

# PROFORM LASER SERVICES LTD

## QP01

# Integrated Management System Manual

Revision 13

Issued May 2019

Conforms to AS9100 Rev. D, ISO 9001:2015, **ISO 14001:2015** and  
**ISO 45001:2018**

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# INTEGRATED MANAGEMENT SYSTEMS MANUAL

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## 0.0 Revision History and Approval

Rev.	Nature of changes	Approval	Date
1	Original release.	I Young	1 <sup>st</sup> May 2017
2	Review and amendment after Stage 1 audit	I Young	14 <sup>th</sup> September 2017
3	Review & QA system added to 7.5 Service Provision	L Canner	1 <sup>st</sup> April 2018
4	Review. Grammar and spelling corrections.	P Cashin	11 <sup>th</sup> May 2018
5	Improvement and inclusion of AS 9100 Rev D	P Cashin	6 <sup>th</sup> June 2018
6	Para 9.1.3 amended to show no value in analysing machinery.	P Cashin	28 <sup>th</sup> June 2018
7	Para 8.2.2 amended to include REACH statement	P Cashin	29 <sup>th</sup> June 2018
8	Para 7.1.4 amended to include 5S audits & Appendix B updated	P Cashin	9 <sup>th</sup> July 2018
9	IMS Policy updated, Para 8.1 amended to include formal project management, Para 8.5.1 amended to include Special Processes	P. Cashin	9 <sup>th</sup> August 2018
10	10.2 updated to include Human Factors reference. Appendix A, Overall Key Process Sequence and Interaction, KPI's	P. Cashin	3 <sup>rd</sup> October 2018
11	IMS Policy updated to reflect PC as MD	P. Cashin	16 <sup>th</sup> January 2019
12	Update to ISO 45001:2018	P. Cashin	29 <sup>th</sup> March 2019
13	Update to ISO 45001:2018 & ISO 14001:2015	P. Cashin	22 <sup>nd</sup> May 2019

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## 1.0 Welcome to Proform Laser Services Ltd

Proform Laser Services Ltd are a new and expanding Engineering Specialist Centre based on the Wirral. We have combined decades of engineering expertise with the newest fibre laser and 3D waterjet technology to create a one stop shop for precision engineering needs. We pride ourselves on providing a superior customer service to ensure that all our customers' expectations are exceeded and an ability to work to any deadline whilst maintaining unrivalled quality.

## 2.0 About the Proform Integrated Management Systems Manual

This manual has been designed to demonstrate how Proform Laser Services Ltd interpret and meet the requirements of AS9100: rev D, ISO 9001:2015, [ISO 14001:2015](#) & [ISO 45001:2018](#)

This manual defines the specified criteria and identifies interfaces with other documents such as procedures and work instructions.

This manual is controlled by issue status and date, which can be identified within the title on the front page and in 0.0 Revision History and Approval.

Where subordinate or supporting documentation is reference in this manual, these are indicated by ***bold italics***.

## 3.0 Terms and Definitions

Proform adopts the following terms and definitions within its Integrated Management System. Where no definition is provided, the company typically adopts the definitions provided in ***ISO 9000: Quality Management – Fundamentals and Vocabulary*** and AS9100 Rev D, [ISO 14001:2015](#) & [ISO 45001:2018](#). In some cases, specific procedures or documentation may provide a different definition to be used in the context of that document; in such cases, the definition will supersede those provided for in this IMS Manual or the referenced definition sources.

This document provides a basis to each clause of, AS9100: rev D, ISO 9001:2015 (Black type), [ISO 14001:2015](#) (Green type) and [ISO 45001:2018](#) (Blue type), standards.

### General Terminology

**Proform** – Proform Laser Services Ltd

**Document** – written information used to describe how an activity is done.

**Record** – captured evidence of an activity having been done.

**IMS** – Integrated Management System

### Risk-Based Thinking Terminology

**Risk** – Negative effect of uncertainty

**Opportunity** – Positive effect of uncertainty

**Uncertainty** - A deficiency of information related to understanding or knowledge of an event, its consequence, or likelihood. (Not to be confused with measurement uncertainty.)

### Nonconforming Product Terminology

**Rework**: Efforts to bring nonconforming product into conformance through additional operations that do not alter the original design of the product.

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**Repair:** Efforts to bring nonconforming product into conformance through additional operations that alter the original design of the product; this may be through the addition of material not specified in the original design, or through altering pre-existing design features.

**Scrap:** The discard/recycling of nonconforming product that cannot be reworked or repaired.

## 4.0 Context of the Organisation

### 4.1 Understanding the Organisation and Its Context

Proform has reviewed its business in respect of its market position and the needs of its stakeholders to determine the strategic direction of the company. This requires understanding internal and external issues, such as competitors, suitably qualified personnel, [risks to the health and safety of its employees and sub-contractors in relation to the work undertaken](#), [potential impact on the environment](#) and market influences such as the price of raw material, that are of concern to Proform and its interested parties (per 4.2 below).

Such issues are monitored and updated as appropriate and discussed as part of management reviews.

### 4.2 Understanding the Needs and Expectations of Workers and other Interested Parties

“Interested parties” are identified as those who receive our Products or who may be affected by the processes used to realise those products, who may be impacted by them, or those parties who may otherwise have a significant interest in our company. The interested parties applicable to Proform are listed in the document, **QP6b Proform Business Risk register**, along with the reason for their inclusion. This includes both internal and external parties. Senior Management use this information to determine the company’s strategic direction. This is defined in records of management review, and periodically updated as conditions and situations change.

### 4.3 Determining the Scope of the Integrated Management System

Based on a review of the above issues of concern, interests of stakeholders, and in consideration of its products and services, Proform has determined the scope of the management system as follows:

**The provision of mechanical and industrial engineering activities including laser and water jet cutting and fabrication.**

The IMS applies to all processes, activities and employees within the company. The facility is located at:

Spectrum House, 20, Prenton Way, North Cheshire Trading Estate, Wirral. CH43 3DU

The following clauses of AS9100 were determined to be not applicable to Proform.

8.3 The customer requirements are defined during the quote process therefore it is considered to be application design rather than conceptual (i.e. development) design.

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## 4.4 Integrated Management System and Its Processes

### 4.4.1 Process Identification

Proform uses a process approach for its IMS. By identifying the top-level processes within the company, and then managing each of these discretely, Proform reduces the potential for nonconforming products discovered during final processes or after delivery. Instead, nonconformities and risks are identified in real time, by actions taken within each of the top-level processes.

The following top-level processes have been identified for Proform:

#### 1. Contract Review

1.1. Quote & Order (Contract Review) **QP11**

#### 2. Manufacture/Inspection

2.1. Manufacture/Inspection **QP12**

2.2. Delivery **QP20**

Each process may be supported by other activities, such as tasks or sub-processes. Monitoring and control of top-level processes ensures effective implementation and control of all subordinate tasks or sub-processes.

Each top-level process has a **Procedure document** which defines:

- applicable inputs and outputs
- process owner(s)
- applicable responsibilities and authorities
- applicable risks and opportunities
- critical and supporting resources
- criteria and methods employed to ensure the effectiveness of the process
- quality objectives related to that process

The sequence of interaction of these processes is illustrated in Appendix A.

*Note: Appendix A represents the typical sequence of processes. This may be altered depending on customer or regulatory requirements at the job or contract level, as needed.*

### 4.4.2 Process Controls & Objectives (Objectives, Targets and Programme[s]) (Objectives and programme(s))

Each process has at least one objective established for it; this is a statement of the intent of the process. Each objective is then supported by at least one “metric” or key performance indicator (KPI) which is then measured to determine the process’ ability to meet the quality, **OH&S** or **Environmental** objective.

