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|  | <p style="text-align: center;">QUALITY ASSURANCE MANUAL</p> | <p>Revision No: 0 Date: 01/09/2009</p> |
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QUALITY ASSURANCE MANUAL

Document Number

QA/QTS 140A



Approved By:-

GR Cutler - Managing Director

Prepared to the requirements of EN ISO 9001:2008

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0.0 INTRODUCTION

- 0.1 Q Tech Solutions Ltd (Q Tech) is a progressive and dynamic organisation and is proud of total customer focus and a high level of operational flexibility. Q Tech specialises in the supply of Management Consultancy and Training Services from our location at Portlethen, 6 miles south of Aberdeen, Scotland.
- 0.2 Our small team of committed, trained, highly motivated and enthusiastic personnel provides a high level of service based on the principles of continuously improved quality, performance and safety. Our effectiveness is measured through the creation and review of SMART business objectives.

1.0 SCOPE

- 1.1 The scope of Q Tech is:

'Quality, Health, Safety and Environmental Management Consultancy Services. Provision of Quality, Health, Safety and Environmental Training Services. Dangerous Goods Safety Advisers.'

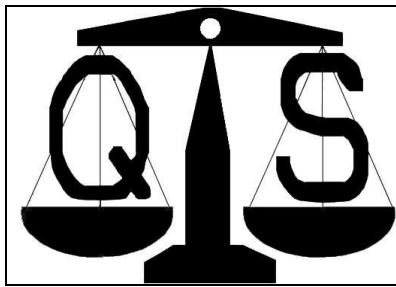
2.0 MANAGEMENT RESPONSIBILITY

2.1 Quality Policy

- 2.1.1 Q Tech policy and principle aim is to satisfy fully, and exceed the expectations of all our Customers by setting, and exceeding the highest standard possible for the provision of Quality of Service in the supply of Management Consultancy and Training Services. The Managing Director, supported by the Q Tech Management Team, is totally committed to the implementation of the Quality Policy.
- 2.1.2 The Quality Policy requirements are addressed through the implementation of our Quality Management System in accordance with the ISO 9001:2008 standard. As the nature of Q Tech's business does not involve the supply of equipment, the requirements of Clause 7.3 in full - Design and Development – are excluded.

3.0 QUALITY SYSTEM

- 3.1 The Q Tech QMS functions are summarised as follows.
- 3.2 Q Tech achieves the effective Control of Documents (Clause 4.2.3) and Records (Clause 4.2.4) through implementation of QA/QTS142 (Documentation), ensuring all changes to the QMS are reviewed prior to issue and that these are recorded.



