

QUALITY

INTEGRATED MANAGEMENT SYSTEM MANUAL

IMS - MAN v1

UN-CONTROLLED/DIE PRINTED

TABLE OF CONTENTS

NOTE Windsor Who We Are.....	3
1 PURPOSE, SCOPE, AND USERS.....	3
2 CONTEXT OF THE ORGANISATION.....	4
2.1 Understanding the organisation and its context.....	4
2.2 Determining Our Strategic Direction	5
2.3 Facilities Within the Scope	5
2.4 Permissible Exclusions	5
2.5 Scope of the IMS Manual.....	5
3 INTEGRATED MANAGEMENT SYSTEM STRUCTURE AND CONTROLS.....	6
3.1 Process Approach.....	6
3.1.1 Process Identification	6
3.1.2 Process Controls & Objectives.....	6
3.1.3 Outsourced Processes.....	6
4 DOCUMENTATION & RECORDS.....	6
4.1 General.....	6
4.2 Control of Documents	7
4.3 Control of Records	7
4.4 Change Management.....	7
4.5 Risks and Opportunities	8
5 MANAGEMENT & LEADERSHIP.....	8
5.1 Management Leadership and Commitment.....	8
5.2 Customer Focus.....	8
5.3 Quality & Environmental Policy.....	9
5.4 Organisational Roles Responsibilities & Authorities	9
5.5 Internal Communication	9
5.6 Management Review	9
6 PLANNING.....	10
6.1 Actions to address Risk and Opportunities	10
6.1.1 General.....	10
6.1.2 Significant Environmental Aspects.....	10
6.1.3 Compliance obligations	11
6.1.4 Planning action.....	11
6.2 Quality and Environmental Objectives and planning to achieve them.....	11
7 RESOURCES	11
7.1 Provision of Resources	11
7.2 Human Resources	12
7.3 Infrastructure	12
7.4 Work Environment.....	12
7.5 Organisational Knowledge	13
8 OPERATION.....	13
8.1 Operational Planning and Control.....	13

8.2	Emergency Preparedness and Response	13
8.3	Customer-Related Activities.....	13
8.3.1	Capture of Customer Requirements	13
8.3.2	Review of Customer Requirements	13
8.3.3	Customer Communication.....	14
8.4	Purchasing	14
8.5	Provision of Products	14
8.5.1	Control of Provision of Products.....	14
8.5.2	Identification and Traceability.....	14
8.5.3	Property Belonging to Third Parties	15
8.5.4	Preservation	15
8.5.5	Post-Delivery Activities.....	15
8.5.6	Process Change Control	15
8.5.7	Measurement and Release of Products.....	15
8.5.8	Control of Nonconforming Outputs.....	15
9	PERFORMANCE EVALUATION	15
9.1	Monitoring, Measurement, Analysis and Evaluation	15
9.1.1	General.....	15
9.1.2	Evaluation of compliance	16
9.2	Customer Satisfaction	16
9.3	Internal Audit	16
10	IMPROVEMENT.....	16
10.1	General.....	16
10.2	Non-conformance, Corrective and Preventative Actions	17
10.3	Continual Improvement.....	17
11	APPENDIX A: Overall Process Sequence & Interaction	18
12	APPENDIX B: ISO9001 & 14001 Cross Reference.....	19

NOTE WINDSOR WHO WE ARE

Established in 1983 as a PCB fabricator, Speedboard became a renowned supplier of PCB's and in 1988 as a Contract Electronic Manufacturing Services provider. The company was reformed in 2003 as Speedboard Assembly Services Ltd, closing the PCB factory. Then in November 2018 the company was purchased by the Sweden based NOTE Group, we continued to use the Speedboard Assembly Services Ltd name until October 2021 when we became NOTE Windsor.

Our assembly capability encompasses fine pitch vision-controlled double-sided surface mount, BGA, conventional through hole and mixed technology production. Procurement, cable assembly, AOI, test and box build are key elements in the overall service offering.

Our PCB sourcing begins with dedicated resources to review data, liaise with suppliers both home and abroad, and to ensure the best match for your needs. Having had first-hand experience as a PCB Fabricator and as an Assembler we have the knowledge and experience you are looking for. Flexibility is the key to our success. We offer individually tailored manufacturing solutions at all levels, from fast-turnaround prototypes to high volume dedicated lines.

