



QUALITY MANUAL

Quality Policy

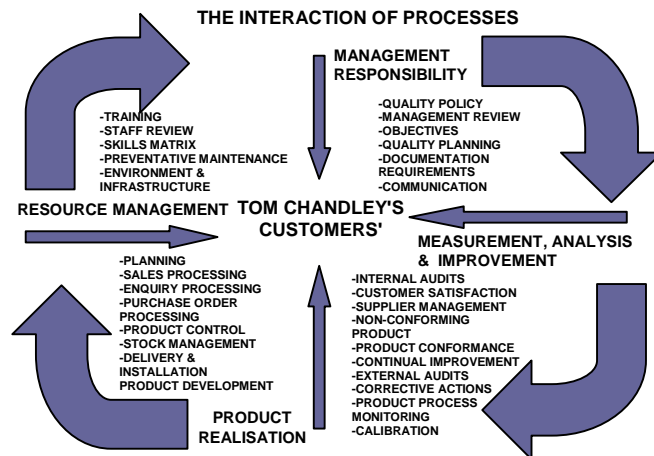
Tom Chandley Ltd is committed to a process of continuous improvement of our products, product range and services in order to meet and/or exceed our customers' expectations.

We have established, implemented and maintain an effective Quality management system (QMS) that has been communicated to all our staff. This consists of policies, procedures, work instructions and processes that comply with the requirements of ISO 9001:2008.

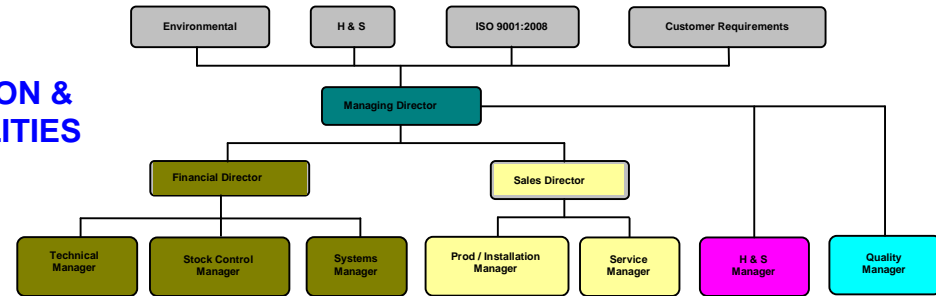
Effectiveness of the system is continually reviewed and monitored through the use of key performance indicators and internal audits. Data is analysed and used as a basis for setting objectives and targets designed to improve the QMS, products and services.

Tom Chandley Ltd also recognise its Health and Safety and Environmental obligations. These are documented in separate policies.

Eric Dyson
(Managing Director)



