Quality Manual Level One

Mediatron Limited

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Quality Manual Level One

This Quality Manual Covers the activities and functions performed by operating areas included in the service scope definition:

SCOPE

Mediatron Ltd is a specialist distributor of computer control equipment, cables and accessories.

The management system is designed to meet the requirements of BS EN ISO 9001

DISTRIBUTION

Only change is controlled distribution – free

AMENDMENTS PROCEDURES

All copies of this Quality Manual must be kept under strict control to prevent the System from becoming unreliable. The following procedures will ensure that the system remains current and valid.

- All copies of the manual will be clearly numbered and the Holder recorded.
- Each page in the manual will carry a unique number.
- The Quality Representative will be responsible for all revisions and additions being recorded.
- Changes can be suggested by any Employee but must receive formal approval before insertion into the Quality Manual.
- All revisions to the Quality Manual will be recorded in the Table of Amendment-Quality Manual, Schedule.

Table of Amendment - Quality Manual

Document Number	Page Number	Issue	Date	Description of Change	Authorisation
QM Volume 1	All	1	12/07/2010	First issue	G Vorley

COMPANY PROFILE

Mediatron Ltd was established in 1999 and has grown to become a key distributor of Computer Control equipment, Accessories and Cabling. With over 25 years combined experience the team offer a comprehensive choice of products from the industries key manufacturers.

As a trade only distributor Mediatron allow customers to utilise our expertise to create profitable and valued sales to their clients from a wide range of product lines.

Specialist areas of supply include, KVM switches and accessories, network and computer cabling, Server Racks and Accessories, Remote management products, UPS, PDU's and power cabling, to name a few. Mediatron's employee's pride themselves on the ability to adapt to a given request and can source/supply most IT infrastructure.

Mediatron Limited will continually review its working practises with a view to improving productivity and quality of product and service through it's ISO 9001 accreditation.

An essential requirement of the continuing maintenance and development of Mediatron Limited's quality objectives is the installation of a quality system registered to ISO9001 status.

QUALITY POLICY STATEMENT

It is the Policy of Mediatron Limited to provide high quality, value for money products and services on time in accordance with agreed customer requirements. This will be in line with Mediatron Limited's organisational goals and expectations that revolve around the needs of our customers.

The achievement of consistent high quality calls for a systematic and disciplined approach by all employees in all activities associated with the customer's accepted order, according to the principles of Quality Assurance.

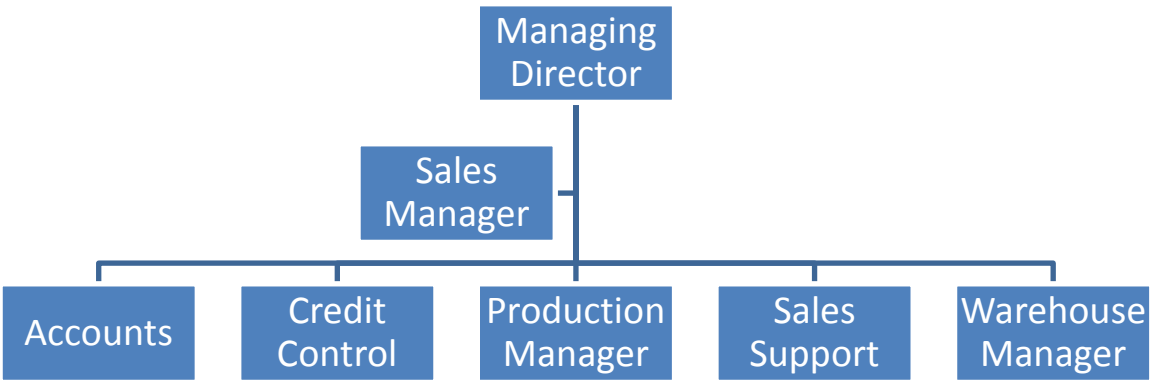
The Quality Manual defines Mediatron Limited's quality objectives, the positions of employees and their responsibilities. It is the responsibility of each employee to adhere to Mediatron Limited's Policies and Operating Procedures at all times and to suggest methods of improving the way in which Mediatron Limited operates where they can be identified. The Managing Director undertakes to investigate the merits of all such suggestions and to communicate the outcome to the employee (s) concerned and to implement such suggestions where they will contribute to the improved quality, efficiency and productivity of Mediatron Limited.

