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Revision Table

Rev	Date	Description	By	Approval
1	14/05/12	New manual	SJM	

Introduction

The Manual

This document defines and establishes the Quality Manual, Policy and Procedures for Horizon Group Ltd.

This Manual is designed to facilitate quality management within the company.

This is a company specific Quality Manual and includes:

- The Company's Quality Policy.
- The organisation within the Company for ensuring that quality standards are met, and
- The arrangements in place for ensuring that quality standards are met on site, including quality procedures and a system of record keeping and monitoring

This Quality Manual is produced in accordance with ISO 9001.

SM&MS Ltd have been appointed to assist in the operation of the Manual and to assist in providing guidance on quality management on a consultancy basis.

Presentation

This document is presented in a loose-leaf binder for ease of updating and use. The accompanying Quality Procedures Log Book must be used in conjunction with the manual as an operational aid.

The Quality Procedures Log book contains the working documents, reference materials and procedures to assist in implementing the Quality Manual as well as an aid to the documentation of all relevant records.

Amendments and Updating

Amendments and updating of the manual may be required under the following circumstances:

a) Changes in any applicable legislation, statutory requirements or British Standards
b) Substantial changes to the Company's undertaking
c) The introduction of new products or processes
d) Changes to the organisational structure
e) Changes in Management Policy and Procedures

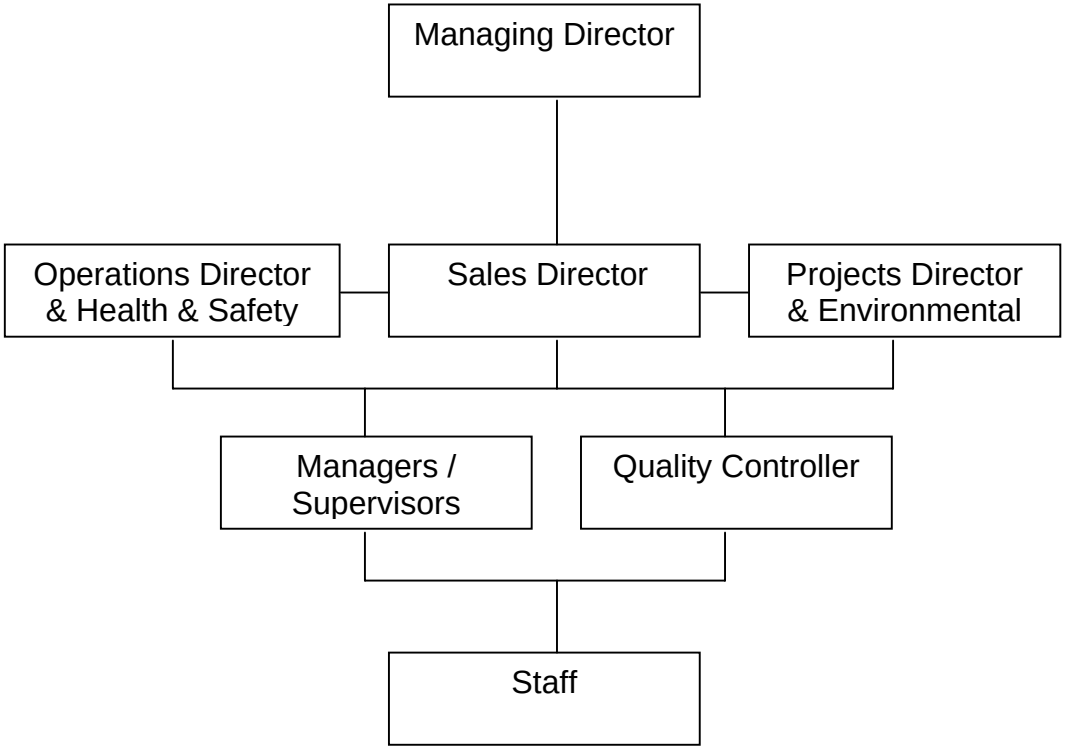
SM&MS Ltd will make these amendments and updates on behalf of Horizon Group Ltd whilst ever they are contracted to provide consultancy services.

