Internal Audits

TS Ref:-
8.2.2, 8.2.2.5, 8.2.2.3, 8.2.2.2, 8.2.2.1

Support Activities:-
1. Training & Competence
2. Management Review

Objective
To ensure a periodical review of the performance and effectiveness of the QMS products and processes.

Key Responsibilities
1. Quality Engineer
2. Technical Sales Director
3. Managing Director

0.1 Audit Plan QC86 & QC14
On an annual basis the Quality Engineer shall formulate an audit timetable QC14 and matrix plan QC86 covering all shifts and processes that shall be approved by a director/ management review prior to issue. The Audit frequency shall be subject to review depending on customer complaints, Internal / external nonconformities/ shift pattern changes

The audit plan shall consist of QMS audits, process & product audits, Stock deterioration audits and Tooling audits. The plan and frequency shall take into account the importance and historical performance of the area being audited

0.2 Audit Plan Issue
Once approved the audit plan shall be issued to all relevant personnel and departments to be audited

0.3 Internal Audits
Internal audits shall be completed to the audit plan within the nominated month by a competent auditor as independent as possible from the area he or she is auditing.

From 01/09/13 all product audits shall be undertaken separately from process audits at a frequency stated on the internal audit schedule QC14a

0.4 Audit Report QC15 Preparation
The nominated auditor shall prepare an audit report with the aid of turtle diagrams focusing on the objective and efficiency of the process being audited. Previous Audit information shall be made available to assist the auditor in preparation

When auditing manufacturing Check that controls identified in FMEA are shown in control Plan as well as in work instructions

0.4 Audit Report
The nominated auditor shall audit the process, area or product at a mutually agreed date with the department head. During the audit the auditor and complete the audit report QC15 showing evidence of QMS compliance and also performance data where applicable.

Any minor non-conformities found at this stage shall be reported to the department head directly and a plan to resolve and re-audited within an agreed timescale.
Any major non-conformities then the MD shall be immediately informed and if necessary processes stopped and Control of Non-conforming Product instigated

0.4 Audit Review
On a monthly basis the Quality Engineer shall review the audit timetable, matrix and audit reports for completeness with a view to closure and ensure that follow up audits are completed on time with robust countermeasures implemented.
All performance data shall be made available for Management Review

Audit Review & Management Review

Reference QMS Instruction 8.0.4.0

PRESSMARK PRESSINGS

QUALITY MANUAL PQ-S2a

Support Activities:-
1. Customer provided standards, samples and specifications.
2. APQP, FMEAs Control Plans, QC10's

Key Responsibilities
1. Quality Engineer
2. Technical Sales Director
3. Managing Director
4. QA Inspector

Control of Non-Conforming Product
Non-Conformances
Customer Complaints
Corrective & Preventative Actions

TS Ref:-
8.3, 8.3.1/2/3, 8.5.1, 8.5.2, 8.5.2.1/2/3, 8.1

Objective
To provide effective corrective and preventative processes in response to customer complaints, internal and external concerns.

0.1 Customer Concern
The initial customer concern shall be communicated by the Technical Sales Director and Quality Engineer to the MD, Works Manager and all other relevant personnel i.e. Setters, Toolroom, Operators etc.

The Quality Engineer shall liaise with the Purchase Production Controller, works Manager and customer on all parts on hold / reject status so that stock levels can be adjusted on the MRP system and new material procured asap if necessary

0.2 Containment
The Quality Engineer shall ensure that the process is stopped immediately and that all suspect stock, WIP, in-transit or at the customer is accounted for and placed in quarantine or hold status. The Customer shall be informed directly of all suspect stock status and proposed containment actions that may include 100% inspection, agreed rework standard (on site & at customer) rectify tooling, new production run & identification.

The Quality Engineer shall enter all stock on hold and any scrapped /reworked parts into the Scrap Log QC70

0.3 Corrective Action
The Quality Engineer shall raise a CAR QC38 and allocate a sequential number from the CAR log. The CAR shall be used to document the concern and all containment / corrective actions, temporary countermeasure instruction (valid till NCR Closed) copies to the Toolroom and PPC if tooling action required. An 8D report shall also be raised using the relevant customer format when required.
All FMEA's, control plans and APQP shall be updated on-going as the problem is resolved. Where feasible preventative action to other similar parts shall be taken.

