

Proeon Solutions Ltd.

Quality Manual

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Revision History

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Index

1.	Introduction.....	4
2.	Quality policy.....	5
3.	Responsibilities and authorities of key personnel.....	6
4.	Approach to the general requirements of ISO 9001:2000	7
4.1	General.....	7
4.2	Management responsibility.....	7
4.3	Customer property	8
4.4	Measuring and monitoring devices.....	8
5.	Sequence and interaction of the core processes.....	9
5.1	Process 1 - Tendering.....	9
5.2	Process 2 - Project management	9
5.3	Process 3 - Engineering	10
5.4	Process 4 - Procurement.....	10
5.5	Process 5 - Manufacture.....	10
5.6	Process 6 – Test and validation.....	11
5.7	Process 7 - Services	11

1. Introduction

This document provides an overview of the Quality Management System (QMS) used by Proeon Solutions Ltd., Norwich.

Proeon Solutions Ltd. provide engineering consultancy and engineering designs for industrial control systems.

2. Quality policy

Proeon Solutions Ltd. is committed to providing superior service in the field of engineering consulting and control systems design.

To ensure that the levels of tendering, engineering, procurement, manufacturing / test and service are maintained at levels that meet and also exceed the expectations of our customers, Proeon Solutions Ltd. undertakes regular reviews of its quality systems.

The reviews take into account the findings from internal audits, second and third party audits and feed back that is proactively obtained from Proeon Solutions Ltd. customer base.

Proeon Solutions Ltd. will ensure that prior to any changes are made to its systems, procedures, policies and objectives, it both has the capability to implement these changes and verifies that they contribute to the continual improvement of the quality management system.

Proeon Solutions Ltd. has set itself the following quality performance objectives:

1. To deliver all projects within 85% of the specified contract time.
2. To deliver all projects within or under budget.

To ensure that the objectives are understood and maintained effectively Proeon Solutions is developing a management system meeting the requirements of BS EN ISO 9001: 2000.

A copy of this policy statement shall be made available to all staff and sub-contractors working for the company

3. Responsibilities and authorities of key personnel

Managing director Responsible for the day to day management of PSL.

Engineering team Responsible for the detailed design of systems and equipment.

4. Approach to the general requirements of ISO 9001:2000

4.1 General

In establishing the Quality Management System (QMS) the management and staff of PSL have identified the necessary processes for the QMS together with their sequence and interaction.

PSL management have determined criteria and methods required for the effective operation of the QMS in addition to those necessary to comply with statutory or regulatory requirements.

To ensure that the QMS continues to be effective regular measurements and monitoring of the processes take place and the results of these activities form part of the management review process.

PSL staff possess a mixture of academic and trade qualifications. PSL recognises that in order to achieve consistency of delivery and performance a sole reliance on academic and trade qualifications is not enough. Some activities are therefore controlled by documented procedures although PSL endeavours to reduce the number of procedures required.

4.2 Management responsibility

The PSL Managing Director has prepared and published the quality policy to reflect overall functional responsibility as well as objectives and performance. The Managing Director periodically emphasises the importance of the QMS and the importance of staff complying with its requirements.

Management shall regularly review the quality policy and the objectives together with human and physical resources to ensure that the stated objectives can be met. At least one management review meeting will take place every financial year with additional meetings being called as necessary.

During the course of projects regular communication with clients representatives takes place.

All clients as well as PSL staff and sub-contractors are encouraged to make inputs to the Managing Director that are intended to improve performance. This input is considered as part of the management review process.

PSL believes in an open approach to its business. In particular communication at all levels and between various functions within and without of PSL is actively encouraged.

Although all PSL staff either hold academic or trade qualifications within their chosen field, PSL conducts annual staff reviews to ensure that individuals are continually trained / refreshed in all aspects of their chosen field and are trained on any or all new developments that may be relevant.

PSL seeks to have an environment that is both commensurate with the design and manufacture of control systems but also that it is safe to work.