*Note: Whereas ISO 9001 discusses process measurements and “quality objectives” as separate concepts, Proform combines them; i.e., quality objectives are used to control the processes. Additional objectives for Products may be assigned, but these will also be used to measure process effectiveness.*

Throughout the year, data is measured and gathered by process owners or other assigned managers, to present the data to the Senior Management Team. The data is then analysed by the Senior Management Team in order that they may set goals and make adjustments for the purposes of long-term continual improvement.

The specific quality objectives for each process are defined in the applicable **Procedure**.

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Data, along with current standings and goals for each objective, are recorded in records of management review.

When a process does not meet a goal, or an unexpected problem is encountered with a process, the corrective action process is implemented to research and resolve the issue. In addition, opportunities for improvement are sought and implemented, for the identified processes.

Objectives of this IMS are listed in **PFG 193 IMS Objectives Log**

## 4.4.3 Outsourced Processes

Any process performed by a third party is considered an “outsourced process”. The company’s outsourced processes, and the control methods implemented for each, are defined in **QP24 Outsourced Processes**.

The type and extent of control to be applied to the outsourced process takes into consideration:

- a) the potential impact of the outsourced process on the company’s capability to provide product that conforms to requirements,
- b) the degree to which the control for the process is shared,
- c) the capability of achieving the necessary control through the purchasing contract requirements.

## 5.0 Leadership

### 5.1 Leadership & Commitment (Environmental policy/resources, roles, responsibility and authority) (OH&S policy/resources, roles, responsibility, accountability and authority)

#### 5.1.1 General

Senior Management Team of Proform provides evidence of its leadership and commitment to the development and implementation of the management system and continually improving its effectiveness by:

- a) taking accountability and overall responsibility of the effectiveness of the management system and the prevention of work-related injury and ill health;
- b) providing a safe workplace;
- c) ensuring that the **IMS Policy** and policy objectives are established for the management system;
- d) promoting awareness of the process approach;
- e) ensuring that the resources needed for the management system are available;
- f) communicating the importance of effective quality, environmental and OH&S management and of conforming to the requirements of the integrated management system as well as the importance of meeting customer and statutory and regulatory requirements;
- g) ensuring that the management system achieves its intended results;
- h) engaging, directing and supporting persons to contribute to the effectiveness of the management system;
- i) promoting continual improvement;



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- j) supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
- k) the implementation of ISO standards, Evaluation of compliance.
- l) developing, leading and promoting a culture in the organisation that supports the intended outcomes of the IMS
- m) protecting workers from reprisals when reporting incidents, hazards, risks and opportunities, Proform operates a No Blame Culture.
- n) ensuring that processes are in place for consultation and participation of workers
- o) supporting the establishment and functioning of H&S committees

## 5.1.2 Customer focus (Environmental Aspects & Impacts, legal and other requirements) (Hazard identification, risk assessment and determining controls & legal and other requirements)

The Senior Management Team of Proform adopts a customer-first approach which ensures that customer needs and expectations are determined, understood and are met with the aim of enhancing customer satisfaction.

This is accomplished by ensuring:

- a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met;
- b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;
- c) the focus on enhancing customer satisfaction is maintained;
- d) product and service conformity and on-time delivery performance are measured and appropriate action is taken if planned results are not, or will not be, achieved.
- e) customer feedback is obtained, analysed and used to improve processes.
- f) recording of environmental aspects & impacts.
- g) recording of hazard identification, risk assessment & determining control.

## 5.2 Policy

Senior Management Team has developed the IMS Policy, defined in section 3.0 above, that governs day-to-day operations to ensure quality, safety and minimise risks to the environment.

The IMS Policy is released as a standalone document as well and is communicated and implemented throughout the organisation.

The **IMS Policy** of Proform is as follows:

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## IMS Policy

*Proform Laser Services Ltd are an Engineering Specialist Centre based on the Wirral. We have combined decades of engineering expertise with the newest fibre laser and 3D waterjet technology to create a one stop shop for precision engineering needs. We pride ourselves on providing a superior customer service to ensure that all our customers are happy. Our aim is to work to any deadline whilst maintaining unrivalled quality.*

*The company work to an Integrated Management System (IMS) which meets the requirements of International Standard AS9100:rev.D, ISO9001:2015, ISO14001:2015 and ISO 45001:2018 which assists the company in maintaining high technical standards and a commitment to excellence in all management and administration tasks.*

*Significant quality, environmental and health & safety aspects shall be identified by carrying out regular internal reviews and audits.*

*The management team in conjunction with the individual process owners then agree appropriate objectives and targets that relate to the significant aspects that the organisation controls or has influence over. Progress against agreed objectives and targets shall then be presented for review at the regular management review meetings and any changes to the defined objectives and targets agreed.*

*The company's policies therefore are:*

- *To carry out all work to high standards and to always meet or exceed the requirements of the customer and any relevant statutory regulation.*
- *To respond promptly and effectively to customer's requests for assistance*
- *To be professional and courteous in all our dealings with customers and suppliers*
- *A commitment to continually improve the quality and safety of the company's products, work processes and Management Systems.*
- *A commitment to the protection of the environment, including the prevention of pollution and a reduction in our carbon footprint*
- *A commitment to provide safe working conditions for the prevention of injury and ill health.*
- *Comply with and exceed relevant regulatory requirements.*
- *Continually improve and monitor environmental and H&S performance.*
- *Continually improve and reduce our environmental impacts.*
- *Incorporate environmental and H&S factors into our business decisions.*
- *Increase our employee's environmental and H&S awareness through training.*
- *A commitment to consultation and participation of workers and their representatives.*
- *A commitment to eliminate hazards and reduce OH&S risks*
- *To build a culture that is based on all employees and management ensuring quality, safety and the environment are the focus of every job*

*Signed:*



*Paul Cashin*

*MD*

*May 2019*

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## 5.3 Organisational Roles Responsibilities and Authorities

An organogram, showing the structure of the organisation, is held within the Company Quality System, a copy of which is available on request. Should the organisation become sufficiently complex and the MD considers it necessary then he may choose to publish the organogram with the actual names of the relevant staff included.

Overall responsibility for and ownership of the various processes and procedures used by the company are shown in Appendix B of this Manual.

The MD determines general responsibilities and authorities for management personnel. Appropriate details are provided in Appendix C.

The Quality Manager has been assigned as the single point of contact to represent the Proform quality system when required by customer or regulations. The Quality Manager shall also be responsible for:

- a) ensuring that the quality management system conforms to the requirements of this International Standard;
- b) ensuring that the processes are delivering their intended outputs;
- c) reporting on the performance of the quality management system and on opportunities for improvement, in particular to top management;
- d) ensuring the promotion of customer focus throughout the organisation;
- e) ensuring that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

Other duties of the Quality Manager may be defined herein or within other documented procedures.

## 5.4 Consultation and participation of workers

Proform has established a process which has been, implemented and is maintained for the participation and consultation of its workers at all applicable levels and functions. OH&S and Environmental Champions have been assigned through a voluntary process. Both Champions attend the monthly management meetings to contribute to the, development, planning, evaluation and actions for improvement of the *IMS*.

