

Quality Manual



Quality Manual

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Section 1

Company Profile

Bringing extensive experience of over more than 18 years in project and financial management and in the development, supply and installation of automation systems, the principals of Macs Automated Bollard Systems Ltd came together in 2000 and established the company at the forefront of the market, providing the finest security and access control solutions to suit the most demanding applications and stringent requirements.

Key to this strategy is the determination to continually assess and evaluate the products of more than 70 leading manufacturers all over the world. Macs offer's and supplies only those products in which it has total confidence.

Macs has a small but very dedicated team thoroughly trained in customer liaison and product support. The company prides itself on its professionalism and enthusiasm which is evident throughout it's before and after sales service.

Macs is one of very few companies in the security and access control sector to maintain independence in brand, allowing it to ensure the best solution is supplied to clients by selecting the optimum configuration of products from the leading manufacturers.

Macs has established itself as the premier company in the design and supply of automated access and security systems, bollards and barriers supported by access controls and customer service of the highest quality. Prices are extremely competitive and most products can be supplied from stock.

Macs can be contacted 24 hours a day, 7 days a week for emergency cover. This reflects the commitment to customer service which is also apparent throughout any project from planning, design, supply, installation, handover and throughout the product's life.

The scope of the company's quality management system is as follows:

- a) The design and installation of automatic security systems using Pilomat Pass moveable bollards for the control of vehicular access;
- b) the design and installation of access and security management systems but excluding CCTV for control of gates, barriers and other entries/exits;

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Section 2

Quality Policy

It is the policy and overall business objective of Macs to provide services of the highest quality and meeting clients' requirements and expectations.

It is also the objective of Macs to enhance its reputation and capabilities in order to gain wider recognition in its fields of expertise.

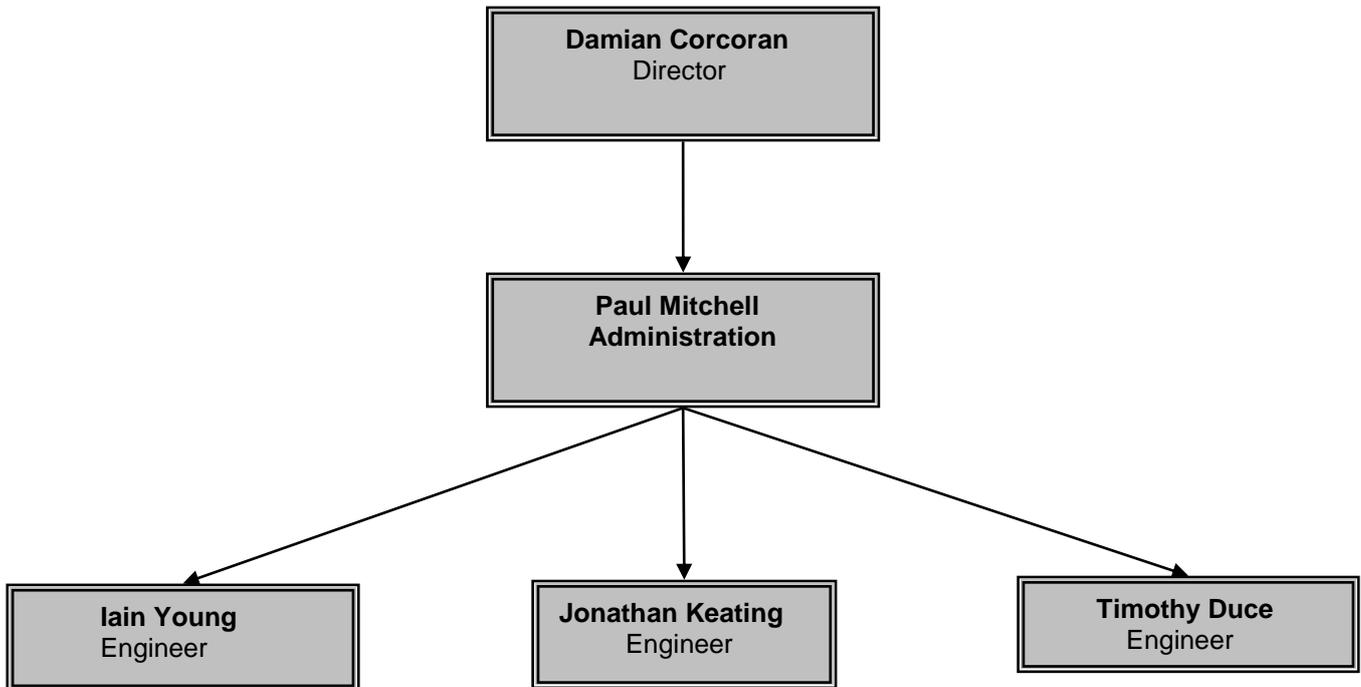
Macs recognises that genuine commitment to understanding the present and future needs and expectations of its clients is essential to the achievement of these objectives. It continually strives to ensure that all reasonable needs and expectations of its clients are realised in the quality of service it provides and that all appropriate improvements are implemented.

