ARCHITEN LANDRELL

QUALITY SYSTEM POLICY AND PROCEDURES

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Introduction

Architen Landrell Manufacturing Ltd is a leader in the field of tensile fabric architecture. Formed from two of the first UK tensile fabric companies, Architen Ltd and Landrell Fabric Engineering Ltd, the company has over 50 years combined experience. The company has been based in Chepstow in South Wales for the last 25 years, and employs around 47 staff from a wide range of disciplines to offer an all encompassing service to our clients.

We provide an unparalleled service to our clients with our design capability. The company's origins in architecture, product design and engineering are the starting point for what we go on to manufacture and build. Particular care is taken to consider the most integrated approach to the requirements of a project. We advise how a structure will look and perform, provide impartial expertise to construction teams to create buildings of elegance, suitability and longevity, and place very high emphasis on design that is functionally driven.

Pre-fabrication of building elements means that accuracy is essential, so using 3D CAD modelling is intrinsic to our working method. Visualisation of elements enables clients to review our initial concept proposals in a 'virtual studio' before we take the structures through to full completion, and instrumental to this is our advanced production facility and team of installation experts.

Our manufacturing process comprises advanced forms of pre-assembly, with buildings reduced to a small number of carefully integrated components. Computer controlled manufacture ensures that the link between design intent and end product is accurate.

Our installation specialists provide a knowledgeable and responsible approach to construction.

The Quality system operating at Architen Landrell Manufacturing Ltd is designed to reflect the requirements of ISO 9001/ 2015

Operating to these systems is achieved by adhering to a fully documented quality system in the form of a quality manual and set of related procedures.

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1.0 SCOPE

1.1 GENERAL

The general purpose of the manual is to describe and document the quality management system currently in place at Architen Landrell Manufacturing Ltd. This manual is the centre source of general policies and procedures. The manual provides evidence to all customers, suppliers and employees that Architen Landrell Manufacturing is committed to establishing and maintaining acceptable levels of measurable quality in its processes, is committed to continuous review and improve the effectiveness of the Quality Management system to meet customer requirements and hence enhance customer satisfaction

The requirements and procedures addressed in this manual are intended to reflect the requirements of ISO 9001:2008 and customer QA specifications.

1.2 APPLICATION

This manual is applicable to the entire organization.

2.0 NORMATIVE REFERENCE

The quality manual as a normative document for the rest of the quality system.

For undated references, the latest edition of the normative document referred to applies.

3.0 TERMS AND DEFINITIONS

For the purpose of this document, the terms and definitions given in ISO900 apply

4.0 QUALITY MANAGEMENT SYSTEM

4.1 GENERAL REQUIREMENTS

Architen Landrell Manufacturing maintains an established quality management system as described in this quality manual. To this effect the company has implemented processes managed by various departments within the organization that is intended to manage its processes.

The documented quality management system includes written procedures that document these processes which are designed to reflect the requirements of ISO 9001-2008 and the

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company`s quality policy. It is also intended to ensure product/service conformance to national and international standards.

The primary objectives of the quality system are:-

- To provide objective evidence that material and services conform to specified requirements.
- To ensure that inspection requirements are determined and satisfied throughout all stages of the work
- Ensure that adequate resources and information is available to support the operation and monitoring of these processes
- To ensure that any outsourced process or activity is controlled as per Quality Manual requirements.
- To develop and maintain quality consciousness amongst all management, staff and operators
- Implement actions necessary to achieve planned results and continual improvement on defined processes

4.2 DOCUMENTATION REQUIREMENTS

4.2.1 General

The quality manual contains documented statements of our quality policy and quality objectives and references the documented procedures required by ISO 9001:2008 and other documents needed to ensure effective planning operation and control of our key processes

The level and type of quality management system documentation established for our business and is reviewed at appropriate intervals. Quality management system documents and data exist in hard copy and electronic format

The documented quality management quality system incorporates records required by ISO9001-2008, which include:

- A quality policy statement and quality objectives
- A quality manual
- Operating and control procedures
- Forms documents to ensure effective planning and control of processes.