Proform commits to;

- a) provide mechanisms, time, training and necessary for consultation & participation;
- b) provide timely access to clear, understandable and relevant information about the IMS;
- c) determine and remove obstacles or barriers to participation and minimise those that cannot be removed;
- d) emphasise the consultation of non-managerial workers on the following;
  - 1. determining the needs and expectations of interested parties, (*QP06b*)
  - 2. establishing the IMS Policy

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3. assigning organisational roles, responsibilities and authorities
  4. determining how to fulfil legal and other requirements
  5. establishing IMS objectives and how to achieve them
  6. determining applicable controls for outsourcing, procurement and contractors
  7. determining what needs to be monitored, measured and evaluated
  8. planning, establishing, implementing and maintaining an audit programme
  9. ensuring continuous improvement
- e) emphasise the participation of non-managerial workers in the following;
1. determining the mechanisms for their consultation and participation
  2. identifying hazards and assessing risk and opportunities
  3. determining actions to eliminate hazards and reduce OH&S risks
  4. determine competence requirements, training needs, training and evaluation training
  5. determine what needs to be communicated and how this will be done
  6. determining control measures and their effective implementation and use
  7. investigate incidents and nonconformities and determining corrective actions

## 6.0 Planning

### 6.1 Actions to Address Risks and Opportunities

Planning to Address Risk and Opportunity is a pro-active process that attempts to identify and deal with potential problems to prevent or reduce undesired effects before they have the opportunity to cause nonconformities, **injury or ill health or impact the environment**.

Planning to Address Risk and Opportunity may be of a continuous nature and form a normal part of the company's activities. Typical actions include:

- Training programmes
- Preventive Maintenance
- Resource and Business Planning

Planning to Address Risk and Opportunity can also be of a one-off nature and is often identified as a result of an event. Typical examples include:

- New statutory/regulatory requirements
- New technology
- Planned changes to the business

In these latter cases a planning requirement may be raised and records are then created to enable the company to focus on the potential problem(s), possible solution(s) and the need to monitor and review the results of any actions taken.

**Reference: Procedure QP06 Corrective Action and QP33 Risk and Opportunity Management and the procedure cross reference Annex 1**

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## 6.1.2 Hazard identification & Environmental aspects

Proform has established and implemented processes for the identification of hazards. The processes are ongoing and are actively contributed to by the workers through consultation and participation. Human Factors are considered during all aspects of production to ensure quality and safety.

Proform's processes take into account;

- a) how work is organised, social factors, (including workload, work hours, victimisation, harassment and bullying), leadership and the culture of the organisation.
- b) routine and non-routine activities and situations, including hazards arising from;
  - 1. infrastructure, equipment, materials, substances and the physical conditions of the workplace
  - 2. product safety, production, assembly, delivery, maintenance and disposal
  - 3. Human Factors
  - 4. how work is carried out
- c) past relevant incidents and their causes
- d) potential emergency situations
- e) people, including consideration of;
  - 1. those with access to the workplace and their activities
  - 2. those in the vicinity of the workplace who may be affected by the activities of Proform
  - 3. workers at a location not under the direct control of Proform including delivery drivers
- f) other issues, including consideration of;
  - 1. the design of work areas, processes, installations, machinery/equipment, operating procedures and work organisation, including their adaption to the needs and capabilities of the workers involved
  - 2. situations occurring in the vicinity of the workplace caused by work-related activities under the control of Proform.
  - 3. Situations not controlled by Proform and occurring in the vicinity of the workplace that can cause injury or ill health to persons in the workplace
- g) Changes to the organisation, its operations or its processes and the IMS
- h) Changes in knowledge of, and information of, hazards.

Proform also determines potential environmental aspects and potential impacts caused by its normal operations. These are recorded on form **PFG195** and are reviewed every 12 months. These impacts are also considered if a Gate Review is required, **QP11** and form **PFG187 Production gate Checklist** dictate the requirement and record the findings.

## 6.1.3 Determination of legal and other requirements

Proform is aware of its legal requirements and documented information is maintained to support this. Weekly legislation audits are carried out to ensure compliance to the latest **OH&S**, **Environmental** and Employment Standards.

## 6.2 IMS Objectives and Planning to Achieve Them

As part of the adoption of the process approach, Proform utilises its process objectives as the main Quality, **OHS** and **Environmental** objectives for the IMS. These include overall product-related quality, **OHS** and **Environmental** objectives; additional product-related quality objectives may be defined in work instructions or customer requirements.

The process objectives have been developed in consideration that they:

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- a) be consistent with the IMS policy;
- b) be measurable;
- c) consider applicable requirements;
- d) be relevant to conformity of products and services and to enhancement of customer satisfaction;
- e) be monitored;
- f) be communicated;
- g) be updated as appropriate.

Process objectives are defined in the minutes of management review per section 9.3 below and in ***PF193 IMS Objectives Log***.

The planning of process objectives is defined in section 4.4. above.

## 6.3 Planning of Changes

Changes to the ***IMS*** and its processes are carried out in a planned manner per the procedure ***QP25 Change Management***.

## 7.0 Support

**7.1 Resources (Resources, Roles, Responsibility and Authority) (Resources, roles, responsibility, accountability and authority)**

### 7.1.1 General

Proform determines and provides the resources needed:

- a. to implement and maintain the integrated management system and continually improve its effectiveness
- b. to ensure that there are sufficient human and hardware resources to meet customer and contract requirements, IMS Policies commitment, ***OH&S performance*** and ***IMS Objectives***.

Resource allocation is done with consideration of the capability and constraints on existing internal resources, as well as needs related to supplier expectations.

Resources and resource allocation are assessed during management reviews.

### 7.1.2 People

Senior management ensures that it provides sufficient staffing for the effective operation of the integrated management system, as well its identified processes and objectives.

### 7.1.3 Infrastructure

The company is mindful of the importance of the infrastructure in influencing the effectiveness of its operations. And as such the company adheres (as a minimum standard) to the ISO requirements, which include:

- a) The adequacy and suitability of premises

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- b) The reliability and suitability of company vehicles including instructions on responsibilities for care and associated equipment.
- c) The adequacy of test equipment, such as measuring instruments
- d) Adequate insurance cover is held for categories of work undertaken.
- e) Environmental aspects and impacts
- f) OH&S risks

## 7.1.4 Environment for the Operation of Processes

Proform provides a clean, safe and well-lit working environment. The Senior Management Team of Proform manages the work environment needed to achieve conformity to product requirements. Specific environmental requirements for products are determined during planning and are documented in subordinate procedures, work instructions, or job documentation. Where special work environments have been implemented, these shall also be maintained per 6.3 above. Regular 5S audits are carried out, **PFG181 5S Audit Report Form**, to ensure good housekeeping.

Human factors are considered to the extent that they directly impact on the quality and safety of Products.

## 7.1.5 Monitoring and Measuring Resources

Where equipment is used for critical measurement activities, such as inspection and testing, these shall be subject to control and either calibration or verification; see the procedure **QP26 Calibration of Equipment**.

*Note: Calibration and measurement traceability is not employed for all measurement devices. Instead, Proform determines which devices will be subject to calibration based on its processes, products and services, or in order to comply with specifications or requirements. These decisions are also based on the importance of a measurement, and considerations of risk.*

## 7.1.6 Organisational Knowledge

Proform also determines the knowledge necessary for the operation of its processes and to achieve conformity of products and services. This may include knowledge and information obtained from:

- a) internal sources, such as lessons learned, feedback from subject matter experts, and/or intellectual property;
- b) external sources such as standards, academia, conferences, and/or information gathered from customers or suppliers.

This knowledge shall be maintained and made available to the extent necessary.

When addressing changing needs and trends, Proform shall consider its current knowledge and determine how to acquire or access the necessary additional knowledge.