Distribution

This Quality Manual is for circulation to specified personnel within Horizon Group Ltd and authorised assessors.

It, or extracts from it, must not be issued or duplicated to other companies, organisations or individuals without written consent of the Managing Director.

Organisational Structure



Introduction to Horizon Group Ltd

Horizon Group Ltd is one of the leading suppliers of quality products to schools, colleges and universities.

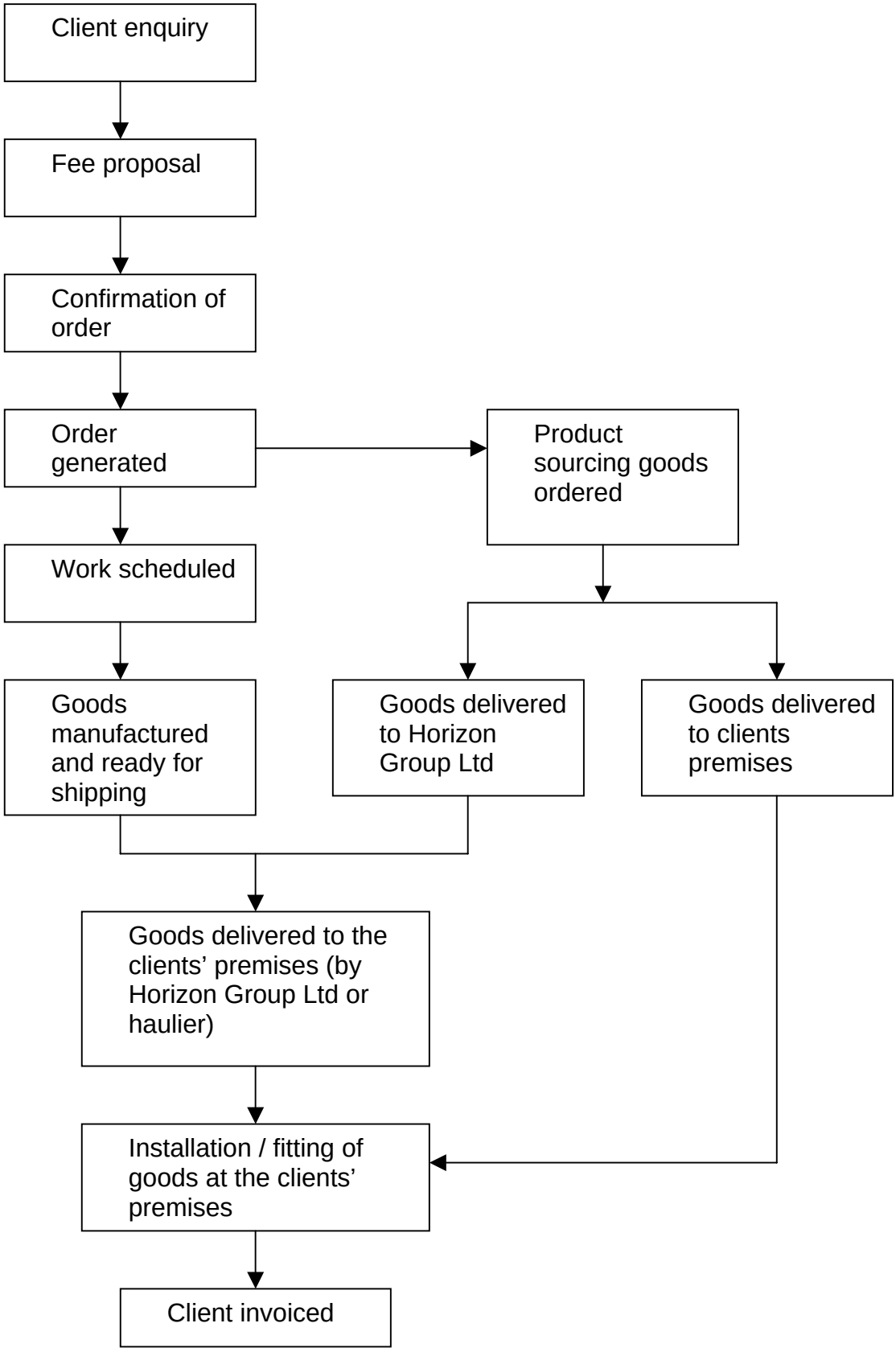
With over 25 years experience in the signage, production and manufacturing industry Horizon Group Ltd supply the education sector with a vast array of products; from single units to high volume orders.