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4.2.2 Quality Manual

The quality manual established and maintained by the company included:

- The scope of the quality management system, including justification for any exclusions (if applicable)
- A reference to relevant procedures
- The interaction between processes

4.2.3 Control of Documents

The quality system is a controlled document and is issued and updated ensuring:-

- Documents are approved for adequacy prior to use
- Documents are reviewed, updated as necessary and re-approved prior to re issue
- Documents are identified to their current issue status
- The current issues of relevant documents are available at point of use
- All documents remain legible, readily identifiable and retrievable
- Relevant documents of external origin are identified and that there distribution is controlled
- Back-up systems are in place to ensure data held on computer is protected

Related Procedures - Document Control (QP 09)

4.2.4 Control of Records

The quality system is fully documented on hard copy (paper form) or as part of the computer system/s and shall be controlled

Quality records are referenced at the end of each procedure. The company maintains records generated within the quality management system for defined periods

Records established to provide evidence of conformity to the requirements specified by the standard, customer requirements and of the effective operation of the quality management system are formally controlled through the application of the Control of Records Procedure

Related Procedures Control of Records (QP 13)

Records which are controlled include but are not limited to:-

- Corrective Action Reports
- Management Review Reports
- Customer complaints
- Calibration records

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- Training records

5.0 MANAGEMENT RESPONSIBILITY

Directors have the responsibility and authority for supporting the development and implementation of the quality management system, for ensuring that it remains relevant to the company`s objectives, and the needs and expectations of customers while promoting an ethos of continual improvement.

Senior Management is responsible for communicating the quality policy as well as the importance of meeting customer, statutory and regulatory requirements to employees.

Senior Management is responsible for ensuring that the quality policy is appropriate for the goals of the business, that it promotes the continuing improvement of the effectiveness of the quality management system and that it is reviewed for continuing suitability

5.1 Management Commitment

The Managing Director is responsible for and committed to the effective operation of the quality management system. He has taken responsibility for:

- Communicating the importance of meeting customer, regulatory and legal requirements
- Establishing the quality policy and quality objectives
- Conducting management review meetings
- Ensuring the availability of necessary resources (plant and personnel)
- Involvement in the internal audit process
- Through their proactive involvement in continual improvement activities

Emphasis is placed on improving both the effectiveness and efficiency of key quality management system processes.

5.2 Customer Focus

Top management ensures that Customer needs and expectations/s are determined and converted into requirements and fulfilled or exceeded with the aim of enhancing customer satisfaction.

Customer complaints and other feedback is continually monitored and measured to identify opportunities for improvement

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5.3 Quality Policy

The quality policy has been brought to the attention of all company personnel and is strategically displayed.

Top management has developed the quality policy ensuring it

- Is appropriate to the purpose of the company
- Includes a commitment to meeting requirements and to continual improvement
- Provides a framework for establishing and reviewing quality objectives
- Is communicated and understood at appropriate levels in the company
- Is reviewed for continuing suitability, during management review meetings

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STATEMENT OF QUALITY POLICY

The Quality Policy of Architen Landrell Manufacturing Ltd is that of:

Demonstrating that we are meeting or exceeding customers' requirements, as well as statutory & regulatory requirements, including health, safety & welfare, and the requirements of ISO 9001 in regards to quality management.

Development, implementation, and continuous improvement of the effectiveness of our quality management system.

Achievement of our quality objectives.

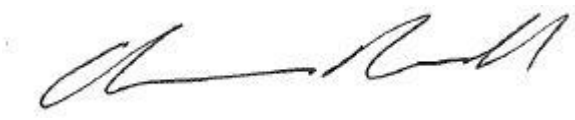
Setting measurable targets for improvement

As designers and manufacturers of engineered fabric tension structures, we operate in a very specialist and discerning market. To succeed in this market we operate in a systematic, organised and cost-effective manner to meet the highest levels of service and product quality required by our customers.

The requirements specified in our Quality Documentation and its supporting procedures are mandatory on all personnel and all of our suppliers, and it is essential in our approach to quality that each person recognises and accepts his or her own contribution to customer service and quality, by taking responsibility for the quality of his/her own output.

The Company's objectives for quality have been achieved with co-operation from employees, customers and suppliers, combined with the commitment of the Board of Directors to provide all other necessary resources. All employees are actively encouraged to report concerns related to quality to senior management using the Quality Concern Report forms provided.

We have communicated and explained this policy to our employees and suppliers, and we will review it regularly for continuing suitability.