## 7.2 Competence (Competence, Training and Awareness) (Competence, training and awareness)

The company ensures that all personnel carrying out work or have the potential to cause a significant environmental impact(s) identified by the company or are performing tasks that can impact on OH&S, are competent in the area(s) in which they are employed. An initial assessment of skills and experience is carried out on all new employees. A record of this assessment is made together with details of any

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initial training provided.

Reviews of skills and training requirements are carried out on a continuous basis as well as during the regular Management Review Meeting. Training will be provided as required on an on-going basis and records will be maintained.

Areas of training may typically include technical, administrative, managerial, quality, environmental and health and safety.

Training notes for staff may be provided. In some instances, these notes may be very detailed and might typically cover both administrative and/or technical matters. They are for staff guidance only and could especially be relevant to new staff. They will not necessarily be fully controlled or updated, especially regarding minor changes that have no significant effect on the objectives or end results of the relevant process.

The company has documented a procedure (**QP15**) to ensure that personnel working on its behalf are aware of:

- (a) the importance of conformity with the IMS policy and procedures and with the requirements of the IMS
- (b) the significant environmental aspects and related actual or potential impacts associated with their work, and the environmental benefits of improved personal performance
- (c) their roles and responsibilities in achieving conformity with the requirements of the IMS, including emergency preparedness and response requirements and the potential consequences of departure from specified procedures
- (d) the OH&S consequences, actual or potential, of their work activities, their behaviour, and the OH&S benefits of improved personal performance;

Training procedures shall consider differing levels of:

- (a) responsibility, ability, language skills and literacy; and
- (b) risk.

*Note: the management system does not include other aspects of Human Resources management, such as payroll, benefits, insurance, labour relations or disciplinary actions.*

## 7.3 Awareness

Training and subsequent communication ensure that staff are aware of:

- a) the IMS policy;
- b) relevant IMS objectives;
- c) their contribution to the effectiveness of the integrated management system, including the benefits of improved performance;
- d) the implications of not conforming with the integrated management system requirements,
- e) incidents and the outcomes of investigations that are relevant to them;
- f) hazards, OH&S risks and action determined that are relevant to them;
- g) the ability to remove themselves from work situations that they consider present an imminent and serious danger to their life or health, as well as the arrangements for protecting them from undue consequences for doing so;
- h) relevant IMS documented information and changes thereto;



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- i) their contribution to product or service conformity;
- j) their contribution to product safety;
- k) the importance of ethical behaviour.

## 7.4 Communication)

The size of the company is such that it operates an “Open Door” policy and therefore benefits from informal communication channels between management and staff through direct face-to-face contact, informal discussion and (when beneficial) internal memoranda.

The Management Team ensure that all staff are fully aware of the Company’s IMS Policies and where relevant the IMS Objectives. All staff has access to the relevant parts of the IMS Documentation.

The Management Team ensures that controls are established for the receiving, documenting and responding to relevant communication from external interested parties, and decide whether to communicate externally about the organisation’s significant environmental impacts and document their decision. Where communication is external then the method(s) are established and implemented. This is documented with a Procedure **QP16**.

Regarding its OH&S hazards and OH&S management system, Proform has established, implemented and maintains a procedure(s) for:

- a) internal communication among the various levels and functions of the Company;
- b) communication with contractors and other visitors to the workplace;
- c) receiving, documenting and responding to relevant communications from external interested parties.

Participation and consultation:

Proform has established, implemented and maintains a procedure(s) for:

- a) the participation of workers by their:
  - appropriate involvement in hazard identification, risk assessments and determination of controls;
  - appropriate involvement in incident investigation;
  - involvement in the development and review of OH&S policies and objectives;
  - consultation where there are any changes that affect their OH&S;
  - representation on OH&S matters.
  - workers shall be informed about their participation arrangements, including who is their representative(s) on OH&S matters.
- b) consultation with contractors where there are changes that affect their OH&S.

The Company shall ensure that, when appropriate, relevant external interested parties are consulted about pertinent OH&S matters.

## 7.5 Documented Information

The integrated management system documentation includes both documents and records.

*Note: the ISO 9001:2015 standard uses the term “documented information”; Proform does not use this term, but instead relies on the terms “document” and “record” to avoid confusion. In this context the terms are defined by Proform as provided for in section 3.0 above. Documents and records undergo different controls as defined herein.*

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Documents required for the management system are controlled in accordance with procedure **QP02 Document & Data Control**. The purpose of document control is to ensure that staff have access to the latest, approved information, and to restrict the use of obsolete information. All documented procedures are established, documented, implemented and maintained.

A documented procedure **QP03 Control of Records** has been established to define the controls needed for the identification, storage, retrieval, protection, retention time, and disposition of quality records. This procedure also defines the methods for controlling records that are created by and/or retained by suppliers.

Configuration documents are subject to additional controls per section 8.1.2 below.

These controls are applicable to those records which provide evidence of conformance to requirements; this may be evidence of Product requirements, contractual requirements, procedural requirements, or statutory/regulatory compliance. In addition, quality records include any records which provide evidence of the effective operation of the management system.

## 8.0 Operation (Operational Control) (Operational Control)

### 8.1 Operational Planning and Control

The company's main products are production of customer requirements using 3D water jet and fibre laser technology.

The company have identified and implemented the processes (and their interactions) needed to realise the above products. The objectives of the various processes have been established and these are monitored by management. This monitoring will include, where the management decides it is appropriate, formal measurements that will help establish the effectiveness of a process.

Staff are trained in the skills and procedures needed to implement these processes and are supported, where relevant, by forms, process diagrams, documented procedures and engineering/works instructions. These procedures include such actions as the completion of records, verification, validation, monitoring, inspection and testing.

Where contracts accepted by the company are not "run of the mill" then full consideration is given to any extra demands that they might make on the company.

Such planning is accomplished through:

- a) determining the requirements for the Products;
- b) determining the resources needed to achieve conformity to the Product requirements;
- c) implementing control of the processes in accordance with the criteria;
- d) determining, maintaining and retaining documents and records to the extent necessary to have confidence that the processes have been carried out as planned and to demonstrate the conformity of Products to their requirements;
- e) determining the processes and controls needed to manage critical items, including production process controls when key characteristics have been identified;
- f) engaging representatives of affected organisation functions for operational planning and control;
- g) determining the process and resources to support the use and maintenance of the Products;
- h) determining the products and services to be obtained from external providers;
- i) establishing the controls needed to prevent the delivery of nonconforming Products to the

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customer.

The company also identifies and plans those processes that are associated with the identified significant environmental aspects, to ensure that they are performed under controlled conditions, and identified hazard(s) where the implementation of controls is necessary to manage the OH&S risk(s) (this shall include the management of change) by:

- a) implementing documented procedures to control situations where their absence could lead to deviation from the IMS policy, objectives and targets, and
- b) stating the operating criteria, and
- c) implementing procedures related to the identified significant environmental aspects of goods and services used by the organisation and communicating applicable procedures and requirements to suppliers, including contractors.
- d) operational controls, as applicable to the Company and its activities; the Company shall integrate those operational controls into its overall OH&S management system;
- e) controls related to purchased goods, equipment and services;
- f) controls related to contractors and other visitors to the workplace;
- g) stipulated operating criteria where their absence could lead to deviations from the OH&S policy and objectives.

Changes to operational processes are done in accordance with the document **QP25 Change Management**.

Outsourced processes and how Proform controls them are defined in the documented procedure **QP24 Outsourced Processes**.