Horizon Group Ltd use their own skilled installation team to ensure that orders are delivered and installed on time, on budget and to the high standards clients expect.

Horizon Group Ltd also offers a product sourcing service if required by clients.

The quality management system of Horizon Group Ltd meets the requirements of ISO 9001. This manual has been divided into eight sections to correlate with the requirements of ISO 9001. This manual also provides reference to the six mandatory procedures outlined in ISO 9001.

Interaction of Processes – Horizon Group Ltd



Quality Policy Statement

Horizon Group Ltd will endeavour to undertake its activities to provide the highest quality of service.

The services and products offered by Horizon Group Ltd will meet our customers' needs with an emphasis on continual product and service improvement.

Horizon Group Ltd will develop high levels of quality awareness in all of its staff and will always seek to operate within accepted professional codes of practice, appropriate statutory and regulatory requirements and clients' requirements.

The quality system will be established, documented and monitored as to its adherence, effectiveness, and benefit to customers and Horizon Group Ltd. The quality system and company performance will be reviewed on an annual basis with quality objectives established each calendar year. This will then be seen as the basis for continual quality improvement.

The Horizon Group Ltd Quality Policy Statement and the relevant aspects of the quality system will be communicated to all staff, with training given to ensure the necessary knowledge, understanding, maintenance and implementation of the system in this respect.

Signed: Date:

Managing Director

1. *Scope*

1.1. *General*

The Horizon Group Ltd quality management system applies to all activities, products and services of the company.

1.2. *Application*

All requirements of ISO 9001 are applicable to the Horizon Group Ltd quality management system, however the following exclusions have been identified:

- Design and development (7.3)
- Calibration and monitoring (7.6)

2. *Normative References*

The following documents were referenced during the development of the quality management system:

- ISO 9000:2005 Quality Management Systems – Fundamentals and vocabulary
- ISO 9004:2009 Managing for the sustained success of an organization. A quality management approach

3. *Terms and Definitions*

Audit	Systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which audit criteria are fulfilled.
CI	Continual improvement. Recurring activity to increase the ability to fulfil requirements.
Client	Customers of Horizon Group Ltd.
Conformity	Fulfilment of a requirement.
Correction	Action to eliminate a detected nonconformity.
Corrective Action	Action to eliminate the cause of a detected non-conformity or other undesirable situation.
Customer	Organisation or person that receives a product.
Customer Satisfaction	The customer's perception of the degree to which the customer's requirements have been fulfilled.
Defect	Non-fulfilment of a requirement related to an intended or specified use.
Design & Development	Set of processes that transforms requirements into specified characteristics or into the specification of a product, process or system.
Job / Project/ Task	A unit of work provided for a client.
Legislation	All that legislation that concern itself in respect of ensuring Company or client compliance.
Non-conformity	Non-fulfilment of a requirement.
Organisation	Group of people and facilities with an arrangement of responsibilities, authorities and relationships. Horizon Group Ltd.
Organisational Structure	Arrangement of responsibilities, authorities and relationships between people.
Preventive Action	Action to eliminate the cause of a potential non-conformity or other undesirable situation.
Procedure	A documented procedure, containing details of particular tasks / the manner in which they are to be performed / guidance on professional practice.

Process	Set of interrelated or interacting activities that transforms inputs to outputs.
Product	Result of a process.
QMS	Quality management system. The management system to direct and control an organisation with regard to quality.
Quality Manual	Document specifying the quality management system of an organisation.
Quality Objective	Something sought, or aimed for, related to quality.
Quality Policy	Overall intentions and direction of the Company related to quality as formally expressed by the Directors.
Supplier	Organisation or a person that provides a product.
The Company	Horizon Group Ltd
The standard	BS EN ISO 9001 Quality Management Systems - Requirements.
The Directors	Person / group of people who direct and control the Company at the highest level.
Traceability	The ability to trace the history, application or location of that which is under consideration.

