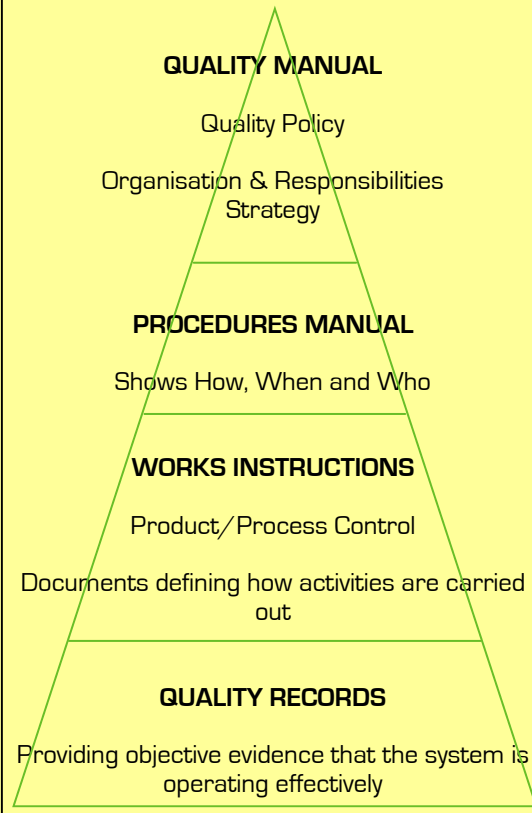




# Castle Group Limited Quality Management System

## QUALITY MANAGEMENT SYSTEM DOCUMENTATION

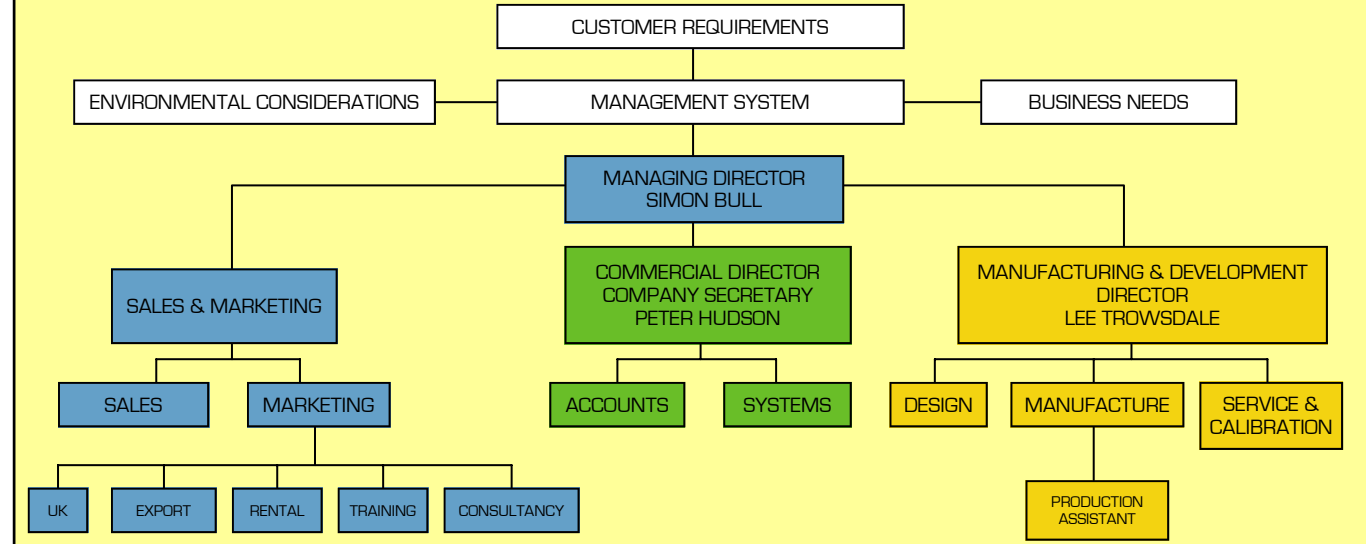


### Quality Policy

The board of directors of Castle Group Limited ensure that the quality policy is appropriate to the purpose of the organisation, includes a commitment to comply with requirements and continually improve the effectiveness of the quality management system and provides a framework for establishing and reviewing quality objectives. The quality policy is communicated and understood within the organisation and is reviewed for continuing suitability.

