

# Solder Connection Ltd

## Quality Manual



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## 1. Introduction

This document is the Business Quality Manual (The Manual) for The Solder Connection Ltd and for the purpose of this manual will be referred to as 'TSC'. The Manual is the property of TSC and is a controlled document. The purpose of the Manual is to provide an overview of TSC, the activities it carries out and the quality standards of operation it conforms to.

It is not designed to act as a procedure manual, although it does carry information about where procedures information is located and the detailed information on documentation requirements for the procedures required by the respective standards.

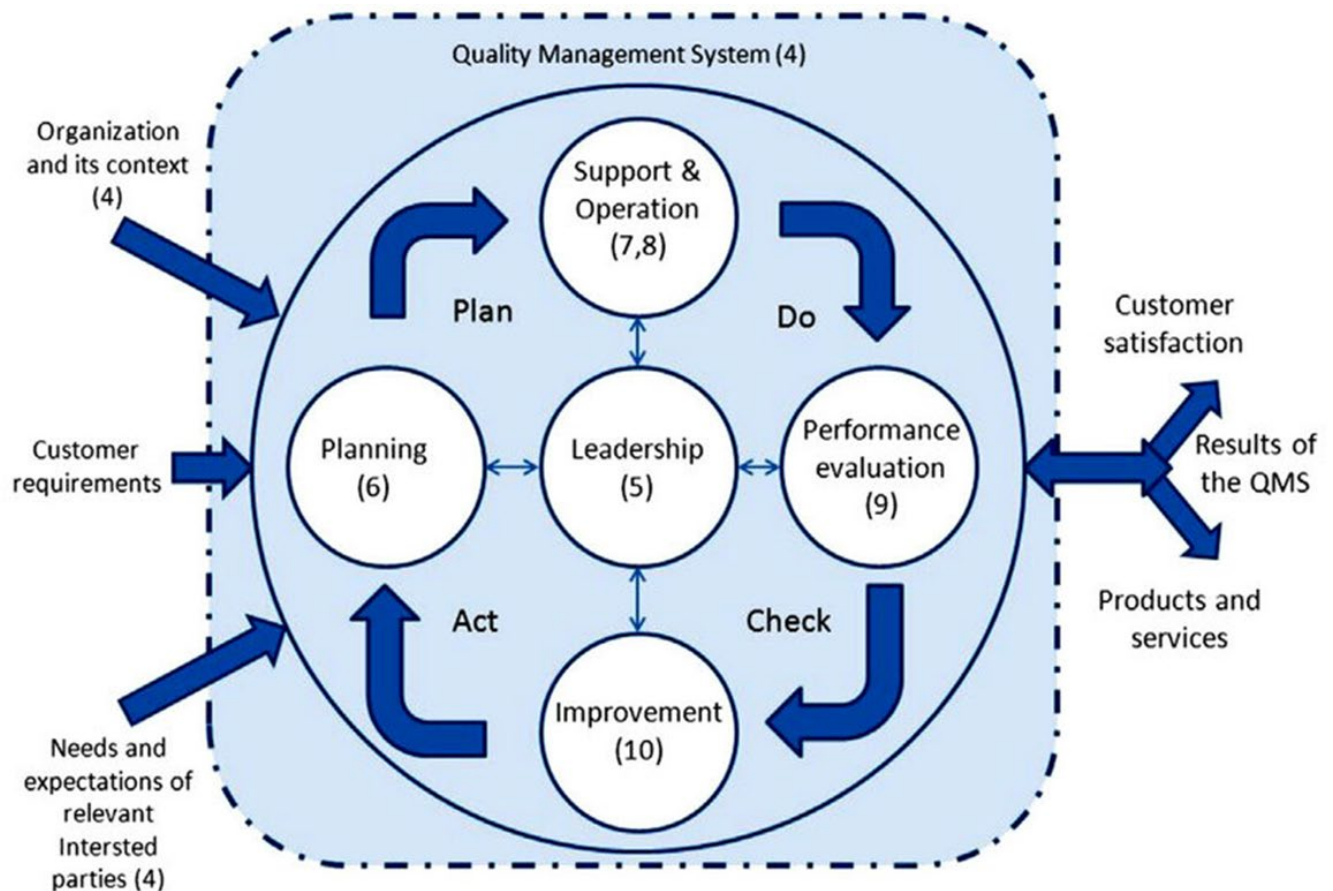
This Manual is designed to meet the requirements of ISO9001:2015 and any standard which adopts the Annex SL structure.