Christopher Rowell, Managing Director

Date: May 2026

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5.4 PLANNING

5.4.1 Quality objectives

Top management has established quality objectives for relevant functions within the company. The Quality objectives are measurable and are reviewed at the annual management review meeting.

Quality Objectives are also monitored throughout the year on a monthly basis with an agenda item in Management meetings. The quality objectives are measurable and are consistent with the quality policy including the commitment to continual improvement.

Quality objectives include those needed to meet requirements of products services and related processes. These objectives are defined through the Quality Procedures.

5.4.2 Quality Management System planning

The quality manual and procedures are the company's quality plan. Any customer requirements or new processes not covered by these will be met by introducing new controlling documentation. Quality plans will ensure that the necessary controls resources and skills are made available to meet the customer's requirements.

Anyone can request changes to the Quality system. This may include changes due to customer demands such as new: working practices, processes, equipment, resources, skills and procedures.

5.5 RESPONSIBILITY, AUTHORITY AND COMMUNICATION

5.5.1 Responsibility and authority

The responsibility, authority and the interrelation of personnel who manage, perform and verify work affecting quality are listed in the organizational chart.

The managing director has overall responsibility for the quality system and is responsible for the quality systems implementation and running.

All Managers are responsible for the implementation of the policies, processes and systems described in this manual. All managers are responsible for planning and controlling Quality management system processes within their area of responsibility.

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All employees are responsible for the quality of their work and the implementation of the policy and procedures applicable to processes they perform.

5.5.2 Management Representative

The Managing Director will appoint a HSEQ manager and it is his responsibility to ensure the quality system is established, implemented and reviewed for possible improvements, this also includes the promotion of awareness of customer requirements to the relevant company personnel.

His responsibilities also include:-

- Reviewing Company Quality Policy
- Setting Quality Objectives and relevant training
- Dealing with corrective and preventative action
- Managing Customer Complaints
- Management Review meetings
- Management and control of Internal Audits
- Reporting of performance through data analysis
- Management of Vehicle maintenance regime
- Promotion of quality awareness through organization.

As required, the Management Representative will also liaise with external parties on matters relating to the Quality System.

The Managing Director will deputize for the HSEQ Manager in their absence

5.5.3 Internal Communication

The structure and operation of the quality assurance procedures ensures that there is effective communication between the various levels and functions regarding the processes of the quality management system. Internal Communication will also be via e mails and memos displayed on notice boards

In addition, Customer praising, complaints and faults found will be communicated to all during Weekly Management Meetings. The Management representative will promote the need for Customer awareness and requirements

Related procedure – Management Review (QP 11).

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5.6 MANAGEMENT REVIEW

5.6.1 General

The quality management system is reviewed at planned intervals by the management to ensure its continuing suitability, adequacy and effectiveness and to provide an opportunity to review quality policy and procedures. This primary inputs reviewed includes data that measures the conformance and performance of our quality management system and recommendations based on the analysis of such data.

Conformance is assured through internal audits and demonstrated through a review of audit results and our demonstrated ability to correct and to prevent problems

The primary outputs of the management review meetings are management actions taken to make changes or improvements to our quality management system and the provision of resources needed to implement these actions

5.6.2/5.6.3 Review Input and output

An overall review of the quality system is carried out annually. These meetings are chaired by the Managing Director or the HSEQ Manager who will call upon key personnel as required. Minutes of the review will detail persons auctioned and target dates to complete these actions by.

The input/output to management review shall include:-

- Follow up actions from previous meetings
- Results of internal/external audits
- Status of corrective and preventative actions
- Customer satisfaction, complaints and any praising/comments
- Changes to legislation or regulations
- Resources - vehicles, personnel and training
- Quality System changes including continuous improvements
- Review quality objectives and the effectiveness of the Quality Policy.
- Any other business

Such key indicators will assist the Company in measuring customer satisfaction and its aim of continuous improvement.

Related procedure – Management Review (QP 11).

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6.0 RESOURCE MANAGEMENT

6.1 Provision of resources

The Company is committed to providing resources to ensure the Quality system is maintained and improved on a continual basis, to ensure customer satisfaction.

These resources are provided in a timely manner to:

- Implement and improve the processes of the quality management System
- Enhance customers satisfaction by meeting customer requirements

This will be carried out by the effective running of the quality system and controls exercised during Management review meetings.