Quality objectives are established at relevant functions and levels within the organisation and are measurable and consistent with the quality policy.

## ORGANISATION AND RESPONSIBILITIES



### Quality Management System Requirements – ISO 9001-2000

|  | Associated Castle Group Procedure | PCH | LJT | SAB |
|--|-----------------------------------|-----|-----|-----|
| <b>GENERAL REQUIREMENTS</b> Castle Group's Quality Management System is designed to identify the necessary processes, their interaction and application within the company and to ensure that the resources are available to effectively carry out those processes. A programme of internal audits is carried out to ensure compliance with the documented procedures and that such procedures remain effective. Management reviews are carried out to initiate, implement and control any necessary corrective and preventive actions and to ensure the continual improvement of the effectiveness of the system. Quality is planned into the development and manufacture of Castle Group's products by the implementation of the procedures described in the procedures manual.  | 1                                 |     |     |     |
| <b>DOCUMENTATION REQUIREMENTS</b> Castle Group's Quality System comprises Quality Manual, Procedures Manual and associated work instructions. The quality manual describes the quality management system and includes the scope, reference to the documented procedures and a description of the interaction between the processes carried out. All documentation making up the Quality System is subject to control covering issue numbers and change control. Procedures are such as to ensure only pertinent issues are available for use in the development, production, testing and inspection of Castle Group products and services. The current status of documentation is known at all times and controlled copy issues are documented. Changes to documentation are subject to review by authorised personnel prior to approval and superseded copies are withdrawn. Castle Group maintains a recording, filing and retrieval system designed to demonstrate conformance to specified requirements and to the Quality System. Records of all quality-related documentation are held in either soft or hard copy. Records are held to support such certification as may be required by the customer as part of the contract. | 2, 8                              |     |     |     |
| <b>MANAGEMENT RESPONSIBILITY</b> Senior management are committed to the quality management system described in this manual and have issued a Quality Policy Statement. Reviews are undertaken by senior management which include the effectiveness of the system, the quality policy and objectives and resources. The importance of meeting customer, statutory and regulatory requirements is communicated to employees on induction.  | 3, 4                              |     |     |     |
| <b>CUSTOMER FOCUS</b> Procedures are in place to ensure that customer requirements are determined and met and customer perception of this is monitored with the aim of enhancing customer satisfaction.  | 10                                |     |     |     |
| <b>QUALITY POLICY AND OBJECTIVES</b> The Quality Policy provides a framework for the establishment and review of Quality Objectives which are appropriate to the purpose of the organisation. It indicates a commitment to comply with the requirements and continually improve the effectiveness of the Quality Management System. The Policy is publicised throughout the company and is continually reviewed.   | 2                                 |     |     |     |
| <b>RESPONSIBILITY, AUTHORITY AND COMMUNICATIONS</b> The Board of Directors have appointed the Company Secretary to have overall responsibility for the implementation and maintenance of the Company's Quality Management System.  | 2                                 |     |     |     |
| <b>MANAGEMENT REVIEW</b> The Quality Management Systems are subject to at least annual review, implemented by the Company Secretary to ensure their continued suitability and effectiveness. Any agreed system changes are incorporated into the procedures and amendments are issued to controlled Manual holders.  | 3, 4                              |     |     |     |
| <b>RESOURCE MANAGEMENT</b> Castle Group Ltd is committed to providing adequate resources to maintain and continually improve the effectiveness of the quality management system and to enhance customer satisfaction. Castle Group Ltd is recognised as meeting the National Standard for the effective investment in People and is committed to developing its employees so that they are trained to be competent to perform work affecting product quality. Records are held of employees' qualifications, experience and training. Performance is reviewed on a regular basis when any training needs are identified and a personal development plan, linked to Company objectives, is agreed. The effectiveness of the agreed actions is reviewed on a regular basis.  | 6                                 |     |     |     |
| <b>PRODUCT REALISATION</b> Procedures are in place to ensure that the product realization process is planned including identifying customer requirements, design and development, production, service and resources. Objectives are established and procedures are in place to establish the necessary processes required for verification, validation, monitoring inspection and test activities. Records are maintained to provide evidence that product has met requirements.   | 10                                |     |     |     |
