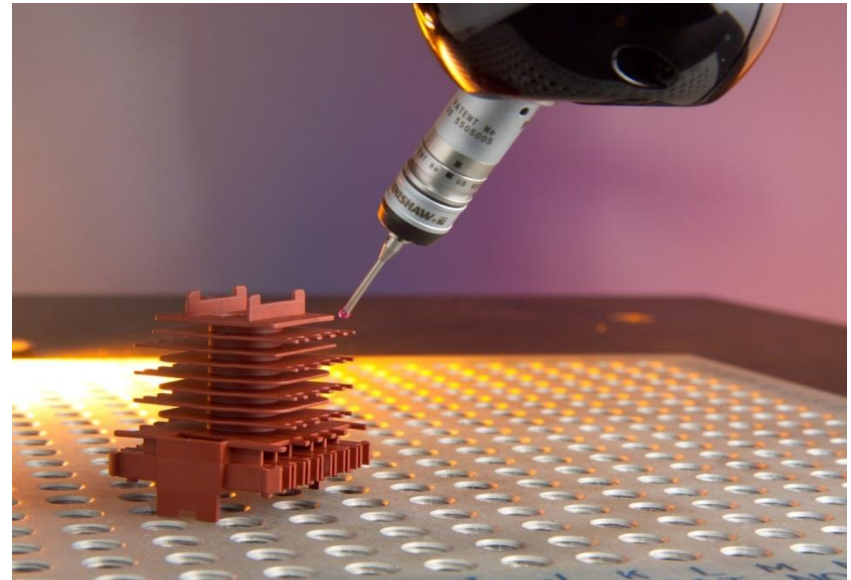




MILES-PLATTS

# Quality Manual ISO9001:2015



ISO9001:2015

REVISION 1.0

DATED 18/04/2017

This Quality Manual is approved for  
issue on behalf of Miles Platts Limited

Jonathan Fraser  
Quality Manager



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**Revision**  
This has been designated Revision 1.0 after a major revision to encompass the requirements of ISO9001:2015.

**Administration**  
The Quality Manager is responsible for the QMS and has the authority to ensure that the quality system is:

- A/** established, implemented and maintained.
- B/** performance is reviewed and improved as required.
- C/** promoting awareness of customer requirements.

The Quality Manager has unrestricted access to senior management to resolve quality issues, and holds frequent meetings with Directors and Senior Managers to ensure that the organisation is performing as expected.

He will approve the Quality Manual and Procedures and any revisions to ensure that they are in compliance with the ISO9001 and any other customer requirements.

The controlled copies of the Quality Manual and Procedures can only be accessed via the company intranet or from the Quality Assurance Department. The electronic version should always be considered as the controlled copy. Any paper versions are for information only and will not be automatically updated. A copy is posted onto the company web site for information, and this also an uncontrolled copy.



## 'PRECISION TECHNICAL MOULDINGS & SERVICES'

Miles Platts Limited is a privately owned world-leading manufacturer of precision technical mouldings in advanced high performance, flame retardant and glass filled engineering polymers on our single site in Leicester.

Miles Platts Limited design and manufacture mould tools in-house from hard steels to produce parts to our customer's designs, utilising CNC machine and CAD/CAM software.

16 Moulding machines are used (predominantly Arburg) ranging from 35 to 200 Tonnes clamp force to manufacture parts which are sold globally to the electrical, automotive and engineering industries. Extra value is added by inserting plated wire or terminals into these plastic parts when required for electrical connection of magnet wire.

Miles Platts Limited use the website and direct marketing to promote our organisation and generate leads via our own Marketing/Sales team.

Miles Platts Limited has determined the boundaries and the applicability of the QMS and how it relates to the organisation and is committed to applying all applicable requirements of the International Standard to meet our interested parties' needs.

### Scope

"Manufacture of custom technical mouldings, pinned bobbins and coil formers for the electronic, electrical, automotive and medical market"

### Exclusions

As design and development is only applied to tooling manufactured in-house for the production of parts to customers' own product lines (8.3 Design and development of products and services) is not considered to be within the scope of this Quality System. Miles Platts Limited team can advise customers on best design for optimum moulding.

### Teams and Definitions

For the purpose of this Quality Manual the Terms/Definitions given in ISO 9000:2015 apply.

This Quality Manual is applicable to the organisation (Miles Platts Limited) unless otherwise stated.



## 'OUR COMMITMENT FOR EXCELLENCE'

The primary objective of the organisation is to satisfy customer needs and expectations by providing products and associated services that consistently meet or exceed the specified and implied requirements in order to generate new and repeat business. The Quality Management System is continually monitored and evaluated for its applicability and effectiveness, and to establish quality objectives and opportunities for continual improvement through internal auditing, management review and review of performance trends.