For more terms and definitions refer to BS EN ISO 9000:2005 Quality Management Systems – Fundamentals and Vocabulary (section 3 Terms and Definitions)

4. *Quality Management System*

4.1. *General Requirements*

Horizon Group Ltd has established, documented and implemented a quality management system in accordance with ISO 9001.

The system is maintained to continually improve its effectiveness in accordance with the requirements of the ISO 9001 standard. The system will be maintained by means of the quality objectives, quality policy statement, internal audits, corrective actions, preventative action and data analysis.

Horizon Group Ltd has:

a. Determined the processes needed for the quality management system and their applications throughout the organisation.
b. Determined the sequence and interaction of these processes.
c. Determined the criteria and methods needed to ensure that both the operation and control of these processes are effective. This is documented in the quality procedures, work instructions, forms and records. Data analysis is also used to determine the effectiveness of the criteria and methods used.
d. Ensured the availability of resources and information necessary to support the operation and monitoring of these processes. The Directors are responsible for ensuring that the necessary resources and information is made available to ensure successful operation of the quality management system and achievement of the quality objectives.
e. Implemented methods of data gathering, monitoring, measurement to all applicable processes to ensure compliance with the quality management system, quality objective, customer requirements and necessary legislation / statutory requirements.
f. The data will be analysed and used to ensure continual improvement and that preventative actions are taken where necessary. Data review will be carried out on a regular basis and will be presented at the management review meetings – as illustrated in the Management Review Procedure (QP07).

4.2 Documentation Requirements

4.2.1 General

Horizon Group Ltd's quality management system documentation is outlined in the Document Control Procedure (QP01). The documentation is summarised as follows:

- Quality policy statement (within this quality manual)
- Quality objectives
- Quality manual
- 6 Mandatory procedures as required by ISO 9001
- Other relevant procedures
- Forms

- Records

4.2.2 Quality Manual

This quality manual includes the scope of the quality management system and details on any exclusions (see section 1.2). The manual also provides reference to any documented procedures in Appendix A.

4.2.3 Control of Documents

All documents forming part of the quality management system shall be controlled as per the Document Control procedure (QP01).

The procedure outlines the controls needed to:

a. Approve documents for adequacy prior to issue
b. Review and update as necessary and re-approve documents
c. Ensure that changes and the current revision status of documents are identified
d. Ensure the relevant versions of applicable documents are available at points of use
e. Ensure the documents remain legible and readily identifiable
f. Ensure that documents of external origin are identified and their distribution controlled
g. Prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose

The Managing Director holds the quality manual and quality procedures in hard copy. The quality manual and quality procedures are accessible to all employees. Photocopies of quality management system documentation shall be treated as uncontrolled.

4.2.4 Control of Records

All records forming part of the quality management system shall be controlled as per the Control of Records Procedure (QP02). All records required shall be maintained legible, identifiable and retrievable.

5. Management Responsibility

5.1 Management Commitment

Senior management provide evidence of its commitment to the development and implementation of the quality management system and continually improving its effectiveness by:

a. Ensuring all staff is aware of the importance of meeting customer as well as statutory and regulatory requirements.
b. The quality policy statement has been approved and signed off by the Managing Director. This is reviewed on an annual basis to ensure commitment and development.
c. The quality objectives have been developed with and approved by the Managing Director. These are also reviewed on an annual basis and regular updates provided to all employees.
d. Management review meetings are held on a regular basis and are attended by the Directors.
e. Ensuring the availability of resources and suitable hardware and software throughout the organisation. Adequate staffing resources are provided by means of the quality management representative, supervisors and other members of staff. Training is provided when necessary to ensure competence of the staff resources.

