



# **Quality Assurance Manual**

to the requirements of  
**ISO 9001:2015**

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## 1. Quality Policy

JME has developed and implemented a Quality Management System (QMS) to ensure that the products designed and manufactured and the service offered meet customers and statutory requirements for quality and consistency.

This Policy, the company Quality Manual and supporting procedures have also been developed to satisfy the requirements of ISO EN ISO 9001:2015.

The implementation and development of the Quality System within the Company has our commitment and support, and the commitment and support of management and staff. All Quality Control related activities are carried out by suitably experienced/trained personnel.

To ensure effectiveness of the Quality System, internal quality audits are performed on a regular basis and the overall system is monitored through Management Review meetings between senior members of staff.

Quality Objectives are set at Management Review meetings and reviewed at subsequent Management Reviews.

The Company endeavours to not only maintain quality standards but has adopted a policy of continual improvement through the internal processes, monitoring customer's perceptions and promoting the use of the process approach and risk-based thinking.

The achievement of the Company's Quality Policy and objectives are the responsibility of all personnel who are individually answerable for the quality of their work and to whom this policy statement has been explained.

The management will ensure that relevant quality procedures and work instructions are communicated to, understood and adhered to by all personnel.

The Quality Manager has the authority and responsibility for the implementation and maintenance of the Quality System.

This policy is reviewed at Management Review meetings for its continuing suitability.

Corina Wright  
Director

Steve Hunt  
General Manager

## 2. Scope

This Quality Manual details the QMS operated at JME Limited (JME).

- a) Its purpose is to demonstrate the company's ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements.
- b) Enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

## 3. Terms And Definitions

For the purposes of this document, the terms and definitions given in ISO 9000:2015 apply.

## 4. Context Of The Company

### 4.1. Company

JME is a privately owned company that employs approximately 30 people. Many of its employees are highly qualified and work on the fringes of modern science and technology.

The Company has established itself worldwide as a leader in the design of specialised equipment.

Supplying industries in the Energy, Aircraft, Nuclear, Civil and Medical areas. Our product range includes Pipeline Radiographic Crawlers, High Energy X-Ray Systems, Micro-focus X-Ray Units, Ultrasonic Flaw Detectors and Medical Radiographic Accelerators.

From initial design, manufacture and supply, JME provide a full service for all of its products.

The company has determined the external and internal issues that are relevant to its business and its strategic direction that affect its ability to achieve the intended results of its QMS.

This includes monitoring and reviewing both positive and negative information about:

- External issues arising from legal, technological, competitive, market, cultural, social and economic environments, whether international, national, regional or local.
- Considering internal issues related to values, culture, knowledge and performance of the company.

### 4.2 Understanding the needs and expectations of interested parties

Due to their effect or potential effect on the company's ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, the company has determined:

- a) The interested parties that are relevant to the QMS;
- b) The requirements of these interested parties that are relevant to the QMS.

## QUALITY ASSURANCE MANUAL

Interested Parties/Stakeholders and their needs and expectations include:

| Interested Party/Stakeholders                       | Needs and Expectations                                                                                               |
|-----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| Customers                                           | Quality, price and delivery performance of products/services                                                         |
| Owners, Shareholders and Investors                  | Sustained profitability<br>Transparency                                                                              |
| Employees                                           | Good work environment<br>Job security<br>Recognition and reward                                                      |
| Suppliers and Partners                              | Mutual benefits and continuity                                                                                       |
| Regulators and Government                           | Compliance with International, European and National legislation                                                     |
| Society, Community and Non-government organisations | Environmental protection<br>Ethical behaviour<br>Compliance with statutory and regulatory requirements<br>Neighbours |

The company has identified external and internal issues that are relevant to its business and affect its ability to achieve intended results of its quality management system.

External issues relevant to the Company include:

- Legal,
- Technological,
- Competitive,
- Market,
- Cultural,
- Social and
- Economic environments, whether international, national, regional or local.

Internal issues relevant to the Company include:

- Strategic direction
- Structure
- Products and services
- Activities and Processes
- Systems
- Culture and shared values
- Staff
- Skills
- Performance of the company

The company continually monitors and reviews information about Interested Parties and Issues via Quality Risk Assessments

### 4.3 Scope of the Quality Management System (QMS).

The company has determined the boundaries and applicability of the QMS to establish its scope including:

- a) The external and internal issues;
- b) The requirements of relevant interested parties;
- c) The products and services of the company.

The scope of the company's QMS is:

**The Design & Development, Manufacture, Sales, Hire, Commissioning, Service & Repair of Specialist X Ray Inspection Equipment for all Sectors of Industry.**

#### **4.4 QMS and its Processes**

**4.4.1** The company has established implemented, maintained and continually improves its QMS, including the processes needed and their interactions, in accordance with the requirements of ISO 9001.