To achieve this objective, the company has based its quality management system on the requirements of ISO 9001:2015 by working collectively as a team we shall:

Achieve our targeted business growth

Improve productivity & reduce tooling costs and lead times.

Target opportunities in new markets in line with sales strategy

Continuously invest in new plant and technology to enhance future growth of selected long term customers and market sectors

Maintain low Internal/External Non-Conformities (Product Deviation Reports/ Customer Concern Reports)

It is the company policy to ensure that all employees are fully aware of their responsibilities within the Quality Management System and are appropriately trained to ensure its continued effectiveness.

Signed:

Position: Managing Director

Date: 18/05/2017



Enquiries are received and the requirements analysed by the sales team. Enquiries may come directly from clients or via the network of agents and distributors around the globe. The sales team will assess the requirements, and decide if a standard item or a specially manufactured item will be offered. When necessary a project team will be formed to offer team feasibility. Once the order is placed it will be processed and reviewed by the production planning team, who will review the requirements, and once satisfied will produce the production control paperwork for the production team. If the items can be supplied from the extensive stocks of finished products, the order will be sent to the stores for packing and despatch. Should manufacture be required, the products will be manufactured by the production team in accordance with the control paperwork, with any process inspections being documented as part of the production process.

Once the parts are completed they will undergo a final inspection before being packed and despatched. In order to support the manufacturing process the company purchases raw materials and other items in accordance with documented procedures from suppliers who have been assessed and proved to be capable of meeting the quality requirements.

The QMS allows for analysis of many different areas, including: delivery performance, quality (compliance of parts), supplier performance, customer satisfaction, problems reporting, staff skills and training needs.

To monitor the QMS and product compliance a system of internal audits has been established, which examines all areas of the system on a planned basis. There is a robust

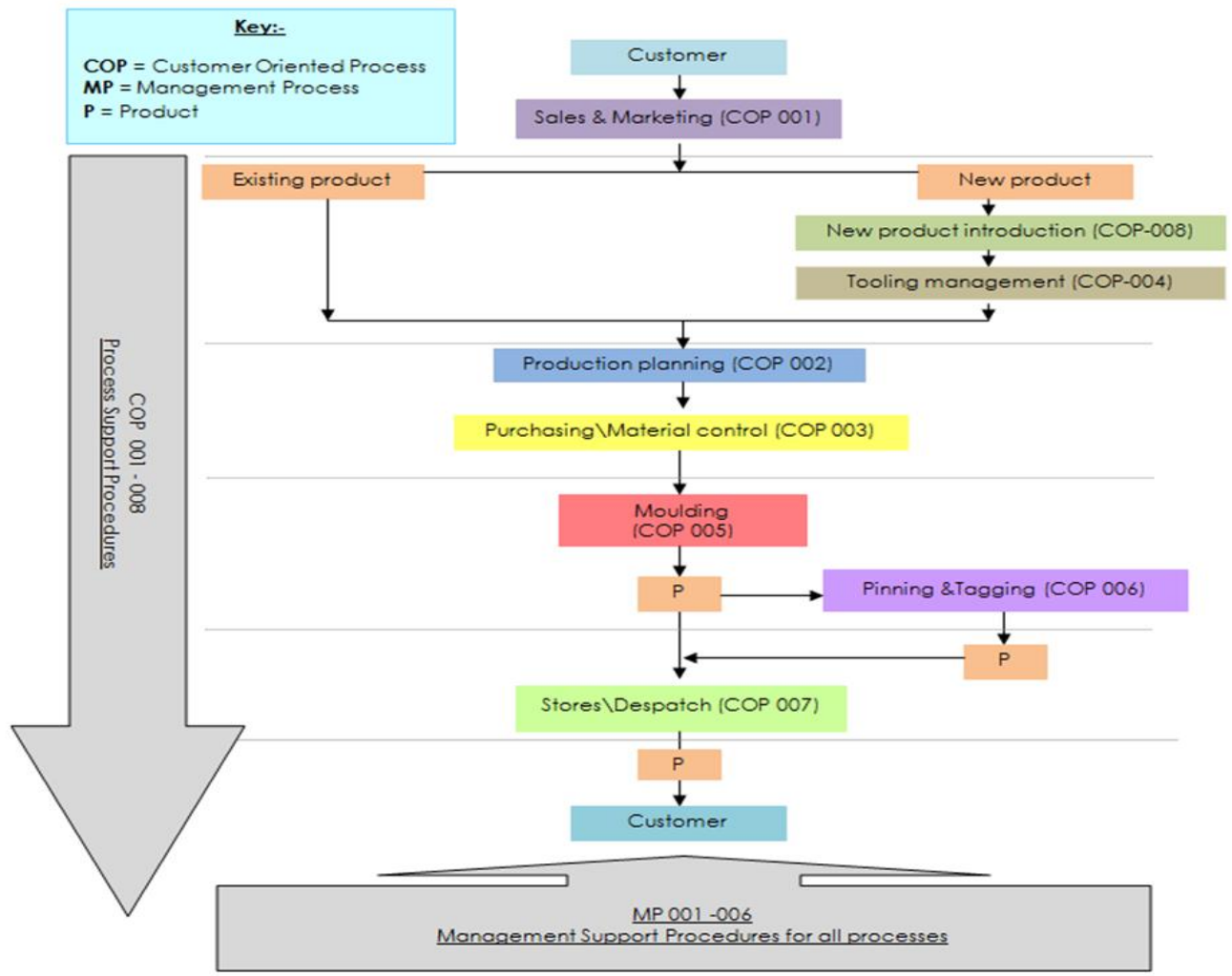
system for reporting problems from all sources and these are documented and monitored, root causes are identified and corrective and preventive actions agreed and implemented.

