

ASPEN ELECTRONICS LTD

**QUALITY ASSURANCE
MANUAL**

Issue: 5

MANUAL APPROVAL

Prepared By: Quality Administrator

Signature

31/03/17
Date

Managing Director

Signature

31/03/17
Date

MANUAL AMMENDMENT RECORD

Amendment Number	Amendment Date	Amendment to Section/Paragraph	Amendment By	Incorporated Date
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2		Policy reviewed 18/9/17		
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1 OVERVIEW

Aspen Electronics Limited (Aspen) is in business to sell “high tech” electronic components and instruments, typically manufactured by overseas companies, to the UK communications industry.

The Company has had a history of success within the industry since the Company was established in 1974. The Company maintains its continuing success by ensuring its staff are trained and therefore have a knowledge of the industry and the technology used. In addition, the Company has a tried and tested process that allows us to efficiently import and deliver the products we sell.

1.1 QUALITY POLICY

The Company will strive at all times to provide a high quality service to all its customers, concentrating on the following:-

- To accurately reflect and meet the needs of our customers.
- To deliver a professional service with integrity.
- To make efficient use of resources.
- To respond to the changes and developments within our industry and to provide a continuous improvement in service delivery.

The Company's top management are fully committed to ensure the Company complies with ISO 9001:2015 and strives for continuous improvement in the Quality Management System and service delivery. In doing this it considers relevant external and internal issues, the needs and expectations of interested parties, and the risks and opportunities relevant to the Company and uses this information to drive the planning, scope and objectives of the Quality Management System.

Measurements used to monitor the effectiveness of the system are Company performance, Customer numbers and retention, the results of the marketing effort which are all measured against targets, Supplier and Customer delivery achievement against initial confirmation date, the number and value of Customer Credit Notes and review of numbers and types of non-conformances for both of which the objective is to continual reduce until they are nil.

Interested Parties will be actively encouraged to comment upon the service provided and to participate in service development. The Company will use these and other opportunities to ensure service remains abreast of changes in demand, product development, operating techniques and information requirements.

The Company will further ensure that:-

- The Quality Management System continues to be developed in accordance with the requirements of ISO 9001:2015.
- That all staff recognise, understand and work within the requirements of the Quality Management System.
- The Quality Policy will be reviewed regularly to verify its continuing stability.
- Effective communication of the Quality Management System is achieved to Interested Parties

Howard Venning
Managing Director

2 RESPONSIBILITIES AND AUTHORITY

As Chief Executive the Managing Director is the driving force in achieving the aims and objectives agreed by the Board of Directors of the Company.

The Managing Director will review with the co-Directors the plans, progress and activity of the Company and is responsible for implementing the decisions made by the Board of Directors.

In co-operation with others the Managing Director will examine new business opportunities and generally encourage innovation and endeavour at all levels, ensuring that there is an appropriate process encompassing the standards PDCA cycle using risk based thinking.

The objectives must be met within the financial plans of the company so that it remains sound and healthy.

The Managing Director is responsible for the day to day running of the Company. He is responsible for the leadership of the staff and ensuring that resources are sufficient for the objectives of the Company to be achieved. He is the primary contact for quality matters or observations, with the General Manager as his deputy.

The Managing Director ensures that Quality is never sacrificed for business gain, and is responsible to see that the Quality System is approved by a third party organisation and is maintained to the standard required. The Managing Director is also responsible for the Management Review of the Quality System and maintains records of reviews and verifies and records any corrective action taken.

2.1 OUR QUALITY MANAGEMENT SYSTEM

The Company has, since its inception, always maintained a Quality Management System (QMS). Initially this was in line with the Ministry of Defence APAQ-4 requirements. Later it was replaced by ISO 9000, with the Company gaining ISO 9001 accreditation in 1994. Today the Company maintains a QMS that complies with ISO 9001:2015.

In consideration of the nature of our business our scope is as follows:-

MANUFACTURE, PROCUREMENT, CONFIGURATION AND SUPPLY OF RF/MICROWAVE COMPONENTS, SYSTEMS AND MEASURING INSTRUMENTS; FIBREOPTIC COMPONENTS AND MEASURING INSTRUMENTS; DIGITAL AND TELECOMMUNICATIONS MEASURING INSTRUMENTS; SPECIAL TO TYPE AND GENERAL PURPOSE TEST EQUIPMENT & SECURITY EQUIPMENT; INCLUDING THE MAINTENANCE, REPAIR AND QUALITY MANAGEMENT SYSTEM FOR THE ASSOCIATED RE-CALIBRATION SERVICE.

Our QMS consists of this Quality Manual, plus a number of procedures that detail the processes of the various groups that make up the Company and how they interact. The location of the current list of the procedures and work instructions are detailed in the indexes of the Networked Quality Documents.

Considering the Company is primarily a sales organisation the following exclusions to clauses within ISO 9001:2015 are declared and justified as follows:-

Clause	8.3 Design & Development of products and services
Justification	Considering the Company does not design or develop any products in its own right, this clause has been excluded.

3 OUR COMPANY AND ITS PURPOSE

3.1 OUR MARKET

The Company's field of expertise is radio frequency communications. This covers a range of market segments within the communications market including the following:-

- Mobile Radio including Cellular communications and Paging.
- Low Power Radio Systems.
- Satellite Communications.
- Broadcast.
- Telecommunications.
- Datacommunications.

All these markets segments are brought together with the basic idea that they all transmit and receive electromagnetic signals over a distance using either a cable or free space.