The company has determined the processes needed for the QMS and their application throughout the company, and has:

- a) Determined the inputs required and the outputs expected from these processes;
- b) Determined the sequence and interaction of these processes;
- c) Determined and applied the criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation and control of these processes;
- d) Determined the resources needed for these processes and ensure their availability;
- e) Assigned the responsibilities and authorities for these processes;
- f) Addressed the risks and opportunities as determined in accordance with the requirements;
- g) Evaluated these processes and implement any changes needed to ensure that these processes achieve their intended results.
- h) Improved the processes and the QMS.

**4.4.2** To the extent necessary, the company:

- Maintains documentation information to support the operation of its processes;
- Retains records to have confidence that the processes are being carried out as planned.

## **5 Leadership**

### **5.1 Leadership and Commitment**

#### **5.1.1 General**

The Directors and Senior Management demonstrate leadership and commitment by:

- a) Taking accountability for the effectiveness of the quality management system;
- b) Ensuring that the quality policy and quality objectives are established for the QMS and are compatible with the context and strategic direction of the company;
- c) Ensuring the integration of the QMS requirements into the company's business processes;
- d) Promoting the use of the process approach and risk-based thinking;
- e) Ensuring that the resources needed for the QMS are available;
- f) Communicating the importance of effective quality management and of conforming to the quality management system requirements;
- g) Ensuring that the QMS achieves its intended results;
- h) Engaging, directing and supporting employees to contribute to the effectiveness of the QMS;
- i) Promoting improvement;
- j) Supporting management to demonstrate their leadership as it applies in their areas of responsibility

#### **5.1.2 Customer Focus**

Top management demonstrates leadership and commitment with respect to customer focus by ensuring that:

- 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;

## 5.2 Policy

The Quality Policy is detailed in Section 1 of this Quality Manual. It is available to all employees who have access to the Company intranet and is also displayed on Company noticeboards.

## 5.3 Company Roles, Responsibilities and Authorities

Senior management has ensured that the responsibilities and authorities for relevant roles are assigned, communicated and understood within the company.

They have assigned the responsibility and authority as detailed below to the Administration Manager and Quality Manager for:

- a) Ensuring that the QMS conforms to the requirements of ISO 9001:2015;
- b) Ensuring that the processes are delivering their intended outputs;
- c) Reporting on the performance of the QMS and on opportunities for improvement;
- d) Ensuring the promotion of customer focus throughout the company;
- e) Ensuring that the integrity of the QMS is maintained when changes to the QMS are planned and implemented.

## 6 Planning

### 6.1 Actions to Address Risks and Opportunities

The company has determined the risks and opportunities that need to be addressed to:

- Give assurance that the QMS can achieve its intended results;
- Enhance desirable effects;
- Prevent, or reduce, undesired effects;
- Achieve improvement.

#### Action Includes

- Addressing risks and opportunities that are proportionate to the potential impact of the risk to the conformity of products and services.
- Integrate and implement the actions into the QMS processes.
- Evaluate the effectiveness of these actions.

#### Options to address risks may include:

- Avoiding risk,
- Taking risk in order to pursue an opportunity,
- Eliminating the risk source,
- Changing the likelihood or consequences,
- Sharing the risk,
- Managing retained risk by informed decision.

#### Opportunities can lead to:

- The adoption of new practices,
- Launching new products,
- Opening new markets,
- Addressing new clients,
- Building partnerships,
- Using new technology
- Other desirable and viable possibilities to address the company's or its customers' needs.

## **6.2 Quality Objectives and Key Performance Indicators (KPIs)**

**6.2.1** Objectives and KPIs are established at relevant functions, levels and processes during management reviews.

Quality Objectives and KPIs are:

- a) Consistent with the quality policy;
- b) Measurable;
- c) Take into account applicable requirements;
- d) Relevant to conformity of products and services and to the enhancement of customer satisfaction;
- e) Monitored;
- f) Communicated;
- g) Updated as appropriate.

**6.2.2** When planning how to achieve quality objectives and KPIs, the company has determined:

- a) What will be done;
- b) What resources will be required;
- c) Who will be responsible;
- d) When it will be completed;
- e) How the results will be evaluated.

The company maintains records on the quality objectives and KPIs set and the progress made meeting them.

## **6.3 Planning of Changes**

If the need for changes to the QMS occurs, the following is considered:

- a) The purpose of the changes and their potential consequences;
- b) The integrity of the QMS;
- c) The availability of resources;
- d) The allocation or reallocation of responsibilities and authorities.

## **7 Support**

### **7.1 Resources**

#### **7.1.1 General**

JME provides the resources needed for the establishment, implementation, maintenance and continual improvement of the QMS. The company has considered:

- a) The capabilities and constraints of existing internal resources;
- b) What needs to be obtained from external suppliers?

#### **7.1.2 People**

The company provides the necessary staff for the effective implementation of its QMS and for the operation and control of its processes.

#### **7.1.3 Infrastructure**

The company provides and maintains the infrastructure necessary for the operation of its processes and to achieve conformity of products and services.



This includes:

- a) Buildings and associated utilities;
- b) Equipment, including hardware and software;
- c) Transportation resources;
- d) Information and communication technology.