### 1.1 The issue status

The issue status is indicated by the version number in the footer of this document. It identifies the issue status of this Manual. When any part of this Manual is amended, a record is made in the Amendment Log shown below. The Manual can be fully revised and re-issued at the discretion of the Management Team. Please note that this Manual is only valid on day of printing.

Issue	Issue Date	Additions/Alterations	Initials
2.0	04/12/2023	Business Management Manual First Authorized Issue	EP
3.0	02/08/2024	Minor formatting changes / Director Signature	AK
4.0	11/07/2025	Branding Update (Letterhead change)	AK

## 1.2 PLAN-DO-CHECK-ACT Model for ISO 9001:2015



## 1.3 Quality Policy

It is the policy of TSC to maintain a quality system designed to meet the requirements of ISO9001:2015 (or any other standard in line with Annex SL Structure) in pursuit of its primary objectives, the purpose, and the context of the organisation.

The Solder Connection Ltd. have a dedicated quality policy that will ensure that its products and services satisfy our customers' needs first-time, on-time, every-time, at good value to them and profitability to the company.

The goal of the company is to always achieve a high level of customer satisfaction. TSC believes in the concept of the client and supplier working together in pursuing this policy and in continually striving for improvements in service quality.

The quality policy is based on the following principles:

1. Strive to satisfy the requirements of all of our customers, stakeholders and interested parties whenever possible, meeting and exceeding their expectations.
2. Comply with all legal requirements, codes of practice and all other requirements applicable to our activities.
3. The reduction of hazards, prevention of injury, ill health and pollution.
4. Provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met.
5. Ensure that all employees are made aware of their individual obligations in respect of this quality policy.
6. Maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on “risk”.

This quality policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programs and targets.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service.

To ensure the company maintains its awareness for continuous improvement, the quality

system is regularly reviewed by “Top Management” to ensure it remains appropriate and suitable to our business. The Quality System is subject to both internal and external annual audits.

## 2. Overview of the organisation

The Solder Connection Ltd. were established 30 years ago as a stocking distributor providing a range of solders and chemicals throughout the UK. Since then, the company has become one of the UK and Irelands foremost technical supplier of soldering materials for both the Electronic and Industrial sectors. Over time the company has taken on other product ranges which complement our soldering materials, primarily but not exclusively, within the electronics market sector. We will continue where possible to expand our range further.

The Solder Connection Ltd. is ISO9001: 2015 certified and operates an integrated management system that complies with the requirement of this certification. This document sets out our company information and quality procedures that may be required by customers. For a copy of our ISO certification please see section 12. An overview of this document presented as ‘Frequently asked Quality Questions’ is highlighted in Section 13.

### **Company Address:**

Solder Connection Ltd,  
Unit 5 Severn Link Distribution Centre,  
Chepstow  
NP16 6UN

**Telephone number:** +44 (0) 1291 624 400

**Contact email:** [sales@solderconnection.co.uk](mailto:sales@solderconnection.co.uk)

**Website:** [www.solderconnection.com](http://www.solderconnection.com)



## 2.1 Scope of registration

The Procurement for resale and distribution of soldering materials, chemicals, tooling and associated equipment, to a wide variety of clients in the UK and Ireland.

The Solder Connection Ltd. supplies a full range of Soldering materials and associated products to the Electronics and Industrial markets. Our range includes products manufactured by leading brands such as Senju, Qualitek, Metcal, BOFA, Vision Engineering and Tannlin, as well as own branded, toll manufactured products. Additionally a range of services are offered including design and manufacture of Production Tooling, Waste Collection, LEV Testing, Component Rework and Solder Analysis. Some of these services are operated by third parties on The Solder Connection Ltd.'s behalf.