5.2 Customer Focus

The Directors ensure that customer requirements are defined and presented to employees. Where the customer does not specify any requirements the company shall ensure that minimum company requirements are met.

5.3 Quality Policy

The Managing Director has approved and signed the quality policy to ensure:

a. It is appropriate to the purpose of the organisation and the company quality management system
b. It includes reference to the commitment to comply with customer, legislative and statutory requirements whilst ensuring continual improvement
c. It provides a framework for establishing and reviewing the company quality objectives
d. It is communicated and understood within the organisation. The policy statement is displayed within the Horizon Group Ltd premises and is available in hard copy within this quality manual.
e. That it is reviewed on an annual basis.

5.4 Planning

5.4.1 Quality Objectives

Quality objectives have the approval of the Managing Director to ensure that:

- They are established throughout the organisation
- Objectives needed to meet requirements are established
- The quality objectives are measurable and consistent with the quality policy

5.4.2 Quality Management System Planning

The Managing Director ensures that:

a. Planning of the quality management system is carried out to meet the requirements of 4.1 (general requirements) and the quality objectives.
b. Regular quality updates are provided and regular quality meetings held (Management Review).
c. The Managing Director will also ensure that the integrity of the quality management system is maintained in the event of any changes / implementation of changes to the quality management system. This will be ensured by supervision and communication of any changes.

5.5 Responsibility, Authority and Communication

5.5.1 Responsibility and Authority

Responsibilities and authorities are defined and communicated within the organisation by means of a published organisational structure.

5.5.2 Quality management representative

The Managing Director has appointed a quality management representative who has the responsibility and authority to:

a. Ensure that the processes needed for the quality management system are established, implemented and maintained.
b. Report to the Directors on the performance of the quality management system and any requirements for improvement. The quality management representative also provides information at the management review meetings.
c. Ensure that all staff throughout the organisation are aware of the customer requirements. This is ensured by; maintaining the awareness and achievement of customer KPI's and ensuring that all customer specific requirements are communicated and documented.

5.5.3 Internal Communication

The Managing Director ensures the effectiveness of the quality management system is communicated to all staff. Such methods of communication may include, but are not limited to; staff notice boards, employee meetings, etc.

5.6 Management Review

5.6.1 General

The organisation's quality management system will be reviewed on a regular basis during the management review meetings. The review will ensure the suitability of the quality management system, its adequacy and effectiveness. The review will assess any opportunities for improvement or changes to the quality management system, policy and objectives. Meeting minutes will be maintained to provide records of the management review.

5.6.2 Review Input

The following will be reviewed in the management review meeting:

a. Internal and external audit findings
b. Customer feedback, including customer complaints
c. Findings of the internal quality checks to review process performance and product conformity
d. The status of any preventative and corrective actions
e. Any actions raised at the previous meetings that require follow-up
f. Any changes that may effect the quality management system
g. Recommendations for improvement to the quality management system

5.6.3 Review Output

The output of the management review will be detailed in the meeting minutes and will include, as a minimum, any decisions / actions related to:

a. Any improvements to the effectiveness of the quality management system and its processes
b. Any improvements of the product(s) related to customer requirements
c. Any changes to resource needs

6. Resource Management

6.1 Provision of Resources

The organisation has provided the resources needed to:

a. Implement and maintain the quality management system and continually improve its effectiveness
b. Enhance customer satisfaction by meeting customer requirements

Resources provided include the provision staff resources, hardware and software and all work equipment necessary to provide the service to the customer.

6.2 Human Resources

6.2.1 General

All personnel performing work effecting conformity to product requirements are proven competent on the basis of education, training, skills and experience. All training records are maintained at the Horizon Group Ltd premises. A training matrix / spreadsheet has also been prepared for all staff to identify any training needs.

6.2.2 Competence, Training and Awareness

The organisation:

a. Has determined the necessary competence for personnel performing work effecting conformity to the product by means of a training matrix / spreadsheet.
b. Provides training and experience for staff to achieve the necessary competence.
c. Evaluates the effectiveness of the training provided / experience gained as part of the training matrix and annual review process.
d. Ensures that personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of quality objectives by means of internal training.
e. Maintains appropriate records of education, training, skills and experience in the form of a training matrix and other training records.