Some of our customers take advantage of all our services; others use specific areas to suit their needs. Whatever the size and complexity of the task, NOTE Windsor are ready to take it on with a "can-do" attitude backed up with capacity, experience, and knowledge.

1 PURPOSE, SCOPE, AND USERS

NOTE Windsor has developed and implemented an Integrated Management System (IMS) in order to document the company's best business practices, better satisfy the requirements and expectations of our customers and stakeholders, to improve the overall management of NOTE Windsor. Furthermore, we are aiming to enhance customer satisfaction and identify risks and opportunities by implementing the IMS.

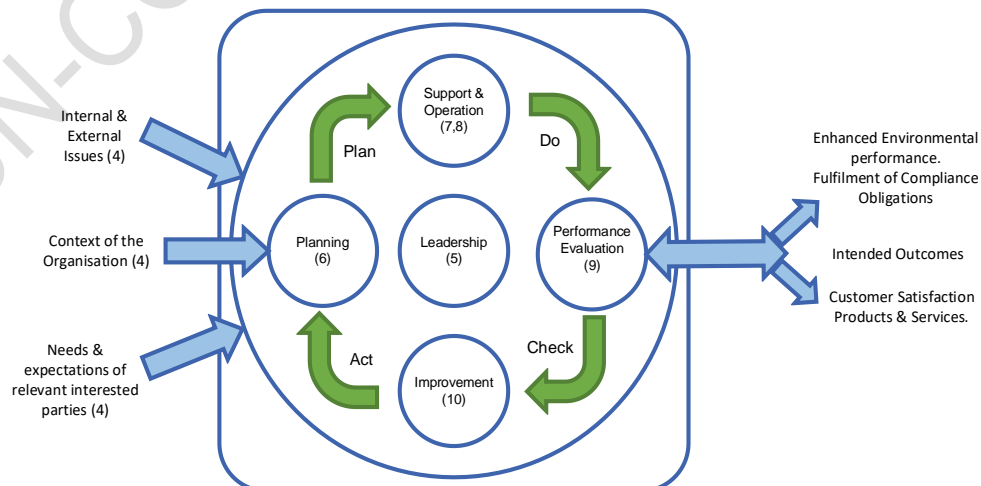
The IMS ensures that our customer's needs and expectations are met by clearly identifying their requirements and consistently providing a complying product at optimum costs.

Our IMS enables us to achieve our Quality & Environmental Objectives by measuring the continual improvement of the IMS and the quality performance & the impact on the environment of our company.

The purpose of this manual is to demonstrate that the NOTE Windsor IMS meets all of the ISO9001 & ISO14001 requirements and to provide guidance and direction for the implementation and operation of our IMS to all staff members, including all relevant documents.

Our system addresses the production and supply of our products. It incorporates the processes approach where consistent and predictable results are achieved more effectively and efficiently when activities are understood and managed as interrelated processes.

This process approach provides for the management of the IMS and its process through the application of the Plan-Do-Check-Act cycle and a focus on Risk-Based thinking.



Plan-Do-Check-Act cycle with ISO clauses overlaid

This manual is divided into sections that correlate to the sections of ISO9001 & ISO14001. This manual describes the IMS, identifies authorities, inter relationships and responsibilities of the personnel responsible for actioning the system. This manual also provides the documented information with procedures or references for all activities comprising the IMS that ensures the compliance to standard.

This manual is used internally to guide our employees through the various requirements of the ISO standards that must be met and maintained in order to ensure customer satisfaction, continuous improvement and provide the necessary instructions that create an empowered work force.

This manual is used externally to introduce our IMS to our customers and other external organisations or interested parties and familiarise them with the implemented controls that assure them that our IMS is maintained and focused on customer satisfaction and continuous improvement.

The IMS is applied to the processes and locations of NOTE Windsor defined in the Scope of the IMS (see below) and serves to demonstrate NOTE Windsor's commitment to pollution prevention and continuous improvement of our quality and the environment.

Based on an analysis of the above issues, interests of stakeholders, consideration of our products and compliance obligations, NOTE Windsor has determined the scope of the IMS as follows: -

Contract manufacture of PCB assemblies, cable assemblies and finished unit modules. Sales and distribution of PCB unpopulated PCB's.