#### **7.1.4 Environment for the Operation Of Processes**

The company maintains the environment necessary for the operation of its processes and to achieve conformity of products and services including:

- a) Social (e.g. Non-discriminatory, calm, non-confrontational);
- b) Psychological (e.g. Stress-reducing, burnout prevention, emotionally protective);
- c) Physical (e.g. Temperature, heat, humidity, light, airflow, hygiene, noise).

#### **7.1.5 Monitoring and Measuring Resources**

##### **7.1.5.1 General**

The company ensures valid and reliable results are obtained when monitoring or measuring is used to verify the conformity of products and services to requirements.

JME ensures that the resources provided:

- Are suitable for the specific type of monitoring and measurement activities being undertaken;
- Are maintained to ensure their continuing fitness for their purpose.

Records are maintained as evidence of fitness for purpose of the resources.

##### **7.1.5.2 Measurement Traceability**

Measurement traceability is an essential part of providing confidence in the validity of measurement results, measuring equipment is therefore:

- a) Calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standards exist, the basis used for calibration or verification is retained as documented information;
- b) Identified in order to determine their status;
- c) Safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results.

If the validity of previous measurement results has been adversely affected when measuring equipment is found to be unfit for its intended purpose, appropriate action will be taken as necessary.

##### **7.1.6 Company Knowledge**

The company has determined the knowledge necessary for the operation of its processes and to achieve conformity of products and services.

This knowledge is maintained on the network and in hard copy format and made available when required.

When addressing changing needs and trends, the company considers its current knowledge and determines how to acquire or access any necessary additional knowledge and required updates.

Company knowledge is specific to the company. It is information that is used and shared to achieve the company's objectives.

Company knowledge comes from:

- Internal sources (e.g. Intellectual property; knowledge gained from experience; lessons learned from failures and successful projects; capturing and sharing undocumented knowledge and experience; the results of improvements in processes, products and services);
- External sources (e.g. Standards; academia; conferences; gathering knowledge from customers or external providers).

## **7.2 Competence**

The company has:

- a) Determined the necessary competence of person(s) doing work under its control that affects the performance and effectiveness of the QMS;
- b) Ensure that these persons are competent on the basis of appropriate education, training, or experience;
- c) Where applicable, taken action to acquire the necessary competence, and evaluate the effectiveness of the actions taken;
- d) Retain appropriate records as evidence of competence.

Applicable actions include the provision of training, mentoring, the re-assignment of currently employed persons or the hiring or contracting of competent persons.

## **7.3 Awareness**

The company ensures that persons doing work under the company's control are aware of:

- a) The Quality Policy;
- b) Relevant KPIs and quality objectives;
- c) Their contribution to the effectiveness of the QMS, including the benefits of improved performance;
- d) The implications of not conforming to the QMS requirements.

## **7.4 Communication**

JME has determined the internal and external communications relevant to the QMS, including:

- a) On what it will communicate;
- b) When to communicate;
- c) With whom to communicate;
- d) How to communicate;
- e) Who communicates?

## **7.5 Documented Information**

### **7.5.1 General**

The company's QMS includes:

- Documented information required by ISO 9001:2015;
- Documented information determined as being necessary for the effectiveness of the QMS.

### **7.5.2 Creating and Updating**

When creating and updating documented information, the company ensures appropriate:

- a) Identification and description (e.g. A title, date, author, or reference number);
- b) Format (e.g. Language, software version, graphics) and media (e.g. Paper, electronic);
- c) Review and approval for suitability and adequacy.

### **7.5.3 Control of Documented Information**

Documented information required by the QMS and ISO 9001:2015 are controlled to ensure:

- a) They are available and suitable for use, where and when needed;
- b) Subject to approval for adequacy prior to issue;
- c) Reviewed on a regular basis and updated as necessary;
- d) Kept to the current revision status;
- e) Stored and preserved, including preservation of legibility and protection from unintended alterations
- f) Are adequately protected from loss of confidentiality, improper use, or loss of integrity.

Documents of external origin are identified and their distribution controlled to prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are to be retained for any purpose.

## **8 Operation**

### **8.1 Operational Planning And Control**

The company plans, implements and controls the processes needed to meet the requirements for the provision of products and services by:

- a) Determining the requirements for the products and services;
- b) Establishing criteria for:
  - The processes;
  - The acceptance of products and services;
- c) Determining the resources needed to achieve conformity to the product and service requirements;
- d) Implementing control of the processes in accordance with the criteria;
- e) Determining and keeping records.
  - To have confidence in the processes
  - Demonstrate the conformity of products and services to requirements.

The output of this planning is suitably for the company's operations.

The company controls planned changes and reviews the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.

The company ensures that outsourced processes are controlled.

