

IPH PRINT LIMITED

Quality Assurance Manual

INTRODUCTION

IPH Print was formed in 1979, becoming a limited company in 1992, to satisfy customer requirements for litho printing. It is a family owned company and has developed successfully into a respected and renowned printing supplier.

Additional capabilities have been added to the organization to include digital printing.

The company is now engaged in web site design and management.

This Quality System relates to the full range of company activities.

POLICY and OBJECTIVES

IPH Print Ltd's quality policy is to achieve sustained, profitable growth by providing services which consistently satisfy the needs and expectations of its customers.

This level of quality is achieved through adoption of a system of procedures that reflect the competence of the Company to existing and potential customers.

Achievement of this policy involves all staff, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all. This policy is provided and explained to each employee by the Managing Director or Quality Manager.

To achieve and maintain the required level of assurance the Managing Director retains responsibility for the Quality System with routine operation controlled by the Quality Manager.

The objectives of the Quality Assurance System are:

- a) To maintain an effective Quality Assurance System.
- b) To achieve and maintain a level of quality which enhances the Company's reputation with customers.
- c) To ensure compliance with relevant statutory and safety requirements.
- d) To endeavour, at all times, to maximize customer satisfaction with the services provided by IPH Print Ltd.



P. Jennings-Bates
Managing Director

June 2nd 2014

QUALITY SYSTEM

The Quality Assurance System applies to all activities of the Company. The Quality Assurance System is fully documented and structured in 2 levels:

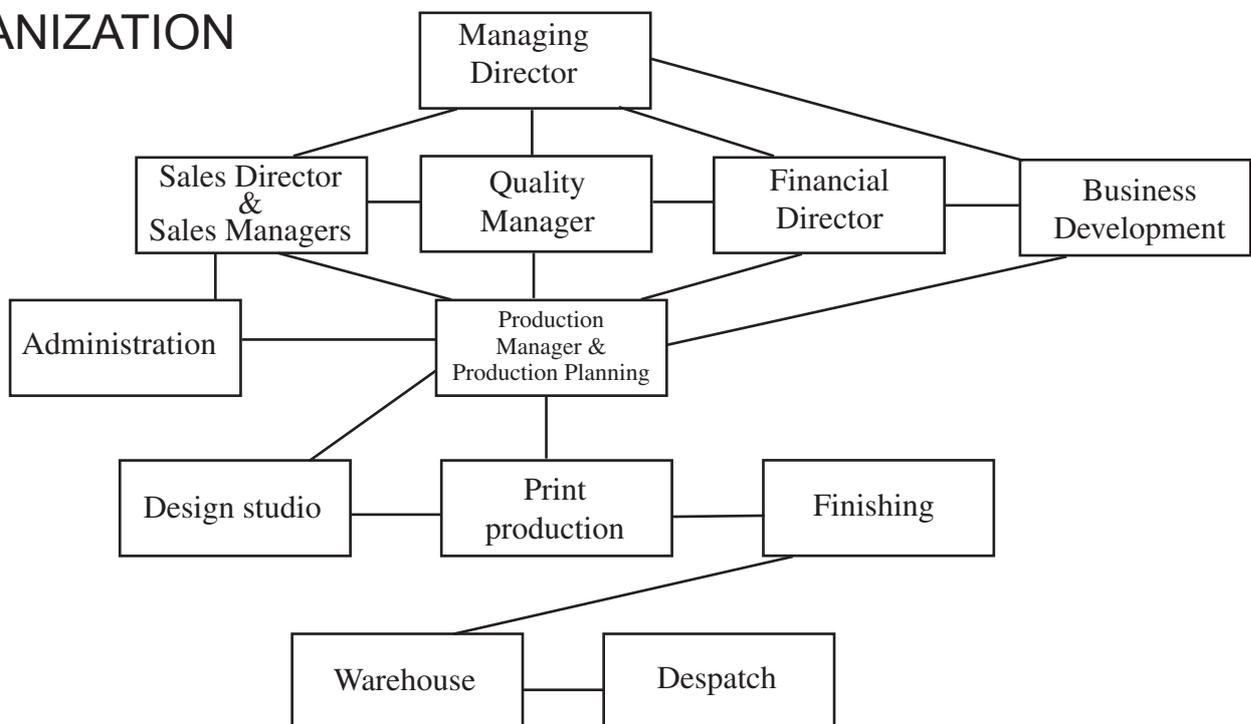
Level 1 : Quality Manual

This document details the corporate quality policy and structure of the Company and references appropriate Operating Procedures.