4.3 Customer property

On occasions PSL shall receive free issue equipment for inclusion within equipment. All equipment shall, on receipt undergo treatment as if procured by PSL.

4.4 Measuring and monitoring devices

During the manufacture and testing of systems PSL use test equipment that need to be identified and calibrated. All such equipment is uniquely identified, recorded and calibrated at defined intervals by an independent test and calibration house.

5. Sequence and interaction of the core processes

5.1 Process 1 - Tendering

Invitations to Tender (ITT) are received by the Managing Director.

ITTs are reviewed for suitability to PSLs area of expertise and a technical and commercial proposal will be generated.

The Managing Director will handle all communications to and from the client including clarifications and PSL communications during the tender evaluation period.

The Managing Director receives information from the client regarding the status of the tender such as a notice informing PSL that they were unsuccessful or a Letter of Intent or contract if successful.

5.2 Process 2 - Project management

On receipt of either a Letter of Intent or contract documentation and prior to commencement and formal acceptance of the project, the Managing Director shall carry out a contract review. The purpose of the contract review shall be to ensure that the formal contract received from the client has no variation to the formal PSL approved tender submitted.

The Managing Director, on formal acceptance of the project shall select the project team from PSL technical staff. The Managing Director calls a formal project kick-off meeting and will invite all members of the project team. The meeting shall be minuted and the agenda shall include as a minimum:

- Description of the project
- Key dates
- Client details

The Managing Director shall be responsible for the development and maintenance of the master project plan. The plan shall be updated regularly and progress reports submitted to the client by the project manager as required by the contract.

The Managing Director shall hold regular progress meeting with the project team to discuss progress and any problems that may be affecting the project.

The Managing Director is responsible for invoicing to the client.

On completion of the project the Managing Director shall hold a project closeout meeting. The Meeting shall be minuted and the agenda shall include as a minimum

- Project commercial performance
- Delivery performance

5.3 Process 3 - Engineering

The engineering team shall receive any technical data that has been received from the client.

The engineering team shall review the clients technical data together with the submitted technical proposal. Following this review they shall develop all relevant design documents such as:

- Functional Design Specification (FDS)
- Application software
- Mechanical layouts
- Electrical schematics
- Technical specifications
- Bill of Materials (BOM)
- Testing procedures

Once a system design has been developed the engineering team shall arrange for a formal minuted design review meeting to be undertaken. The engineering team shall also arrange follow up review meetings to close out any points that may be raised.

The engineering team shall make arrangements for all design and engineering support throughout the project including any commissioning phases if required.

5.4 Process 4 - Procurement

Where necessary as part of a project, the engineering team will prepare a Bill of Material (BOM), relevant specifications, manufacturers specifications, procedures and drawings to enable the materials to be procured.

Purchase orders will be placed on the sub contractors and suppliers. It is the responsibility of the engineering team to manage ensure the sub contractors / suppliers.

Once material / equipment is released from sub contractors / suppliers it shall be received into the material stores in a bonded area. No material shall be deemed as acceptable until it has been inspected and released.

Once all material or equipment has been accepted it shall be accepted in the stores and is then available for use.

5.5 Process 5 - Manufacture

Equipment is not manufactured on site by PSL but built under sub-contract.

The Managing Director and engineering team shall be responsible for selection an appropriate approved vendor for the manufacture of the equipment.

On completion of the manufacturing and close out of any punch list items the engineering team shall arrange for the various project elements to be broken down preserved, weighed and packed prior to shipping to the customers required location.

5.6 Process 6 – Test and validation

The engineering team undertakes the testing and validation of products and systems.

During the testing phase of the project there is the requirement for the use of measuring, testing and inspection equipment. PSL maintains a database that ensures that all equipment used for inspection and testing is calibrated.

When test equipment is required and all required equipment is calibrated.

5.7 Process 7 - Services

Where labour or equipment is required by a client the Managing Director shall ensure the following is considered:

Manpower: To ensure the qualification and competence of required manpower.

Parts and equipment: That technical information is available for pricing and sourcing.