### 3. Quality Objectives

We aim to provide a professional and ethical service to our clients. To demonstrate our intentions, Our Management Team will analyse customer feedback data, internal performance data, financial performance data and business performance data to ensure that our Quality Objectives are being met.

We have identified the following Quality Objectives in accordance with SMART (Specific, Measurable, Achievable, Realistic and Timed)

- We will endeavour to deliver the correct items to our customers on time using adequate packaging to ensure goods arrive in satisfactory condition. This is measured by monitoring courier delivery performance, warehouse picking errors and reviewing NCR reports.
- We will endeavour to satisfy our clients' requirements. This is measured by monitoring customer feedback via our annual customer satisfaction survey and customer complaints.
- We will endeavour to get things right first time however if errors occur, we will rectify the situation as quickly as possible and implement corrective action to reduce the likelihood of the error reoccurring. This is measured by reviewing non-conformances, complaints, and customer feedback.

## 4. Context of the organisation

### 4.1 Understanding the organisation and its context

Solder Connection Ltd aspires to be a leader in social accountability within the industry by promoting a positive culture with respect to human rights and the continuous improvement of working conditions. We are committed to managing our operations in a way that complies with all relevant employment legislation.

The Solder Connection Ltd. supports the goal of the **Dodd-Frank Act, 2010** and its conflict of minerals reporting rules and as such being a distributor of solders in its many forms can confirm that, as part of our commitment within the supply chain, due diligence has been carried out to determine whether Conflict Minerals\*\* are used or not used in the products.

The Solder Connection Ltd.'s completed Conflict Minerals Reporting Template (CMRT) is available for download via our website ([solderconnection.com](http://solderconnection.com)). All suppliers and/or manufacturers of soldering materials, to Solder Connection Ltd have submitted individual Conflict Minerals Reporting Template's (CMRT) and confirmed that no conflict minerals are used in the production of these products.

Legal and Regulatory Legislation connected with TSC
THE FLUORINATED GREENHOUSE GAS REGULATIONS 2015
Controlled Waste Regulations 1992(as amended 2012) (Environment Agency)
Hazardous Waste Regulations 2005 (As amended 2016)
Waste Electrical and Electronic Equipment Regulations 2013 (WEEE)
ROHS Directives, EU Directive 2015/95/EC.
CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH) Regulations 2004
The Display Screen Equipment (DSE) regulations 2002
Lifting Operations and Lifting Equipment Regulations 1998
PERSONAL PROTECTIVE EQUIPMENT REGULATIONS 2016
Data Protection Act 2018
EU Conflict Minerals Regulation (2021)

Modern Slavery Act 2015
REACH regulation (EC 1907/2006)

## 4.2 Understanding the needs and expectations of interested parties

Document - 'Needs and expectations' Version 2 Dated 7<sup>th</sup> March 2023

## 4.3 Determining the scope of the quality management system

The scope of the system covers all the core and supporting activities of the company. The activities and arrangements of all personnel, including any subcontractors also fall within the scope of the system.

## 4.4 Quality Management system and its processes

TSC is responsible for the distribution of goods from approved suppliers as well as our own toll manufactured items.

We work closely with our customers and suppliers to supply bespoke engineering solutions to satisfy mutual requirements.

See document – **Quotation Process Flow Chart** to gain a further understanding of the interactions between the customer, sales team and our purchasing team.

## Leadership

Senior management at TSC are committed to the development and implementation of a Quality Policy and the Quality management system (QMS). The system is frequently reviewed to ensure conformance to the standard. Responsibility has been assigned to ensure the QMS conforms to the requirements of the standard.

Senior management will ensure that TSC staff are aware of the importance of meeting customer as well as statutory and regulatory requirements of the overall, to contribute to achieving TSC's Quality Policy and Objectives which are aligned with the current business plan.