6.2 Human Resources

6.2.1 General

Responsibilities are assigned to personnel having an affect directly or indirectly on the service provided, who have been judged as competent on the basis of applicable education, training, skills and experience.

Related procedure - Training (QP 07)

6.2.2 Competence, training and awareness

All employees are trained on the relevance and importance of their activities achievement of and how they contribute to the achievement of the quality objectives. Identification of training needs, the provision of relevant training and review of needs is carried out by systematic evaluations ensuring personnel are competent in their relevant duties.

Training records are maintained to demonstrate competency and experience. Training records are reviewed annually to enusure completeness and to identify possible training needs

Related procedure - Training (QP 07)

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6.3 Infrastructure

The company has identified, provided and maintained the infrastructure needed to achieve conformity of products services and related processes including:

- Buildings, workspace and associated utilities
- Process equipment, hardware and software, as applicable
- Supporting services such as transport, communication and information systems.

These requirements are managed and maintained under continuous audit and reviewed as part of the quality management system

Maintenance of equipment is carried out on a routine basis, ensuring suitable subcontractors are used as required.

6.4 Work Environment

The company has determined the human physical and environmental factors of the work environment needed to achieve conformity of products, services and related processes. There requirements are managed and maintained under continuous audit and reviewed as part of the quality management system and or health and safety system.

7.0 PRODUCT REALISATION

7.1 Planning of product realization

The general arrangement for the planning of processes needed for product realization are specified in the various quality assurance procedures supporting services such as transport, communication and information systems.

Within the processes required for product realization the quality management system and planning elements determine the following as appropriate:

- Quality objectives and requirements of the product/service
- The need to establish processes, documentation and provide resources specific to the product
- Verification, validation monitoring, inspection and test activities and the criteria for acceptability
- The records that are necessary to provide confidence of conformity of the processes and the resulting product (See 4.2.4)

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Related procedure – Control of Services (QP 04)

7.2 Customer Related Process

7.2.1 Determination of requirements related to the product

Architen Landrell Manufacturing Ltd shall determine:-

- Requirements specified by the customer, including the requirement for delivery and post-delivery activities.
- Requirements not stated by the customer but necessary for specified or intended use, where known
- Statutory and regulatory requirements applicable to the product
- Any additional requirements considered necessary by the company

The Directors or Project Managers will communicate with customers on all aspects of the product/service provided, including any praising or customer complaints.

Related procedure - Contract Review (QP02).

7.2.2 Review of requirements related to the product

The company shall review the requirements related to the service/product to be provided.

The review shall be conducted prior to the company's commitment to supply the service to the customer

For example, the submission of tenders, acceptance of contracts or orders, acceptance of changes to contracts or orders.

The company will ensure:-

- Product/Service requirements are defined
- Contract/Order requirements differing from those previously defined in a quotation are resolved
- The company has the ability to meet the defined requirements

Records of the results of the review shall be maintained see 4.2.4)

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When the customer provides no documented statement of requirement, these requirements are documented by the company and confirmed with the customer before acceptance. When any changes are required to be made to the service or arrangements previously agreed with the customer these actions are first agreed with the customer. These must be recorded either on or with associated documentation or within the computer system. This information is relayed to the relevant personnel.

7.2.3 Customer Communication

Architen Landrell Manufacturing Ltd highlights effective customer communication as an essential element of customer satisfaction.

Appropriate handling of customer communication will help to reduce customer dissatisfaction and in many cases turn a dissatisfying scenario into a satisfying experience. The company has identified and implemented arrangements for communication with customers relating to

- Products/service information (Company Literature, web site and verbal written communications)
- Enquires, contracts or order handling including amendments
- Customer feedback, including complaints

The HSEQ Manager is responsible for establishing communication methods to ensure enquiries, contracts or order handling, including amendments, customer feedback and complaints are handled in a professional manner.

Architen is committed to addressing all documented customer enquiries that reside within the company's system. The HSEQ Manager has the primary responsibility to address all customer related issues in regard the quality of the products/services of the company. The HSEQ manager is the key contact in regard to questions pertaining to the company's quality management system

Related procedure – External Complaints (QP 14).

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7.3 Design and development

As part of its normal operating services, the Company is predominantly concerned with the implementation and development of civil works to client's design.

It is important to acknowledge the design process and follow the design process when undertaking the civil works.