The quality management system is outlined in the Quality Manual and detailed in the Procedures Manual. All employees are required to be familiar with and adhere to these documents.

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Section 3

Quality Policy



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Section 4

- 4.1 Macs has established, a clear and documented management system This manual defines the system; processes such as civil engineering and electrical cabling are not the responsibility of Macs, this work is carried out by dedicated contractors and controlled within the contract plans.
- 4.2 The management system includes this Quality Manual, which outlines the total system, a Procedures Manual, which details certain parts of the system and other documents and records required by Macs in its business.

The procedure for document control is Procedure No 1.

The flow charts on the following pages describe the main business processes within Macs and indicate how they interact.

Non account customer's records are filed in date order with the most recent on top. Account customers are filed with the oldest unpaid invoice on the top with each subsequent unpaid new order placed beneath.

Each order is compiled of the following: original customer correspondence ie fax requesting goods, then customer confirmation, followed by a copy of the delivery note and finally the copy invoice on top.

Records raised to indicate that products conform and that the system is operating correctly are retained by the MR for at least 3 years.

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Section 5

5.1 Management commitment

The directors of Macs regularly emphasise the need to meet customers' requirements and have established a quality policy and objectives. Management reviews are carried out as planned.

5.2 **Customer focus** See 7.2 and 8.2.1 of this Quality manual.

5.3 **Quality policy** see page 4 of this Quality Manual

5.4.1 Quality Objectives

Objectives are planned at management reviews and monitored regularly by normal supervision.

5.4.2 Quality management systems planning

This Quality Manual is evidence of planning the system.

5.5 Responsibility, authority and communication

5.5.1 Responsibility and authority

All employees taken on are provided with a description of duties. There is an organisation chart showing the overall organization. Also see section 6.2 of this Quality Manual.

5.5.2 Management representative

Damian Corcoran is the management representative and monitors the implementation of the system, chairs management reviews and is involved daily in customer contact and focus

5.5.3 Internal communication

The management representative is responsible for the system's completeness and for ensuring that all employees are kept fully informed about the system through normal supervision and daily contact and appropriate staff and management review meetings.

5.6 Management review

The management representative convenes a management review at approximately quarterly periods, notwithstanding other reviews carried out as required. The management representative maintains a file containing the minutes of the meetings.

5.6.1 Review input

The management review considers the following as appropriate:

- a) sales and other objectives and targets
- b) results of customer surveys
- c) any customers' complaints
- d) any follow up from previous meetings
- e) results of internal audits

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5.6.2 Review output

Included in the minutes or in other related information are the actions and decisions resulting from 5.6.1. Records of management review are retained for 3 years.

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Section 6

Resources

6.1 Provision of resources

The directors monitor the business situation closely in order to a) ensure the business continues to operate and b) ensure the resources are focused on important areas.