The physical boundaries of the NOTE Windsor site are:



2 CONTEXT OF THE ORGANISATION

2.1 Understanding the organisation and its context

NOTE Windsor considers the context of the organisation according to ***Determining Context of the Organisation and Identification of Interested Parties Procedure – P011.***

NOTE Windsor will determine both internal and external issues that are relevant to our company and that have both a direct influence on the effectiveness of the IMS and an impact on environmental and sustainability issues. NOTE Windsor will consider the following when developing and implementing its business strategy: -

- Air Quality
- Water quality and preventing contamination of controlled waters
- Land Use
- Existing contamination and remediation issues
- Natural resources and their depletion
- Protection and enhancement of both local ecology and biodiversity and that of the wider community.

In addition to these core environmental areas NOTE Windsor will also consider the implications and risks to our business in respect of: -

- Cultural and Social Responsibility
- Legal and Regulatory (regulations and guidance)
- Financial implications

2.2 Determining Our Strategic Direction

NOTE Windsor has reviewed and analysed key aspects of itself and its stakeholders to determine the strategic direction of the company. This involves:

- Identifying “interested parties” (stakeholders) who receive our Products, or who may be impacted by them, or those parties who may otherwise have a significant interest in our company. These parties are identified in ***Determining Context of the Organisation and Identification of Interested Parties, Procedure P011.***
- Understanding internal and external issues that are of concern to NOTE Windsor and its interested parties; also identified in ***Determining Context of the Organisation and Identification of Interested Parties, Procedure P011.***
- Many such issues are identified through an analysis of risks facing either NOTE Windsor or the interested parties. Such issues are monitored and updated as appropriate and discussed as part of the Directors & Senior management meetings.

This information is then used by Directors & Senior management to determine the company’s strategic direction. This is defined in records of Directors & Senior management meetings, and periodically updated as conditions and situations change.

2.3 Facilities Within the Scope

The IMS applies to all processes, activities, and employees within NOTE Windsor. Our main facility and postal address are: -

1A Alma Road
Windsor
Berkshire
SL4 3HU

www.note-uk.co.uk
01753 746700 – main office

2.4 Permissible Exclusions

The entire 8.3 clause of ISO9001 has been determined to be not applicable to NOTE Windsor.

2.5 Scope of the IMS Manual

This manual is prepared for the purpose of defining the company’s interpretations of the ISO 9001 & ISO 14001 international standards, as well as to demonstrate how the company complies with that standards.

This manual does not follow the numbering structure of ISO9001 & ISO 14001. Instead, Appendix B presents a cross reference between the sections of this manual and the clauses of ISO9001 & ISO 14001.

This manual presents “Notes” which are used to define how NOTE Windsor has tailored its IMS to suit its purposes. These are intended to clarify implementation approaches and interpretations for concepts which are not otherwise clearly defined in ISO9001.

Notes appear in italics, with blue background.

Where subordinate or supporting documentation is reference in this manual, these are indicated by ***bold italics***.

3 INTEGRATED MANAGEMENT SYSTEM STRUCTURE AND CONTROLS

3.1 Process Approach

3.1.1 Process Identification

NOTE Windsor has adopted a process approach for its IMS. By identifying the top-level processes within the company, and then managing each of these discretely, this reduces the potential for non-conforming products being discovered during final processes or after delivery. Instead, non-conformities and risks are identified in real time, by actions taken within each of the top-level processes.

Note: not all activities are considered “processes” – the term “process” in this context indicates the activity has been elevated to a higher level of control and management oversight. The controls indicated herein are applicable only to the top-level processes identified.

Each process may be supported by other activities, such as tasks or sub-processes. Monitoring and control of top-level processes ensures effective implementation and control of all subordinate tasks or sub-processes.

The sequence of interaction of these processes is illustrated in Appendix A.

Note: Appendix A represents the typical sequence of processes and may be altered depending on customer or regulatory requirements at the job or contract level, as needed.

3.1.2 Process Controls & Objectives.

Throughout the year, metrics data is measured and gathered by process owners or other assigned Managers, in order to present the data to the company Directors & Senior management. The data is then analysed in order that the Directors & Senior management may set goals and adjust for the purposes of long-term continual improvement.

Metrics, along with current standings and goals for each objective, are recorded in records of management review.

When a process does not meet a goal, or an unexpected problem is encountered with a process, the corrective and preventive action process is implemented to research and resolve the issue. In addition, opportunities for improvement are sought and implemented, for the identified processes.

3.1.3 Outsourced Processes

Any process performed by a third party is considered an “outsourced process” and must be controlled.