It is Mediatron Limited's belief, that in applying this policy, it will enable it to further meet the needs of its customers.

Signed: *Micheal Rapley* **Date**: Friday, October 23, 2009

Managing Director

ORGANISATION AND RESPONSIBILITIES



PROCEDURES

4. QUALITY MANAGEMENT SYSTEM

4.1. GENERAL REQUIREMENTS

Mediatron Limited has established a Quality Management System (QMS), which reflects all the requirements of the international standard ISO9001. Not only in documented sense but a comprehensive system, completely implemented and maintained. The system embraces:

- the determination of which processes are necessary for the complete working of the QMS
- detailing these processes and their interrelationships
- methods that ensure these detailed processes are effectively implemented, controlled and maintained
- the determination of the process dependencies in terms of process; inputs, information, resource, controls, etc.
- systems which will enable the measurement of the process performance (including output - deliverables) and facilitate the continuous improvement
- ensuring appropriate resources for process, inspection and testing
- providing clearly defined acceptance and rejection criteria
- detailing the controlled Quality Manual
- providing verification quality records
- determining and ensuring staff has appropriate skill levels

The quality management system extends to all employees and is not limited to quality control personnel.

4.2. DOCUMENTATION REQUIREMENTS

The Document and Data Control Procedure ensures that all documents are reviewed for adequacy by an authorised person. The procedure also provides for ongoing review to control their issue and distribution to relevant personnel and to ensure they remain valid and suitable for purpose.

4.2.1 General

Mediatron Limited has established a quality management system documentation including:

- Quality Policy and Objectives
- Quality Manual
- Documented procedures required by ISO9001
- Records required by ISO9001

4.2.2 Quality Manual

The Quality Manual is a collection of all the policies, organisational structure, responsibilities, procedures, processes and resources for implementing quality. The quality system is only as comprehensive as needed to meet the quality objectives

4.2.3 Control of Documents

Documents associated with the quality management system will change with organisational changes and process improvements. Control of these changes is important to ensure that the procedures correctly describe the processes, are readily available and are up to date. Document creation, approval and issue is controlled. There are a number types of documents associated with the QMS that require control, both of their issue and change. These documents will include; the Quality Manual, Work Instructions, Forms, etc. Once created documents like these will need to be reviewed and approved, by the process owner or user, for their completeness and accuracy prior to being issued. This means that documents which are under the change control system will probably need to carry the following information: Document title and number, an author, an approver, issue date and number, page of pages and a circulation list. This information will usually be placed in the header for the document. Having created the document, it will require checking or approving.

- Is the document accurate?
- Is the document complete?
- Is the document in the correct format?
- Is the document issue status correct?

4.2.4. Control of Records

To support the quality system, documentation in the form of manuals, instructions and records are available and controlled. Clearly defined procedures have been established for this purpose. Records are stored in such a manner as to prevent their deterioration and to allow easy retrieval. They provide evidence of the effective operation of the Quality System and are retained for an appropriate period.

5. MANAGEMENT RESPONSIBILITY

5.1 MANAGEMENT COMMITMENT

Senior management demonstrates their commitment and awareness of the QMS. This has been done through:

- Understanding and fulfilling the customers needs and expectations. Not only the stated needs as in the customer order and contract review but also the implied needs.
- Determining the organisations quality policy and objectives
- Holding management reviews
- Ensuring Mediatron Limited and more specifically the quality tasks and activities have adequate resources.
- Establishing procedure that ensures adequate levels of communication within the organisation.
- Ensure that the organisations legal obligations are met. Including addressing all safety aspects of the organisations products and services, such as legislative and CE marking issues.

5.2 CUSTOMER FOCUS

The procedure Customer-related processes found in Quality Manual Level Two cover this requirement.

5.3 QUALITY POLICY

It is the Policy of Mediatron Limited to provide high quality, value for money products and services on time in accordance with agreed customer requirements. This will be in line with Mediatron Limited's organisational goals and expectations that revolve around the needs of our customers.

The achievement of consistent high quality calls for a systematic and disciplined approach by all employees in all activities associated with the customer's accepted order, according to the principles of Quality Assurance.