Level 2: Quality Planning

As the Company operates a standard type and range of services, customer satisfaction and quality are achieved by operation in accordance with the documented quality manual. Specific customer requirements are identified and documented during the contract review process, allowing these requirements to be communicated and achieved, ensuring satisfaction of all customer declared needs.

ORGANIZATION



Every member of management and Staff has individual and general objectives within their personal job framework. Specific members of staff are allocated particular areas of production and customer administration depending on their experience, skill and availability to ensure faultless and swift response to production requirements for each individual customer.

AUTHORITY & RESPONSIBILITIES

Authority

All staff are allocated with authority to perform their allocated responsibilities. The following provides a summary of the principal responsibilities of each job role.

All staff share the authority and responsibility of identifying non compliances or possible improvements, and recording these instances such that corrective action can be taken, both to rectify the immediate situation and to prevent recurrence.

The Managing Director continually reviews the company's resources to ensure that adequate staff, equipment and materials are available to meet customer requirements.

Responsibilities

Managing Director

Approval of the Quality Assurance System
Management Review
Supplier Selection & Purchasing
Contract Management & Control
Training

Quality Manager

Internal Audit
Resolution of Quality Assurance System Discrepancies
Control & Maintenance of the Quality Assurance System
Documentation & Change Control (Quality System Documents)

Sales Director

Management & Co-ordination of Sales and Support Functions
Contract Review
Sales Order Processing
Estimating
Project Management
Control of Contract Documentation
Planning & organization
Supplier Selection & Purchasing
Training

Sales Managers

Quotations
Contract Review and Order Processing

Production Manager

Planning and Co-ordination
Maintenance of Support Stores
Processing of Sales Orders
Purchasing
Control of Equipment and Materials Allocated

Financial Director

Control of Finance & Accounts
Training
Supplier Selection and Purchasing

Warehouse

Control of Stock
Replenishment Recommendation
Protection and Preservation of Stock
Receiving Inspection
Packaging and Despatch

Business Development Manager

Sales

Estimating

New Product Identification & Evaluation

Administration

Sales Database Administration

Checking of Sales Orders

Allocation of Order Reference Numbers

MANAGEMENT REVIEW and INTERNAL AUDIT

Management review of the suitability and effectiveness of the Quality System take place at least twice per year. During the management meetings actions are allocated and minuted to record the development of the Company's management system.

The objectives of Management Review are:

- a) To establish that the Quality (Management) System is achieving the expected results and meeting the Company's requirements, continuing to conform to the Standard, continuing to satisfy the customers needs and expectations, and functioning in accordance with the established Operating Procedures.
- b) To expose irregularities or defects in the System, identify weaknesses and evaluate possible improvements.
- c) To review the effectiveness of previous corrective actions, and to review the adequacy and suitability of the management system for current and future operations of the Company.
- d) To review any complaints received, identify the cause and recommend corrective action if required.
- e) To review the finding of internal/ external audits and identify any areas of recurring problems or potential improvements.
- f) To review the reports of non conforming items and trend information to identify possible improvements.

Internal audits of the Quality System are undertaken at least once per annum to confirm that the function concerned is adhering to the Company's Procedures. A comprehensive Audit Programme is compiled at least a year in advance however, should particular needs be identified, the frequency of audit may be increased at the discretion of the Quality Manager.

Audits are undertaken by auditors who are trained in auditing and not directly responsible for the functions being audited within that Company. Non conformance observed is brought to the attention of the person responsible, and is recorded, documented and subject to timely corrective action to ensure full rectification.

DOCUMENTATION & CHANGE CONTROL

All documentation utilized within the Company related to the management system itself, or to the execution of individual customer contracts is controlled to ensure that it is issued to the appropriate personnel, under the correct level of authority, is revised and reissued as necessary, and all obsolete versions are removed from the point of use.

Such documentation typically includes:

Specifications, Customer Orders, Plans/ Drawings,
Quality Assurance Manual/ Operating Procedures,
National/ International Standards and Codes of Practice.