| <b>CUSTOMER RELATED PROCESSES</b> Customers' requirements are interpreted by the Sales and Marketing Department. Customers are informed of any further requirements necessary for the intended use and any relating to statutory and regulatory requirements. Customers' requirements are subject to a contract review, initially by the Managing Director. Such reviews consider the scope of the work required, the methods by which the requirements are to be achieved and Castle Group capability of meeting the requirements. Any differences between customers' requirements and Castle Group capabilities, or between quotations and orders, are resolved during the contract review stage. Any amendments to contracts are subject to contract review as described above. Castle Group has procedures in place for communicating product information to customers, the handling of sales enquiries and order processing, including amendments to requirements, and customer feedback. Customer complaints are handled through the customer feedback system.   | 10, 11                            |     |     |     |
| <b>DESIGN &amp; DEVELOPMENT</b> Procedures are in place to ensure design and development is planned and controlled with regular review meetings and clear responsibilities assigned. Design and development changes are reviewed and put through the verification and validation process as appropriate before they are implemented. Reviews include the effect of the changes on all areas of the product development and product already delivered. Records of the results of reviews are maintained.  | 7                                 |     |     |     |
| <b>PURCHASING</b> The purchasing of equipment and raw materials for use in or on Castle Group's products and services is carried out by authorised personnel. Procedures are in place to ensure that only approved suppliers are used and that the equipment/raw materials are supplied from within the agreed scope of their approval. Purchase orders are uniquely numbered and contain identification of equipment/raw materials required; quantity, references; names of contact personnel; delivery address and any special instructions.   | 12, 13, 14                        |     |     |     |
| <b>PRODUCT AND SERVICE PROVISION</b> The assembly, inspection and control of Castle Group products is monitored and recorded on a daily basis. Where necessary, specific work instructions are issued covering all stages of assembly, testing and inspection. Specialist companies are used to carry out the sub-assembly of Printed Circuit Boards on a sub-contract basis. Procedures are in place covering the planning and control of the sub-assembly. Documented procedures are in place for performing, verifying and reporting the servicing of customer's products, retaining their identity and conducting all necessary inspection, test and calibration requirements on completion of service. Customer supplied product is stored and maintained in the Service Department and is identified by serial number customer and service sheet number affixed to the product. Products are tested to written procedures and subject to the same final inspection and test procedures as new products.  | 15, 16, 17, 18                    |     |     |     |
| <b>MONITORING, ANALYSIS AND MEASUREMENT</b> Castle Group has systems in place to ensure the continual monitoring, measurement, analysis and improvement processes needed to demonstrate conformity of the product, the quality management system and the continual improvement of the effectiveness of the quality management system.  | 4, 9, 11, 14, 15, 16              |     |     |     |
| <b>CONTROL OF NON-CONFORMING PRODUCT</b> Control of non-conforming equipment, raw materials, sub or final assemblies is by way of labelling, tagging or marker tape. Non-conforming goods inwards are clearly identified and returned to the supplier with covering documents. Records are maintained of all non-conformances. These records and the appropriate corrective action(s) are subject to periodic review to avoid recurrence.  | 19                                |     |     |     |
| <b>ANALYSIS OF DATA</b> To demonstrate the effectiveness and ensure the continual improvement of the quality management system Castle Group analyses data relating to customer satisfaction, product conformity, trends and suppliers.   | 3, 11, 19                         |     |     |     |
| <b>CONTINUAL IMPROVEMENT</b> Castle Group continually improves the effectiveness of the quality management system by the implementation of the procedures described in the procedures manual. Procedures are in hand to record, review and take action with regard to customer complaints, non-conforming suppliers and non-conforming products and materials. Similar procedures apply in respect of the performance of sub-contractors. Corrective action is implemented commensurate to the risk encountered. Regular reviews of the Quality System are undertaken, which include details of corrective action and internal audits. Where corrective action to the system are deemed necessary, it is documented and distributed in a controlled manner. Documented procedures are in place and maintained to take action with regard to any causes and potential causes of non-conformances in procedures, suppliers, products and services.   | 3, 4, 11, 14, 16, 19, 19.7        |     |     |     |