The Quality Manual defines Mediatron Limited's quality objectives, the positions of employees and their responsibilities. It is the responsibility of each employee to adhere to Mediatron Limited's Policies and Operating Procedures at all times and to suggest methods of improving the way in which Mediatron Limited operates where they can be identified. The Managing Director undertakes to investigate the merits of all such suggestions and to communicate the outcome to the employee (s) concerned and to implement such suggestions where they will contribute to the improved quality, efficiency and productivity of Mediatron Limited.

It is Mediatron Limited's belief, that in applying this policy, it will enable it to further meet the needs of its customers.

This QMS is just one of the many ways that Mediatron Limited demonstrates its commitment to continuous never ending improvement in quality performance.

5.4 PLANNING

Mediatron Limited has developed and installed a documented Quality System that will ensure that its products and services will meet the requirements of its Clients. It will operate to the standard as set out in BS EN ISO 9001 and ensure that all staff are fully conversant with the standard and the requirement for its implementation and maintenance.

5.5 RESPONSIBILITY, AUTHORITY AND COMMUNICATION

Mediatron Limited has arranged its affairs in such a manner as to allow a person within the organisation full authority and responsibility to ensure that the requirements of ISO 9001 are maintained. Internal Auditors have been trained to undertake the internal audit requirements of the Standard and Mediatron Limited allocates the appropriate amount of time for audit completion. Where employees have specific quality responsibilities, Mediatron Limited has arranged their work schedules to allow them the authority and responsibility to carry out such duties effectively. All quality related functions are clearly defined and documented in Schedule QAM07.

5.6 MANAGEMENT REVIEW

The Management Review Meeting is recognised as a vital component of the Quality system in the smaller company and this has been given due recognition. It will review as specific agenda items:

- Internal Quality Audits
- Training needs
- Customer Complaints
- Preferred Suppliers
- Non Conformance
- Quality System

Management Reviews form part of the total Management control procedure and include quality matters as formal agenda items. Actions arising will be minuted for follow up. Minutes will be kept for a minimum of three years.

6 RESOURCE MANAGEMENT

6.1 PROVISION OF RESOURCES

Resourcing the process and individual process tasks is not just about people it also requires the identification and timely provision of materials, equipment, procedures, information and finance.

6.2 HUMAN RESOURCES

The most important of all resources. Evidence of addressing this requirement (Human Resources) has been provided retaining records of; who requires training, what tasks require training, the training that should be given, the responsibility for performing the training and what training records need to be maintained.

Documented procedures for training have been developed and installed covering all employees. Identification of future training needs is a subject covered by the Management Review Meeting and records of all relevant training are maintained.

6.3 INFRASTRUCTURE & WORK ENVIRONMENT

Procedures are established that ensure:

- The workspace and associated facilities are adequate (including issues of health & safety, working methods and general working conditions)
- The equipment, hardware and software requirements are identified
- Suitable maintenance arrangements have been made
- Supporting services required are identified
- Information is available which adequately control and ensure conformity to specified requirements

7 PRODUCT REALIZATION

7.1 CUSTOMER-RELATED PROCESSES

The Client's contractual requirements will be clearly established and will be evaluated against current resources available to ensure that Mediatron Limited has the capability to meet the client's requirements in every respect. Only when the Contract Review has been undertaken and recorded will a client's order be processed. Records of Contract Review will be maintained.

Significant amendment to contract will be subject to the Contract Review procedure.

7.2 DESIGN AND DEVELOPMENT

Control will be through the development plan, which will reduce the project into phases with defined input, output, and verification. The interrelationships between the involved parties will be established to organise the plan and to define, check and document progress as specified in Mediatron Limited's procedures.

7.3 PURCHASING

To control materials and product purchases, requires procedures that ensure that the specified requirements are met. These procedures are in place and will minimise risks from incompetent suppliers. Release of materials and product before the completion of all required procedures have been completed is controlled and documented. The procedures cover specification at the purchase order stage and suppliers are made fully aware of Mediatron Limited's requirements.

Though records are maintained of acceptable suppliers, a formal supplier rating system is not operated as it is unlikely that any information thus collected can be effectively used to influence large suppliers. Specific instructions controlling verbal order placement and amendments are in place.