Related procedures - Design (QP 12)

7.4 Purchasing

7.4.1 Purchasing Process

The purchasing process is essential to Architen Landrell`s ability to provide our customers with products that meet their requirements

All purchasing undertaken by the company is recorded and purchasing data clearly describes the product

Purchase orders are reviewed and approved by authorized prior to release

All purchasing undertaken by the company is through approved suppliers or if the customer nominates the source of supply

Supplier evaluation is based on their ability to supply on a consistent basis, products or service of an acceptable quality. Suppliers are categorised into preferred or provisional and formally reviewed every six months. Suppliers who are found to be unsatisfactory will be removed from the list or at the very least categorised as provisional.

7.4.2 Purchasing Information

Purchasing documentation is raised for all purchases.

Purchase orders/IPAC`s will include full details of products required in addition to any relevant specifications or certificates of conformity. All purchase orders are reviewed and approved prior to issue to the customer. Purchase orders will specify the following as appropriate:-

- Identification of the product or service to be delivered, quantity, delivery date and cost

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- Requirements for approval or qualification of product, procedures, processes or equipment
- Requirements for approval or qualification of personnel
- Quality system requirements

Related procedures - Purchasing Goods and Services (QP 03)

7.4.2 Verification of Purchased product

The company may wish to verify a purchase by visiting there supplier, if so this contractual requirement will be detailed on the purchase order.

If a customer requires visiting one of the suppliers to verify a product then they shall request this in writing. Verification by a customer will not absolve Architen Landrell Manufacturing Ltd of the responsibility to provide a product to meet the customer's specification.

Purchased items are checked against the purchase order to confirm identity and quantity. Satisfactory items are placed in stock.

7.5 Production and Service Provision

7.5.1 Control of production and service provision

In order to control the planning, administrative support and implementation of work, the company's policy is to describe the work methods, the controls apply and the records required. The process control activities are integrated with many aspects that also relate to quality control.

- Procedures and work instructions are in place, which identifies and plans the processes, which directly affect quality.

- Craftsmen and other employees will be given tasks for which they are trained, or undergoing supervised training.

- Workmanship criteria will be identified on the Work Instructions.

- All tools used in the working process will be adequately maintained.

- During building/civil engineering the process/service will be 100% inspected to ensure conformity to Work Instructions.

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- Trade Registered sub-contractors or employees will carry out process/service. .

Related Procedures - Contract Review (QP02)
Material Control (QP05)
Document Control (QP09)
Plant and Equipment (QP 06)

7.5.2 Validation of Processes for Production and Service Provision

In cases where special processes are employed where the results of which cannot be easily checked, including any outsourced processes, process, process validation is used. Validation demonstrates the ability of these processes to achieve planned results by:-

- Defining qualification criteria and approval of special processes prior to use
- Defining criteria for review and approval of the processes (including Outsourced processes)
- Approval of equipment and qualification of personnel
- Use of specific methods and procedures
- Requirements for records
- Revalidation

Related Procedures – Outsourced Processes (QP15)

7.5.3 Identification and Traceability

Its Job Sheet will identify manufactured product/services, which is traceable to the product throughout its process. The service will also be identified to its unique Job Number and Drawings.

Traceability is achieved by virtue of unique identification and is maintained up to the point of hand-over to the Customer.

Related Procedures - Control of Services (QP 04)

7.5.4 Customer Property

Customer property will be handled in a manner to avoid damage and will be protected against deterioration during storage.

On receipt they will be clearly identified and examined. During processing all characteristics will be checked to ensure that the quality of the finished product is not adversely affected.

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The customer will remain responsible for providing acceptable products. Any item that is damaged lost or is otherwise unsuitable for use will be recorded and will be reported back to the customer

Related Procedures - Purchasing Goods and Services (QP03)

7.5.5 Preservation of Product

Each employee is responsible for the safe and careful handling of items, materials and products at all times to prevent damage or deterioration. Where products are being moved they will be handled with care. Storage areas will be kept as clean and tidy as possible.

Related Procedures – Control of Services (QP 04)
Material Control (QP 05)
Plant and Equipment (QP06)

7.6 Control of Monitoring and Measuring Devices

All test equipment will be calibrated at defined intervals ensuring traceability back to National or Industry standards, which will include the retention of adequate records.

