

QUALITY MANAGEMENT SYSTEM MANUAL



JWCI Ltd Process Engineers
12 holding, Barlaston Road, ST3 4AL

Certificate No: CA14223



Q01 Document Control

Document

Certificate Number:

Copy Number: **1**

This copy will be uncontrolled when printed

Authorization

Authorized By: Kerry Callear

Position: DIRECTOR

Authorized Date: 13.04.2023

Distribution

Number of copies printed = One

These copies will be uncontrolled when printed

Q02 Document Amendments

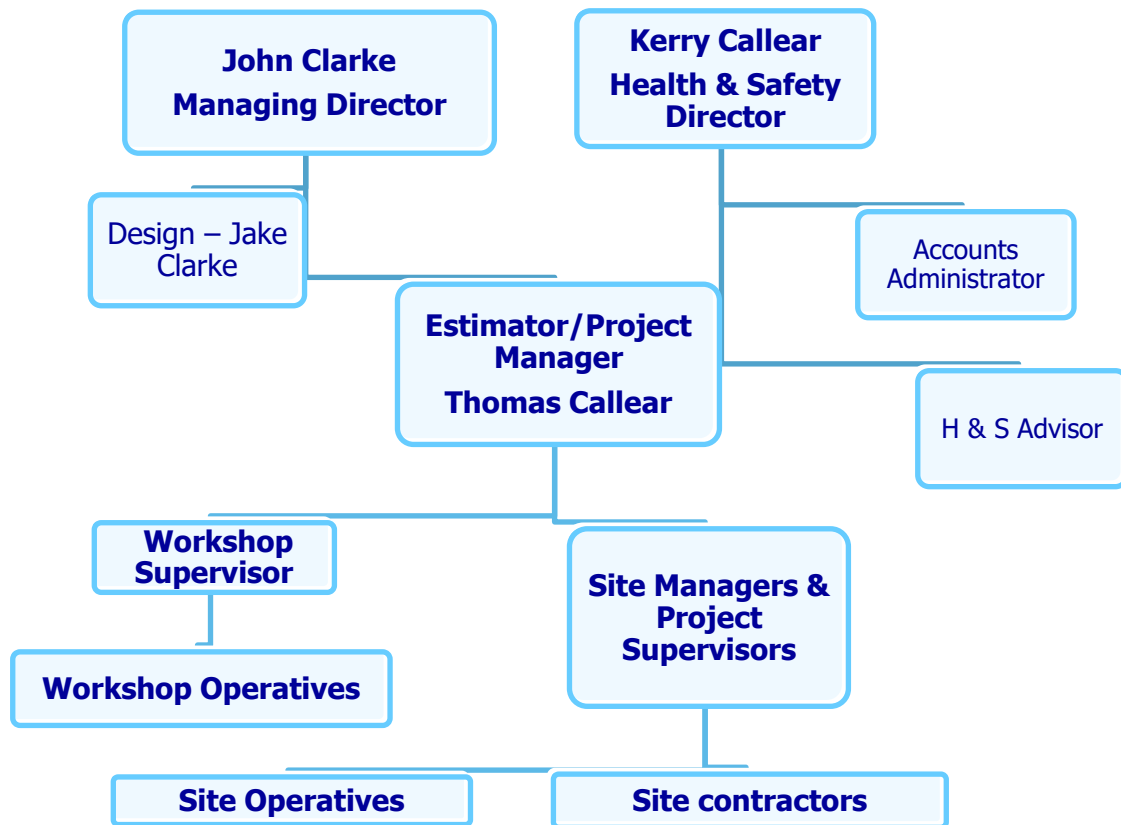
All copies of this Quality Management Systems Manual (QMSM) must be kept under strict control to prevent the system from becoming unreliable. The following controls will ensure that the system remains current and valid.

1. All copies of the manual will be clearly numbered, and the Holder recorded.
2. Each page in the manual will carry its own number.
3. The Quality Representative will be responsible for all revisions and additions being recorded.
4. Changes can be suggested by any Employee but must receive signed approval before being entered into the QMSM.
5. All changes must be recorded on the Amendments Table below and appropriate pages in each QMSM changed. Significant changes will be shaded to make them easy to identify. (Where existing text is reworded or reorganized in the document, these changes will not be shaded.)