The Quality Engineer shall ensure that all rework is to an agreed customer standard and is communicated to all relevant personnel, with ok parts identified as 100% checked

0.4 New Product Run
The Quality Engineer shall ensure that following corrective action to tooling, new production standard is approved prior to delivery by the customer and that all new production is identified as such. All old stock that has been reworked or 100% checked shall be stock rotated and delivered prior to new identified production.

The Quality Engineer shall ensure that the proposed containment and corrective actions are acceptable to the customer within and agreed timescale.

0.5 Closure of Concern
The Quality Engineer shall ensure that the concern is closed within the agreed timescale and that all updated 8D's and Corrective Action paperwork is submitted and approved by the customer prior to problem closure.

Monthly Review of CAR's & Data for Management Review

Reference QMS Instruction 8.0.4.0

Support Activities:-
1. Customer provided standards, samples and specifications.
2. Master Samples
3. APQP, FMEAs Control Plans, QC10's

Control Of Non-Conforming Product
Non-Conformances &Customer Complaints
Internal Corrective & Preventative Actions

TS Ref:-
8.3, 8.3.1/2/3, 8.5.1, 8.5.2, 8.5.2.1/2/3, 8.1

Objective
To provide effective corrective and preventative processes in response to customer complaints, internal and external concerns.

0.1 Internal Concern
Where a deviation from an agreed standard is highlighted by Operator, Inspector or any other employee, the Quality engineer shall:-

a) If the internal concern could result in rejection - stop the process immediately, inform the MD and Works Manager and follow the same course of action as a with customer complaint (previous page).

b) If the deviation is minor but needs attention - the Quality Engineer shall raise a CAR QC38 for the attention of the toolroom

The Quality Engineer shall liaise with the Purchase Production Controller, works Manager and customer on all parts on hold / reject status so that stock levels can be adjusted on the MRP system and new material procured asap if necessary

Key Responsibilities
1. Quality Engineer
2. Technical Sales Director
3. Managing Director
4. Purchase Production Controller
5. Toolroom Personnel
6. QA Insp

0.3 Corrective Action Report
The Quality Engineer shall raise a CAR QC38 and allocate a sequential number from the CAR log. 2 copies of the CAR shall be forward to the PPC who in turn will allocate the report on a priority basis to the toolroom for relevant action.
Where applicable a sample of the deviated part shall be retained in the Insp area for toolroom action reference (certain CAR's may be raised for broken springs etc sample part not required).

The Quality Engineer shall enter all stock in quarantine area on hold into the Scrap Log QC70

The Quality engineer shall ensure that all rework is to an agreed customer standard and is communicated to all relevant personnel, with ok parts identified as 100% checked

0.4 Corrective Action Completion
The relevant toolroom engineer who has worked on the tool shall complete the QC38 with all actions taken, prior to handing into the PPC who in turn forwards to QA in order to close the CAR.
The Quality Engineer shall ensure that all QA personnel are aware that the tool has been actioned and of the 1st off standard required.

The Quality Engineershall ensure that the proposed containment and corrective actions are acceptable to the customer within and agreed timescale.

0.5 Corrective Action Review
The Quality Engineer shall on a monthly basis review all outstanding CAR's for completion. Details of Tooling actions shall be entered into the QC64 tool record file and a review of concerns and outstanding issues shall be entered on document QC74

Data for Management Review

Reference QMS Instruction 8.0.3.0

Calibration

TS Ref:-
7.6, 7.6.1, 7.6.3.1/2, 8.1

Support Activities:-
1. Training & Competence
2. Customer Requirements

Key Responsibilities
1. Quality Engineer
2. Technical Sales Director
3. Purchasing Controller
4. QA Inspector

Objective
To provide documented evidence that all items of measuring equipment used in manufacture are fit for purpose and calibration traceable to national standards.