Equipment will be identified with its calibration status and any found to be out of calibration will be adjusted to work within the defined limits and recalibrated or will be replaced

Related Procedures - Plant and Equipment (QP06)

8.0 MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.1 General

This section describes how we define plan and implement monitoring, measurement, analysis and improvement activities needed to assure product and quality system conformity and to achieve continual improvement. These activities include the assessment of customer satisfaction, internal auditing, process monitoring and measurement, and product monitoring and measurement

Quality procedures define, plan and implement the monitoring and measuring activities needed to:-

- Ensure conformity of the quality management system
- Demonstrate conformity of the product

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- Continually improve the effectiveness of the quality management system

8.2 Monitoring and Measurement

8.2.1 Customer satisfaction

The criteria and method for measuring customer perception of how the Company meets its contracted obligation to customers are defined. The following will be analyzed, recorded and evaluated (as applicable) during Management Review Meetings:

- Customer complaints
- Customer feedback/communications (positive and negative)
- Customer surveys/evaluations (as applicable**)**

Customer satisfaction is monitored in various ways:

- Product returns and warranty claims
- Repeat customers
- Analysis of customer complaints
- Levels of repeat business
- Recognition and awards
- On time delivery

8.2.2 Internal Audit

Internal audit results are critical inputs that help in assessing the effectiveness of the quality management system by identifying opportunities for improvement, by promoting awareness of customer requirements and by measuring the effectiveness of the quality management system.

The company will produce, document and implement a plan for internal audits. The plan will ensure that each section of the quality system is audited at once a year to ensure that the quality management system conforms to the planned arrangements for product realization, to reflect the requirements of ISO 9001:2008 as well as to quality management system requirements.

Internal audits will be recorded on internal audit reports.

The selection of auditors and conduct of audits shall ensure objectivity and impartiality of the audit process. Auditors shall not audit their own work

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All corrective actions are carried out within the defined time scale. All sections that have non conformances will be re audited to ensure that effective corrective actions have been carried out.

Related Procedure - Internal Auditing (QP 10)

8.2.3/8.2.4 Monitoring and Measurement of Process/Services

The application of suitable methods for the measurement of processes is carried out by the relevant Quality Management Procedures. The type of monitoring and measurement shall be appropriate to the impact on the conformity of the service/product and on the effectiveness of the quality management system.

Where planned results are not achieved, corrective/preventative action will be taken as appropriate to ensure conformity of service/product

Related Procedures – Control of services (QP 04)

8.3 Control of Non-conforming Product

It is the company's policy to detect, control and rectify any aspect of nonconformance as quickly and efficiently as possible. Where necessary, any material, product or service that does not conform to specified requirements is properly identified and controlled to prevent unintended use or delivery. Improvements are then implemented to ensure the nonconformance does not reoccur.

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Related Procedure - Non-Conformity and Corrective Action (QP08)

8.4 Analysis of Data

To demonstrate the suitability and effectiveness of the Quality Management System, and its Quality Objectives, data will be collated and reviewed to measure continual improvement of the system.

The data provides information on

- Customer satisfaction and or dissatisfaction refer to
- Conformance to product requirements refer to 8.2.4
- Characteristics of processes and there trends refer to 8.2.3 and 8.2.4
- Suppliers refer to 7.4

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8.5 Improvement

8.5.1 Continual Improvement

The company continually improves the effectiveness of its quality management system through the effective application of the quality policy, quality objectives, auditing and data analysis, corrective and preventative actions and management reviews

The results of the analysis of the data collected, as described in 8.4 above provides for identification of improvement opportunities within the quality management system.

The continual improvement process begins with the establishment of our quality policy, section 5.3 and objectives for improvement, section 5.4.1 based on objectives, if any contained in our business plan and customer targets and goals

The overall effectiveness of continual improvement program is assessed through our management review process

Related Procedure **- Non-Conformity and Corrective Action (QP08)**
External Complaints (QP 14)
Internal Auditing (QP 10)
Management Review (QP11)

8.5.2 Corrective Action

Evidence of non-conformance, customer dissatisfaction or process weakness is used to drive our corrective action system. Since problems may exist, they will require immediate correction and possible additional action aimed at eliminating or reducing the likelihood of reoccurrence. Management with responsibility and authority for corrective action are notified promptly via our NCR System on Angel of any product or process non conformities. Investigating and eliminating the root cause of these failures is a critical part of our continual improvement process

QP08 – Non Conformity and Corrective Action defines the requirement for

- Reviewing non conformities (Including customer complaints)
- Determining the causes of non-conformities
- Evaluating the need for action to ensure that non conformities do not reoccur
- Determining and implementing action needed
- Records of the results of actions taken

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- Reviewing corrective action taken

Related Procedure **- Non-Conformity and Corrective Action (QP08)**
- External Complaints (QP 14*)*

8.5.3 Preventative Action

The HSEQ Manager will determine any necessary action to eliminate the causes of potential non conformities in order to prevent their occurrence. Preventative actions are appropriate to the nature of a potential problem.

