



# SYSTEM MANUAL

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## **2. Introduction**

This Quality Manual forms part of a set of documentation known collectively as the Easton Sheet Metal Quality System. This documentation has been compiled by Easton Sheet Metal to assist us in the demonstration of our ability to provide product and service that conform to the requirements of our customers, associated regulations and legislation.

It also is used to document our aims and methods in meeting the requirements of EN 9100:2016 Rev D with a set of process that not only establish conformance but strive to continually improve our effectiveness as a business.

## **3. Company Background**

Easton Sheet Metal Ltd. was established in 1977 and is a leading supplier of subcontract sheet metal work and fabrication in the UK.

We pride ourselves on the personal service and care that we provide our customers and have a wealth of experience within many different sheet metal disciplines.

Our highly qualified and motivated workforce have extensive industry and manufacturing knowledge and have the capacity to accommodate both small batch orders and high volume production.

Easton Sheet Metal Ltd. operates from a 50,000 sq. ft. manufacturing facility situated in Harlow, Essex.

We pride ourselves on our outstanding reputation for the quality of our products and the high level of service and commitment that we provide to all of our customers, to deliver fully finished items on time – every time.

Our large and continuing capital investment in the latest technology and machinery has improved flexibility, lead times and increased the variety of work we currently undertake.

We prioritise the manufacture of customer requests to the highest standard delivering complete improvement through design assistance, investment and technology. Most importantly, we ensure quality delivery and a long, productive partnership.

We provide the following services:

- Assistance with product development
- CNC Laser Cutting
- CNC Punching
- CNC Forming
- Welding
- Forming
- Customer focused logistics
- Integrated customer management

Certification to EN 9100:2018 Rev D is viewed by us as confirmation of our belief that we offer the excellent customer service and technical skills demanded in today's marketplace.

#### **4. Context, Scope and Management System**

##### **Context**

The business provides sub contract sheet metal service to a variety of commercial customers. Operating out of two sites in Harlow the business is reliant on external providers for some processes such as painting, plating, hardening etc. These are all to customer specifications. The business excels in providing sheet metal and fabrication solutions to meet and exceed customer expectations. The company recognises a number of internal and external factors and these are described in the following documents:

- SWOT Analysis
- The Organisation and its Context
- Monitoring Interested Parties
- Risk Overview

##### **Scope**

The system covers the whole business and all of the process with a single area of EN 9100:2018 Rev D that is not applicable, namely section 8.3, as the business does not provide innovative design services to its customers. It does assist customers in the design their design process in ensuring products can be manufactured.

##### **Management System**

The creation of this system of documentation has been carried out to ensure that Easton Sheet Metal has a management system that can be implemented and monitored and is the subject of a continual improvement process. The Quality system provides structure to the objectives of the organisation and ensures that the processes necessary are identified and applied. The layout of the system is designed to provide a process flow of customer orders and a logical approach to the management of quality.

The process documentation is based around a series of Process Maps that provide information of the process inputs, outputs and measurements. These also define the sequence and interaction of the processes. Within the Process Maps, we reference our process documentation. These flow based documents cover the operational processes and those elements of the system that are used to support and monitor the operational process documents.

## 5. Organisation

Sales Director and Production Director are responsible for:

- Establishing the Company Policy in respect of Quality and ensuring that it is effectively carried out.
- The provision of suitable resources to ensure the effective operation of the Quality Assurance System and Process and Quality Control activities.
- The identification of verification requirements with respect to the Quality Control and Process Control functions.
- Progressing enquiries which includes obtaining complete and correct product and design requirements from Customers
- The development of Customer design ideas
- Sales order processing which includes obtaining complete and correct product and design requirements from customers
- The deletion of Suppliers and Sub-Contractors from the Approved Suppliers List when the quality of products or services are unacceptable
- The purchase of materials
- The purchase of sub-contract work and transport services

Management Representative is responsible for:

- The identification of verification requirements for the operation of the Quality System
- Ensuring that the requirements of the Quality System, as specified by EN 9100:2018 Rev D are implemented and maintained
- The application of the Quality System and maintenance of standards
- Reporting on the performance and status of the Quality System to the Management Review Meeting

Managers:

- Are charged with the execution of particular functions and are responsible for ensuring that the specified quality levels are maintained within those functions.

## 6. Quality Policy Statement

This quality policy is endorsed and fully supported by the Directors of the company.

The quality management system specifies how we work in order to satisfy the needs of our business and our customers. The performance of the quality management system is measured through reviewing it against our quality objectives.

Resources are available to ensure the implementation of the quality management system and we are committed to satisfying all applicable requirements.

The company implement, maintain and continually improve the quality system giving due regard to the changing needs of its customers, employees, shareholders and any other interested parties.

The overall quality management system has been devised in accordance with the requirements of **BS EN 9100:2018**. It covers all aspects of the products and services provided by the company as specified in its scope of activities.

The system is understood by all company staff whose skills are developed and competence established through training and needs consideration.

Signed: Brian Easton

Position: Director

Dated: 11.10.2023

DN: ESM\_QP01\_004





DN: ESM\_QM01\_002

## 7. Mission and Values

### Mission

To create a profitable and sustainable business, that's satisfies and engages our people and our customers.