Amendments Table

Doc. No.	Page No.	Issue	Date	Description of change	Authorization
All	All		28.02.2022	Update of Date, Update of ISO Number, and clauses, just a complete review of relevance to Company	Kerry Callear Issue 2
	4		13.04.2023	Updated company organisation chart	Kerry Callear

Q03 Company Organization Chart



Q04 Quality Management System

4. Context of the organization

4.1 Understanding the Organization and its Context

We have determined the relevant external and internal issues that affect our ability to achieve the intended outcomes of our management system. We have considered the full business environment, the key drivers and trends having impact on the objectives of the organization and the relationship and values of external stakeholders. Details of the context of our organization are given below:

JWCI Ltd is a long-established family-owned company, located in the heart of the UK, with our head office and up to date manufacturing facilities in Staffordshire. We design and construct processing equipment for a wide range of customers in the dairy, food, beverage, chemical and other process industries. We provide reliable and efficient process manufacturing. The continued success of the company is based upon a strong commitment to our customers and to always deliver the highest standard of work.

Expert Process Engineers

JWCI are process engineers specialising in the provision of bespoke engineering solutions and installations to all areas of the Food and Beverage, and Chemical industry.

Inhouse Manufacturing

We have a wealth of knowledge in our industry and combined with high quality, in-house manufacturing means that we can provide tailored or off the shelf solutions to fit the customers exact requirements.

Turnkey Solutions

From design to manufacture, installation, health and safety and maintenance we can complete customers entire process requirements on time, on budget and with the minimum of stress.

4.2 Understanding the Needs and Expectations of Interested Parties

We have identified the interested parties and their requirements with the emphasis being on quality. We have included a process to determine any legal requirements relating to activities, products and services that are relevant to the scope of our management system.

4.3 Determining the Scope of the Quality Management System

We have determined the boundaries and applicability of our management system and have considered the issues identified in Clause 4.1 and 4.2 (above) as well as those that relate to our product and service when establishing the scope.

Scope:

JWCI Ltd registered in Fole Staffordshire operates from an up-to-date manufacturing facility In Barlaston. JWCI Ltd design and construct processing equipment for a wide range of commercial customers in the dairy, food, beverage, chemical and other process industries. We provide reliable and efficient process manufacturing. All the clauses of ISO9001:2015 apply to the organisation.

4.4 Quality Management System and its processes (QMS)

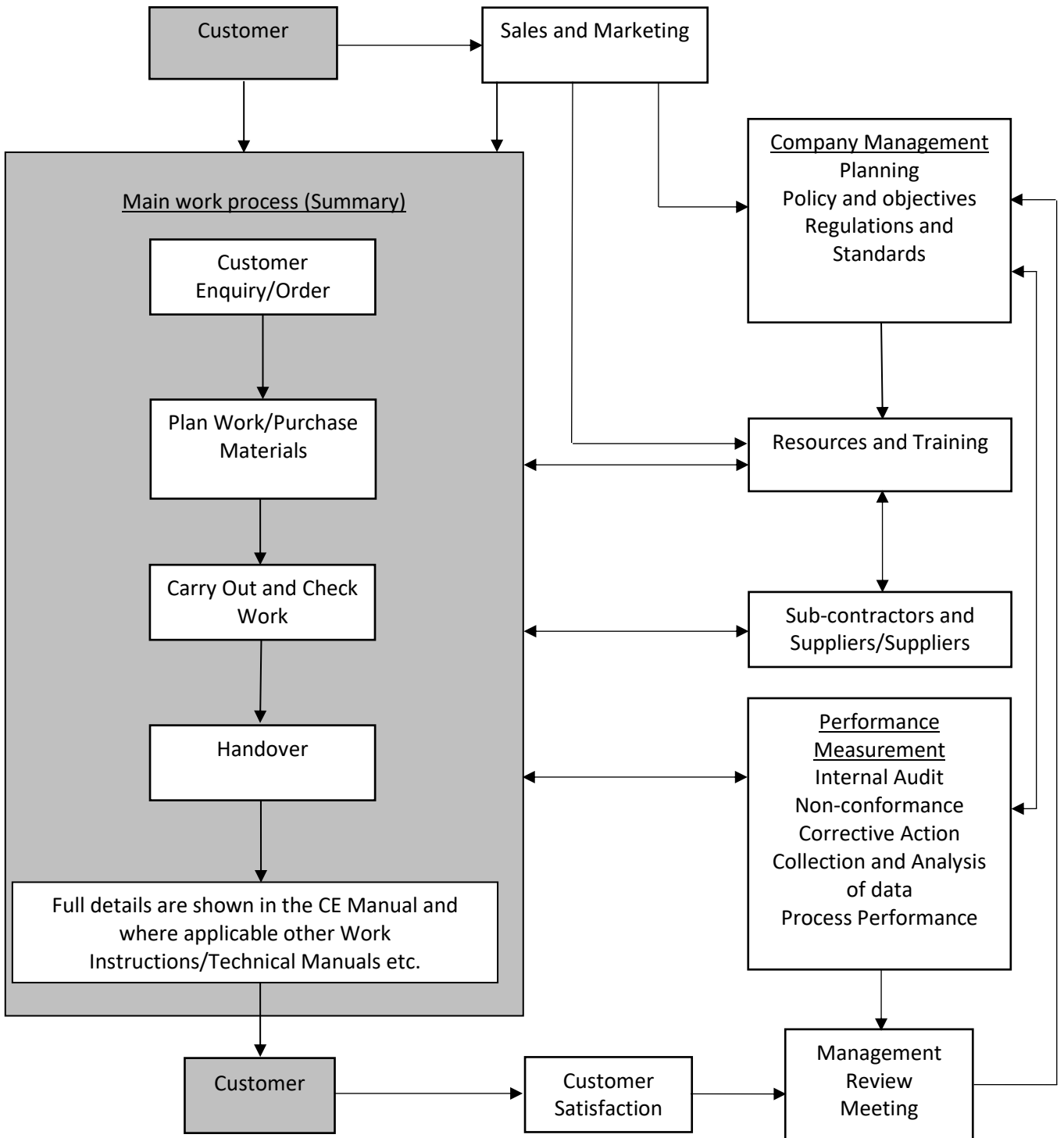
We have established and implemented and will look to maintain and continually improve our quality management system, including the processes and their interactions needed to meet the requirements of the international standard.