The type and extent of any form of control applied to the outsourced process takes into consideration:

- the potential impact of the outsourced process on the company’s capability to provide product that conforms to requirements,
- the degree to which the control for the process is shared,
- the capability of achieving the necessary control through the purchasing contract requirements.

And is covered by the PO authorising the work, via review of the works undertaken by the responsible manager/supervisor or a physical test.

4 DOCUMENTATION & RECORDS

4.1 General

The IMS documentation includes both documents and records.

Note: the ISO9001 standard uses the term “documented information”; NOTE Windsor does not use this term, but instead relies on the terms “document” and “record” to avoid confusion. In this context the terms are defined by NOTE Windsor as: -

- *Document* – written information used to describe how an activity is done.
- *Record* – captured evidence of an activity having been done.

Documents and records undergo different controls as defined herein.

The extent of the IMS documentation has been developed based on the following: -

- the size of NOTE Windsor
- complexity and interaction of the processes
- risks and opportunities
- competence of personnel
- Requirements of ISO9001 & ISO14001
- Information required to ensure the effectiveness of the IMS.

If printed, a document will be an uncontrolled copy & not be updated. Please refer to the NOTE Windsor SharePoint for up-to-date versions.

The EMS documentation hierarchy: -

Level	Document Type	Purpose
1	Policies and Standards	Key system driver of process inputs and objectives; statement of corporate vision
2	IMS Manual	Describes the corporate approach and responsibilities
3	Procedures	Describes the methods required for process implementation
4	Training Documents	Describes the operating practices and controls of each process
5	Forms and Records	Main system outputs: - Data, Records, Proof of Conformance and Evidence of verification.

4.2 Control of Documents

Documents required for the IMS are controlled in accordance with ***Document and Record control, Procedure P001***. The purpose of document control is to ensure that staff have access to the latest, approved information, and to restrict the use of obsolete information.

All documented procedures are established, documented, implemented, and maintained.

4.3 Control of Records

The procedure, ***Document and Record control, P001*** has been established to define the controls needed for the identification, storage, retrieval, protection, retention time, and disposition of quality records. This procedure also defines the methods for controlling records that are created by and/or retained by suppliers.

These controls are applicable to those records which provide evidence of conformance to requirements; this may be evidence of Product requirements, contractual requirements, procedural requirements, or statutory/regulatory compliance. In addition, quality records include any records which provide evidence of the effective operation of the IMS.

4.4 Change Management

When NOTE Windsor determines the need for changes to the IMS or its processes, these changes are planned, implemented, and then verified for effectiveness; see ***Change Management, Training Document T070***.

Documents are changed in accordance with ***Document and Record Control, Procedure P001***.

4.5 Risks and Opportunities

Note: NOTE Windsor deviates slightly from the approach towards risk and opportunity presented in ISO9001. Instead, NOTE Windsor views “uncertainty” as neutral, but defines “risk” as a negative effect of uncertainty, and “opportunity” as a positive effect of uncertainty. NOTE Windsor has elected to manage risks and opportunities separately, except where they may overlap. Formal risk management may not be utilised in all instances; instead, the level of risk assessment, analysis, treatment, and recordkeeping will be performed to the level deemed appropriate for each circumstance or application.

NOTE Windsor considers risks and opportunities when taking actions within the IMS, as well as when implementing or improving the IMS; likewise, these are considered relative to products and services.

Risks and opportunities are managed in accordance with **Risks and Opportunities, Procedure P012**

5 MANAGEMENT & LEADERSHIP

5.1 Management Leadership and Commitment

Directors & Senior management of NOTE Windsor provide evidence of its leadership and commitment to the development and implementation of the IMS and continually improving its effectiveness by: -

- taking accountability of the effectiveness of the IMS.
- ensuring that the **Policies** and objectives are established for the IMS and are compatible with the strategic direction and the context of the organisation.
- ensuring that the policies are communicated, understood, and applied within the organisation.
- ensuring the integration of the IMS requirements into the organisation’s other business processes, as deemed appropriate (see note).
- promoting awareness of the process approach.
- ensuring that the resources needed for the IMS are available.
- communicating the importance of effective Quality & Environmental management and of conforming to the IMS requirements.
- ensuring that the IMS achieves its intended results.
- engaging, directing, and supporting persons to contribute to the effectiveness of the IMS.
- promoting continual improvement.
- supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

Note: “business processes” such as accounting, employee benefits management and legal activities are out of scope of the IMS.