Data from internal audits, customer feedback, employee suggestions, and other appropriate data is collected and analyzed to identify the actions needed to eliminate the causes of potential problems.

Investigating and eliminating the root cause of potential failures is a critical part of our continual improvement process.

9.0 LIST OF QUALITY PROCEDURES

LIST OF QUALITY PROCEDURES

NUMBER	**TITLE**
QP01	Enquires/Quotations
QP02	Contract Review
QP03	Purchasing Goods and Services
QP04	Control of Services
QP05	Material Control
QP06	Plant and Equipment
QP07	Training
QP08	Non Conformance and Corrective Action
QP09	Document Control

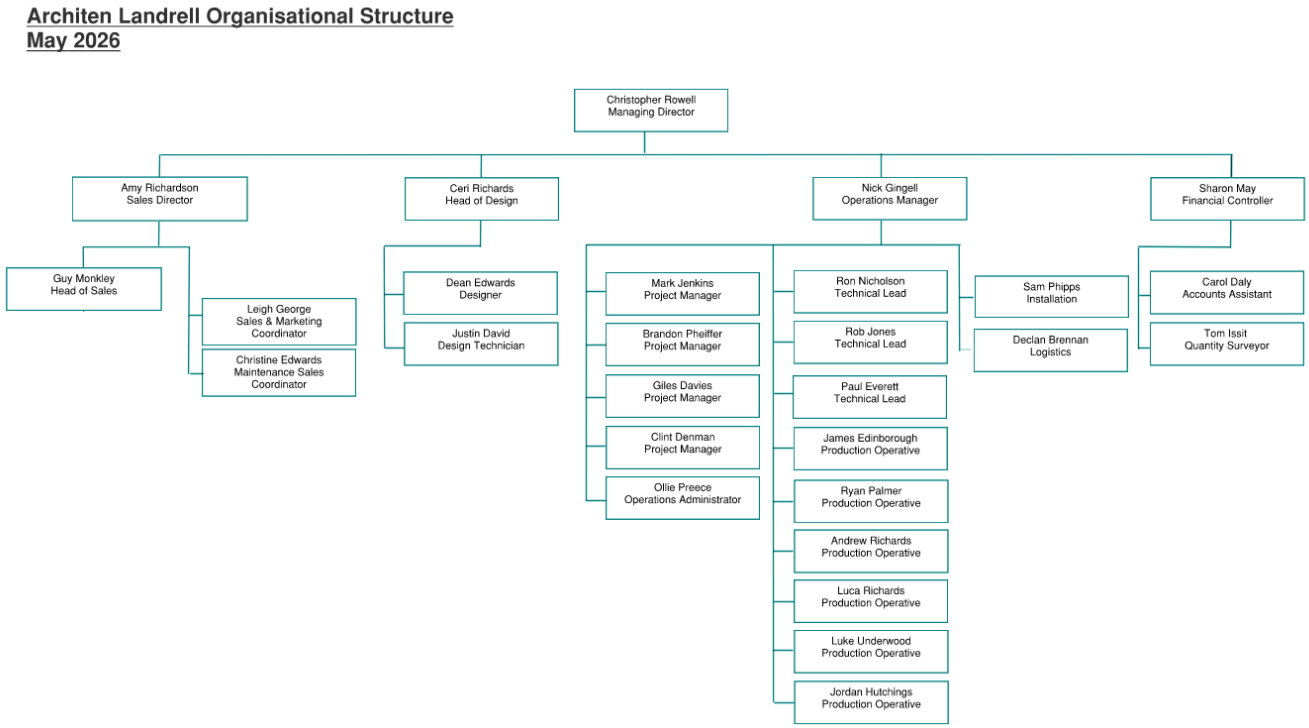
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QP10	Internal Auditing
QP11	Management Review
QP12	Design
QP13	Control of Records
QP14	External Complaints
QP 15	Outsourced Processes