The Senior Management Team is responsible for implementing the QMS and ensuring the system is understood and complied with at all levels of the organisation.

In summary, the Senior Management Team will ensure that:

### 5.1.1 Leadership and commitment for the quality management system

- The company has a designated Senior Management Representative who is responsible for the maintenance and review of the Quality Management Systems.
- The ongoing activities of TSC are reviewed regularly and any required corrective action is adequately implemented and reviewed to establish an effective preventative process.
- Measurement of our performance against our declared Quality Objectives is undertaken.
- Resources needed for the QMS are available and employees have the necessary training, skills and equipment to effectively carry out their work.
- Internal audits are conducted regularly to review progress and assist in the improvement of processes and procedures.
- Objectives are reviewed and, if necessary amended, at regular Review

meetings and the performance communicated to all staff.

- The QMS is integrated into the organisations business processes.
- Communication covering the importance of the effective QMS and conformance to the QMS requirements is in place.
- Continual improvement is promoted.
- The contribution of persons involved in the effectiveness of the QMS is achieved by engaging, directing and supporting persons and other management roles within their area of responsibility.

### 5.1.2 Customer Focus

- Customer requirements and applicable statutory and regulatory requirements are determined and met
- The risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed
- The focus on consistently providing products and services that meet customer and applicable statutory and regulatory requirements is maintained
- The focus on enhancing customer satisfaction is maintained

## 5.2 Quality Policy

The Quality Policy of TSC is located within section 1.3 of this Manual – Quality Policy.

## 5.3 Organisational roles, responsibilities, and authorities

TSC has an organisation chart in place (Appendix 1).

## 6. Planning for the Quality Management System

### 6.1 Actions to address risk and opportunities

We have identified the risks and opportunities that are relevant to our QMS from an operational perspective. This also links to section 4.1 and 4.2 of this manual and provides information on low-level objectives. This 'Strengths, Weakness, Opportunities and Threats' (SWOT) document is separate to this manual. (Reference - TSC SWOT Analysis Document.)

### 6.2 Quality Objectives and planning to achieve them

The Quality Objectives (high level) and methods of achieving the objectives is located within section 3 of this Manual – Quality Objectives.

### 6.3 Planning of Changes

TSC use a 'Change Management Plan' document to effectively manage change within the company and the QMS.

The Senior Management Team identify any potential changes, this is then delegated to a responsible person as a “project manager”.

He or she will conduct a “research background” to determine the feasibility of the changes with regards to:-

- Purpose of the change
- Any potential consequences
- Integration of the quality management system
- The availability of resources
- The allocation or reallocation of responsibilities and authorities
- Technical Skills
- Timescales
- Risks
- Impact

Once completed this then forms part of the Management Review together with including within the internal audit schedule.

## 7. Support

### 7.1 Resources

#### 7.1.1 General

TSC determines and provides the resources needed for the establishment, implementation, maintenance and continual improvement of the quality management system.

We ensure that the below elements are taken into account when completing an evaluation:

- The capabilities of, and constraints on, existing internal resources;
- What needs to be obtained from external providers

#### 7.1.2 People

Operation and context of the organisation is considered when we determine the relevant persons necessary for the effective operation of the quality management system.

#### 7.1.3 Infrastructure

All our administration is conducted at our Head Office.

This includes: -

- Management of financial matters
- Handling of client orders
- Personnel records

In terms of equipment used to deliver our product / service, asset registers and maintenance records are kept for the following:

- Utilities
- Hardware / software
- Technology



- Vehicles

#### **7.1.4 Environment for the operation of processes**

The environment consists of warehouse and office above with temperature controls in place and HVAC systems. All equipment is maintained and certificate evidence of maintenance for the HVAC system. The office space consists of 6 people who all have undergone DSE evaluation and appropriate equipment is in place to alleviate any restraints on the employee. There are no psychological factors to take into consideration / we monitor our employees through appraisals and general meetings. Cleanliness is very good with sub-contract cleaners visiting the site weekly. The ergonomic layout is very good, minimizing any impacts to the environment.