For some work, Proform plans and manages its provision of Products in a structured and controlled manner; this is part of the **QP34 Advanced Product Quality Planning**. (see also **QP11 Quoting and Order Acceptance**). Such work includes scheduling tasks in a planned sequence to meet requirements at acceptable risk, within resource and schedule constraints.

Process controls include methods to control the temporary or permanent transfer of work, to ensure the continuing conformity of the Products. This will consider how work transfer impacts and risks are managed.

In this context, “work transfer” can mean the temporary or permanent handover of work between Proform internal processes, between Proform and an external service provider, or between external providers.

For transfers between Proform and an external service provider, or between external providers, these are controlled under the Purchasing requirements defined in section 8.4 below.

## 8.1.1 Operational Risk Management

Operational risk management is conducted to manage the risks related to Product realisation requirements; see section 6.1 on risk and opportunity management above.

## 8.1.2 Configuration Management

Proform plans, implements, and controls configuration management activities as appropriate to its Products in order to ensure the identification and control of physical and functional attributes throughout the product lifecycle. This is defined in the documented procedure **QP27 Configuration Management**. This includes document control for configuration documents and change control for configured items.

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## 8.1.3 Product Safety

Operational controls shall be implemented to assure product safety during the entire product life cycle, where this is appropriate and relative to Proform 's Products. These activities may include:

- a) assessment of hazards and management of associated risks;
- b) management of safety critical items;
- c) analysis and reporting of occurred events affecting safety;
- d) communication of these events and training of persons.

## 8.1.4 Prevention of Counterfeit Parts

Operational controls shall be implemented to assure the prevention of counterfeit or suspect counterfeit part use and their inclusion in product(s) delivered to the customer. These activities are defined in greater detail in the documented procedure **QP28 Counterfeit Part Control**.

## 8.2 Requirements for Products and Services

### 8.2.1 Customer Communication

Proform has implemented effective communication with customers in relation to:

- a) providing information relating to Products;
- b) handling enquiries, contracts or orders, including changes;
- c) obtaining customer feedback relating to products and services, including customer complaints;
- d) handling or controlling customer property;
- e) establishing specific requirements for contingency actions, when relevant.

### 8.2.2 Determining the Requirements Related to Products and Services (Environmental Aspects; Legal and Other Requirements; Operational Control) (Hazard identification, risk assessment and determining controls; Legal and other requirements; Operational control)

The product requirements are established as part of a Sales/ enquiry process when both the customer's needs and the statutory requirements (e.g. British/European Standards, etc) are considered. This tendering stage provides for:

- a) the provision by the customer or the company of drawings and/ or specifications to ensure that all features of the customer requirements are considered.
- b) a resolution with the customer of any uncertainties in their requirements before any offer is made.
- e) any environmental aspects of its activities, products and services that it can control and those it can influence considering planned or new developments, or new or modified activities, products and services.
- f) those aspects that have or can have significant impact(s) on the environment.

These activities are defined in greater detail in the procedure **QP11 Quoting and Orders**.

### 8.2.3 Review of Requirements Related to Products and Services (Environmental Aspects;

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## **Operational Control) (Hazard identification, risk assessment and determining controls; Legal and other requirements; Operational control)**

All offers are reviewed by suitably qualified staff prior to them being submitted. This will include:

- (a) a drawing review (when producing a drawing is a requirement) and a review of the specification (see also paragraph 8.3).
- (b) a review of the commercial conditions applied to the contract.
- (c) a review of resource needs.
- (d) significant environmental aspects are identified
- (e) OH&S controls related to purchased goods, equipment and services

A further check is made on receipt of the signed contract from the customer to ensure that everything is still in order. If the customer accepts the offer verbally, but fails, for whatever reason to return the signed copies of the contract, the Lead for Sales (or designate) will write/ email and confirm the verbal order. A record of these reviews will be maintained.

Any change required during the work will be formally agreed and a record of the agreements and the changes retained.

These activities are defined in greater detail in the procedure **QP11 Quoting and Orders**.

The company enter into both written and verbal communication with each customer to ensure that they are fully advised on the products supplied and the associated environmental aspects, and the OH&S controls related to purchased goods, equipment and services. Enquiries and requests are dealt with promptly and the company have a formal process in place for dealing with complaints.

### **8.2.4 Changes to Requirements for Products and Services**

Proform updates all relevant requirements and documents when the requirements are changed and ensures that all appropriate staff are notified; see the documented procedure **QP25 Change Management**.

### **8.3 Design and Development of Products and Services**

See non-applicability statement at 4.3

### **8.4 Control of Externally Provided Processes, Products and Services (Operational Control)**

Proform ensures that purchased products conform to specified purchase requirements.

The company carries out an evaluation, using selected criteria, on all suppliers (equipment and services) before confirming they are approved as supplier. Records of these evaluations are retained, **PFG134 Suppliers Questionnaire**. Criteria for selection, evaluation and re-evaluation are established.

The company has implemented a procedure (QP19) related to the identified significant environmental aspects of goods and services used, and OH&S controls related to purchased goods, equipment and services, and communicates applicable procedures and requirements to suppliers, including sub-contra

Proform also recognises and complies with the REACH legislation in regard to the materials used in the manufacture of product. <https://echa.europa.eu/candidate-list-table> list those Substances of Very High Concern for Authorisation, (SVHC). Proform ensures it's suppliers keep them informed of any such

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substances in the raw materials supplied or used in outsourced processes. Proform also ensure its customers are informed, where required, of any significant amounts of SVHC's in products manufactured by Proform. **PFG179 REACH Compliance Declaration** is to be completed by all suppliers.

Purchase requirements will be approved by staff members allocated this responsibility and will in normal circumstances be placed with previously approved suppliers. Where the use of an existing approved supplier is not possible, then the Managing Director (or designate) can approve the use of a non-approved supplier. In these circumstances, however, adequate safeguards and checks are put in place to ensure that the quality of the product is not put in jeopardy. Suppliers who do not provide conforming products or services may be requested to conduct formal corrective action.

These activities are further defined in the documents **QP19 Purchasing and Stock Control**.

## 8.5 Production and Service Provision

### 8.5.1 Control of Production and Service Provision (Operational Control) (Operational Control)

The main processes that have been identified as covering the control of service provision are:

- Enquiry conversion to contract
- Planning and drawing of the product requirements in the company MRP system
- Management of changes to requirements.
- Cutting process either by laser jet or water jet
- First and last checks for product conformity – **QP10 Work Order** completed for each job
- Assembly and dispatch

Control of these processes is identified through SigmaNEST/Bystronic applications.

Other key control aspects include:

- The provision of competent staff/sub-contractors supported by engineering/administrative instructions, as necessary (see Recruitment, Security Screening and Training)
- The provision of conforming equipment and services (see Material Control)
- The provision of suitable tools and test equipment (see Control of Measuring Devices)
- Clearly defining and documenting the product requirement
- Tests carried out to ensure conformance with design
- Scheduling and monitoring arrangements to ensure contract and statutory requirements are met
- In process & final testing/demonstrations
- The implementation of documented procedures to control situations where their absence could lead to deviation from the IMS policy, objectives and targets, and
- Stipulating the operating criteria in the procedures.

Where appropriate, special statistical techniques may be used to control or monitor operational processes. In such cases, the techniques selected shall be based on known standards or otherwise justified as statistically valid. This includes sampling plans when sampling is used for inspection, testing or other purposes.

Proform utilises some special processes where the result of the process cannot be verified by subsequent monitoring or measurement. The special processes in use and the methods of validation of each are defined in the document **QP36 Special Processes**.