### **8.2 Requirements For Products And Services**

#### **8.2.1 Customer Communication**

Communication with customers includes:

- a) Providing information relating to products and services;
- 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 For Products And Services Offered to Customers**

JME ensures that:

- a) The requirements for the products and services are defined, including:
  - Any applicable statutory and regulatory requirements;
  - Those considered necessary by the company;
- b) The company can meet the specification for the products and services it offers.

### **8.2.3 Review Of Requirements For Products And Services**

To ensure that JME has the ability to meet the requirements for products and services offered to customers it conducts a review before committing to supply products and services which includes:

- a) Requirements specified by the customer, including the requirements for delivery and post-delivery activities;
- b) Requirements not stated by the customer, but necessary for the specified or intended use, when known;
- c) Requirements specified by the company;
- d) Statutory and regulatory requirements applicable to the products and services;
- e) Contract or order requirements differing from those previously expressed.

The company will ensure that contract or order requirements differing from those previously defined are resolved.

All customers' requirements will be confirmed by the company before acceptance of the order. Records of the review; and any new requirements for the products and services will be maintained.

### **8.2.4 Changes To Requirements For Products And Services**

The company ensures that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.

## **8.3 Design And Development Of Products And Services**

### **8.3.1 General**

The company has established, implemented and maintains a design and development process that is appropriate to ensure the subsequent provision of products and services.

### **8.3.2 Design and Development Planning**

In determining the stages and controls for design and development, the company has considered:

- a) The nature, duration and complexity of the design and development activities;
- b) The required process stages, including applicable design and development reviews;
- c) The required design and development verification and validation activities;
- d) The responsibilities and authorities involved in the design and development process;
- e) The internal and external resource needs for the design and development of products and services;
- f) The need to control interfaces between persons involved in the design and development process;
- g) The need for involvement of customers and users in the design and development process;
- h) The requirements for subsequent provision of products and services;
- i) The level of control expected for the design process by customers and other interested parties;
- j) The records needed to demonstrate that design and development requirements have been met.

### **8.3.3 Design And Development Inputs**

The company determines the requirements essential for the products and services to be designed and developed by considering the following:

- a) Functional and performance requirements;
- b) Information derived from previous similar design and development activities;
- c) Statutory and regulatory requirements;
- d) Standards or codes of practice that the company has committed to implement;
- e) Potential consequences of failure due to the nature of the products and services.

Inputs are adequate for design and development purposes, complete and unambiguous. Conflicting design and development inputs are resolved.

### **8.3.4 Design And Development Controls**

The company controls the design and development process to ensure that:

- a) The results to be achieved are defined;
- b) Reviews are conducted to evaluate the ability of the results of design to meet requirements;
- c) Verification activities are conducted to ensure that the design outputs meet the input requirements;
- d) Validation activities are conducted to ensure that the resulting products and services meet the requirements for the specified application or intended use;
- e) Any necessary actions are taken on problems determined during the reviews, verification and validation activities;

### **8.3.5 Design And Development Outputs**

The company ensures that design and development outputs:

- a) Meet the input requirements;
- b) Are adequate for the subsequent processes for the provision of products and services;
- c) Include or reference monitoring and measuring requirements, as appropriate, and acceptance criteria;
- d) Specify the characteristics of the products and services that are essential for their intended purpose and their safe and proper provision.

### **8.3.6 Design and Development Changes**

Changes are identified, reviewed and controlled during, or subsequent to, the design of the product and services, to the extent necessary to ensure that there is no adverse impact on conformity to requirements including:

- a) Design and development changes;
- b) The results of reviews;
- c) The authorization of the changes;
- d) The actions taken to prevent adverse impacts

## **8.4 Control Of Externally Provided Processes, Products And Services**

### **8.4.1 General**

JME ensures that externally provided processes, products and services conform to requirements.

The controls to be applied are determined when:

- a) Products and services from suppliers are intended for incorporation into the company's own products and services;
- b) Products and services are provided directly to the customer by suppliers on behalf of the company;
- c) A process, or part of a process, is provided by a supplier.

Criteria for the evaluation, selection, monitoring of performance, and re-evaluation of suppliers have been determined, based on their ability to provide processes or products and services in accordance with requirements. Records are retained.

#### **8.4.2 Type and Extent of Control**

The company ensures that externally provided processes, products and services do not adversely affect its ability to consistently deliver conforming products and services to its customers by:

- a) Ensuring that externally provided processes remain within the control of its QMS;
- b) Defining the controls to be applied to a supplier and those to be applied to the resulting output, taking into account:
  - The potential impact of the externally provided processes, products and services on the company's ability to meet customer and applicable statutory and regulatory requirements;
  - The effectiveness of the controls applied by the supplier;
- c) Determine the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements.

#### **8.4.3 Information for External Providers**

JME ensures the adequacy of requirements prior to their communication to the supplier.

It will communicate to suppliers its requirements where necessary for:

- a) The processes, products and services to be provided;
- b) The approval of:
  - Products and services;
  - Methods, processes and equipment;
  - The release of products and services;
- c) Competence, including any required qualification of persons;
- d) The external providers' interactions with the company;
- e) Control and monitoring of the suppliers' performance to be applied;
- f) Verification or validation activities that JME, or its customers intend to perform at the suppliers' premises.