7.4 PRODUCTION AND SERVICE PROVISION

To ensure effective control of the production process, a planned procedure is operated. It will be in written form where its absence could affect quality. This involves the evaluation and control of the required resources including:

- Skills
- Manpower
- Work Instructions
- Equipment
- Inspection

Representative standards will be used where practical and records maintained as appropriate.

Any after sales service which is required as a direct result of Mediatron Limited or its agents failing to meet the contractual requirement will be provided at no additional cost to the client.

Traceability is achieved by tracking the order number from delivery to incorporation in the Operating and Maintenance Manual.

Where the Customer supplies items for inclusion in the product or service, or items such as drawings or specimens for guidance, procedures are in place to ensure that they are identified and acceptable for purpose. Any damage to or loss of such items will be notified to the client immediately and confirmed in writing. A copy of the communication will be retained on record.

Mediatron Limited recognises the need to provide an effective means of preserving its products and materials. Its handling procedure is designed to prevent damage and employees are trained in its requirements. Storage is in designated areas under adequate control and protection and all packaging prior to shipment is to a specified requirement.

Deliveries are also recognised as part of Mediatron Limited's activity, which require control and specification.

7.5 CONTROL OF MONITORING AND MEASURING DEVICES

Where the conformance of the product is indicated by inspection and test measurements, it is essential that the equipment employed on these tasks is capable of making accurate measurement. To this end control procedures have been instituted requiring calibration and control of specified measuring equipment on a planned basis, and the maintaining of records accordingly.

8 MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.1 GENERAL

8.2 MONITORING AND MEASUREMENT

8.2.1 Customer satisfaction

Levels of customer satisfaction is determined in a number of ways which are described in Quality Manual Level Two.

8.2.2 Internal Audit

Formalised procedures are in place to enable management to assess the efficiency of the Quality System and to identify any weakness. Each element of the standard is studied annually (QMF02) by employees who have been trained in the workings of the system. Where practical, auditors will not inspect their own areas and the results of the audit with details of any non-compliance and subsequent corrective action will be documented and become the subject of Management Review. The results of the audit will be conveyed to the employees responsible for the area under assessment and made available to Quality Assurance Systems Ltd. during external surveillance visits.

8.2.3 Monitoring of Product & Processes

Testing procedures are in operation to establish and maintain the highest possible level of confidence at an acceptable cost. Control is based on a policy of prevention, and the inspection activities are related to control throughout the process.

Three stages of Inspection and test are identified:

- Incoming goods
- In process Inspection
- Final Inspection and Test.

Clearly defined procedures are in operation in each segment. Where additional customer requirements are specified, these will be accommodated and documented as agreed.

Procedures are in place to ensure that the inspection or test status is immediately apparent of products or services. Where items are found to be out of compliance with the approved standard, procedures operate to identify such items and isolate them for rework or rectification.

8.3 CONTROL OF NONCONFORMING PRODUCT

To prevent the inadvertent use or installation of products that do not conform to specification, a procedure is in operation to identify such products and clearly signal their status.

Such categories concerned would include:

- Goods receiving
- In process Inspection
- Final Inspection

The procedure is documented and authority to deal with the non-conforming items defined.

8.4 ANALYSIS OF DATA

Having recorded nonconformance events (rework, concession, customer complaint, etc.) then some form of data analysis may be suitable to establish trends and determine whether corrective action is effective. Procedures have been established in Quality Manual Level Two that address these issues.

8.5 IMPROVEMENT

8.5.1 CONTINUAL IMPROVEMENT

The general approach to corrective and preventive action is:

- Monitoring to determine whether corrective action is required.
- Analysis of results to determine what corrective action to take.
- Programme, plan and initiate corrective action.

Monitor the effectiveness of the corrective action.

8.5.2 CORRECTIVE ACTION

A procedure has been established to document, investigate, verify and subsequently correct non-conforming products and to document action taken. Corrective action is determined by authorised employees and delegated where necessary. Documentation arising from this procedure is used as a basis for improvements and forms an element of the Management Review.

8.5.3 PREVENTIVE ACTION

Preventive action refers to the steps taken to predict or identify possible causes of failure that have not yet occurred. Procedure can be found in Quality Manual Level Two which address issues such as Quality Planning, Risk Analysis, etc.

MEDIATRONISO9001 CERTIFICATE