6.3 Infrastructure

The organisation has determined, provided and maintains the infrastructure needed to achieve conformity to the product requirements. The infrastructure includes:

a. The head office, utilities, workspace, raw materials and work equipment.

b. Process equipment such as work equipment, hardware and software are issued to all employees as necessary.
c. Supporting services such as company cars/vans and mobile telephones are also provided as necessary.

6.4 Work Environment

The organisation has determined and manages the work environment needed to achieve conformity to product requirements. The office and manufacturing work environment is provided and maintained with adequate heating, lighting, humidity levels etc. Staff are provided with appropriate personal protective equipment (PPE).

7. Product Realisation

7.1 Planning of Product Realisation

The organisation has determined the following:

a. Quality objectives and requirements for the product. Product and customer requirements are determined during the tender process.
b. The need to establish processes and documents and to provide resources specific to the product. This is documented in the relevant quality procedures.
c. The required verification, validation, monitoring, measurement, inspection and test activities to ensure/demonstrate product acceptance. This is documented in the Quality Check Procedure QP08.
d. The records needed to provide evidence that the realisation processes and final products meet requirements. This is shown in the relevant quality procedures.

7.2 Customer-Related Processes

7.2.1 Determination of Requirements Related to the Product

The organisation has determined:

a. The requirements specified by the customer. These are detailed in each contract.
b. The requirements not stated by the customer but necessary for the product. These are detailed in the quality objectives and are integrated into daily work activities.
c. Statutory or regulatory requirements applicable to the products. These are integrated into daily work activities and the product.
d. Any additional requirements considered necessary by the organisation.

7.2.2 Review of Requirements Related to the Product

The organisation reviews the requirements related to the product prior to the commitment to supply to the customer, ensuring that:

a. Product requirements are defined the tender / contract / order confirmation stage and communicated. The tender / contract / order confirmation stage and any marketing materials provide a record of the product requirements and are maintained as per the Control of Records procedure (QP02).
b. Contract or order requirements differing from those previously expressed are updated and communicated.
c. The organisation has the ability to meet the defined requirements.

7.2.3 Customer Communication

The organisation has determined and implemented effective arrangements for communicating to customers in relation to:

a. Product information
b. Enquiries, contracts or order handling
c. Customer feedback

All relevant communication with customers that may effect the product or customer requirements is recorded and communicated. Customer feedback is also monitored, recorded and reviewed on a regular basis.

7.3 Design and Development

7.3.1 Design and Development Planning

The organisation plans and controls the design and development of their product. The organisation determines and records:

a. The design and development stages
b. The review, verification and validation processes appropriate to each stage
c. The responsibilities and authorities in for design and development

7.3.2 Design and Development Inputs

Inputs relating to product requirements are determined, recorded and reviewed for adequacy. These include:

a. Function and performance requirements
b. Statutory and regulatory requirements
c. Any relevant information from previous/similar designs
d. Other relevant requirements

7.3.3 Design and Development Outputs

The design and development outputs are recorded and must be approved prior to release to ensure that they:

a. Meet the input requirements
b. Provide information for service provision
c. Contain / reference acceptance criteria
d. Specify the requirements that are essential for the products use

7.3.4 Design and Development Review

Reviews of the design and development of the product will be carried out to:

a. Evaluate the ability of the review outputs to meet requirements

b. Identify any problems and propose necessary actions

Records of the reviews and necessary actions will be maintained.

7.3.5 Design and Development Verification

As per the planned arrangements in 7.3.1, verification shall be performed to ensure that the design outputs have met the requirements of the design inputs. Results of the verification and any actions required / carried out shall be maintained.

7.3.6 Design and Development Validation

As per the planned arrangements in 7.3.1, validation shall be performed to ensure that the resulting product meets the necessary requirements. Results of the validation and any actions required / carried out shall be maintained.