### **8.5 Production And Service Provision**

#### **8.5.1 Control of Production And Service Provision**

The company implements production and service provision under controlled conditions including:

- a) The availability of documented information that defines:
  - The characteristics of the products to be produced, the services to be provided and the activities to be performed;
  - The results to be achieved;
- b) The availability and use of suitable monitoring and measuring resources;
- c) The implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met;
- d) The use of suitable infrastructure and environment for the operation of processes;
- e) The appointment of competent persons, including any required qualification;
- f) The validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement;
- g) The implementation of actions to prevent human error;
- h) The implementation of release, delivery and post-delivery activities.

**8.5.2 Identification and Traceability**

The company identifies and provides traceability for all its products through all stages of storage, production and delivery to the customer.

Records of Identification and Traceability are maintained.

**8.5.3 Property Belonging To Customers Or External Providers**

JME exercises care with property including intellectual property belonging to customers or external providers while it is under the company's control or being used by JME.

The company identifies, verifies, protects and safeguards customers' or external providers' property provided for use or incorporation into its products and services.

Should the property of a customer or external provider be lost, damaged or otherwise found to be unsuitable for use, the company will report this to the customer or external provider and retain records on what has occurred.

**8.5.4 Preservation**

Materials and products are preserved during storage, production and service provision, to ensure conformity to requirements.

Preservation includes:

Identification,  
Handling,  
Contamination control.  
Packaging,  
Storage,  
Transportation and protection

**8.5.5 Post-Delivery Activities**

When determining the extent of post-delivery activities that are required, the company has considered:

- a) Statutory and regulatory requirements;
- b) The potential undesired consequences associated with its products and services;
- c) The nature, use and intended lifetime of its products and services;
- d) Customer requirements;
- e) Customer feedback.

Activities include actions under warranty provisions, contractual obligations such as maintenance services, and supplementary services such as recycling or final disposal.

**8.5.6 Control Of Changes**

JME reviews and controls changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements.

Records are retained describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review.

**8.6 Release Of Products And Services**

Inspections and checks at appropriate stages are planned to verify that the product and service requirements have been met. Release to the customer will not proceed until the planned inspections have been satisfactorily completed, unless otherwise approved by the General Manager or Design Manager and, if applicable, by the customer.

Records are maintained including:

- Evidence of conformity with the acceptance criteria;
- Traceability to the person(s) authorising the release.

## **8.7 Control of Nonconforming Products and Services**

**8.7.1** Products and services that do not conform to requirements are identified and controlled to prevent their unintended use or delivery.

Appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services shall be taken. This also applies to nonconforming products and services detected after delivery of products, during or after the provision of services.

The company deals with nonconforming outputs in one or more of the following ways:

- a) Correction;
- b) Segregation, containment, return or suspension of provision of products and services;
- c) Informing the customer;
- d) Obtaining authorization for acceptance under concession.

Conformity to the requirements is verified when nonconforming outputs are corrected.

JME retains documented information that:

- a) Describes the nonconformity;
- b) Describes the action taken;
- c) Describes any concessions obtained;
- d) Identifies the authority deciding the action in respect of the nonconformity.

## **9 Performance Evaluation**

### **9.1 Monitoring, Measurement, Analysis And Evaluation**

#### **9.1.1 General**

The company has determined:

- a) What needs to be monitored and measured;
- b) The methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;
- c) When the monitoring and measuring has to be performed;
- d) When the results from monitoring and measurement are analysed and evaluated.

The company evaluates the performance and the effectiveness of the QMS. Records are maintained.

#### **9.1.2 Customer Satisfaction**

The company monitors customers' perceptions of the degree to which their needs and expectations have been fulfilled. The methods for obtaining, monitoring and reviewing this information have been determined.



**9.1.3 Analysis and Evaluation**

JME analyses and evaluates appropriate data and information arising from monitoring and measurement.

The results of analysis are used to evaluate:

- a) Conformity of products and services;
- b) The degree of customer satisfaction;
- c) The performance and effectiveness of the quality 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 QMS.

**9.2 Internal Audit**

**9.2.1** The company conducts internal audits at planned intervals to provide information on whether the QMS conforms to the Documented Quality System, the requirements of ISO 9001:2015 and is effectively implemented and maintained.

**9.2.2** The company:

- a) Produces an audit programme each year detailing the areas to be audited together with the frequency taking into consideration the importance of the processes concerned,
- b) Defines the methods, responsibilities, reporting requirements, changes affecting the company and the results of previous audits;
- c) The audit criteria and scope for each audit;
- d) Select auditors to conduct audits to ensure objectivity and the impartiality of the audit;
- e) Ensures that the results of the audits are reported to relevant management;
- f) Takes appropriate correction and corrective actions without undue delay;
- g) Maintain records of the audit programme and the audit reports;

**9.3 Management Review**

**9.3.1** Top management reviews the company's QMS, at least annually, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the company.

