been calibrated and is maintained. Equipment will be calibrated to a known standard and calibration tolerances will be sufficient to correctly verify conformance of our product to its specifications. Procedures will also define what action is taken if the acceptance criteria are not met and equipment is found to be out of calibration.

Any software or test hardware used for comparison purposes will be checked to make sure that it is able to verify acceptability of product and that further checks will be conducted periodically.

If our customer requests technical data on our testing equipment to verify that it is performing adequately, this information will be provided.

Our procedures will ensure that our inspection, measuring and test equipment has been:

- chosen as suitable for the task;
- identified as critical to product quality;
- calibrated to acceptable tolerance at prescribed intervals;
- recorded as to identification, location, frequency and method of checks and acceptance criteria;
- labelled for identification and to indicate calibration status;
- used in appropriate environmental circumstances that would not influence test results;
- stored so that the accuracy of the equipment is maintained;
- adjusted only by authorised personnel.

- **Mechanical Lifting Equipment**

Plastica ensure all equipment used for lifting equipment covered under the Lifting Operations and Lifting Regulations 1998 (LOLER) is fit for purpose. Regular checks are carried out independently by an Insurance Inspection Officer. All items identified for attention are resolved

Refer Procedure: Control of Measuring Devices and Mechanical Lifting Equipment - QP11

6.1 MEASUREMENT AND ANALYSIS

Plastica is keen to ensure that the business objectives are implemented on time and in full. To this extent we will ensure:

1. PRODUCT CONFORMITY AND CONTROL OF NON-CONFORMING PRODUCT

Production procedures will include requirements for measuring sample products. Such samples will be then analysed using quality statistical tools, as appropriate to ensure that products conform to standard requirements.

Non-conforming product will be segregated as per defined procedure to ensure that it is not sent to customers.

Non-conforming product will also be measured to ensure the reject rates do not exceed maximum allowable rates. We will analyse rejects causes to identify root causes and to generate actions for control of such root causes.

2. PROCESSES CONFORMITY

Processes affecting product quality will also be measured with data recorded and analysed on a regular basis.

Critical processes will have their capability measured and analysed as the starting initiative for improving their performance

3. CUSTOMER SATISFACTION

A “case” system associated with AX is used to capture customer comments/complaints, these are recorded as cases and reviewed. Cases are analysed and root cause analysis is used to enable preventative action and trends to be identified and to take place. Cases are reviewed at the regular Operations Meeting. Additionally, Plastica attend exhibitions both in the UK and Europe, Customer feedback at these is also noted where relevant.

4. QUALITY SYSTEM PERFORMANCE

At planned intervals we will conduct internal audits to determine whether the quality system conforms to planned arrangements and if it is effectively implemented and maintained. Qualified auditors will conduct such audits.

5. CONTINUOUS IMPROVEMENT

Data collected from product conformity/non-conformity, process capability, customer surveys, internal audits, business performance and quality objectives measurement, will generate preventive actions. Our organisation will also aim to train all of our employees in quality tools and techniques and aim for involvement in formal and informal Improvement Projects.

6.2 AUDITS

Plastica will institute a procedure for regular internal auditing of our quality system.
This will be designed to:

- conduct audits on a scheduled basis at regular intervals;
- identify any areas of the organisation where operations do not conform with the requirements of our quality system;
- provide a report to responsible management for action to be taken on correcting any non- conformance;
- follow-up to ensure that corrective action has been effective;
- identify possible improvements to the quality system;
- maintain records of internal quality audits.

Internal audits will be conducted in the main by the Quality Consultant.

Refer Procedure: Internal Quality Audits – QP 17

6.3 NON-CONFORMING PRODUCT

In order to ensure that non-conforming product does not reach our customers, Plastica will implement a procedure to control any of our product or processes which are assessed as non-conforming to specified requirements.

When a non-conformance is identified we shall:

- act promptly to evaluate the effect of the non-conformance;
- mark the product with its status;
- segregate the product if necessary;
- determine what shall be done to correct the non-conformance;
- take action to correct the non-conformance;
- document the process.

Refer Procedure: Control of Non-conformances – QP 13

6.4 RISK BASED APPROACH AND PREVENTATIVE ACTION

In the event of a non-conformance, we will implement our procedure to take corrective and preventative action which is designed to eliminate the chance of a similar event in the future.

1. RISK BASED APPROACH

We will:

- Carry out actions to address risks and opportunities. This will be monitored in a Risk Register and progress monitored in the Management Review process.