Scope
All External calibration by Test Houses accredited to ISO/IEC 17025 or equivalent (thread gauges, master slips, torque meters, load cell.
All Internal Calibration conducted using equipment calibrated to National Standards / Customer Approval

0.1 Calibration Schedule QC39
On an annual basis the Quality Eng, shall review and prepare a calibration schedule for all items of measuring equipment used to check customer parts.
This shall include internal & external calibration requirements

0.2 Calibration Frequency
The frequency of calibration shall be determined by the Quality Engineer based on previous and intended usage, equipment condition and contingency should the item need to be replaced

The Quality Engineer shall ensure that MSA studies are undertaken as per schedule.
Check MSA studies relate to current Inspection personnel.
New checking fixtures to have MSA study performed

0.3 Calibration Records QC40
All externally calibrated items shall have a laboratory test cert to prove acceptability to national standards.
All internally calibrated items shall have a calibration method SFS referring to calibration equipment traceable to national standards.
All items shall have a unique allocated calibration number and history record card QC40 and the reference number displayed on the actual equipment where practical.

OK

0.4 Calibration Results
Calibration measurement details and comments shall be recorded on the QC40 card and providing ok, the item shall be allocated a calibration sticker (where practical) and status recorded on the QC39 calibration schedule.

Any minor deterioration shall be brought to the Technical Sales Managers attention with a view to repair or replace the item of equipment.
All Calibration failures i.e. not fit for purpose, then the Quality Engineer shall inform the MD and enforce Control of Non-Conforming Product

0.5 Master Samples
All parts shall have a master sample which is to the customer approved condition and shall be checked for validity and deterioration on an annual basis by the Quality Engineer.

Approved Test Houses
Calibration Review and Master Sample Review

Reference QMS Instruction 8.0.4.0

Supplier Development

TS Ref:-
7.4.1.2, 7.4.1.1/2, 7.4.3, 7.4.3.1/2, 8.5.1

Support Activities:-
1. Purchasing
2. Goods Inwards
3. Audits

Objective
To ensure a periodical review of supplier performance and continual improvement

0.1 New Suppliers
All new suppliers shall be ISO9001:2008 as a minimum or TS16949:2009 approved or customer nominated.
Realistic timing plans shall be provided should the nominated supplier be working towards approval.

Key Responsibilities
1. Quality Engineer
2. Technical Sales Director
3. Purchase Production Controller

0.3 Supplier Assessment
The Quality Engineer shall obtain up to date copies of approval certs from suppliers. For new suppliers that are in the process of approval a postal questionnaire QC29 shall be completed and/or an onsite audit of the supplier QMS shall be undertaken

non TS16949 approved supplier shall be subject to PQS4 -B

0.4 Bought out Parts
All suppliers of automotive BOP shall be expected to supply PPAP documentation with initial sample submissions.

0.5 Approved Supplier List QC28
Shall be reviewed annually by the Quality Enginer and issue by the Q.E. to the Management team annually as a minimum .

The supplier Quality Rating is 97.5% minimum. Should this level fall, then corrective action shall be required to provide confidence that normal performance will be resumed.

0.6 Delivery Performance QC78
The Quality Engineer with the Purchasing Controller shall review supplier lead time and general performance on a monthly basis

Management Review

Reference QMS Instruction 7.0.3.0

Supplier Development

TS Ref:-
7.4.1.2, 7.4.1.1/2, 7.4.3, 7.4.3.1/2, 8.5.1

Support Activities:-
1. Purchasing
2. Goods Inwards
3. Audits

Objective
To ensure a periodical review of supplier performance and continual improvement

0.1 NON TS 16949 Suppliers
Management Review / Quality Engineer's / Technical sales Directors annual review of suppliers identifies non TS 16949 for possible Quality System development. and improvement.