**9.3.2 Management Review Inputs**

The management review is planned and carried out taking into consideration:

- a) The status of actions from previous management reviews;
- b) Changes in external and internal issues that are relevant to the QMS;
- c) Information on the performance and effectiveness of the QMS including trends in:
  - Customer satisfaction and feedback from relevant interested parties;
  - The extent to which quality objectives have been met;
  - Process performance and conformity of products and services;
  - Nonconformities and corrective actions;
  - Monitoring and measurement results;
  - Audit results;
  - The performance of external providers;
- d) The adequacy of resources
- e) The effectiveness of actions taken to address risks and opportunities ;
- f) Opportunities for improvement.

**9.3.3 Management Review Outputs**

The outputs of the management review will include decisions and actions related to:

- a) Opportunities for improvement;
- b) Any need for changes to the quality management system;
- c) Resource needs.

Minutes of management reviews are maintained.

**10 Improvement****10.1 General**

The company determines and selects opportunities for improvement and implements any necessary actions to meet customer requirements and enhance customer satisfaction.

These include:

- a) Improving products and services to meet requirements as well as to address future needs and expectations;
- b) Correcting, preventing or reducing undesired effects;
- c) Improving the performance and effectiveness of the QMS.

**10.2 Nonconformity And Corrective Action**

**10.2.1** When a nonconformity occurs, including any arising from complaints, the company will:

- a) React to the nonconformity and, as applicable:
  - Take action to control and correct it;
  - Deal with the consequences;
- b) Evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:
  - Reviewing and analysing the nonconformity;
  - Determining the causes of the nonconformity;
  - Determining if similar nonconformities exist, or could potentially occur;
- c) Implement any action needed;
- d) Review the effectiveness of any corrective action taken;
- e) Update risks and opportunities determined during planning, if necessary;
- f) Make changes to the QMS, if necessary.

Corrective actions will be appropriate to the effects of the nonconformities encountered.

**10.2.2** The company retains records as evidence of:

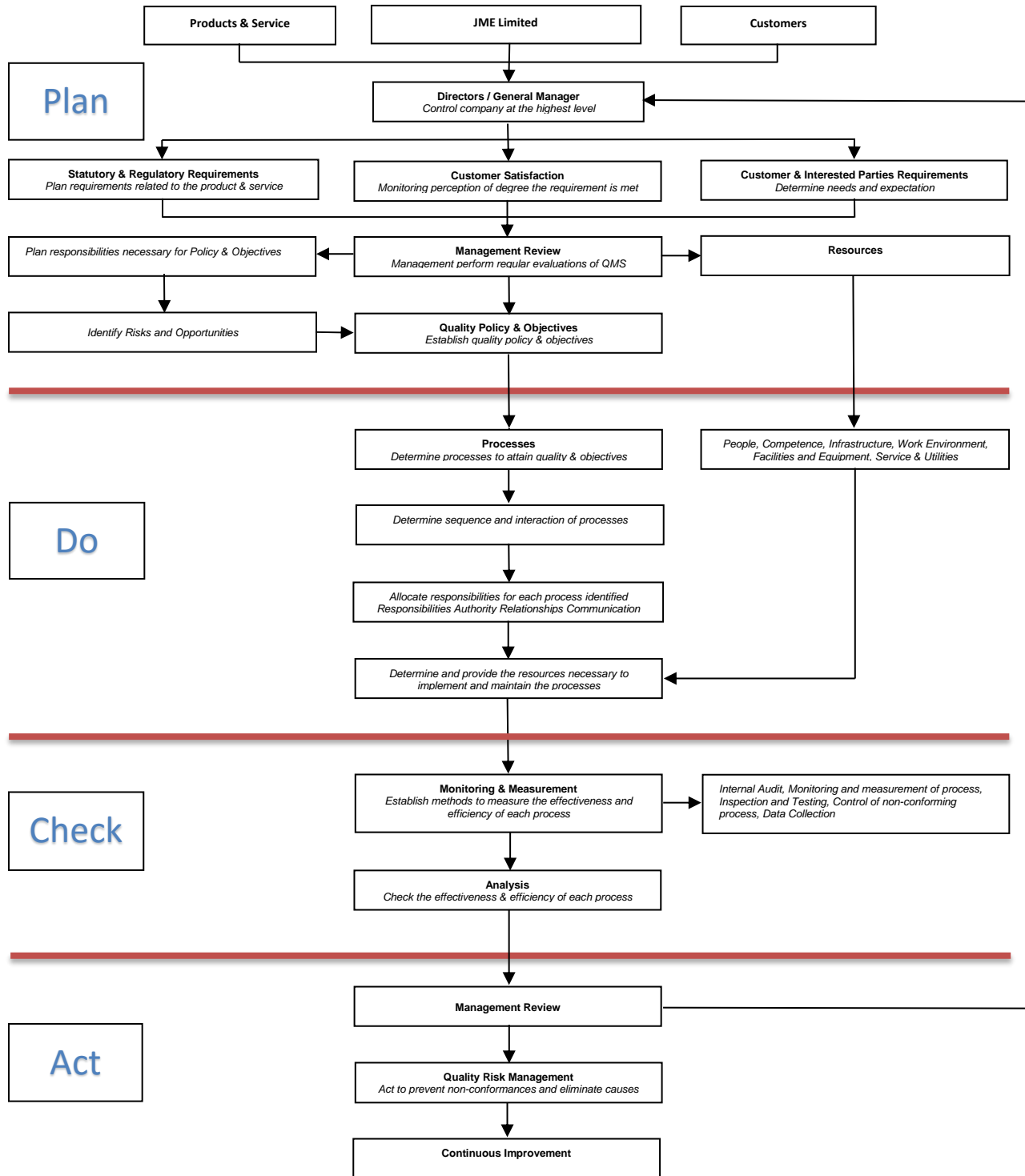
- a) the nature of the nonconformities and any subsequent actions taken;
- b) The results of any corrective action.