2. PREVENTATIVE ACTION

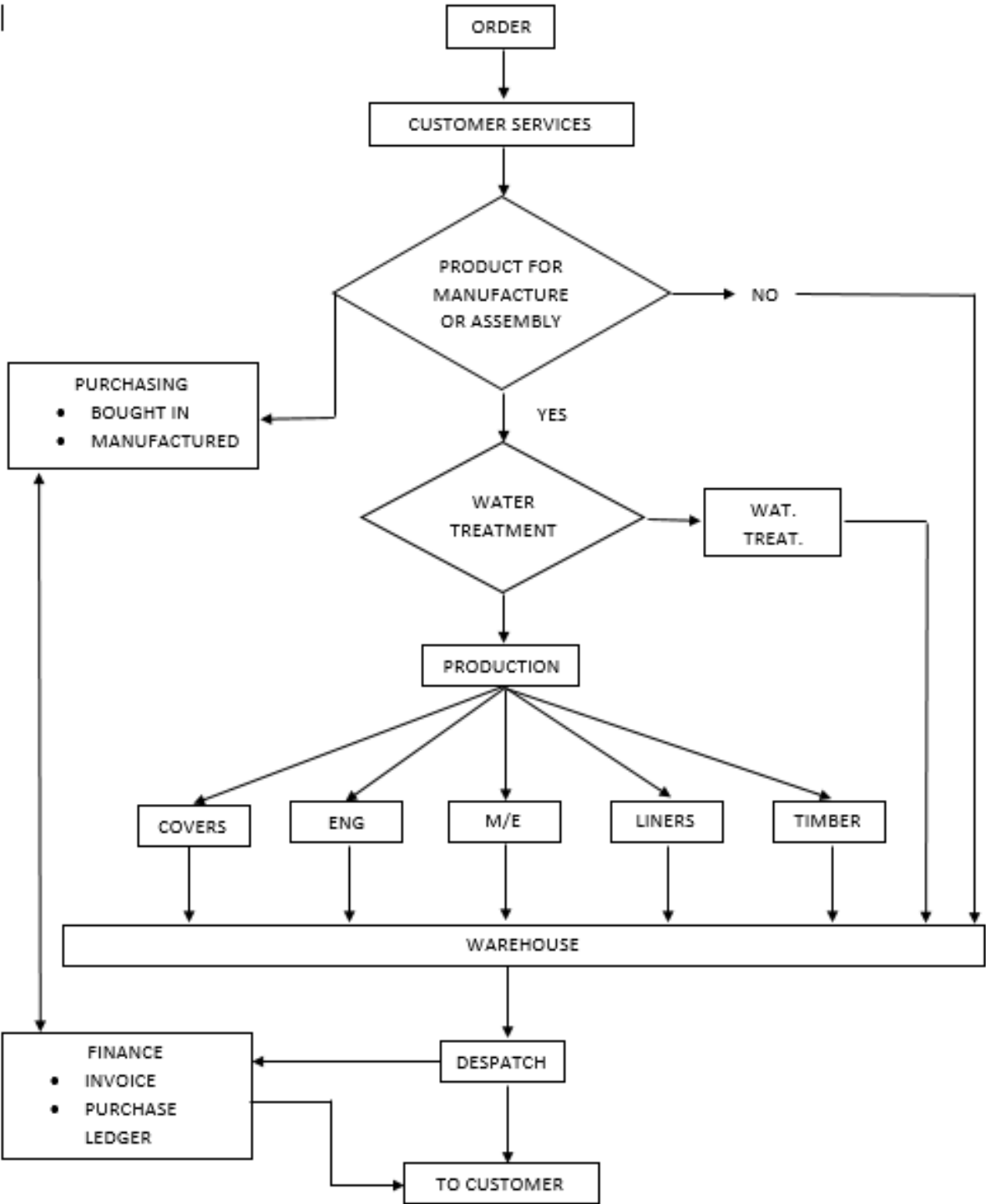
We will:

- analyse all information available to detect potential non-conformances;
- decide how to prevent the problem occurring;
- take action to prevent the problem occurring and follow-up to ensure the action was effective;
- identify possible improvements to the quality system which will avert potential problems;
- keep records of the preventative action process;
- refer preventive action for management review.

Corrective and preventive action investigations will be conducted by authorized personnel.

Refer Procedure: Risk Based Approach and Preventive Action – QP 14

Appendix B – Plastica Process Chart



Appendix C – Interested Parties

Interested Parties	Basic needs and expectations of interested parties	Form of information about interested parties needs and expectations
Stakeholders / owners	Minimise risks and issues including penalties. Increase of market.	Stakeholders / owners meeting and review
Legislative and regulatory bodies, local or national	Health environment, compliance to international laws etc.	Compliance regulatory review
Society	Absence of negative impact on health and the environment	External communication
Employees	Minimise negative impact on health Training and development Resolution of grievances	Open communication Clearly defined policies and procedures Good HR process Pay accurate and on time One to One Process
Customer	Absence of negative impacts on products or services re. customer health. Order acknowledgement	Orders and accurately taken Products on time
COMAH Environmental Agency	Absence of neglect causing impact on environment	Compliance of regulations to ensure employees and general public not affected
Management	Feedback Performance monitoring Achievement	Fact based feedback Reliable reports Operations Meeting
Suppliers	Purchase information Feedback on performance Purchase Orders	Clear and concise information Invoices paid Repeat order
Community	No excessive noise Factory site clean and tidy	Parking within designated vehicle locations

Appendix D – Business Risk Assessment (Held by HR)