To deliver the requirements, we have identified:

- the processes needed for the implementation, operation, and maintenance of the management system along with opportunities for its improvement and their application throughout the organization.
- the inputs required and outputs expected from these processes.
- the sequence and interaction of these processes.
- criteria and methods needed to ensure that both the operation and control of these processes are effective.
- the availability of resources and information necessary to support the operation and monitoring of these processes.
- the risks and opportunities within the management system and how to plan to address them.
- the monitoring, measuring, and analysing of these processes, and implement actions necessary to achieve planned results and continual improvement.

Appropriate documented information is maintained to support these processes and is retained as records to demonstrate that all processes are working as planned.

QMS Process Diagram



5. Leadership

5.1 Leadership and Commitment

5.1.1 General

Our Top management have demonstrated leadership and commitment with respect to our QMS by taking accountability of the effectiveness of the QMS; by establishing a quality policy and quality objectives that are compatible with the direction of the organization; that both policy and objectives are communicated, understood and applied within the organization; ensuring integration of QMS requirements into the organization's business processes and by promoting awareness of a process approach and risk based thinking.

In addition, our Top Management have provided the necessary resources for the QMS; communicated the importance of effective quality management and of conforming to QMS requirements; ensuring that the QMS achieves intended results; engaging with, directing, and supporting persons to contribute to the effectiveness of the QMS; promote improvement and support other members of the management team to demonstrate their leadership as it applies to their area of responsibility.

5.1.2 Customer Focus

As an organization we strive to meet our clients' expectations; top management at JWCI Ltd have demonstrated their leadership and commitment by ensuring that clients' requirements and applicable regulatory and statutory requirements are met; that risks and opportunities that could affect our products and services have been addressed; that our focus is on consistently providing client satisfaction.

5.2 Policy

Our Top Management have developed a quality policy that is in line with the requirements of the standard. The Policy is available as documented information, is communicated throughout the organization and is also available to interested parties, as appropriate.

See Document – M02 Quality Policy

5.3 Organizational Roles, Responsibilities and Authorities

Our Top management will ensure that the responsibilities and authorities for relevant roles are assigned and communicated throughout the organization. The organization has identified, documented, and communicated the roles, responsibilities, and authorities of those involved in the management system and their interrelationships within the organization.

6. Planning

6.1 Actions to Address Risks and Opportunities

We have considered the issues detailed in clause 4.1 and 4.2 of this document and have determined the risks and opportunities that need to be addressed to assure the QMS can achieve its intended outcomes; that we prevent or reduce undesired effects and achieve continual improvement.

We have put a plan in place to address these risks and opportunities and a plan to integrate and implement these actions in the QMS and evaluate their effectiveness. We have produced a risk assessment register to show what has been achieved.

See document – M03 Risk Assessment Procedure
R02 Risk Assessment Register

6.2 Quality Objectives and Planning to achieve them

We have established quality objectives at various levels throughout the organization in line with the requirements of ISO9001:2015 Clauses 6.2.1 and 6.2.2; a document has been produced detailing these objectives and the procedure around establishing them.