**10.3 Continual Improvement**

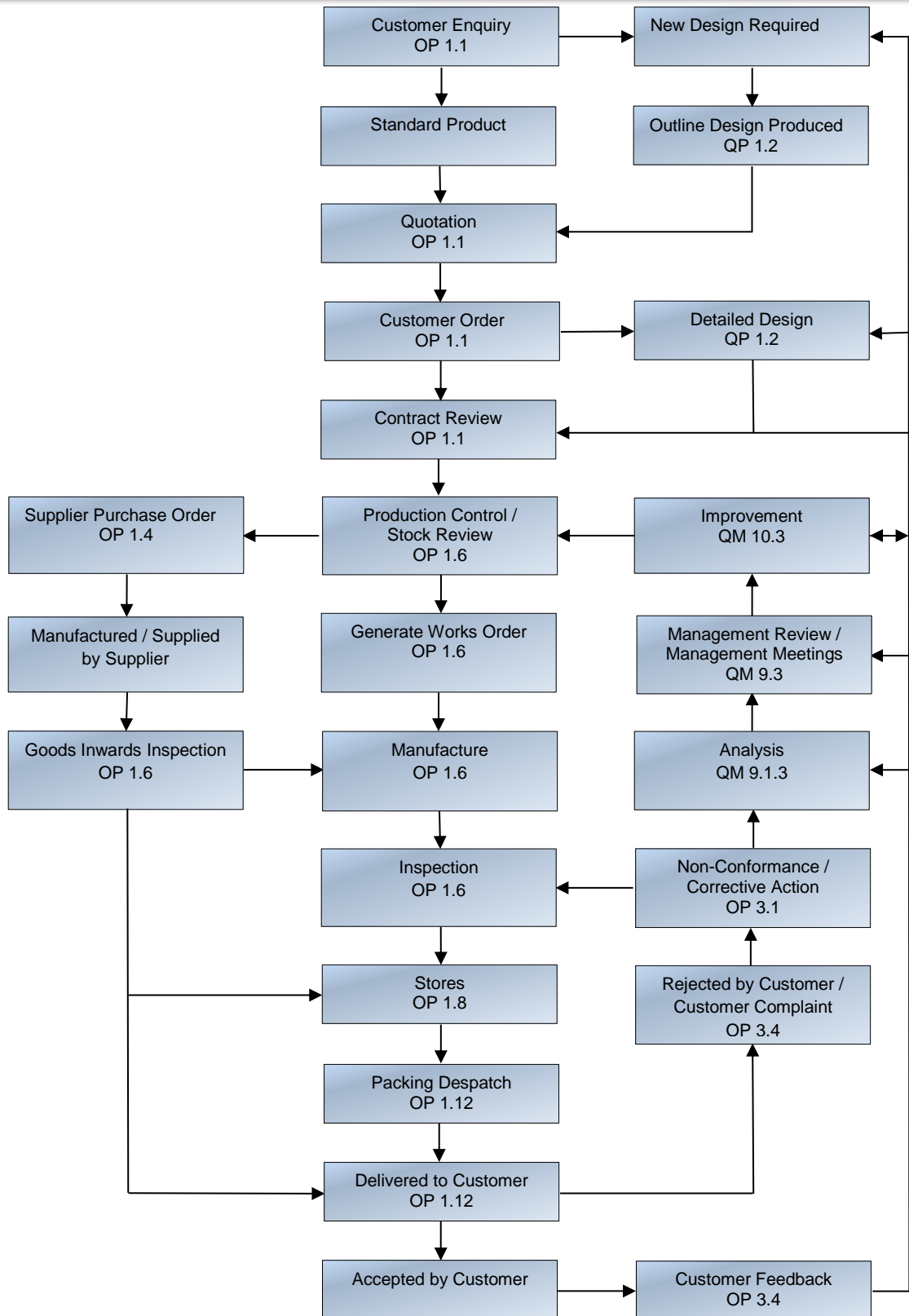
The company aims to continually improve the suitability, adequacy and effectiveness of the QMS.