3.2 OUR PRODUCTS

The range of products we sell constantly changes to keep pace with the changes in technology. By being aware of what manufacturers are developing and bringing to market plus the changing needs of our customers, we do our best to match the requirements of these two parties and "make a sale".

A full list of those products on offer at any one time is typically shown on our web site and marketing material.

3.3 OUR PRINCIPALS

Our principals are those manufacturers whom we represent within the UK. These companies range in size from very small businesses, manufacturing a very specific product range to much larger organisations for whom we are part of an international sales network.

The one thing they all have in common is that they manufacture those products needed by customers.

3.4 OUR ORGANISATION

There are 5 main groups within Aspen, which are:-

- Senior Management.
- Sales.
- Laboratory/Technical Sales Support.
- Order Administration.
- Accounts.

The functions of these groups are as follows:-

Senior Management:-

Responsible for determining the overall direction of the Company plus ensuring the Company achieves the objectives set.

Sales:-

Responsible for finding customers for the products we sell. This entails, ensuring we understand the requirements of our prospective customers, plus ensuring we understand the products we have to sell. This group is the interface between the manufacturers we represent and our customers "pre sale".

Laboratory/Repair & Calibration:-

The laboratory/repair & calibration department has two main functions.

- 1) To provide technical pre-sales support to our sales department and our customers.
- 2) To provide an after sales service, including repair & calibration service to our customers.

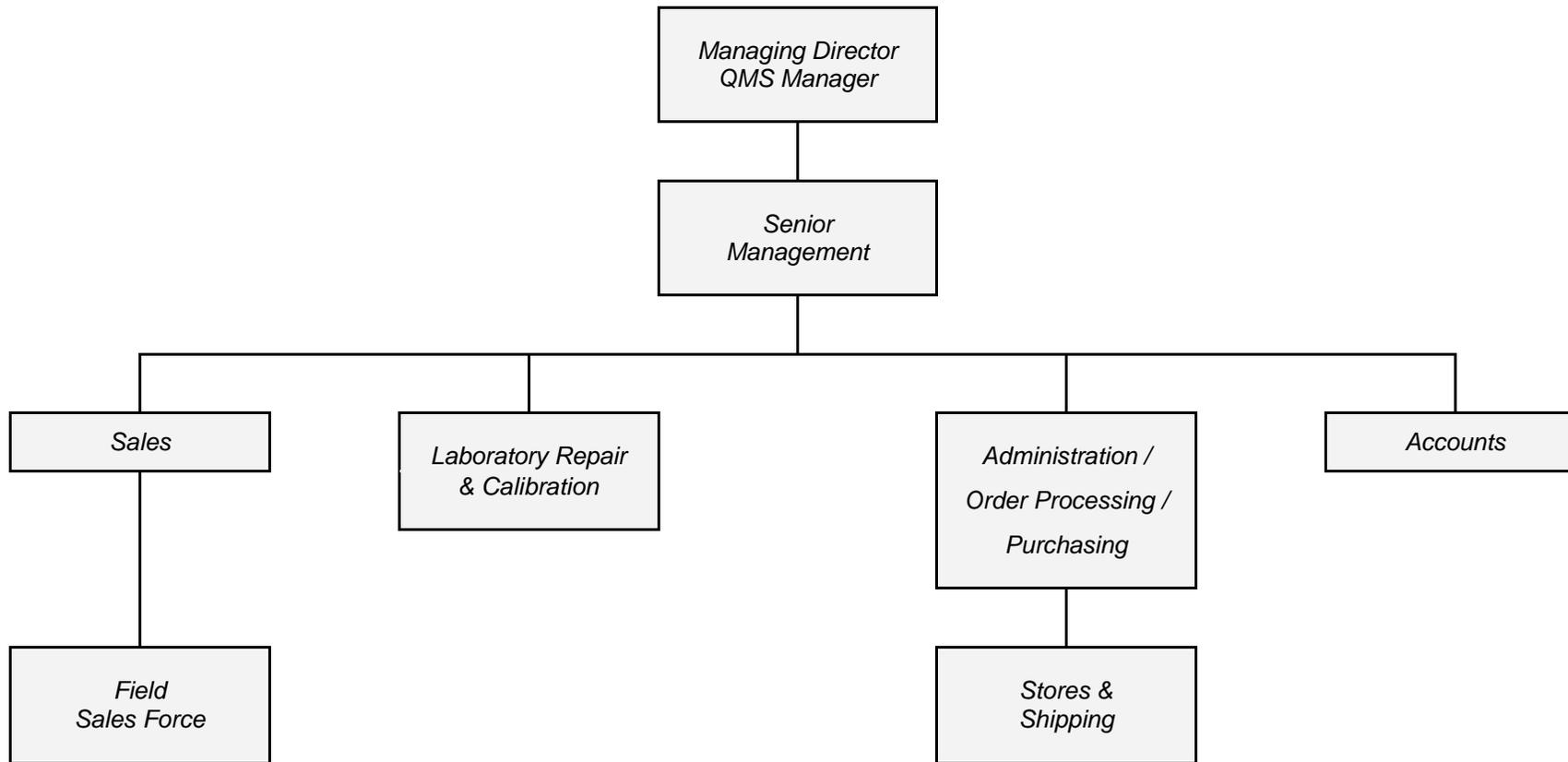
Order Administration:-

Responsible for all aspects of order administration. This group is the interface between the manufacturers we represent and our customers "post sale".

Accounts:-

The accounts department is responsible for ensuring we get paid for our goods and services and that we are able to pay our suppliers.

3.5 ORGANISATION CHART



3.6 DEPARTMENTAL INTERACTION – “END TO END” BUSINESS PROCESS