ORGANISATION & RESPONSIBILITIES



Quality Management System Requirements ISO 9001:2008		Related Procedures & Clauses	Q	H	S	F	M
Management System	General Requirements: Tom Chandley Limited has established, documented, implemented, maintained and continually improves the effectiveness of its Quality Management System, which has been formatted in accordance with the requirements of ISO 9001: 2008. The necessary processes are included for the QMS and it's application throughout the business.	01-A /B (4.1)					
	Documentation Requirements: The Quality Management System documentation includes documented Statements of the company's Quality Policy , Objectives, this Quality Manual, the documented procedures and records required by ISO 9001: 2008, other documents, including records determined by the company too be necessary to ensure that its processes are effectively planned, operated and controlled.	02-A (4.2)					
	Scope: The Scope covers the design, manufacture and supply of industrial baking equipment.	03-A (4.2.2)					
Management Responsibility	Management Commitment: Senior management are committed to implementing, developing, and continually improving the effectiveness of the QMS. This is communicated across the company ensuring all customer and regulatory requirements are identified and understood.	06-A (5.1)					
	Customer Focus: The senior management of Tom Chandley Limited ensures that all customer requirements are determined and fulfilled as the primary means of enhancing customer satisfaction.	07-A (5.2)					
	Quality Objectives: The senior management of Tom Chandley Limited ensures that Quality Objectives are set for all relevant levels and functions in the company, including those objectives which are needed to meet product requirements. The Quality Objectives are measurable and are consistent with the Quality Policy.	09-A (5.4.1)					
Resource Management	Responsibility, Authority & Communication: The senior management of Tom Chandley Limited has ensured that responsibilities and authorities have been defined and communicated within the company.	11-A (5.5)					
	Management Review: Management review the QMS at regular intervals to ensure its effectiveness and identify opportunities for improvement	14-A (5.6)					
	Provision of Resources: Tom Chandley Ltd has determined and provides the resources which are required to implement, operate, maintain and continually improve the effectiveness of the QMS and increase customer satisfaction by fulfilling the customers requirements.	15-A (6.1)					
Product Realisation	Competence, Training & Awareness: Tom Chandley Ltd has implemented a programme to determine and evaluate the competence of personnel performing work that affects product Quality. Where necessary training is provided and records kept, to ensure product conformity.	16-A (6.2)					
	Infrastructure: Tom Chandley Ltd has determined, provided and maintains the infrastructure it requires to ensure product conformity.	17-A (6.3)					
	Work Environment: Tom Chandley Ltd has determined and manages the work environment it requires to ensure product conformity.	18-A (6.4)					
Measurement, Analysis & Improvement	Planning of Product Realisation: Tom Chandley Ltd have planned and developed formal procedures and written instructions necessary for product realisation. Records are kept to provide evidence of the realisation process, Quality objectives, requirements, verification, validation, monitoring, test and inspection activities specific to the product and the criteria for acceptance.	19-A (7.1)					
	Customer Related Processes: Tom Chandley Ltd determine the requirements of the customer and those relating to the product. These are reviewed before the company commits to supplying the product. Effective communication is maintained with the customer to verify requirements, information, enquires and orders. Communication includes analysis of customer feedback and complaints.	20/21-A (7.2)					
	Design & Development: Tom Chandley Ltd plan, control and record product design and development. During the planning stage the company determines the phases (or stages) of the design/development; this includes determination and evaluation of inputs and outputs, what review, verification and validation activities are relevant to each phase, and what the responsibilities and authorities are. Effective communication is maintained between different functions or departments to ensure the assignment of responsibilities is made clear.	22-A (7.3)					
Measurement, Analysis & Improvement	Purchasing: Tom Chandley Ltd ensures that products purchased from suppliers conform to the purchase requirements. The extent and level of control which the company applies to the supplier (and the products being purchased) is appropriate to the effect that the supplied products have on the realisation process and/or the final product. Verification and inspection of goods/services are implemented on receipt.	23/24/25-A (7.4)					
	Production & Service Provision: Tom Chandley Ltd plans and performs production or service provision in controlled conditions. These conditions include making available information which states the product characteristics, making available work instructions (if they are necessary), availability and use/implementation of appropriate equipment, monitoring and measuring equipment/activities, and implementing product release, delivery and post-delivery activities. Specific arrangements and controls have been established where the output of a process can not be verified by normal monitoring and measurement activities.	26/27-A (7.5.1, 7.5.2)					
	Identification & Traceability: Tom Chandley Ltd uses suitable methods to identify products and their status throughout the product realisation processes. This includes Customer Property which is also protected whilst in Tom Chandley's control.	28/29-A (7.5.3, 7.5.4)					
	Preservation of Product: Care is taken to preserve product during processing in order to maintain conformity to requirements.	30-A (7.5.5)					
	Control of Monitoring and Measuring Equipment: Tom Chandley Limited determines what monitoring and measuring is required to prove product conformity to requirements and what equipment is needed. These are inspected and calibrated at specified intervals to maintain accuracy. When equipment is found not to conform to requirements appropriate action is taken.	31-A (7.6)					
	Measurement, Analysis & Improvement: Tom Chandley Ltd plans and implements monitoring, measurement, analysis and improvement processes as are required to prove conformity to requirements, ensure the conformity of the QMS and continually improve its effectiveness.	32-A (8.1)					
	Customer Satisfaction: Measures have been established to monitor customer satisfaction/feedback, including customer complaints.	33-A (8.2.1)					
	Internal Audit: Planned process audits are carried to ensure the QMS conforms to ISO 9001:2008, our own procedures & customer requirements	34-A (8.2.2)					
	Control of Nonconforming Product: Tom Chandley Ltd ensures that nonconforming products are identified and controlled in order to prevent their use or delivery. Action shall be taken to eliminate the detected nonconformity or gain acceptance through a properly authorised concession.	37-A (8.3)					
	Analysis of Data: Tom Chandley Ltd shall determine, collect and analyse data to demonstrate the effectiveness of the QMS and identify opportunities for improvement.	38-A (8.4)					
Improvement: Tom Chandley Ltd is continually improving the effectiveness of the QMS through the Quality Policy, Quality Objectives, Analysis Of Data, Corrective/Preventive Actions and the Management Review. Formal procedures for Corrective & Preventative Actions are in place in order to determine, review, eliminate and prevent their occurrence.	39/40/41-A (8.5)						