See documents:

- Welding Quality Plan – WQP01 – Located within the factory production control File
- R03 Quality Objectives

7. Support

7.1 Resources

7.1.1 General

We have determined and provided the resources needed for the establishment, implementation, maintenance, and continual improvement of our QMS. We have considered the capabilities of our existing resources and what we need to obtain from external providers.

7.1.2 People

Those resources include people who have the necessary skills and competencies to effectively operate our QMS and to meet and exceed our clients' expectations. Also see Clause 7.2.

7.1.3 Infrastructure

We have provided the infrastructure determined necessary for the provision of our processes and conformity of our products and services.

7.1.4 Environment for the Operation of Processes

We have provided the environment determined necessary for the provision of our processes and conformity of our products and services.

7.1.5 Monitoring and Measuring Resources

We have determined that we need to use measuring and monitoring resources for evidence of conformity for our products and services and have created specific documented information detailing how we have approached this requirement.

See document – M05 Measuring and Monitoring Resources

7.1.6 Organizational Knowledge

We have determined the knowledge necessary to operate our processes when achieving conformity of our products and services. We have systems in place to address any changes to our needs and possible trends that come up from time to time. The knowledge is in the form of documented information and is available to those who require it.

7.2 Competence

We have determined the competence of people doing work under our control that affects performance to ensure that these people are competent based on appropriate education, training, or experience and where applicable, take actions to acquire the necessary competence and evaluate the effectiveness of the actions taken.

See document:

- Competency Training Procedure - CTP01 Located within the factory production control File

7.3 Awareness

We have ensured that people doing work under our control are aware of our policies; our quality objectives relevant to them; their contribution to the effectiveness of the system and the implications of not conforming to the QMS requirements.

7.4 Communication

We have determined the need for internal and external communications relevant to the system including on what, when, with whom, how and who would communicate.

7.5 Documented Information

We have written policies and procedures as appropriate to meet the requirements of our QMS and the ISO9001:2015 standard. Details of how we produce and control our documented information are detailed in COD01.

See document:

- Control of Documents - COD01 Located within the factory production control File

8. Operation

8.1 Operational Planning and Control

We have planned, implemented and controlled processes needed to meet requirements for the provision of our products and services, and to implement the actions determined in clause **6.1** of this document by determining the requirements of our products and services, establishing criteria for those processes and for the acceptance of our products and services. We have also determined the resources needed to achieve conformity of our products and services and by implementing control of the processes in accordance with the detailed criteria.

We keep documented information to the extent necessary to have confidence that the processes have been carried out as planned and that demonstrate the conformity of our products and services.

We shall control planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects as necessary. We shall ensure that outsourced processes are also controlled.

See document:

- Manufacturing Record – MR01 Located within the factory production control File

8.2 Requirements for Products and Services

8.2.1 Customer Communication

We communicate with clients where necessary in relation to information related to our products and services, enquiries, contracts, or order handling including changes, customer property, obtaining their feedback, including complaints and specific contingency actions where appropriate.

8.2.2 Determination of Requirements Related to Products and Services

When determining the requirements for our products and services offered to potential clients; we have ensured that applicable regulatory and statutory requirements have been defined and that we can meet those requirements and that we can substantiate any claim made for our products and services.

8.2.3 Review of Requirements Related to Products and Services

We review our clients' requirements including those for delivery and post-delivery activities; any statutory and regulatory requirement applicable to the product and service being provided. We also review those requirements not stated by the client, when known, plus any contract or order requirements that are different from the original request.

We conduct this review prior to our commitment to supply our products and services; we always provide a documented confirmation of the order, even if the client has not; details of all orders are recorded on document MR01.

Where requirements change, we ensure that all relevant documentation is amended and that personnel are made aware prior to delivery.

See document:

- Manufacturing Record – MR01 Located within the factory production control File

8.2.4 Changes to requirements for products and services

We will ensure that when changes are made to our products and services relevant persons are made aware and relevant documentation is amended to reflect those changes made.

8.3 Design and Development of Products and Services

We have determined that we need to use design and development resources for evidence of conformity for our products and services and have created specific documented information detailing how we have approached this requirement.

See documents: – Located within the factory production control File

- Design Process – DP01
- Technical Enquiry Form – TEF01
- Technical Review Procedure – TRP01
- Technical Review Check-sheet – TRC01

8.4 Control of Externally Provided Processes, Products and Services

We have produced a procedure which details how our organization would deal with the control of externally provided products and services.

See document:

- Preferred Supplier List – PSL01 Located within the factory production control File

8.5 Production and Service Provision

8.5.1 Control of Production and Service Provision

We have implemented controlled conditions for the production and service provision, including delivery and post-delivery activities in line with the requirements of Clause 8.5.1 of the ISO9001: 2015 quality management system standard.