Key Responsibilities
1. Quality Engineer
2. Technical Sales Director
3. Purchase Production Controller

0.2 Supplier Assessment
The Quality Engineer and /or Technical Sales Director arranges meeting to discuss and suggest potential improvement areas

0.3 Improvement Actions.
Quality Engineer / Technical Sales Director and supplier agree action and realistic time scales to implement any feasible improvement actions.
Quality Engineer / Technical Sales Director shall record and retain all supplier improvement activities within the appropriate supplier file.

Management Review

Management of Tooling
Customer Tooling & Equipment

TS Ref:-
7.5.1.5, 7.5.4.1, 7.5.4, 7.5.1.4, 7.5.5.1

Support Activities:-
1. Contract Review
2. Corrective and Preventative Actions
3. Audits

Objective
To ensure that all tooling and customer property are stored and maintained to meet customer requirements

0.1 Customer Supplied Tooling & New Tooling
The Tech Sales Director shall liaise with the customer and all Pressmark Management regarding expected tool arrival dates

Key Responsibilities
1. Managing Director
2. Technical Sales Director
3. Toolroom Personnel
4. Purchasing / Production Controller
5. Quality Engineer

0.2 Tooling Arrival
On arrival all new or resourced tooling shall be checked as fit for use and general condition by Pressmark Toolroom prior to production.

Any problems will be reported directly to the Managing Director and Tech Sales Director and the Customer informed immediately

0.3 Tool Inspection & Log QC64
Once checked and verified as ok by toolroom, the tools shall be marked with a Pressmark PM number provided by the Purch, Prod Controller then the QA Engineer shall log tooling sizes and op sequence in the QC64 tool log

OK

0.4 Tool Repair & Maintenance
All routine work carried out on tools at Pressmark i.e. for burr, chipped punches and general minor repairs, shall be initiated by raising of a QC38 corrective action report and completed work details recorded in the QC64 log

Any non-routine work required i.e. where significant costs are involved, then the Customer will be informed by the T/S Director regarding commercial issues and external approved toolmakers contacted if necessary

0.5 Tool Storage
All production tools shall be stored in dedicated tool storage areas where they are safe and not subject to damage or deterioration.

Tools storage areas and random tools shall be periodically audited to ensure there is no evidence of deterioration

0.6 Customer Tooling
All tools and full profile checking fixtures at Pressmark are currently customer owned and shall be maintained in working order and readily retrievable throughout the product life.
Tools shall only be disposed of with the consent of the customer.
The customer shall be notified by T/S of any automotive tools that are supplied which are not marked with customer ownership. Any checking fixtures or measuring equipment that is not mark will be tagged with the customer name for proof of ownership

All measuring equipment including fixture will be placed on a asset register

Tooling & Corrective Actions, Management Review

Reference QMS Instruction 8.0.4.0

PRESSMARK PRESSINGS

QUALITY MANUAL PQ-S6

TS Ref:-
7.5.1.4, 8.5.3, 7.5.4.1, 6.3.2

Support Activities:-
1. Previous repairs
2. Sub-contractors & Contingency
3. Records and reports

Maintenance & Preventative Predictive Maintenance

Objective
To ensure that an effective preventative maintenance of machinery in order to avoid potential safety issues, breakdowns and stoppages during production.

0.1 ROUTINE PRESS MAINTENANCE
Setters undertake routine press maintenance (plus tool pillars) i.e. lubrication, level checks, greasing on a daily, weekly and monthly intervals as per SFS Q49 -50 -51 instructions.

Key Responsibilities:-
1. Managing Director
2. Setters
3. Toolroom Personnel
4. QA Engineer

0.2 PLANNED PREVENTATIVE MAINTENANCE
All presses are subject to planned preventative maintenance on an annual basis by General Press Fitting Limited. Records are held by the Managing Director of all planned activities, reports and work undertaken.

Any problems shall be reported directly to the Managing Director. immediately.

0.3 SAFETY INSPECTION
Each press shall be subject to an annual guard inspection by a regulated independent company i.e. Industrial Safety Inspections Ltd. Records of all safety checks shall be held by the Managing Director.