7.3.7 Control of Design and Development Changes

Any changes to the design and development of a product shall be identified and records maintained. All changes will be reviewed, verified, validated and approved prior to implementation. Any effects on the constituent parts of the product or products already issued will be considered in the review stage. Results of the review and any actions required shall be maintained.

7.4 Purchasing

7.4.1 Purchasing Process

The organisation ensures that purchased products conform to the specified purchase requirements that are defined when ordering products. The review and selection of a supplier depends on the effect of the purchased product on the product realisation or final product. The supplier may also be specified by the client.

Criteria used for the selection, evaluation and re-evaluation of a supplier have been established and results of supplier evaluations and any necessary actions maintained. This is detailed in the Purchasing Procedure QP09.

7.4.2 Purchasing Information

The organisation ensures that any information provided when purchasing (e.g. purchase orders, faxes or electronic or written communications) shall describe the product being purchased and also include, if necessary:

a. The requirements for product approval, procedures, processes and equipment
b. Requirements for qualification of personnel / 3rd parties
c. Quality management system requirements

The purchasing requirements must be adequate to the product/service being purchased.

7.4.3 Verification of Purchased Product

The organisation has implemented a procedure to ensure that all purchased products / services meet the specified purchased requirements. This is detailed in the Purchasing Procedure QP09.

7.5 Product and Service Provision

7.5.1 Control of Product and Service Provision

The organisation plans and carries out production and service provision under controlled conditions. Controlled conditions include:

a. Information describing the product in the form of contract agreements, sales and marketing information and order confirmation documentation
b. The availability of quality procedures
c. The use of suitable equipment; hardware, software and relevant work equipment needed to procedure, deliver and install products
d. The availability and use of measuring equipment. This is limited to tape measures - not requiring calibration as per 7.6
e. The implementation of monitoring of the final product as per section 8.2
f. The implementation of product release, delivery and post delivery activities. This is outlined in the Quality Check Procedure QP08.

7.5.2 Validation of Processes for Production and Service Provision

It is possible that some products and services Horizon Group Ltd provide (e.g. supply of office furniture, installation of goods on site, etc) cannot be verified prior to distribution and deficiencies may only become apparent after the product / service has been delivered.

Arrangements are in place to ensure the validation of the processed as follows:

a. The processes are reviewed and approved prior to implementation
b. All personnel are competent in their role and responsibilities as per 6.2.2
c. All equipment that may affect the quality of the product or service is provided and maintained in good working order as per 6.3
d. Specific methods and procedures are implemented where the activity must be controlled. This is reflected in the quality procedures. Conformance is monitored during internal audits.

e. Records of all validation shall be maintained as per the Control of Records Procedure (QP02) and Document Control Procedure (QP01).
f. Revalidation of the processes is carried out on an ongoing basis.

7.5.4 Customer Property

Customer property that the organisation may hold includes plans and photographs of the customer's premises, information pertaining to the premises where work is to be completed, etc. All customer property is held securely either electronically or in hard copy. In the event of loss of customer property this will be reported to the customer and records maintained.

7.5.5 Preservation of Product

All products are preserved to maintain conformity to requirements. Each order generated by a customer is provided with its own unique order number and the products marked with the order number to enable identification and traceability.

Any physical components that form part of the product are adequately stored until deemed as no longer required. Electronic components that form part of the product are stored securely on the company server.

7.6 Control of Monitoring and Measuring Equipment

The measuring equipment used is limited to tape measures and possibly laser measures. Equipment is maintained in a good working order and replaced as necessary. This equipment does not require calibration.

8. Measurement, Analysis and Improvement

8.1 General

Monitoring, measurement, analysis and improvement processes have been implemented to ensure:

a. Conformity to product requirements
b. Conformity to the quality management system
c. Continual improvement of the effectiveness of the quality management system

The processes are outlined in the Quality Check Procedure QP08.

8.2 Monitoring and Measurement

8.2.1 Customer Satisfaction

The organisation monitors information from customers as to whether the organisation has met customer requirements. Information includes customer feedback via customer complaints, telephone conversations and emails and meeting with clients. Any customer complaints are recorded as per the Customer Complaints Procedure QP10. All customer feedback is reviewed at the management review meetings.