It will consider the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that can be addressed as part of continual improvement.

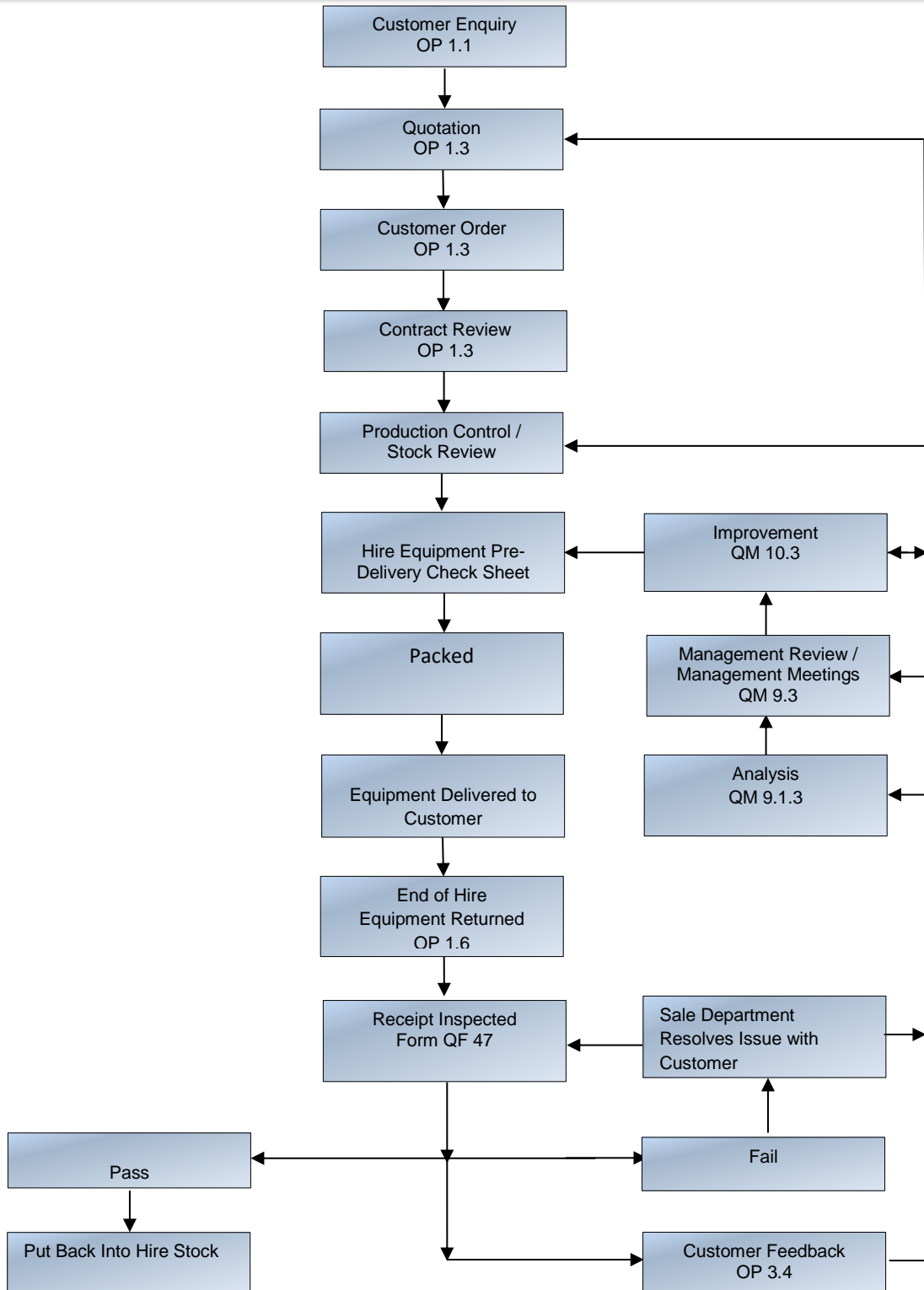
**Appendix 1 – General Sequence and Interaction of Processes**



**Appendix 2 – Process Route**



**Appendix 3 – Hire Equipment Process Route**



**Appendix 3 – Index of Quality Procedures**

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**1.0 Operational Procedures:**

- 1.1 Enquiries/Quotations/Orders
- 1.2 Design and Development
- 1.3 Equipment Hire
- 1.4 Purchasing
- 1.6 Production
- 1.8 Stores and Stock Control
- 1.11 Service and Repair
- 1.12 Handling, Packaging, Storage and Delivery
- 1.13 Calibration

**2.0 Administration Procedures:**

- 2.1 Human Resources

**3.0 Quality Procedures:**

- 3.1 Control of Non-conformances
- 3.2 Internal Auditing
- 3.3 Customer Satisfaction
- 3.4 Identification and Traceability
- 3.5 Document and Quality Records

**Appendix 4 – Organisational Chart**

