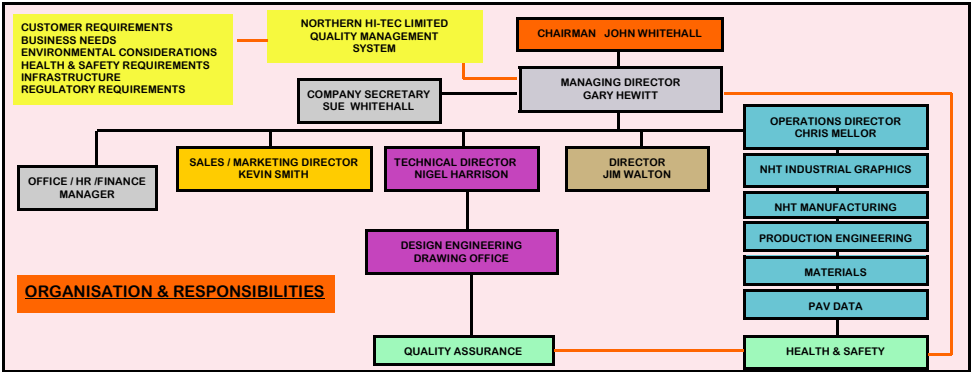




Northern Hi-Tec Limited Operations Manual

QUALITY POLICY

Our aim is to achieve excellence in the Design, Manufacture and reliability of electrical, electronic products and the production of Industrial Graphics to the total satisfaction of our customers. In order to meet these specifications, we seek to manage our business effectively by:-
Continually improving the effectiveness of our Quality Management System (BS EN ISO 9001-2008)
Establishing and reviewing Quality Objectives (and this policy) for suitability.
Monitoring technical changes in the marketplace and reviewing the company's focus on the future.
Establishing customer satisfaction regarding the quality of NHT products and services, which we monitor and improve regularly.
By holding Continual Improvement Meetings with our employees.
Ensuring all employees are suitably trained and competent in their activities.
Regularly appraised and encouraged to study in order to further their development.
Kept informed of the organisation's intentions and performance
Gary Hewitt (Managing Director)



QUALITY MANAGEMENT SYSTEM DOCUMENTATION

OPERATIONS MANUAL

Level 1

Quality Policy
Organisation & Responsibilities
Strategy

PROCEDURES

Level 2

Shows How, When, Who

WORKS INSTRUCTIONS

Level 3

Product / Process Control
Documents defining how activities are carried out

QUALITY RECORDS

Level 4

Providing objective evidence that the system is operating

Quality Management System Requirements - ISO 9001-2008

GENERAL REQUIREMENTS. Northern Hi-Tec Limited have identified the processes required for their Quality Management System and applied them throughout the organisation. The supporting information, resources, monitoring, measurement and analysis methods are subject to continuous improvement in order to maintain their effectiveness in accordance with the international standard

DOCUMENTATION REQUIREMENTS. The Quality Management System is set out in a series of documents. **Level 1** The Quality Manual contains statements on Policy, Commitment and Responsibilities. **Level 2** Includes all company operating procedures for operating and maintaining the Quality System. **Level 3** Includes all detailed Works Instructions for processes and product. Documents are controlled and may either be in "hard copy" or electronic format. When documents subsequently become "Quality Records", they are controlled as described in the Document Control procedures.

MANAGEMENT RESPONSIBILITY. The Directors of Northern Hi-Tec Limited are ultimately responsible for implementing, developing and continually improving the Quality Management System. This is done by ensuring the organisation knows the importance of satisfying the needs and expectations of customers, forming and publicising the Quality Policy, detailing Objectives, performing Management Reviews, allocating appropriate resources and ensuring continual improvement

CUSTOMER FOCUS. Customers needs and expectations are identified and translated throughout the company to ensure their total satisfaction, from concept, through design, build, to packaging, preservation and Delivery. Northern Hi-Tec must be aware of all Statutory and Regulatory requirements that apply to its products.

QUALITY POLICY AND OBJECTIVES. The Quality Policy provides a framework for the establishment and review of Quality Objectives which are appropriate to the purpose of the organisation. It indicates a commitment to comply with the requirements and continually improve the effectiveness of the Quality Management System. The Policy is publicised throughout the company and is continually reviewed

RESPONSIBILITY AUTHORITY AND COMMUNICATION. The Company's Executive Management will take responsibility for the overall effectiveness Quality Management System however, they may from time to time appoint representatives from other levels within the organisation to carry out the day to day operation of elements within the system.