6.2 Human resources

The directors record a list of the basic qualifications, skills and knowledge needed by each person in the business. Also recorded is the degree to which each individual has achieved an acceptable level of competence. Procedure No 3 describes how the system operates.

6.3 Infrastructure

The directors have organized work within a fully serviced office unit containing equipment considered necessary for the business and the essential facilities to support them.

6.4 Work environment

The office units are fully serviced and equipped.

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Section 7

Product Realization

7.1 Planning of product realization

The sequence and interaction of the company's key processes are defined in the flow charts on pages 7 & 8.

This Quality Manual outlines the overall system and is further detailed in the Procedure Manual.

7.2 Customer-related processes

a) Wholesale products: see flowchart on page 7.

Upon receipt of an enquiry from a customer, the person taking the call, records what is required on a Lead Sheet. If the item required can be delivered from stock, the customer is advised of delivery and of cost from the Price List.

If the customer orders the item, its details are recorded on an Order Confirmation. If the item required is not a stock item, but is within the Macs scope of supply, the person dealing with the enquiry sources the product required, from the supplier list (see 7.4), determines the price and delivery and advises the customer. If the customer orders the item, the details are recorded on an Order Confirmation and an invoice is created. Details of the items ordered are recorded on a Delivery and Packing Note, a copy of which is shipped with the product.

b) Automatic Bollards System; see flowchart on page 8.

Upon receipt of an enquiry all dealings and contact with the customer are handled by Damian Corcoran.

Discussion with the customer will ensure that all product and work requirements are specified and fully understood by the customer and Macs. Once the requirements are fully understood, various documents including outline drawings and plans are prepared and a total price and delivery schedule calculated and submitted to the customer as a quote with a recorded Ref. No.

If the customer orders the system, work is begun on the preparation of Project Brief(s), layout drawings and detailed system drawings all of which may undergo customer approval. The order is allocated a Job No, to which all documents and work done are referred and maintained in a file.

The entire supply is discussed fully, including any differences in the order from the quote.

All changes and additions are treated exactly as the original order.

All contacts from bollard customers, whatever their reason, may be dealt with by other staff.

Job files are retained for 5 years.

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7.3 Design and development (D &d) (Pilomat Installation only)

7.3.1 D & d Planning

Each job requiring bollard equipment may have different combinations of component parts and different levels of work required, eg for electrical work, for mechanical work or for civil work. The extent to which Macs may be asked by the customer to be responsible for the work varies from job to job.

The first task in carrying out the necessary work in D & d is to produce an outline plan. This is produced in whatever form is necessary and will usually include a Project Brief which contains the following:

- a) No. and Type of Bollard(s)
- b) Type of Access Control System
- c) Civil Engineering Works Procedure if Required

It will also usually include a Layout Drawing describing the following:

- d) Position of Bollard(s), Access Control, Traffic Light and Safety Systems
- e) Installation Drawings for Foundation Box(s)
- f) Wiring Diagrams

Other documents and drawings will also be prepared as required.

7.3.2 D &d inputs

The D & d should clearly set out the overall and specific project requirements discussed and agreed by the customer and Macs Automated Bollards Systems Ltd as described in 7.3.1 above, also the functions and needs of the product for safe and efficient operation etc. In order to ensure the customer's requirements are understood fully, visits to site are made to see the actual environment of use.

7.3.3 D & d outputs

The D & d is considered complete when all the details in the plan are settled and the customer agrees and approves where necessary.

7.3.4 D & d review

Each D & d may undergo at least a review with the customer, in order to establish all requirements are covered. A record is retained in the Job File.

7.3.5 D & d verification

The director responsible ensures that the D & d is reviewed and verified with the customer. A record is retained in the Job File.

7.3.6 D & d validation

The director responsible ensures that the D & d is validated, usually at the time of verification. This will often include receipt of (satisfactory) test certification from the supplier of the major parts.

7.3.7 D & d changes

The Job File records all details of the D & d process and of any changes to it.