#### **7.1.5 Monitoring and measuring resources**

We ensure that all relevant equipment and personnel are monitored and measured to ensure that equipment and personnel are effective for the services / products we offer: -

Equipment: We ensure that all equipment is serviced, maintained and where applicable calibrated to statutory and regulatory requirements (see documented evidence within our maintenance, service and calibration records).

Personnel: We ensure that all personnel are monitored on a regular basis (please see personnel records for training etc). We maintain a monitoring / training matrix as evidenced.

#### **7.1.6 Organisation Knowledge**

We ensure that "Job Specifications" are produced which include knowledge requirements for each individual role. Training is provided periodically as business develops or when identified that an individual requires further training to support their job role.

## 7.2 Competence

All employees have the training and skills needed to meet their job requirements. All employees are monitored on an ongoing basis to identify any training and development needs. Competences and training needs are identified / satisfied by using:

- Job descriptions which set out the competences required
- Contracts of employment which set out contractual and legal requirements
- Induction checklists to ensure / check understanding
- Appraisal reviews to monitor performance
- Development plans to set objectives
- On the job reviews to ensure / check levels of competence
- A training / competency matrix

## 7.3 Awareness

We ensure that all employees are aware of all policies and their contribution to the effectiveness of the Quality Management System through:

- Employee Handbook
- Awareness Training
- Induction
- CPD

## 7.4 Communication

Communication with staff is via email or during in person meetings through the appropriate manager. If on our mailing list customers receive regular emails to provide information on additional services or promotions.

## 7.5 Documented Information

### 7.5.1 General

TSC demonstrates documented compliance to ISO 9001:2015 through this Quality Management System Manual (which includes processes & procedures) on an electronic system which is available on the company access drive to all employees. Policies are version controlled and accessible in read only format.

### 7.5.2 Creating and updating

The creation of documentation to support the Quality Management System is primarily the responsibility of the designated “Top Management Representative”.

Identification will be sought by a document number, date and author. To aid the approval and suitability of documents, the Managing Director of TSC authorizes the release and delegates any training required to the “Top Management Team”.

### 7.5.3 Control of documented information

All documentation is controlled by version and date and is listed on a “Master Document List”.

TSC runs a bespoke total business software solution ‘QX ERP’ to avoid the loss of confidentiality, improper use or loss of integrity. QX and company drives are backed up daily to a remote server for all internal and external users.

Control of documents can be seen on the Master Document List and encompasses the following elements: -

- Document title
- Storage location
- Control of changes (e.g. version control)
- Date last updated

Documents can be retrieved by authorised personnel from the storage locations specified and / or from folders on the network. Sales records are identified by business name.

If records are to be destroyed, they will be disposed of in a controlled manner; sensitive hard copies will be shredded and soft copies will be deleted from the system. If records are to be archived, they will be identified and stored appropriately.

To document demonstration of compliance see document – Master Document List available on the shared driver.

## 8. Operation

### 8.1 Operational planning and control

TSC has determined the requirements and controls implemented for all processes detailed in section 4.4. Any planned changes are controlled through section 6.3 (Planning for Changes)

### 8.2 Determination of requirements for products and services

#### 8.2.1 Customer Communication

Capability, facility and service information is supplied to customers via web site, brochures, email and through direct sales / personal contact. Communications such as enquiries, quotes, orders, and amendment details are appropriately stored and identified by customer and reference number.

Any technical documentation required for products / services is available via our website or sent via email direct to the customer. Customer specific documentation is filed within CRM notes on the customers account. Customer feedback is proactively sought via direct contact and satisfaction monitoring. Complaints are documented and recorded.

Please see below document(s) as demonstration of compliance:

Customer satisfaction survey

Reject note summary

### **8.2.2 Determination of requirements related to products and services**

TSC ensures that applicable statutory and regulatory requirements are met, which can be evidenced within section 4.1 of this document.

Should we issue any legal documentation (i.e. Certificate of Conformance documents – traced back to national standards) in connection with the products / services offered then this is forwarded to the clients upon receiving a purchase order. All documentation is filed within the client file for archive purposes.