### Values

-  Our commitment to our people
-  Customer focus and building good working relationships
-  Recognition and Engagement
-  Teamwork

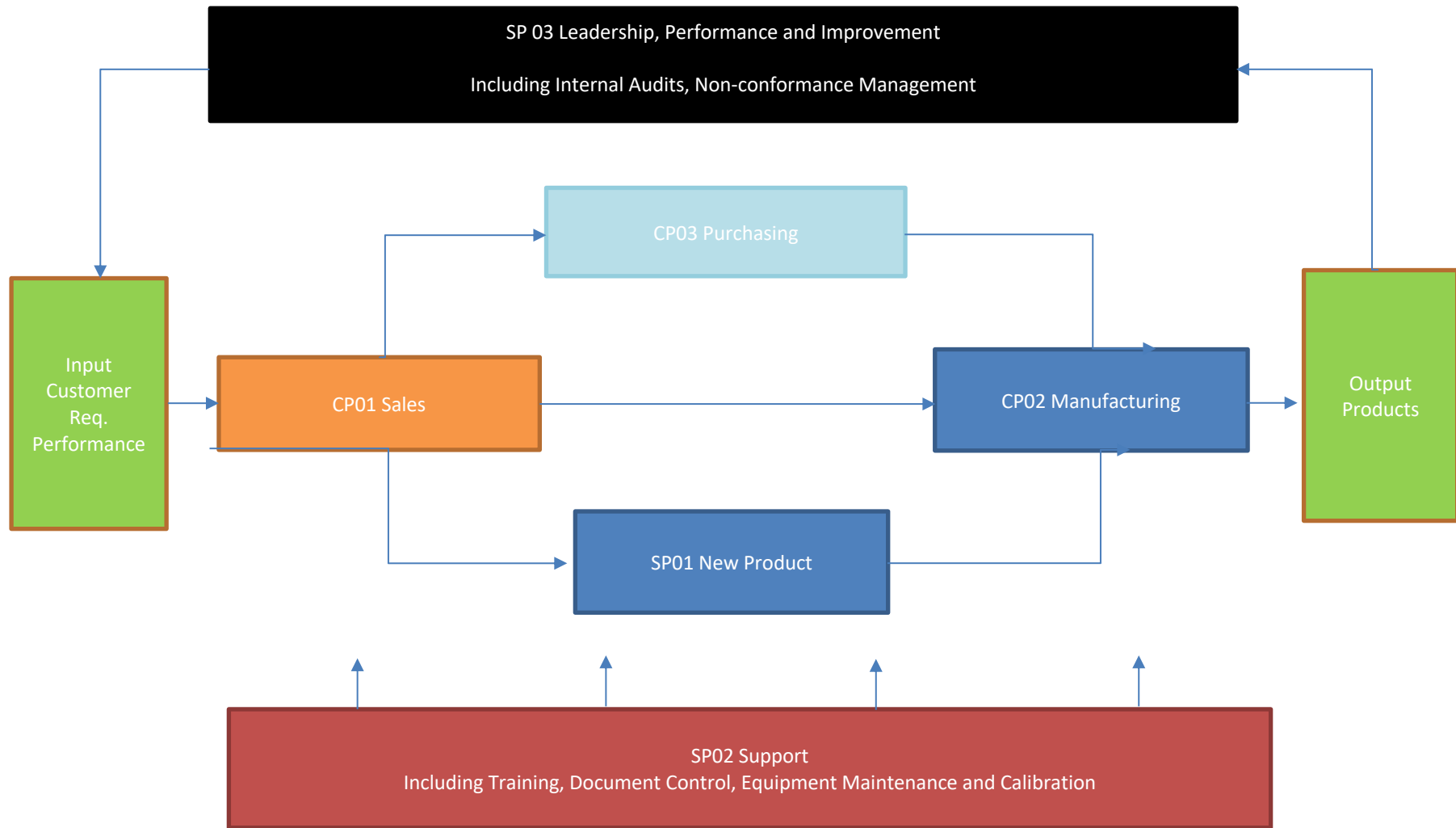
## 8. Interested Parties

Interested Party	Requirements
Customers	Value for money, high quality, expectations for quick response, support, and legal compliance
Suppliers	Clear, unambiguous contracts, good working relationships
People	Professional development, employee security and good working relationships
Owners	Strong financial performance, legal compliance, avoidance of fines, sustainable, corporate and social responsible with a suitable governance framework
Competitors	Identification of potential competitors who can impact on market share
Regulators and Certification Bodies	Identification of applicable statutory and regulatory requirements for the products provided, understanding of the requirements, application within QMS of the requirements, and update/maintenance of them. Legal and regulatory compliance, prompt responses to enquiries
Local Government	Local employment, good reputable employer

## 9. SWOT Analysis

A detailed SWOT analysis has been undertaken as part of the business planning process. This has helped identify the key issues, risks and opportunities facing the company and has been central to the planning and improvement process identified in the current Business Plan.

**10. Process Interaction**





**11. Process EN 9100:2016. Rev D Interaction**

Process	EN9100: 2016 REV D																											
	4.1	4.2	4.3	4.4	5.1	5.2	5.3	6.1	6.2	6.3	7.1	7.2	7.3	7.4	7.5	8.1	8.2	8.3	8.4	8.5	8.6	8.7	9.1	9.2	9.3	10.1	10.2	10.3
SP01 New Product																												
SP02 Support																												
SP03 Leadership, Performance and Improvement																												
CP01 Sales																												
CP02 Manufacturing																												
CP03 Purchasing																												
Quality Manual																												