0.4 Predictive Maintenance
The Quality Engineer assesses tool repairs & preventative actions raised via CAR QC 38 forms for any trends or patterns using QC74 monthly review sheet to instigate predictive actions where feasible. i.e. an ongoing trend or pattern is evident for a particular tool.
Machinery Breakdowns/ problems are recorded monthly on QC89 Down time Log. The M.D. Assesses the downtime log every 6 months using review spreadsheet QC 90 to determine whether there any trends or patterns . The M.D. Identifies any actions required and decides suitable time frame.

Machine Down times that are considered to be significant shall be monitored by the M.D.

0.5 Contingency Listing & Critical Spares
The Managing Director shall maintained a contingency list of all contingency services including press maintenance, electrical services, sub-contractors and local public services i.e. police, ambulance, fire etc.
The Company Secretary shall also maintain a log of all critical spares for key equipment reviewed every 6 months.

Any problems shall be reported directly to the Managing Director immediately

0.6 Welders & Electrical
Resistance welding machines shall be checked for general working condition , electrodes maintained as stated in control plan and logged on the QC12 Welding forms together with all routine weld machine checks undertaken during set up prior to a production run.
All electrical repairs and maintenance shall be undertaken by sub-contractors specified in the contingency list.

Management Review

Reference QMS Instruction 7.0-6.0

Support Activities:-
1. Managerial Review output
2. Statutory Requirements
3. Customer requirements

Key Responsibilities:-
1. QA Engineeer
2. Works Manager
3. Technical Sales Director
4. MD

The M.D.shall retain all Managerial and Staff training files.

Training

TS Ref:- 6.2.2, 6.2.2.2/3/4, 4.2.4, 6.4.1, 6.1/2

Objective
To ensure that all new and existing employees receive formal training for the job entail and that processes are in place to identify necessary training needs.

0.1 Induction Training
All new shop floor employees shall receive formal induction training by the Quality Engineer and the Works Manager prior to operating a machine.
The induction training itemised on QC16 induction checklist shall include: fire points, first aid information, H&S & PPE, company rules, security, environmental and QMS requirements.

Care point Safety Cards shall be provided for employees to retain as a reminder of potential dangers and risks within the workplace.

The New Employee, Works manager and QA Eng shall all sign the QC16 once the induction process is successfully completed.

0.2 Effectiveness of Training
All operators shall be questioned during the induction and asked to complete a QMS questionnaire to provide confidence that the induction training has been effective.
The Works Manager and QA Engineer shall also assess the operator at the workstation where he or she be placed alongside an experienced employee to assist the induction process.

PPE equipment shall be provided to the new employee during the induction process

0.3 Skills & Versatility Matrix QC17 & 18a
The QA Engineer shall maintain an operator skills versatility matrix QC17 updated annually, copy to the Works Manager and a copy placed on the company notice board.
The QA Engineer shall also maintain a versatility matrix for toolroom, setters, truck drivers and inspection personnel.
The MD shall review annually managerial and staff training

The QA Engineer shall generate a training file for each employee with all training to date and a periodical assessment of training needs recorded on QC18 form

0.4 On the Job Training
The Technical Sales Director shall ensure that all QA personnel have adequate information for all new parts or processes.
The QA Engineer shall ensure that QC10 work instructions are generated and understood and verified by QA inspectors prior to issue.

All QA Personnel and Works Manager shall be responsible for providing "on the job" training for all operators (including agency and Temporary staff) being allocated to any job and ensuring that the employee is fully competent to undertake the job.

Management Review (Training)

Reference QMS Instruction 6.0-1.0

PRESSMARK PRESSINGS

QUALITY MANUAL PQ-S8

TS Ref:-
6.4.1, 6.4.2, 7.4.1.1, 4.2.4, 6.2.2, 6.2

Personal Protective Equipment
Health & Safety
COSHH and Fire Alarm

Support Activities:-
1. Training
2. Legislation
3. Customer supplied standards
4. Supplier certification

Objective
Ensure all relevant regulations/ guides are adhered to.
Ensure a safe working environment

Managing Directorn to monitor & maintain records of all COSHH , H&S ,Fire systems

Key Responsibilities:-
1. M.D.
2. Works Manager
4. Purchasing Controller
5. Tech Sales Director

Ongoing checks are done ensure employees adhere to PPE requirements Plus review any legislation Via the HSE web sites

Any problems shall be reported directly to the Managing Director and immediately

Weekly checks of fire alarm system points on a rolling basis (completed by D. Farmer / M. Carter)

M.D.
Files

Monthly checks on emergency lighting (Completed By M. Carter)

Annual review of COSHH information) or earlier if changes (completed by M. Carter)

Annual servicing of fire protection appliance by external company and arranged by the Managing Director.