### **8.2.3 Review of requirements related to products and services**

TSC regularly updates/removes client details to ensure that information is correct and any additional information is collected. Any statutory and regulatory requirements applicable to the service / products offered are documented within the customer's account on CRM notes. Any change required either through client requirements or product / service design will be fully documented through the "Planning of changes" within section 6.3 of this document.

## **8.3 Design and development of products and services**

TSC has detailed processes for the design and development of products / services. Although we do not provide bespoke products or services, one area in which we are able to design and develop products for customers is through bespoke label design for existing products. We can complete in-house, with our Marketing team designing the labels and confirming designs with customers. Once confirmed the Warehouse can print and relabel products once the customer has placed a purchase order.

Examples of bespoke label design can be found in the document: Design and development inputs, outputs, controls, and records.

- Design and Development Planning
- Design and Development Inputs
- Design and Development Controls
- Design and Development Outputs
- Design and Development Changes

## **8.4 Control of externally provided products and services**

### **8.4.1 General**

TSC ensures that externally provided processes, products and services conform to specified requirements and are reviewed as part of TSC SWOT Document.

### **8.4.2 Type and extent of control of external provision**

TSC have controls in place to ensure that external provisions are approved before using the service or product.

Suppliers are evaluated based on regulatory compliance, quality and safety. Supplier performance is regularly reviewed, and The Solder Connection Ltd. focuses on building long-term relationships.

Suppliers are expected to provide annual quality information including certification to aid in auditing their compliance.

### **8.4.3 Information for external provision**

Communication of any applicable requirements which are deemed appropriate and are provided through email or supplier meetings. (i.e. T&C's, performance, competence etc)

## **8.5 Production and service provision**

### **8.5.1 Control of production and service provision**

TSC ensures that controls are in place for production and service provision, including delivery

and post-delivery activities.

### **8.5.2 Identification and traceability**

The Solder Connection Ltd.'s implemented Quality Management System and supplier relationships, enable full supply chain traceability, from Purchase Order to delivery of our products.

For purposes of traceability we can supply Certification for both Conformity and Analysis (product dependent). Additionally applicable products are allocated batch numbers, dictated by either Solder Connection or the Manufacturer.

All products are checked upon receiving to ensure they are properly labelled with expiry dates and lot numbers if applicable. Items are then stored in the correct conditions.

### **8.5.3 Property belonging to customers or external providers**

As a distributor we do not come into contact with external providers property in house.

### **8.5.4 Preservation**

The Solder Connection is fully committed to full compliance with the requirements of the General Data Protection Regulation. The Solder Connection will therefore follow procedures which aim to ensure that all employees who have access to any personal data are fully aware of and abide by their duties under the General Data Protection Regulation.

**See Data Protection Policy**

### **8.5.5 Post-delivery activities**

TSC provides ongoing technical support for all customer as well as additional support for items under warranty. TSC are registered as an upper tier waste carrier providing a cross recycling service to all new or existing customers.



## **8.6 Release of products and services**

TSC ensures that the appropriate documentation is provided to the client on release of the product / service and this is also retained for traceability.

Full order traceability and documentation can be provided for all orders on our operating system QX.

## **8.7 Control of nonconforming process outputs, products and services**

The TSC 'Reject Documents' are used to identify trends in non-conformities and any actual or potential shortfalls in quality standards or internal processes/ procedures, suggest improvements and track any actions to ensure improvements have taken place, or potential problems are avoided.

These areas are reviewed within the agenda for the Management Review meetings and typically cover the action taken to control and correct any non-conformances noting any consequences of the action taken and themes which may be evident. In terms of continual improvement, we also review the suitability, adequacy and effectiveness of our Quality Management System.

TSC has various processes and procedures in place to ensure that preventative action against nonconformities can be introduced, documented and seen through to completion in order to address the initial problem. The complex nature of the clients we work with demands that we have flexible, but effective, processes and procedures in place. However, TSC also uses internal and external audits and risk assessments to continuously improve its service delivery, financial, HR and operational functions.