The company operates the Progress Plus software system which allows digital reporting and analysis of purchasing, manufacture, despatch and quality for this site.

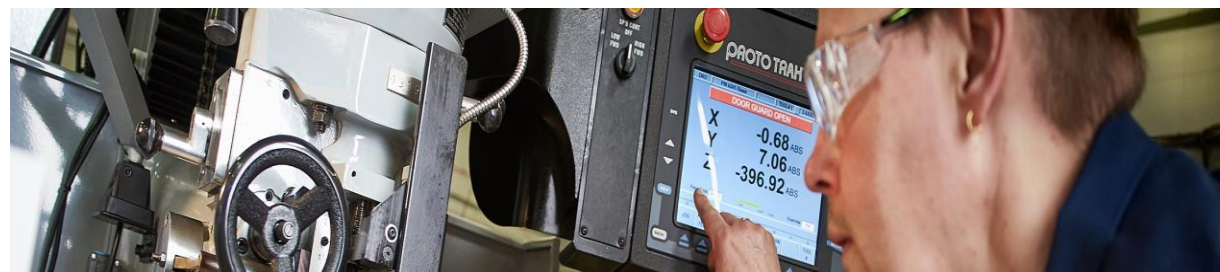
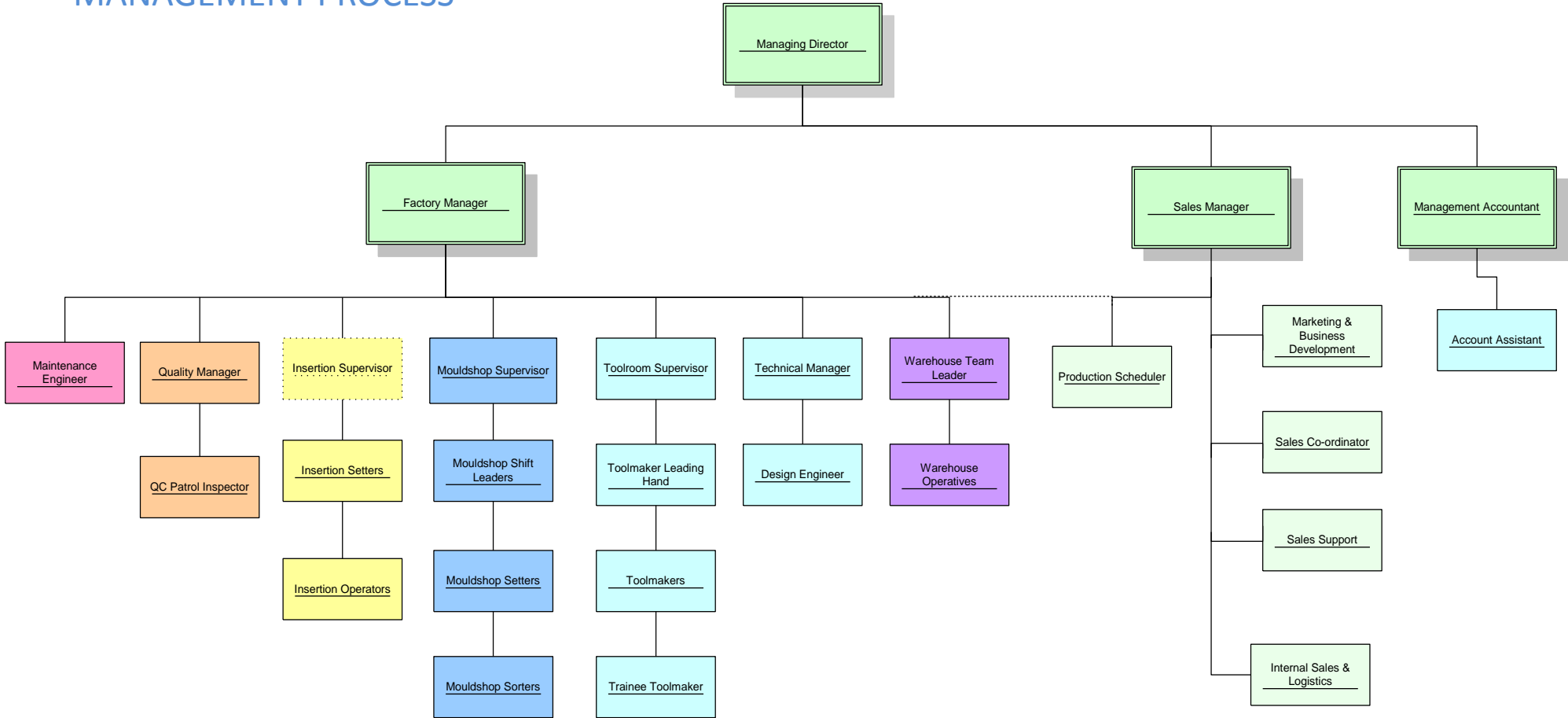
Regular corrective action meetings are held to discuss results and to look for improvements. The process map on the following page shows how the core processes (sales/enquiries, order processing, manufacturing and inspection/despatch) are supported by the other processes, such as purchasing, and how information is gathered, analysed and used to drive improvements. The number shown under each process refers to the procedure within the QMS which controls it.