5.2 Customer Focus

The Directors & Senior management of NOTE Windsor adopts a customer-first approach which ensures that customer needs and expectations are determined, converted into requirements, and are met with the aim of enhancing customer satisfaction.

This is accomplished by assuring: -

- customer and applicable statutory and regulatory requirements are determined, understood, and consistently met.
- the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed.
- the focus on enhancing customer satisfaction is maintained.

5.3 Quality & Environmental Policy

The Directors & Senior management have developed the **Quality & Environmental Policy**, that governs day-to-day operations to ensure quality.

The **Quality & Environmental Policy POL01** is released as a standalone document and is communicated and implemented throughout our company.

5.4 Organisational Roles Responsibilities & Authorities

The Directors & Senior management have assigned responsibilities and authorities for all relevant roles in the company. These are communicated through the combination of the company organisational chart and job titles.

The Directors & Senior management accept responsibility and authority for: -

- ensuring that the IMS conforms to applicable standards.
- ensuring that the processes are delivering their intended outputs.
- reporting on the performance of the IMS.
- providing opportunities for improvement for the IMS.
- ensuring the promotion of customer focus throughout the organisation.
- ensuring that the integrity of the IMS is maintained when changes are planned and implemented.

5.5 Internal Communication

The Directors & Senior management ensure that internal communication takes place regarding the effectiveness of the IMS. Internal communication methods include: -

- use of corrective and preventive action processes to report nonconformities or suggestions for improvement
- use of the results of analysis of data
- meetings (periodic, scheduled and/or unscheduled) to discuss aspects of the IMS
- use of the results of the internal audit process
- internal emails
- memos to employees
- company notice boards
- The Directors & Senior management “open door” policy which allows any employee access for discussions on improving the quality system

5.6 Management Review

The Directors & senior management review the IMS, at planned intervals, to ensure its continuing suitability, adequacy, and effectiveness. The review includes assessing opportunities for improvement, and the need for changes to the IMS, including the **Quality & Environmental Policy** and Quality & Environmental objectives.

Directors & senior management meeting frequency, agenda (inputs), outputs, required members, actions taken, and other review requirements are defined in **Meeting and Business Review, Procedure P005**.

Records from Directors & senior management meetings are maintained.

6 PLANNING

6.1 Actions to address Risk and Opportunities

6.1.1 General

NOTE Windsor will establish, implement, and maintain the process needed to meet the requirements of ISO14001 section 6.1.1 to 6.1.4.

When planning for the IMS NOTE Windsor will consider: -

- The issues referred to in section 2.1 of this manual
- The requirements referred to in section 2.2 of this manual
- The scope of the company IMS,

and determine the risk and opportunities relating to its: -

- Environmental aspects
- Compliance obligations
- Other issues and requirements identified in sections 2.1 and 2.2 of this manual

that need to be addressed to: -

- Give assurance that the IMS can achieve its intended outcomes
- Prevent or reduce undesired effects, including the potential for external environmental impacts.
- Achieve continual improvement.

Within the IMS, NOTE Windsor have determined potential emergency situations, including those that can have an environmental impact.

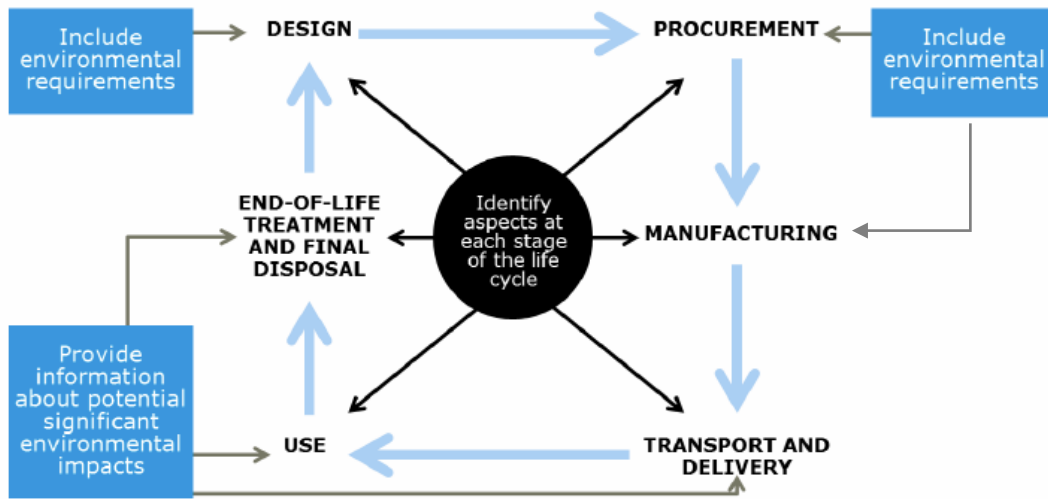
NOTE Windsor will maintain documented information of its: -