The Senior Management Representative is responsible for checking the “non-conforming

meeting minutes” and ensuring that people with allocated responsibilities are aware of them and actions are progressing. Once all outstanding actions have been completed the Management Representative archives the minutes.

### **Related records**

Management meetings

## 9. Performance Evaluation

### 9.1 Monitoring, measurement, analysis and evaluation

Monitoring is based on Risk and is linked to the SWOT Document.

#### 9.1.1 General

TSC has deemed the following elements (9.1.2, 9.2 & 9.3) for monitoring, measuring, analysis & evaluation to ensure the quality performance and the effectiveness of the quality management system.

#### 9.1.2 Customer Satisfaction

TSC collates data on customer satisfaction through various means. This includes customer contact, emails and a customer satisfaction survey.

The customer satisfaction survey is sent to clients yearly, analysed and evaluated at the Management review meeting by "Top Management" as it is a reportable requirement.

Please see below document as demonstration of compliance:

Customer Satisfaction Survey

#### 9.1.3 Analysis and Evaluation

Results of feedback which includes customer satisfaction questionnaire, internal audits, conformity of products & service, planning, suppliers, risk & opportunities matrix is evaluated through the management review meeting and actioned as applicable should any non-conforming areas be present.

### 9.2 Internal Audit

An internal audit schedule is prepared on an annual basis year and covers the requirements of any ISO standards in which TSC wish to be certified. Internal audits are carried out through

“risk or clausd based” auditing.

Appropriate personnel are allocated to complete the internal audits and must record appropriate evidence for completeness. All audits completed must be authorised by Top Management as complete once any non-conforming areas have been dealt with (without any undue delay). Internal audit documentation must be kept and filed appropriately.

**Please see below document as demonstration of compliance:**

Audit plan

Internal audits

### **9.3 Management Review**

Management reviews take place on a bi-annual basis. The attendees present are “Top Management” and any other appropriate persons of the business.

All inputs / outputs are fully documented and minutes, in line with the requirements of the specific ISO standard in which TSC wishes to be certified, are provided. Any actions arising from the meeting must be completed without any undue delay and appropriate evidence filed with the Management review documentation.

**Please see below document as demonstration of compliance:**

Management Meetings

## 10. Improvement

### 10.1 General

TSC ensures that improvement processes are completed and actioned as necessary. Analysis methods include various elements which include:-

- Customer Satisfaction Analysis and Evaluation
- Internal Audits
- Planning changes to the Quality Management System, Products & Services
- 3rd party assessments for certification purposes
- Results of non-conforming products
- SWOT document

### 10.2 Nonconformity and corrective action

Should a nonconformity occur, including those arising from complaints or internal audits TSC designate the appropriate “Top Management” representative to ensure that corrective action including root cause analysis is completed and implemented to avoid any further occurrences. This is then analysed and should the risk to the business pose to be “high” then this is then entered onto the “SWOT Document” (See clause 6.1) to assist in mitigating the risk to the business.

Should any non-conformances occur then the internal audit report / non-conformance report must be completed to ensure that a full analysis of the problem is resolved. Should any changes to the Quality Management System, Products or Services be required then the “Planning changes” document shall also be completed.

Please see below document(s) as demonstration of compliance:

- Internal audits
- Management meetings

- Supplier survey results

### 10.3 Continual Improvement

Continual Improvement will be ongoing through various elements of the Quality Management System which is encompassed within this document. The list below is not exhaustive:-

- CROO Document – Evaluated at several stages (clause 5.1, 6.1)
- Quality Policy / Objectives
- Planning of Changes
- Competency Matrix
- Customer Satisfaction Survey
- Production & Service Provision
- Internal Audits
- Management Review Meeting

This certifies that the whole of the articles detailed in the above Quality Manual has been reviewed and confirmed by a member of the Senior management Team and is accurate according to our current knowledge.

Best Regards,



Martyn Penfold

Managing Director

Signed & Dated: 2<sup>nd</sup> August 2024