Other special processes that are required during product manufacture are sent to outside suppliers and controlled per **QP24 Outsourced Processes**.

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## 8.5.1.1 Control of Equipment, Tools and Software Programs

Equipment, tools, and software programs used to automate, control, monitor, or measure production processes are validated prior to final release for production and are maintained. Special storage requirements, if applicable, are defined for production equipment or tooling including any necessary periodic preservation or condition checks. This is further defined in **QP26 Calibration of Equipment**.

## 8.5.1.3 Production Process Verification

Production processes are verified using operator knowledge and experience, confirmation of measurements against specifications, on larger orders addition of further testing to supplement “first and last checks”. These are all documented and retained.

Criteria have been established for the production processes and are monitored on a monthly basis to ensure that these processes are achieving the required results.

The technical standards for the production tools/equipment used to perform these activities are authorised for use and regularly inspected to ensure suitability **and environmental and OH&S control**. This is monitored by regular reviews being carried out on the engineering staff employed on this work. Records of all the above validation checks are retained.

## 8.5.2 Identification and Traceability

Where appropriate, Proform identifies its Product or other critical process outputs by suitable means. Such identification includes the status of the Product with respect to monitoring and measurement requirements. Unless otherwise indicated as nonconforming, pending inspection or disposition, or some other similar identifier, all Product shall be considered conforming and suitable for use.

Proform maintains the identification of the configuration of the products and services in order to identify any differences between the actual configuration and the required configuration; see the documented procedure **QP27 Configuration Management**.

The documented procedure **QP29 Identification and Traceability** defines these methods in detail.

If unique traceability is required by contract, regulatory, or other established requirement, Proform controls and records the unique identification of the Product. This shall include, as appropriate:

- a) product identification to be maintained throughout the product life
- b) the ability to trace all products manufactured from the same batch of raw material, or from the same manufacturing batch, to the destination (e.g., delivery, scrap)
- c) for an assembly, the ability to trace its components to the assembly and then to the next higher assembly
- d) for a product, a sequential record of its production

The documented procedure **QP29 Identification and Traceability** defines these methods in detail.

## 8.5.3 Property Belonging to Customers or External Providers

Proform exercises care with customer or supplier property while it is under the organisation's control or being used by the organisation. Upon receipt, such property is identified, verified, protected and safeguarded. If any such property is lost, damaged or otherwise found to be unsuitable for use, this is reported to the customer or supplier and records maintained.

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For customer intellectual property, including customer furnished data used for design, production and / or inspection, this is identified by customer and maintained and preserved to prevent accidental loss, damage or inappropriate use.

This activity is defined in greater detail in the document **QP30 Control of Third-Party Property**.

## 8.5.4 Preservation

Proform preserves conformity of product during internal processing and delivery to the intended destination. Staff engaged in the handling of goods and equipment in stores are aware, through staff training, of the need for adequate protection to prevent damage etc. They are assisted by the provision of suitable packaging for transportation purposes where necessary.

The systems provide for the requisitioning of stores, storage of goods, issue of goods and monitoring their usage.

The documented procedure **QP21 Preservation of Product** defines the methods for preservation of product and the documented procedure **QP31 FOD Control** defines the methods for preventing, identifying and controlling foreign objects.

## 8.5.5 Post-Delivery Activities

As applicable, Proform conducts the following activities which are considered “post-delivery activities”:

- Confirmation of product delivery and serviceability with customer.
- Support for warrantied items for the life of any such warranty.
- Investigation, reporting and corrective action for any product found to be non-conforming post-delivery.
- Lessons learned to aid continuous improvement.

Post-delivery activities are conducted in compliance with the management system defined herein

## 8.5.6 Control of Changes

Proform reviews and controls both planned and unplanned changes to processes to the extent necessary to ensure continuing conformity with all requirements.

Process change management is defined in the document **QP25 Change Management**.

Documents are changed in accordance with procedure **QP02 Document & Data Control**.

## 8.6 Release of Products and Services

Products are inspected during the production process by the engineer to ensure they meet all requirements at critical stages throughout the various processes. Normally on a first off last off basis unless customer requirements define otherwise. All products are inspected to the specified drawing on a 20% random basis prior to final delivery unless customer requirements define otherwise.

Measurement requirements are documented; this documentation is part of the order documentation, and includes:

- a) criteria for acceptance and / or rejection,
- b) where in the sequence measurement and testing operations are performed,



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- c) a record of the measurement results, and
- d) type of measurement instruments required and any specific instructions associated with their use

Test records will show actual test results data when required by specification or acceptance test plan.

Where required to demonstrate Product qualification Proform will ensure that records provide evidence that the Product meets the defined requirements.

When key characteristics have been identified, they are monitored and controlled as required.

Evidence of conformity with the acceptance criteria is maintained. Records indicate the person(s) authorising release of Products.

## 8.6.2 Receiving Inspection and Testing

Incoming raw materials, processed products or other critical received goods undergo inspection at receiving, prior to entry into the production processes. These activities are defined in the documented procedure **QP19 Purchasing & Stock Control**.

## 8.6.3 First Article Inspection/PPAP

First Article/PPAP Inspections shall be performed at the discretion of Quality and/or when required by customer or contract requirements.

Such inspections are a complete inspection of a completed part, of all dimensions and criteria, to validate the production processes and equipment. The product used shall be a representative item from the first production run of a new part or assembly to verify that the production processes, production documentation and tooling can produce parts and assemblies that meet requirements. This process shall be repeated when changes occur that invalidate the original results (e.g., engineering changes, manufacturing process changes, tooling changes).

Proform uses forms and/or computer software to satisfy first article/PPAP requirements. Where the customer dictates a format for First Article/PPAP reporting, these formats will be used instead.

## 8.7 Control of Nonconforming Outputs (14001:2015 8.2 Emergency Preparedness and Response;) (45001:2018 8.2 Emergency preparedness and response;)

When the company detects nonconformity in its products, appropriate action is taken to correct the nonconformity and to consider the need for any corrective action to eliminate the root cause of the problem. Records of actions taken are retained.

Examples of typical quality nonconformities that may occur are as follows:

- Faulty equipment
- Unsatisfactory technical standards
- Poor service delivery from suppliers
- Customer Complaints, Deficiencies and Defects.

**Reference Procedure's QP05 Control of Non-Conforming Product & QP06 Corrective Action**

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## 8.7.1 Emergency preparedness and response

Proform identifies potential emergency situations and potential accidents that can have an impact on the environment and how the company will respond to them and

- i) how the company responds to actual emergency situations and accidents and prevent or mitigate associated adverse environmental impacts
- ii) identifies the process for dealing with actual and potential nonconformity(ies) and for taking corrective action. This includes requirements for:
  - (a) identifying and correcting nonconformity(ies) and taking action(s) to mitigate their environmental impacts
  - (b) investigating nonconformity(ies), determining their cause(s) and taking actions to avoid their recurrence
  - (c) evaluating the need for action(s) to prevent nonconformity(ies) and implementing appropriate actions designed to avoid the occurrence
  - (d) recording the results of corrective action(s) taken, and
  - (e) reviewing the effectiveness of corrective action(s) taken
- iii) actions taken are appropriate to the magnitude of the problems and the environmental impacts encountered.

Periodic reviews and revisions of the emergency preparedness and response procedures are performed, especially after the occurrence of accidents or emergency situations. In addition, the company periodically tests such procedures where practicable.