Management Review

Reference QMS Instruction 7.0-6.0

TS Ref:-
8.2.1, 8.4, 8.5.1,4.1

Customer Satisfaction

Support Activities:-
1. Customer Liaison
2. Customer Vendor Rating
3. Customer Feedback
4. Management Review

Objective
To establish a process of obtaining a measure of customer satisfaction for Managerial Review

0.1 Customer Satisfaction Form QC81
The Technical Sales Director shall review the customer satisfaction review form for relevant feedback fields and customer contacts prior to the QA Technician sending to each customer on an annual basis for completion.

Key Responsibilities:-
1. Tech Sales Director
2. QA Engineer
Purchasing Controller
4. M.D.

Any negative feedback shall be reported directly to the Managing Director immediately and addressed with the customer by the Technical Sales Manager

0.2 Customer Feedback QC81
The QA Engineer shall ensure all customer satisfaction forms are completed by each customer and returned so that the feedback can be assessed prior to Management Review

Internal employee satisfaction and feedback shall be attained during internal training and induction sessions by the QA Technician.

0.3 Vendor Ratings
Supplied Customer Ratings, number of concerns, disruptions, PPM's and delivery performance shall be reviewed by the Technician Sales Director and QA Engineer. Any positive or negative trends shall be brought to the MD's attention and communicated to all departments.
Any adverse trends shall be resolved by the Technical Sales Director and agreed actions with the Customer.

0.4 Customer Satisfaction Summary
A summary of all customer satisfaction feedback and vendor ratings shall be compiled by the Technical Sales Director for Management Review and establishing objectives and targets.

Management Review

Re .

TS Ref:-
8.2.1, 8.4, 8.5.1

Customer Specifics

Objective
To establish a process of obtaining and implementing customer specific requirements.

Support Activities:-
1. Customer Liaison
2. Customer Questionnaire Feedback
3. Contract Review
4. Management Review

Key Responsibilities:-
1. Tech Sales Director
2. QA Engineer
3. Purchasing Controller
4. M.D.

0.1 Obtaining Customer Specific Information
The Technical Sales Director shall be responsible for obtaining and communicating all customer specific requirements. This shall be during contract review of new projects / parts or via customer specific request .

0.2 Customer SQA Manuals
Customer supplied SQA Manuals and support documentation are held in the Quality Office and their issue level and status shall be checked annually.

Any customer specific requirements shall be brought to the attention of the MD by the Technical Sales Director or the QA Engineer following SQA manual review.

0.3 Customer Label Requirements
The Purchasing Production Controller shall liaise with the customer and Technical Sales Director to obtain correct customer labelling requirements.

A Central file shall be kept in the Purchasing Production Controller office of labelling requirements for all customers.

Any electronic label files shall be stored on PC and backed up by the Technical Sales Director.

Individual Product QA requirements and requested format of QA documentation shall be controlled and implemented and communicated by the QA Technician

Management Review

Re .

Support Activities:-
Customer input
Customer satisfaction feedback.
Contract Review.
PPAP & APQP

Key Responsibilities:-
QA Engineer
Technical Sales Director

The Quality Engineer is responsible for ensuring that only latest issue valid documents are used in production i.e latest issue QC10, QC11, QC09 etc

DOCUMENT ISSUE, CONTROL & RETENTION

TS Ref:-
4.2, 4.2.2, 4.2.3, 4.2.4, 4.2.4.1,

Objective
To establish an effective system for the control and retention of standards and drawings held within the organisation.