8.2.2. Internal Audit

The organisation has prepared an internal audit schedule to ensure that internal audits are carried out at planned intervals.

This will ensure that the quality management system:

a. Conforms to the planned arrangements, requirements of ISO 9001 and the quality management system requirements of the organisation
b. Is effectively implemented and maintained

The audit schedule is based upon the importance of the processes and may be altered based upon the findings of previous audits. Auditors are selected to ensure objectivity and impartiality of the audit process and auditors do not audit their own work.

The Internal Audit Procedure (QP03) defines the responsibilities of those involved in internal audit process, requirements for planning and conducting audits and methods of recording and reporting on the audit findings.

The internal audit form is used to record the findings of each audit. Management responsible for the areas being audited ensure that any corrective actions identified in the audit are completed in a timely manner. The actions taken will be verified by the auditor and recorded on the internal audit form.

8.2.3 Monitoring and Measurement of Processes

Suitable methods of monitoring and measurement of the quality management system processes have been defined by management and include the internal audit process. Corrective and preventative actions are taken as necessary as per the Corrective Action Procedure (QP05) and Preventive Action Procedure (QP06).

8.2.4 Monitoring and Measuring of Product

The organisation monitors and measures the product to ensure that product requirements have been met by means of quality checks. Records of all quality checks are maintained on the individual job docket. Records will indicate any defects found, corrective actions taken and the person authorising release of the product.

8.3 Control of Non-Conforming Product

The Control of Non-Conforming Product Procedure (QP04) defines the controls and responsibilities / authorities to ensure that non-conforming products are identified and prevent from use. Identified non-conforming products are dealt with as follows:

a. Corrective action is taken to eliminate the non-conformity
b. By authorising its use with approval from the Directors and if applicable, the customer

A non-conforming product that is corrected is re-verified prior to its release and records maintained. All non-conformances and corrective actions are maintained and reviewed on a regular basis.

8.4 Analysis of Data

Information and data on the suitability and effectiveness of the quality management system is collected through the following processes:

a. Customer satisfaction; customer complaints and informal reporting
b. Non-conformance reports
c. Quality checking processes
d. Supplier requirements

e. Internal audit findings

The data is used to determine areas for continual improvement within the quality management system.

8.5 Improvement

8.5.1 Continual Improvement

The organisation ensures the continual improvement of the quality management system and its effectiveness through the following means:

- Quality policy statement (reviewed annually)
- Quality objectives (reviewed annually)
- Audit results (reviewed post audit)
- Analysis of data (reviewed on an ongoing basis)
- Corrective and preventative action records/results (reviewed at regular intervals)
- Management review meeting (regular intervals)

8.5.2 Corrective Action

Corrective actions will be raised to identify and eliminate the causes of non-conformities and will be appropriate to the respective non-conformities identified.

The Corrective Action Procedure (QP05) defines the requirements for:

a. Reviewing non-conformities (including customer complaints and internal audit findings)
b. Establishing the cause of the non-conformance
c. Evaluating the need for corrective action to ensure that the non-conformances do not reoccur
d. Establishing and implementing the corrective actions
e. Methods for recording results
f. Reviewing the effectiveness of the corrective action

8.5.3 Preventive Action

Preventive actions are taken to eliminate the causes of potential non-conformities and are proportionate to the effect of the potential nonconformity.

The Preventive Action Procedure (QP06) defines the requirements for:

a. Identifying potential non-conformities and their causes
b. Evaluating the need for action to prevent non-conformities
c. Establishing and implementing the preventive action needed
d. Methods for recording results
e. Reviewing the effectiveness of the preventive action

Appendix A – Quality Procedures

Procedure	Number
Document control procedure	QP01
Control of records procedure	QP02
Internal audit procedure	QP03
Control of non-conforming products	QP04
Corrective action procedure	QP05
Preventive action procedure	QP06
Management review procedure	QP07
Quality check procedure	QP08
Purchasing procedure	QP09
Customer complaints procedure	QP10