APPENDIX A

ORGANISATIONAL STRUCTURE

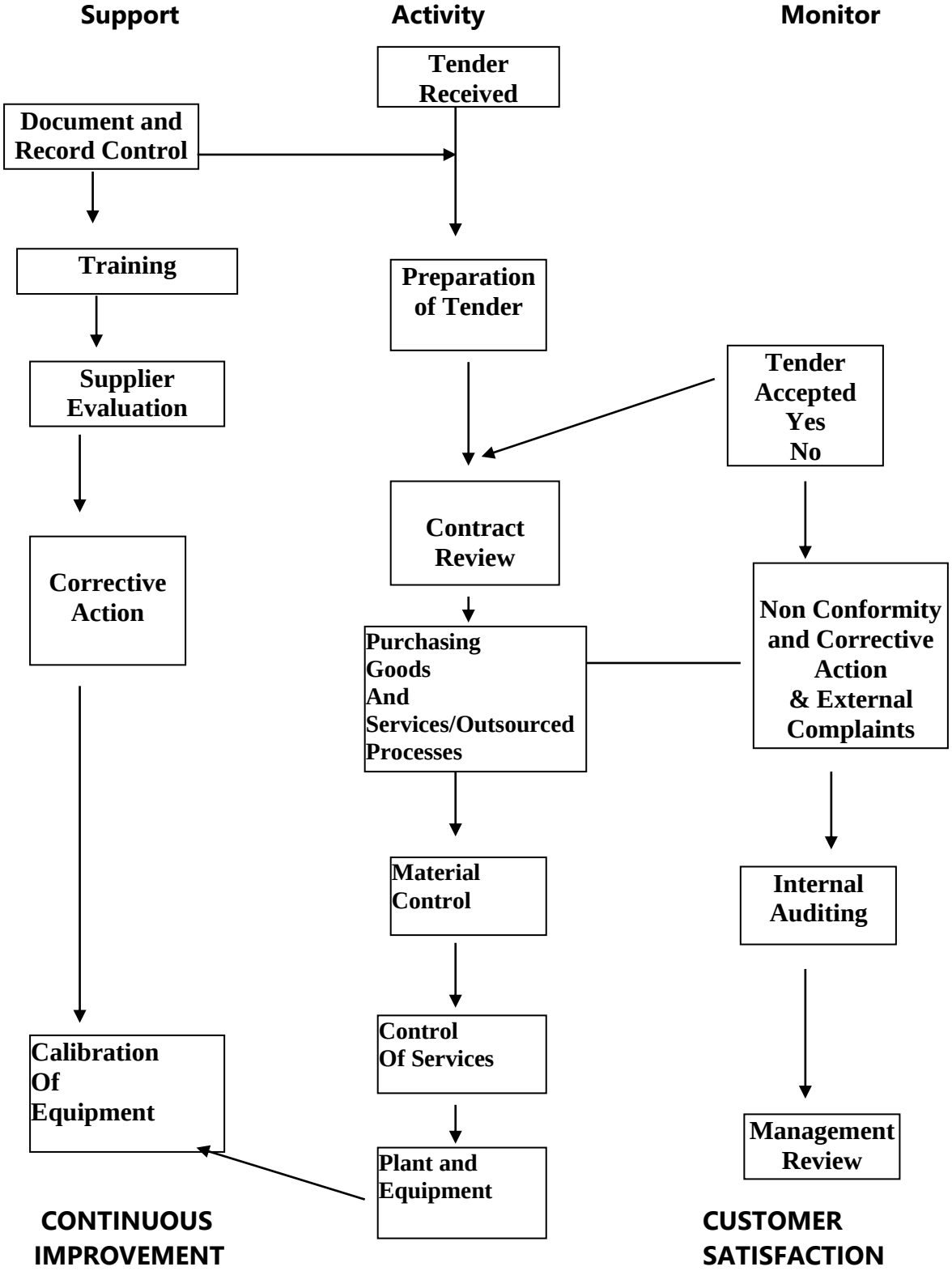
The organizational structure of the Company Personnel whether based on site or elsewhere.



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APPENDIX B

QUALITY MANAGEMENT SYSTEM
INTERACTION BETWEEN PROCESSES



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