Proform has implemented processes to prepare for and respond to potential emergency situations including:

- (a) establishing a planned response to emergency situations, including the provision of first aid
- (b) periodically testing and exercising the planned response capability
- (c) determine underlying OH&S deficiencies and other factors that might be causing or contributing to the occurrence of incidents;
- (d) identify the need for corrective action;
- (e) identify and provide training;
- (f) identify opportunities for continual improvement;
- (g) communicate the results of such investigations.
- (h) Involve, as appropriate, interested parties in the development of the planned response

The investigations shall be performed in a timely manner.

Any identified need for corrective action or opportunities for improvement shall be dealt with in accordance with the relevant parts of the procedure

The results of incident investigations shall be documented and maintained.

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## 9.0 Performance Evaluation

### 9.1.1 Monitoring, Measurement, Analysis and Evaluation General

Proform is pro-active in checking and monitoring the performance of its processes, its products and in monitoring customer's perceptions of the products. This is carried out by having in place various controls, checks and measurements to:

- a) ensure that products conform to the legal, regulatory and contractual requirements.
- b) ensure that the IMS is maintained so that it meets the needs of the company in fulfilling its contractual obligations and maintaining customer satisfaction and that the system continues to conform to all the requirements of the associated ISO Standards.
- c) seek continual improvement of the effectiveness of the IMS.
- d) monitor and measure, on a regular basis, the key characteristics of its operations that can have a significant environmental impact, and
- e) monitor performance, applicable operational controls and conformity with the company's environmental and OH&S objectives and targets.
- f) monitoring the effectiveness of controls (for health as well as for safety)
- g) proactive measures of performance that monitor conformance with the OH&S programme(s), controls and operational criteria
- h) reactive measures of performance that monitor ill health, incidents (including accidents, near-misses, etc.), and other historical evidence of deficient OH&S performance
- i) recording of data and results of monitoring and measurement sufficient to facilitate subsequent corrective action.

Monitoring and measurement of the processes, as defined in 4.4 above, ensure that the Senior Management Team evaluates the performance and effectiveness of the integrated management system itself.

### 9.1.2 Customer Satisfaction

Information is gathered to determine customer's perception of the company and this is continually reviewed on an informal basis with a formal review being included as part of the Management Review Meeting. Typical sources of information may include:

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- Communications (both verbal and written) from satisfied customers
- Feedback from employees
- Complaints (both verbal and written)
- Sales arising from recommendations
- Renewals/Losses of Contracts
- General sales figures
- Random customer surveys

The corrective action system shall be used to develop and implement plans for customer satisfaction improvement that address deficiencies identified by these evaluations and assess the effectiveness of the results. The objective is zero customer complaints.

### 9.1.3 Analysis and Evaluation (9.1.2 ISO 14001:2015 Evaluation of compliance) (9.1.2 ISO 45001:2018 evaluation of compliance)

Proform analyses and evaluates the data and information arising from monitoring and measurement in order to evaluate:

- a) conformity of Products;
- b) the degree of customer satisfaction;
- c) the performance and effectiveness of the integrated management system;
- d) if planning has been implemented effectively;
- e) the effectiveness of actions taken to address risks and opportunities;
- f) the performance of external providers;
- g) the need for improvements to the integrated management system.

Information (sometimes in statistical form) arising from the various processes and procedures is continually monitored to establish the effectiveness of the IMS and to identify if any change is required to a process or a procedure. Proform believe that there is no value in statistical analysis of machinery due to the highly sophisticated operation of the equipment. Manufacturers data is used to provide confidence in the equipment.

For EMS and OH&SMS, the company has established a documented procedure as required by both ISO14001: 2015 and ISO 45001: 2018 which includes the documenting of information to monitor performance, applicable operational controls and conformity with the Firm's environmental and OH&S objectives and targets.

For the **IMS**, the frequency and formality of any review of this information will vary from process to process but where measurements have been taken the data obtained will be analysed. The results will then be reviewed, and conclusions reached. This would normally be included as an item in the Management Review Meeting to confirm the conclusions and ensure that appropriate actions have been taken.

## 9.2 Internal Audit

Programmes of internal audits are in place to enable the company to monitor the effectiveness of the IMS, the environmental importance of the operations concerned, and the business processes, based on the results of risk assessments of the Company's activities. Only suitably qualified and trained auditors

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are used, and the audits will be scheduled to cover all aspects of the company's administrative and technical work.

The auditing task will include:

- The preparation of an annual plan/programme
- All system processes
- All work disciplines
- Annual Audits and Reviews as required
- Audit Checklists

Administration audits are undertaken to ensure that the company's processes and procedures are achieving their objectives and that the staff involved fully understand these processes/procedures and are implementing them effectively. The auditing task includes:

- The preparation of an annual plan covering all processes and procedures
- Audit Checklists

In all cases there is provision in the audit reports for identifying and recording potential areas for improvement as well as the application of necessary corrections and corrective actions, if appropriate.

**References: Procedure QP04 Internal audit procedure (Administration & Technical)**

**Procedure cross reference Appendix 1**

## 9.3 Management Review

The Senior Management Team reviews the management system, at planned intervals, to ensure its continuing suitability, adequacy and effectiveness. The review includes assessing opportunities for improvement, and the need for changes to the management system, including the **IMS Policy** and objectives.

Management review frequency, agenda (inputs), outputs, required members, actions taken, and other review requirements are defined in the documented procedure **QP32 Management Review**.

Records from management reviews are maintained.

## 10 Improvement

### 10.1 General

Proform uses the management system to improve its processes, products and services. Such improvements aim to address the needs and expectations of customers and employees as well as other interested parties, to the extent possible.

Improvement shall be driven by an analysis of data related to: Quality, Environment and OH&S

The results of analysis shall be used to evaluate:

- (a) conformity of products and services;
- (b) the degree of customer satisfaction;

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- (c) the performance and effectiveness of the management system;
- (d) the effectiveness of planning;
- (e) the effectiveness of actions taken to address risks and opportunities;
- (f) the performance of external providers;
- (g) other improvements to the management system.

## 10.2 Nonconformity and Corrective Action (Nonconformity, Corrective Action) (Incident investigation, nonconformity, corrective action)

Corrective action is a re-active process instigated to prevent the recurrence of a problem **and/or to mitigate the environmental impacts and OH&S consequences** that has resulted in a nonconformity occurring. To this end the company always considers the needs for any such action following the identification of any nonconformity (see paragraph 8.7, 9.1, 9.2, 9.3 above).

Corrective action of a minor nature, (e.g. one-off error by an operator), will normally be dealt with as part of the correcting action of the activity that identified the nonconformity and may not include any formal follow-up or monitoring. Records may therefore be limited to that used for the correction.

Where the management decides that more significant corrective action is required (i.e. repeated minor technical errors or a single significant problem) then the process becomes more formalised and records will be created that will demonstrate that any solution implemented has been monitored and followed-up, before the corrective action is deemed to have been completed and the process considered closed.

**Worker participation in OH&S non-conformities evaluation will take place to ensure corrective actions eliminate the root cause.**

Any nonconformity that occurs will be reviewed and analysed to determine the cause of the nonconformity. This will include those applicable to Human Factors and if any similar or further potential nonconformities exist.