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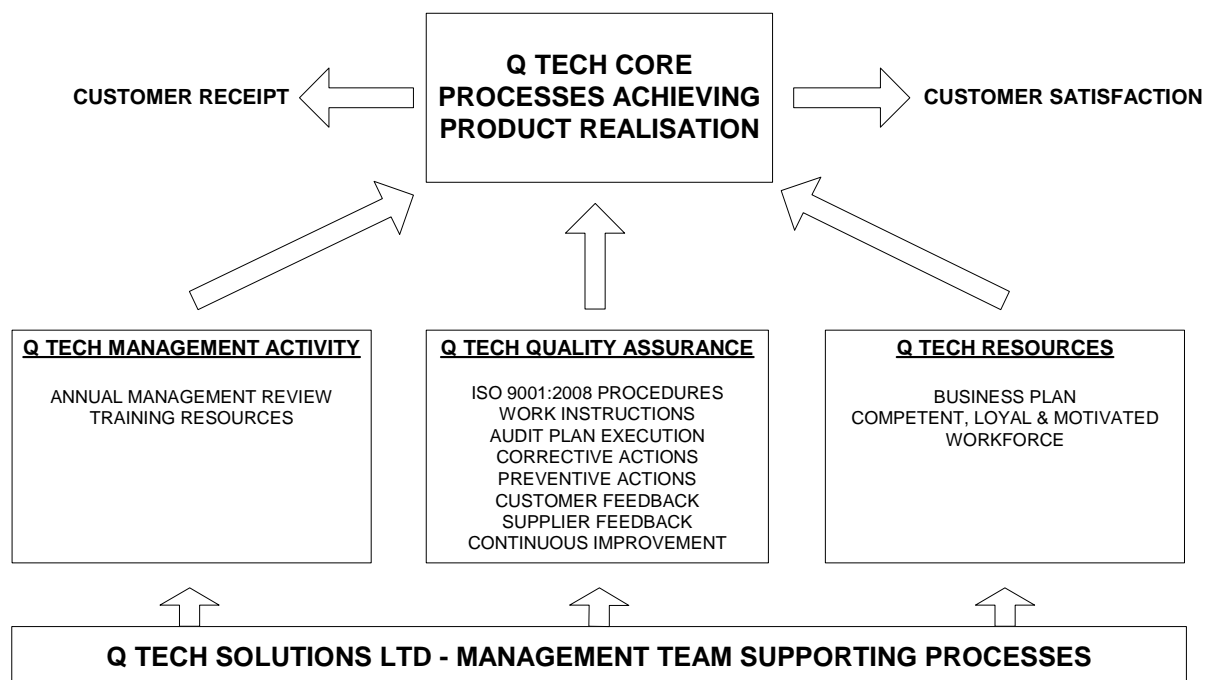
- 3.3 Control of Internal Auditing (Clause 8.2.2) is addressed by Q Tech through implementation of QA/QTS182 (Monitoring and Measurement), which requires formation and execution of an internal Audit Plan. The annual plan is formulated based on any one or all of previous audit findings, significant functional changes, non-conformances or corrective action verification. The Audit Plan ensures the continual assessment and review of our critical processes.
- 3.4 Control of Non-conforming Product (Clause 8.3) is addressed through implementation of QA/QTS183 (Control of Non Conforming Product). Q Tech ensures identification of all non-conforming services to enable reporting and completion of any required corrective actions.
- 3.5 Q Tech is committed to Effective and Appropriate Corrective Actions (Clause 8.5.2), to address identified non-conformances, and this is achieved through QA/QTS185 (Improvement). A Q Tech employee is assigned responsibility for implementing the Corrective Actions, in conjunction with relevant members of staff, and agrees the timescale for their completion.
- 3.6 Where Q Tech has identified the potential for a non-conformance, this is also addressed within QA/QTS185. This may require the identification, evaluation and implementation (where appropriate) of Preventive Actions (Clause 8.5.3), which contribute to our aim of continuous improvement. A Q Tech employee is assigned responsibility to initiate and close out required Preventive Actions in accordance with this procedure.
- 3.7 In addition to the core procedures described previously in para's 3.2 – 3.6 incl., the following additional procedures form the remainder of Q Tech's Quality Management System

| <u>Q TECH REF</u> | <u>DOCUMENT TITLE</u> |
|-------------------|---|
| QA/QTS 140 | - QUALITY MANAGEMENT SYSTEM |
| QA/QTS 141 | - GENERAL REQUIREMENTS |
| QA/QTS 151 | - MANAGEMENT COMMITMENT |
| QA/QTS 152 | - CUSTOMER FOCUS |
| QA/QTS 153 | - QUALITY POLICY |
| QA/QTS 154 | - PLANNING |
| QA/QTS 155 | - RESPONSIBILITIES, AUTHORITY AND COMMUNICATION |
| QA/QTS 156 | - MANAGEMENT REVIEW |
| QA/QTS 160 | - RESOURCES MANAGEMENT |
| QA/QTS 170 | - PRODUCT REALISATION AND CUSTOMER COMMUNICATIONS |
| QA/QTS 174 | - PURCHASING |
| QA/QTS 175 | - CONTROL OF PRODUCT AND SERVICE |
| QA/QTS 176 | - CONTROL OF MONITORING & MEASURING DEVICES |
| QA/QTS 181 | - GENERAL - MEASUREMENT , ANALYSIS & IMPROVEMENT |
| QA/QTS 184 | - ANALYSIS OF DATA |

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- 3.8 Q Tech manages daily work activities through a series of procedures covering requisition of supporting requirements, to quality control and service delivery.
- 3.9 To ensure that Employees possess the relevant skills required to undertake the roles and responsibilities associated with these activities, Q Tech identifies core competencies and, where necessary, training is provided to maintain both a high level of personal competency and the delivery of a quality service. All training is evaluated by Q Tech to ensure its effectiveness and comprehensive training records are maintained.
- 3.10 The Q Tech Quality Management Systems are subject to annual Management Review and deficiencies are processed through the Corrective Action and Preventive Action systems previously described. The Company Secretary maintains minutes of all management reviews.
- 3.11 Q Tech prides itself on achieving both Product Realization and Customer Satisfaction. The interaction and relation of the various procedures and work instructions are demonstrated by the following system flowchart.

Q TECH SOLUTIONS LTD - QUALITY SYSTEM OVERVIEW



- 3.12 The Managing Director of Q Tech undertakes ultimate responsibility for implementing and maintaining the Quality Management System, including the Quality Policy, at all levels throughout the organisation.