0.1 Customer Supplied Drawings & Electronic Data
All new customer supplied drawings or inspection instruction packs obtained by the Technical Sales Director or QA Engineer shall be recorded in the Drawing Register QC03
TSD or Quality Engineer Shall be responsible for obtaining the latest issue level electronic data (where applicable)

0.2 Drawing & Electronic Issue Status - official
Provided the drawing has been verified as latest issue and the issue is consistent with any order documentation, then the paper drawing shall be stamped "official issue" QC01 and the issue level then entered on the Sage System by the Purch/Prod Controller or office clerk (record on QC03 register)
ALL MASTER ELECTRONIC DOCUMENTATION SHALL BE HELD ON THE SERVER

SHOULD THE DRAWING & CAD DATA ISSUE DIFFER FROM THE ISSUE ON ORDER DOCUMENTATION THEN THE CUSTOMER WILL BE MADE AWARE AND THE DRAWING MARKED "UNOFFICIAL FOR REFERENCE ONLY".

SUCH DRAWINGS MAY STILL BE USED FOR REFERENCE PURPOSES PROVIDED THE CUSTOMER IS AWARE. (REF DRWG DETAILS LOGGED IN QC03)

0.3 Drawing / Electronic document Issue level - review
The QA Engineer shall send an email or fax on a quarterly basis (minimum) to the customer in order to cross check all drawing levels held on site and issue levels currently working to.
Master electronic data Shall be controlled the same way as hard copies by entering information on the QC03 register.

QC19 indicates specific retention periods of all retained documents

0.4 Standards & Customer Supplied Standards & SQA Manuals Including Insp standards & CAD
All master copies shall be held on the Server and issue levels controlled by the Quality Engineer

A review of latest BSI standards shall be undertaken monthly by the QA Engineer by reviewing the BSI standards magazine and BSI updates online.
Core manuals and TS16949 requirements shall be reviewed quarterly by the Quality Engineer on the IAFT and Adare websites.

continued...

Reference QMS Instruction 4.0-3.0, 4.0-4.0

Support Activities:-
Customer input
Customer satisfaction feedback.
Contract Review.
PPAP & APQP

DOCUMENT ISSUE, CONTROL & RETENTION

TS Ref:-
4.2, 4.2.2, 4.2.3, 4.2.4, 4.2.4.1,

Objective
To establish an effective system for the control and retention of standards and drawings held within the organisation.

0.4 Obsolete Standards and Documents
Any obsolete standards and documents shall be marked clearly "Obsolete" and destroyed or retained as obsolete for reference only.

Key Responsibilities:-
1. QA Engineer
2. Technical Sales Director
3. M.D.

0.5 Retention Periods
From 06/04/2010 all Unipres records retained for a minimum of 12 years (as per iss 3 SQA manual)
All other customer records retained for product life plus one year.
Accountancy related documents retained for a minimum of 5 years.
Or as indicated on QC19 - specific minimum retention periods.

The QA Engineer, Technical Sales Director and M.D. shall ensure that retained documentation is stored in appropriate archive areas in a suitable environment and retrievable for the duration of the required retention period

Computer system backup shall be performed on a daily basis. current backup tape in machine, Previous day's back up tape in fire proof safe. Back up tape from 2 day's ago stored off site. Responsibility Managing Director.

(0.6 Master samples - issue)
Master samples shall be identified as such and retained in the master sample retention area for the duration that the product is manufactured at Pressmark.
The QA Engineer shall ensure that master samples are valid and to the latest level on an annual basis recorded on the QC76 master sample log.

0.7 PRESSMARK QUALITY MANUAL
The Tech Sales Director shall be responsible for the issue of the company Quality Manual.
The QA Engineer shall control all circulation copies to Management and the QA department of the latest issue level.
The MD shall hold an identified "Master" hard copy of the Quality Manual. The electronic "Master" Quality manual shall be held on the Company server.

QA Audits

Reference QMS Instruction 4.0-3.0, 4.0-4.0,7.0-7.0, 4.0-2.0