**Reference: Procedure QP06 Corrective Action**

## 10.3 Continual Improvement

The company seek to quantify opportunities for improvements of the IMS. Typical methods and actions, which can result in such opportunities being identified, include:

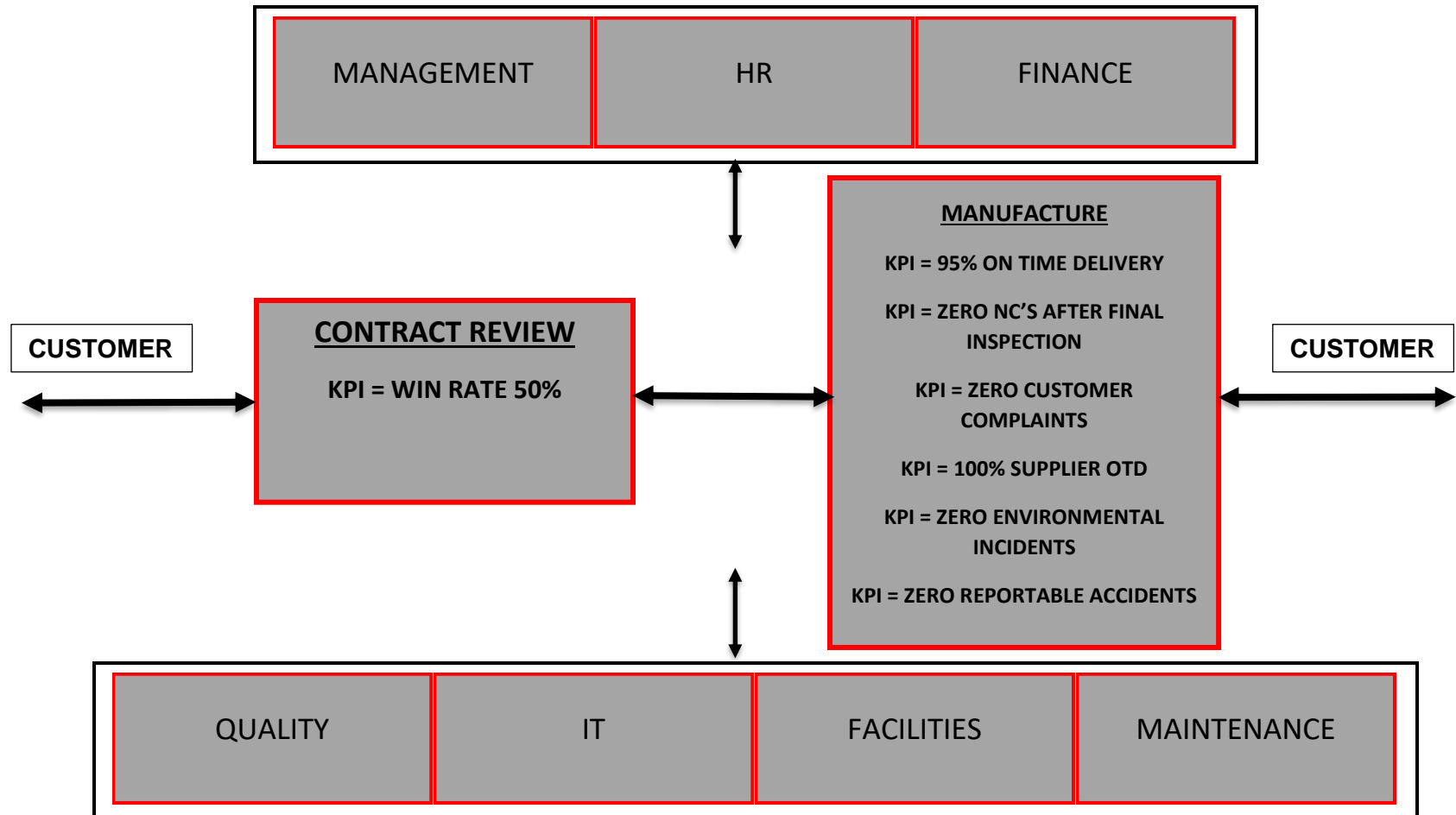
- Auditing
- Analysis of data
- IMS targets and objectives
- Employees suggestions
- Customer feedback
- Management review topics (e.g. identification of new technology etc)
- Corrective action procedures (see below)
- Enhancing OH&S performance
- Promoting a culture that supports an integrated management system

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- Promoting worker participation in implementing actions for the continual improvement of the IMS
- Communicating the results of such improvements to the workers
- Maintaining and retaining documented information as evidence of continual improvement

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## APPENDIX A: Overall Key Process Sequence and Interaction, KPI's





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## Appendix B

### RESPONSIBILITY AND OWNERSHIP OF PROCESSES AND PROCEDURES

PROCEDURES		RESPONSIBILITY/OWNERSHIP
QP02	Control of Documents	Quality Manager
QP03	Control of Records	Quality Manager
QP04	Internal Audit	Quality Manager
QP05	Control of Nonconforming Product	Quality Manager
QP06	Corrective Action & Planning to address Risk and Opportunity	Quality Manager
QP11	Quoting & Orders	Technical Manger
QP12	Manufacturing & Inspection	Production Manager
QP13	Legal & Other Requirements	Managing Director
QP14	Risk Assessment	Managing Director
QP15	Training Awareness & Competency	Human Resources
QP16	Communication	Managing Director
QP17	Monitoring & Measurement	Managing Director
QP18	Emergency Preparedness & Response	Managing Director
QP19	Purchasing & Stock Control	Stores Manager
QP20	Delivery	Stores Manager
QP21	Preservation of Product	Managing Director
QP22	Adverse Publicity Procedure	Managing Director
QP23	H&S Policy & Procedures	Managing Director
QP24	Outsourced Processes	Stores Manager
QP25	Change Management	Quality Manager
QP26	Calibration of Equipment	Quality Manager
QP27	Configuration Management	Production Manager
QP28	Counterfeit Product Control	Stores Manager
QP29	Identification and Traceability	Stores Manager
QP30	Control of Third Party Property	Stores Manager
QP31	FOD Control	Production Manager
QP32	Management review	Quality Manager

## INTEGRATED MANAGEMENT SYSTEMS MANUAL

QP33	Risk & Opportunity Management	Managing Director
QP34	Advanced Product Quality Planning	Production Manager
QP35	Receiving	Stores Manager
QP36	Special Processes	Production Manager
QP37	Business Continuity	Managing Director
<b>HEALTH &amp; SAFETY</b>		<b>RESPONSIBILITY/OWNERSHIP</b>
QP23	Health & Safety Policy & Procedures	Managing Director
	Method Statements	Managing Director
	Risk Assessments	Managing Director
	Codes of Practice (for all work operations)	Managing Director
	Training Pack for Employees	Managing Director
	Tool Box Talks	Managing Director

# INTEGRATED MANAGEMENT SYSTEMS MANUAL

## Appendix C

The MD has overall responsibility for all activities within the Company. Included in the general business management of the company are the duties associated with being the focal point for the establishment and maintenance of the IMS. These include:

- The identification and acquisition of equipment, fixtures, production resources and skills that may be needed to achieve the IMS Policies and business objectives.
- Chairman of the management review meeting.

On a day to day basis, this responsibility is delegated down throughout the organisation via the Senior Management and departmental managers as detailed within the Company's supporting procedures QP02 onwards.

AS 9100: Rev.D	Aerospace Standard Quality Management System Requirements
BS EN ISO 9001:2015	Quality Management System Requirements
BS EN ISO 14001:2015	Environmental Management System Requirements.
ISO 45001:2018	Occupational Health & Safety Management System Requirements.

**FOR CURRENT STATUS AND DISTRIBUTION SEE MASTER ISSUE LISTS HELD BY THE MANAGING DIRECTOR**

## Statutory Requirements

Refer to current Legislation & Compliance Register