- Risk and opportunities that need to be addressed
- Processes needed in sections 6.1 to 6.4 of ISO14001, to the extent necessary to have confidence they are carried out as planned.

6.1.2 Significant Environmental Aspects

Within the scope of its IMS, NOTE Windsor will determine the environmental aspects of the activities, products, and services that we can control and those that we can influence, and their associated environmental impacts from instigation to disposal.

The relative significance of various aspects is a factor that influences the selection of items for inclusion in environmental improvement and action plans. Please see ***Environmental Aspect and Compliance, Procedure P028*** for full information on how NOTE Windsor determines the significance of the aspects and what they are along with the impacts of each aspect.



The product lifecycle and environmental requirement

6.1.3 Compliance obligations

NOTE Windsor have reviewed all current regulations and legislation and formulated a register of the ones that apply along with how they apply to NOTE Windsor. Please see Legislation register – F176 in general info on SharePoint, a blank copy is available in Quality forms on SharePoint. A review will take place, at least annually, of all obligations to ensure that NOTE Windsor are still compliant.

6.1.4 Planning action

Actions to address the significant compliance obligations are contained within the Legislation register – F176.

Environmental risks are reported back to the Directors & Senior management during review meetings and other operational meetings as necessary.

6.2 Quality and Environmental Objectives and planning to achieve them

As required by section 6.2 of the standard NOTE Windsor has set Quality & Environmental objectives. All objectives have action plans to ensure that each one is completed on time, that resources are assigned, and a staff member allocated to be responsible for the agreed actions.

6.2.1. Measurable quality and environmental objectives shall be defined annually (or as is necessary) at Directors meetings and will be indicative of NOTE's commitment to continually improve the effectiveness of the IMS and the delivery and quality of its products and services. Business KPI's shall be in line with the quality and environmental objectives.

6.2.2. Quality and Environmental objectives are communicated to all staff and interested parties as is necessary and appropriate.

6.2.3. Records of progress are made and logged in the Improvement meeting minutes, KPI's, internal audit reports and planning documents.

7 RESOURCES

7.1 Provision of Resources

NOTE Windsor determines and provides the resources needed: -

- to implement and maintain the IMS and continually improve its effectiveness
- to enhance customer satisfaction by meeting customer requirements

Resource allocation is done with consideration of the capability and constraints on existing internal resources, as well as needs related to supplier expectations.

Resources and resource allocation are assessed during management reviews.

7.2 Human Resources

Directors ensure that they provide sufficient staffing for the effective operation of the IMS, as well as its identified processes.

Staff members performing work affecting the IMS are competent on the basis of appropriate education, training, skills, and experience. The **Training Procedure P016** defines these activities in detail.

Training and subsequent communication ensure that staff are aware of:

- the Quality & Environmental Policy
- relevant Quality & Environmental aspects & objectives.
- their contribution to the effectiveness of the IMS, including the benefits of improved performance
- the implications of not conforming with the IMS requirements.

Note: the IMS does not include other aspects of Human Resources management, such as payroll, benefits, insurance, labour relations or disciplinary actions.

7.3 Infrastructure

NOTE Windsor determines, provides, and maintains the infrastructure needed to achieve conformity to product requirements. Infrastructure includes, as applicable: -

- buildings, workspace, and associated facilities
- process equipment, hardware, and software
- supporting services such as transport
- information and communication technology.

Equipment is validated per the **Calibration and Equipment Verification, Procedure P018**.

Where equipment is used for critical measurement activities, such as inspection and testing, these shall be subject to control and either calibration or verification; see the **Calibration and Equipment Verification Procedure P018**.