The Quality Assurance Manual, Procedures and Quality Plans are maintained by the Quality Manager who ensures that the appropriate items, at the correct revision levels, are issued to all who need them within the Company.

National/ International Standards, Codes of Practice are maintained by the Quality Manager who ensures that appropriate documents are available within the Company, and are issued at the correct revision levels. External suppliers of documentation are contacted regularly to ascertain that the documents held remain current.

All changes to documents are reviewed and approved by the person responsible for the original issue and, where appropriate, the nature of the change is indicated on the document. Master copies of the revised documents are retained as records of the changes and renewed as necessary to ensure clarity.

Each contract has a File which contains all relevant information. Information is also held on the company's computer system for ease of access and manipulation.

PURCHASING

Suppliers of products, materials and services, where unspecified by a customer contract, are selected on their ability to meet the company's requirements given due consideration to the quality, statutory obligations, time scale and cost. A list of approved suppliers and sub-contractors is maintained which is compiled on the following criteria:-

- a) Previous performance in supplying to similar specifications and requirements.
- b) Stocking of high volume standard items conforming to a relevant British Standard, or supplied with a statement of conformity.
- c) Compliance with an approved third party product/ quality registration scheme.
- d) Recommendation by other similar purchasers or manufacturers of equipment.
- e) A trial order and evaluation of performance.

All supplies and sub-contracts are subject to an authorized Purchase Order providing full clarification of the type and extent of supply.

Should a supplier, not appearing on the Approved Suppliers List be proposed, they will be analysed by capability and subject to acceptance on the authority of a Director.

CUSTOMER SUPPLIED ITEMS

Goods received from customers (i.e. photographs, artwork, examples of previous work) are always visually inspected at the receipt stage and returned to the customer immediately once production of the work is completed.

PRODUCTION CONTROL

All productive work is planned and undertaken in accordance with the company's procedures, and any specific documents agreed for individual contracts (e.g. contract specifications).

Work instructions are provided by the agreed contract specification and any documents referenced therein, alternatively work is performed in accordance with accepted codes of practice.

RECEIVING INSPECTION

All stores areas are maintained as secure as practical. All items received by the Company are identified and verified in accordance with the requirements of the Delivery Note and Purchase Order, and are inspected for correct identity, quantity and any signs of damage.

All goods received are documented and, in the event of non-conformance, the items are placed in a reject area or labelled to ensure identification. The extent of the non-conformance is noted and subject to disposition review by nominated personnel.

PRODUCTION EQUIPMENT

Production equipment held is maintained in good condition, and capable of safe and effective operation within a specified tolerance of accuracy.

HANDLING, STORAGE, PACKAGING, PRESERVATION & DELIVERY

The identification of print, where it is not obvious, is confirmed by the presence of a clearly displayed label and a copy of the item fixed to the carton containing the items. On palatised items, such identification will be clearly displayed on at least 2 sides of the pallet.

Materials and goods received, whether the property of the company or others, will, as far as practicable, be protected and their quality preserved until such time as they are transferred to a customer, or disposed of to a third party. The objective is to prevent deterioration and damage whilst in storage, or in the process of transportation, installation, commissioning or maintenance.

Delivery will be to an agreed destination at the agreed time specified at time of order. All deliveries are accompanied with suitable documentation which will be kept on file.

RECORDS

Storage facilities are allocated which ensure that all stored records are identifiable and retrievable, and the storage areas are free from damp and other agents which could cause premature deterioration.

Where records are maintained on computer magnetic media, and these are subject to "back-up" at regular intervals, with the "back-up" information being stored in a protected location to ensure security from loss/ damage of active data.

All records are retained for 5 years.

TRAINING

The policy of the company is to ensure that all personnel are trained and experienced to the extent necessary to undertake their assigned activities and responsibilities effectively. The company generally procures and recruits employees capable of meeting the technical, skill, experience and educational requirements of the company's activities.

All staff and senior employees are responsible for recommending the training needs of others, and for ensuring that all employees allocated specific tasks are suitably qualified and experienced to execute those tasks. Once training needs are identified these are provided under the responsibility of the Directors.

Full records are maintained of all training undertaken by employees.

Quality Manual Ends.

Reviewed June 2014