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7.4 Purchasing

7.4.1 Purchasing process

Purchasing is carried out:

- a) to maintain stocks of wholesale items to a minimum stock level
- b) to buy in non stock wholesale items specifically for a customer (special order)
- c) to buy in the necessary products for a bollard installation job.

All suppliers for such items as a), b) and c) are considered acceptable, having been established by Macs as providing products meeting Macs' requirements. Such suppliers are listed on the Supplier List

7.4.2 Purchasing information

Purchase orders are prepared to the management representative's requirements, including the full specification of the purchase and compliance certification where necessary.

7.4.3 Verification of purchased product

A product purchased is checked on receipt for compliance with the order and the advice note is annotated by the person receiving to indicate acceptance. The advice note is reconciled with the invoice prior to payment.

7.5 Production and service provision

7.5.1.1 Control of production & service provision (Pilomat Installation)

According to the contract agreed with the customer, work on site is duly started. It is under the direct supervision of either director, responsible according to the Project Brief, Layout Drawing(s), Pilomat installation drawings and any customer-instigated documentation.

7.5.1.2 Control of production and service provision(wholesale)

Upon receipt of a customer's order for a product which can be supplied from stock, a delivery note is prepared (see 7.2). The delivery note is used to pick the required goods from the warehouse and make them up into a kit ready for packing. Before the items are packed and sealed, the picker advises one of the other authorised pickers, who checks the kit and both sign the delivery note if the kit is complete and correct, the delivery note is attached to the package. A copy of the delivery note with the consignment No. is supplied to the management representative for arranging invoicing. It is then filed as the record of job complete.

The picker packs the kit to Macs' requirements and places it ready for despatch.

For products which have to be ordered specially for a customer and cannot be supplied from stock, the purchase order specifies the job and on receipt, the item is placed in a specific area in the warehouse for such items. It is picked, checked and packed just as above.

Procedure No 1 describes the process.

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7.5.2 Validation of processes for production and service provision

There are no processes which cannot be monitored or measured.

7.5.3 Identification and traceability

a) Wholesale items

Each customer has a file containing what has been supplied, as well as serial numbers and traceable certification if applicable. Customer orders tie up also with consignment notes, so that despatched goods can be tracked to their destination.

In the warehouse, there are areas allocated for items reserved for specific jobs, part batches, faulty items to be returned, etc.

b) Bollard Installation/Maintenance

From first enquiry through to receipt of order, all information relative to the quote is then transferred onto a Job File. The Job File records all Project Briefs applicable, Layout and other drawings, purchase orders associated, serial numbers of equipment and certification, as well as customer-specific instructions, permit to work, etc.

The Job File provides information regarding the completion and acceptance of the work. At the end of the installation and when Macs' personnel are satisfied with the installation, the customer's representative is requested to sign as a record of acceptance on the handover documentation.

7.5.4 Customer property.

This clause is not applicable to Wholesale. Macs installations are always installed on customers' property and Macs' policy is to protect customer's interests and property at all times.

7.5.5 Preservation of product

a) Wholesale

Products in stock are maintained within packaging and in a clean, ambient environment. Systems record all receipts, despatches and check stock condition and quantity regularly. Packaging specifications provide for protection against shock and weather and documentation identifies the products fully.

b) Bollards

Products are held in the warehouse until needed and shipped to site in the containers in which they were supplied from the manufacturers. On site, goods are constantly supervised and are held in secure facilities.

Depending upon responsibility, suitable lifting gear is arranged on-site.

7.6 Control of monitoring or measuring devices

This clause is applicable to neither Wholesale supply nor Bollard installation.

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Section 8.

Measurement, Analysis & Improvement

8.1 General

Macs prioritises the areas which are considered key to the business and focuses effort and measurements on them. These are mainly associated with customer issues.

8.2 Monitoring & measurement

8.2.1 Customer satisfaction

A contact management system database records customers' purchases and enquiries and a sample of customers (between 5-10) is taken on an ongoing basis and a telephone survey carried out. A specific document (Customer Satisfaction Sheet) is used and records the results. The data is collated by the management representative.