8.5.2 Identification and Traceability

Where necessary we have introduced a system to uniquely identify our products and services for the purposes of traceability. We identify the status of our processed outputs with respect to monitoring and measurement requirements throughout the provision of our products and services. We retain documented information appropriate to maintaining identification and traceability.

8.5.3 Property belonging to Customers or External Providers

We exercise due care and attention when dealing with property belonging to external providers (including clients). We report any defect, damage, or loss to the external provider as soon as it has been identified by our personnel.

8.5.4 Preservation

We ensure the preservation of our products and services to the extent necessary to maintain their conformity throughout the production process.

8.5.5 Post-delivery Activities

We ensure that where applicable we meet the requirements for post-delivery activities associated with our products and services to the extent that we have considered the risks associated with the products and services, the nature of use and lifetime of the products and services, customer feedback and statutory and regulatory requirements.

8.5.6 Control of Changes

We review and control changes necessary for the production and service provision to ensure continued conformity of our products and services. We keep documented records of any such changes using form R14.

See document:

- Factory Production Control Index Located within the factory production control File

8.6 Release of Products and Services

We have implemented arrangements at appropriate stages of production or service provision to verify that product and service requirements have been met; evidence of such acceptance criteria are recorded on the product and service record.

Products and services will not be released to our clients until the verification arrangements have been met; the exception is when authorized by a director or by the client themselves. Appropriate records of who authorized the release are recorded on the product and service record.

8.7 Control of Nonconforming Outputs

We have produced a procedure which details how our organization would deal with the control of nonconforming process outputs, products, and services.

See document:

- Factory Production Control Index Located within the factory production control File

9. Evaluation

9.1 Monitoring, measurement, analysis, and evaluation

9.1.1 General

We have determined what needs to be monitored and measured; the methods for monitoring, measurement, analysis, and evaluation, as applicable, to ensure valid results; when the monitoring and measuring shall be performed and when the results from monitoring and measurement shall be analysed and evaluated.

We retain documented information on the results of such monitoring and measurement to enable us to evaluate the effectiveness of our QMS.

See document:

M11 Monitoring and Measurement Results Located within the factory production control File

9.1.2 Customer Satisfaction

We have determined the methods for obtaining information regarding our clients' perception of our organization in terms of meeting or exceeding their requirements in the provision of our products and services. The information gathered is reviewed as part of the Management Review process.

See document:

M11 Monitoring and Measurement Results Located within the factory production control File

9.1.3 Analysis and Evaluation

We analyse and evaluate data gathered as part of our monitoring and measuring activities and the results are used as part of our Management Review process.

See document:

M11 Monitoring and Measurement Results Located within the factory production control File

9.2 Internal Audit

We conduct internal audits at planned intervals to provide information on whether our QMS conforms to our requirements, to the requirements of ISO9001:2015 Quality Management System standard and is effectively implemented and maintained; it also takes into consideration the importance of the processes concerned. We have implemented a procedure that covers in detail the process surrounding the internal audit process.

See documents - Located within the factory production control File

- Internal Audit Procedure – IAP01
- R16 Internal Audit Programme
- Internal Audit Record Form Ref: Audit 001

9.3 Management Review

Our Top management reviews the organization's QMS at planned intervals, at least once every 12 months, to ensure its continuing suitability, adequacy, and effectiveness. Each review will take into consideration the status of actions from any previous meetings and any changes in internal or external issues relevant to our QMS and performance information, including trends and indicators as detailed in ISO9001: 2015 Clause 9.3.1 and 9.3.2.

Information relating to each of these meetings is recorded using document R18 Management Review Agenda and Minutes

See documents – M13 Management Review
R18 Management Review Agenda and Minutes

10 Improvements

10.1 General

We have determined and shall select such opportunities as necessary for improving our clients' requirements and satisfaction. This will include improving our products and services, correcting, preventing, or reducing undesired effects improving the performance and effectiveness of our QMS.

10.2 Nonconformity and Corrective Action

When non-conformity occurs, we shall react to the nonconformity and take action to control and correct it and then deal with the consequences. We will evaluate the need for action to eliminate the causes of the nonconformity, in order that it does not recur or occur elsewhere in the organization. We will implement the actions required and review the effectiveness of any corrective action taken, update risks and opportunities determined during planning (if necessary) and make changes to the QMS, where necessary.

We record all nonconformities, actions taken and the results of any corrective action using the appropriate documentation.

10.3 Continual Improvement

We shall continually improve the suitability, adequacy, and effectiveness of our QMS. We consider the results of analysis and evaluation and the outputs from management review to determine if there are needs or opportunities that could be addressed as part of our continual improvement.