MANAGEMENT REVIEW. Senior Management regularly review the performance of the Quality Management System for adequacy, to ensure its continued effectiveness and review continuously for improvement

RESOURCE MANAGEMENT. Resources for the implementation, maintenance and improvement of the Quality Management System together with enhanced customer satisfaction by meeting customer requirements are determined at board meetings and Management Reviews. The company recruits appropriately qualified and skilled personnel and encourages continual improvement and development through both In-House and external training. Regular Appraisals are carried out to identify training needs and review competence. The company also maintains the necessary infrastructure and environment to maintain conformity to product requirements

PRODUCT REALISATION. The company generates formal Procedures and Works Instructions for all aspects of work, Processes and Product requirements to ensure conformity. Records are maintained to provide evidence of all verification, validation, monitoring, Test & Inspection activities specific to the product and the criteria for product acceptance.

CUSTOMER RELATED PROCESSES Northern Hi-Tec Ltd. Shall determine the requirements specified by the customer, including deliver and post-delivery activities. Also requirements not stated by the customer, but necessary for specified or intended use where known and any Statutory or Regulatory requirements. Product reviews are carried out prior to the acceptance of an order to ensure product requirements are defined; any contract or orders that differ from any previously expressed, are resolved and that Northern Hi-Tec are capable of meeting the defined requirements.

DESIGN & DEVELOPMENT. Effective control of Design and Development is implemented and all new projects are reviewed prior to acceptance. Once accepted a Design folder is created holding all details and correspondence relating to the product Input / Output, the Engineer allocated to the project, timescales for reviews and any verification and validation. All stages are planned and recorded

PURCHASING. All purchased products conform to specified requirements, the extent of which is relative to product quality. Suppliers are evaluated and selected to established criteria. Purchasing requirements establish & Product approval and shall be deemed adequate prior to communication with the supplier.

PRODUCT AND SERVICE PROVISION. The activities of Northern Hi-Tec which affect quality are governed by formal procedures to ensure process control, enabling product to meet specified criteria, including Release, delivery and post-delivery activities. This is maintained by ensuring suitable monitoring and measuring equipment is available and used. Where appropriate, Northern Hi-Tec shall validate processes or service for production where resulting output cannot be measured by subsequent monitoring or measuring. Product shall be identified by suitable means throughout product realisation in order to identify status. Where traceability is required, unique identification shall be recorded and controlled.

MONITORING, ANALYSIS AND MEASUREMENT. Northern Hi-Tec determine the monitoring and measurement to be undertaken and the devices needed to provide evidence of conformity. Equipment shall be calibrated at specific intervals traceable back to National standards. Evidence of calibration shall be recorded. The company carry out planned Internal audits to ensure that the Quality Management System conforms to the planned arrangements, and the requirements of ISO 9001-2008. Evidence of Product conformity is recorded throughout the production process.

CONTROL OF NON-CONFORMING PRODUCT. The Company ensures that product which does not conform to requirements, including product awaiting concession action is identified and controlled to prevent unintended use or delivery. The company determines and takes action to eliminate the potential cause of non-conformances and if necessary implements action to eliminate and prevent further occurrence.

ANALYSIS OF DATA. The company determines, collects and analyses appropriate data to demonstrate the suitability and effectiveness of the Quality Management System. The data is evaluated to ensure continual improvement to the effectiveness of the system.

CONTINUAL IMPROVEMENT. A culture of continuous improvement is established and promoted throughout the company, to ensure that through the use of the Quality Policy, Quality Objectives, Audit results, Analysis of Data, Corrective and Preventative Actions, the effectiveness of the Quality Management System is continually Improved.

RELATED NORTHERN HI-TEC PROCEDURE	Q	C	P	T	M
SEE FLOW CHARTS & WORKS INSTRUCTIONS					
4.1 2.10, 2.17, 2.18 2.22, 2.23, 2.24 2.21, 2.06, 2.08					
5.6.1 TO 5.6.3 PROCEDURE 2.16 MANAGEMENT REVIEWS					
5.1 2.10, 2.06, 2.08 2.09					
5.3, 5.4.1 2.16					
5.5.1 2.16, 2.17					
5.6.1, 5.6.2, 5.6.3 2.16					
6.1, 6.2, 6.3, 6.4 2.15, 2.16					
7.1 2.25					
7.2.1, 7.2.2, 7.2.3 2.01, 2.02					
7.3.1 TO 7.3.7 2.10					
7.4.1, 7.4.2, 7.4.3 2.01, 2.02, 2.03, 2.04					
7.5.1 TO 7.5.5 2.06, 2.08, 2.11, 2.12, 2.20					
7.6, 8.2.1 TO 8.2.4 2.11, 2.14, 2.17 2.19, 2.20, 2.25					
8.3, 8.5.1, 8.5.3 2.20, 2.21					
8.4 2.25, 2.16, 2.20, 2.21					
8.5.1 2.16, 2.14					