# MANAGEMENT PROCESS





**The Managing Director is responsible for:**

Ensuring that the policies of the Chairman and Board of Directors are implemented in a profitable, timely and effective manner. Planning the future development of the company ensuring financial stability, growth and customer satisfaction. Leading the senior management team to meet MPL top level objectives.

**The Sales Manager is responsible for:**

Maintaining the organisation growth objectives by developing pro-active sales initiatives across all markets and ensuring our online interfaces are both accurate and up to date. Ensuring that agents world wide including distributors, are properly trained and equipped to identify the customer's needs through consultation with MPL internal sales engineers .

Day to day customer care including technical support, quotations and sales engineers site visits. Managing the accurate entry of customer orders and subsequent communication and liaison.

**The Factory Manager is responsible for:**

All activities associated with the production and processing of company products.  
 The development and maintenance of the manufacturing structure and organisation to ensure:

- b) Costs are kept within budget.
- c) Lead times are kept to a minimum.
- d) High quality standards are met and maintained.
- e) Health and Safety.
- f) In conjunction with the senior management team ensure the targeted sales and profit levels are achieved.

**The Technical Manager is responsible for:**

The design and development of Customer tooling which includes product information, ensuring product compliance and providing technical support to MPL.

**The Management Accountant is responsible for:**

All commercial aspects of Organisation's business including:

- a) Financial and Accounting.
- b) Information Technology.
- c) Human Resources.
- d) Training.
- e) Policy and Administration.

**The Quality Manager is:**

The management representative for the organisation and is responsible for the maintenance and continual monitoring of the quality management system in accordance with the ISO 9001 standard.



**Each department has it's own specific objectives which are monitored and reviewed. The list below shows the objectives that are monitored as part of the QMS**

#### KEY OBJECTIVES:

##### Sales

Maintaining the organisation growth objectives through increased sales, interaction with existing customers and targeting new customers

##### Delivery

Objective for On Time Delivery In Full

##### Financial

Targets are set for sales value, margin, Debtors and profitability

##### Quality

Whilst we aspire to deliver 100% fault free products, we set targets to monitor non conformances, both internal and external.

#### PROCESS OBJECTIVES:

##### Sales Order Processing

Error free processing of customer orders to minimise incorrect PN's and invoicing errors in a timely manner .

##### Manufacturing

Targets are set for hours produced and On Time Delivery In Full to works order date

##### Stores

Targets are set for stock accuracy and On Time Delivery In Full

##### Purchasing

Critical incoming components and Suppliers are monitored and their performance assessed at Quality Management Meeting

##### Calibration

Where test equipment is used to determine product compliance targets are set for the calibration of such equipment.

##### Document Control

A document control system is in place and we audit to ensure that documents are fit for purpose and are reviewed regularly to ensure that they meet ongoing requirements.

##### Safety

Risk assessments are carried out annually and all safety critical systems inspected in line with HSE recommendations by an external accredited body.

Lost time incidents are investigated immediately and reported at the management review