Added to this are further inputs from normal, regular contact with customers which the customer contact staff are encouraged to determine also on a regular basis. These results are monitored regularly by the management representative.

Whenever a customer expresses dissatisfaction in any respect, it is to be treated as a customer complaint and recorded in the customer complaint log in the Customer Satisfaction file.

Records are retained for 2 years

8.2.2 Internal audit

The management representative and colleagues carry out internal audits to cover the whole business every 6 months. A programme is planned annually which covers all the business areas.

The criteria are the Procedures Manual, Quality Manual, and any agreed customers' requirements.

Procedure No 4 in the Procedure Manual outlines the procedure for internal audits. Records are retained for 3 years.

8.2.3 Monitoring and measurement of processes

Throughout the processes of satisfying customers' requirements by ensuring they are properly served and supplied, the responsible staff have to check that the work is being done correctly to procedure. If it is not, they must take appropriate action to correct the situation.

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8.2.4 Monitoring and measurement of product

a) Wholesale

Wholesale products may be checked at three different stages, though a formal record is produced at only two. See Procedure No 1.

- upon receipt from the supplier. Goods received are identified, checked for obvious damage and counted. A record is made on the advice note.
- whilst in stock. Periodic stock checks and stock takes in the warehouse are likely to note if items are missing or damaged.
- upon despatch to the customer. When items are picked for despatch, a check is made of them by both the picker and another person, both of whom sign to show acceptance.

b) Macs Bollards

Within the scope of the work outlined in the Installation Project Brief and Layout and other drawings, there are stages at which checks are made, including of course, the final check by Macs of the completed installation and the customer's signature of acceptance at handover.

The process of purchasing components, receiving them, accepting them and releasing them for installation follows the wholesale system closely but the kits are not signed for and checked by others as this is unnecessary on Bollards.

8.3 Control of nonconforming product

a) Wholesale

Wholesale products may be damaged on arrival and are identified as such by being put into a quarantine area in the warehouse. A report is prepared.

A disposition decision is then made.

Procedure No 5 describes the procedure.

b) Macs Bollards

If bollard products are damaged and not repairable, they are identified as such by being put into a quarantine area in the warehouse or segregated if on-site. A report is prepared.

A disposition decision is then made.

Procedure No 5 describes the procedure.

If during installation, work is rejected by the MACS' representative, it is recorded and the Macs' representative issues rework instructions. If the customer rejects the work, then the exact basis for rejection is recorded and agreed, rework instructions are issued and the installation corrected.

Procedure No 5 describes the procedure.

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8.4 Analysis of data

Data is collected from customers about their level of satisfaction or otherwise, from internal audits of the systems, from the number of quotes/number of orders, levels of nonconforming product etc. These occur on an ongoing basis and may be raised at any time. Many items of data are reported to management review.

8.5 Continual improvement

Key objectives relating to customers and sales are an important issue and efforts are maintained to focus on improving levels of performance, continuously.

8.5.2/3 Corrective Action/Preventive Action

Macs' policy is to take corrective action as necessary related to the business risks associated, to correct any situation which exists and is likely to affect business performance in an unsatisfactory way.

During and subsequent to internal audits, any nonconformities are identified and corrected in a timely manner.

Any nonconforming products are identified, reported and disposed of according to Procedure No 5 and corrective action must record how the situation will be prevented in the future.

When any employee becomes aware of any situation which are potentially non conforming, he/she can bring it to the attention of the MR who will determine what (if any) action to take.

Macs' policy for quality is a wholly preventive approach which is the company's reasons for documenting key processes in this Quality Manual and for documenting the following procedures in the Procedures Manual.

Procedure No 1.	Control of documents
Procedure No 2	Warehouse
Procedure No 3	Personnel competence
Procedure No 4	Internal audits
Procedure No 5	Nonconforming product