Note: Calibration and measurement traceability is not employed for all measurement devices. Instead, NOTE Windsor determines which devices will be subject to calibration based on its processes, products, and services, or in order to comply with specifications or requirements. These decisions are also based on the importance of a measurement, and considerations of risk.

7.4 Work Environment

NOTE Windsor provides a clean, safe, and well-lit working environment. The Directors & Senior management of NOTE Windsor manage the work environment needed to achieve conformity to product requirements. Specific environmental requirements for products are determined during quality planning and are documented in subordinate procedures, work instructions, or job documentation. Where special work environments have been implemented, these shall also be maintained per 7.3 above.

Human factors are considered to the extent that they directly impact on the quality of Products.

Note: Social, psychological and safety aspects of the work environment are managed through activities outside of the scope of the IMS. Only work environment aspects which can directly affect process efficiency or product and service quality are managed through the IMS.

7.5 Organisational Knowledge

NOTE Windsor also determines the knowledge necessary for the operation of its processes and to achieve conformity of products and services. This may include knowledge and information obtained from: -

- internal sources, such as lessons learned, feedback from subject matter experts, and/or intellectual property.
- external sources such as standards, academia, conferences, and/or information gathered from customers or suppliers.

This knowledge shall be maintained and made available to the extent necessary.

When addressing changing needs and trends, NOTE Windsor shall consider its current knowledge and determine how to acquire or access the necessary additional knowledge.

8 OPERATION

8.1 Operational Planning and Control

NOTE plans and develops the processes needed for product realisation. Planning of product realisation is consistent with the requirements of the other processes of the IMS. Such planning considers the information related to the context of the organisation (see section 2.0 above), current resources and capabilities, as well as product and service requirements.

Changes to operational processes are done in accordance with the ***Change Management, Training Document T070***.

8.2 Emergency Preparedness and Response

NOTE Windsor have ensured that they are prepared for and can respond to potential emergency situations as identified in section 6.1.1. We have ***Emergency Preparedness and Response, Procedure P027***, in place to prevent or to mitigate environmental impacts from emergency situations. These procedures and action plans are appropriate to the magnitude of the emergency and potential environmental impact and are periodically tested.

The test results and processes are reviewed during the IMS management review meetings and immediately following a test or emergency.

NOTE Windsor provides all relevant training to all staff members.

8.3 Customer-Related Activities

8.3.1 Capture of Customer Requirements

During the intake of new business NOTE captures: -

- requirements specified by the customer, including the requirements for delivery and post-delivery activities
- requirements not stated by the customer but necessary for specified or intended use, where known
- statutory and regulatory requirements related to the product.
- any additional requirements determined by NOTE.

These activities are defined in greater detail in ***Quoting and Orders, Training Document T074***.

8.3.2 Review of Customer Requirements

Once requirements are captured, NOTE reviews the requirements prior to its commitment to supply the Product. This review ensures that: -

- product requirements are defined,
- contract or order requirements differing from those previously expressed are resolved,

- the organisation has the ability to meet the defined requirements, and/or the claims for the products and services it offers, and
- risks have been identified and considered.

These activities are defined in greater detail in **Quoting and Orders, Training Document T074**.

8.3.3 Customer Communication

NOTE has implemented effective communication with customers in relation to: -

- providing information relating to products and services
- handling enquiries, contracts, or orders, including changes
- obtaining customer feedback relating to products and services, including customer complaints
- handling or controlling customer property
- establishing specific requirements for contingency actions, when relevant.

8.4 Purchasing

NOTE ensures that purchased product conforms to specified purchase requirements.

NOTE evaluates and selects suppliers based on their ability to supply product and service in accordance with the organisation's requirements. Criteria for selection, evaluation and re-evaluation are established.

Purchases are made via the release of formal purchase orders and/or contracts which clearly describe what is being purchased. Received Products are then verified against requirements to ensure satisfaction of requirements. Suppliers who do not provide conforming Products may be requested to conduct formal corrective action.

8.5 Provision of Products

8.5.1 Control of Provision of Products

To control its provision of Products, NOTE considers, as applicable, the following: -

- the availability of documents or records that define the characteristics of the Products as well as the results to be achieved
- the availability and use of suitable monitoring and measuring resources
- the implementation of monitoring and measurement activities
- the use of suitable infrastructure and environment
- the appointment of competent persons, including any required qualifications
- the implementation of actions to prevent human error
- the implementation of release, delivery, and post-delivery activities.

At this time, NOTE does not utilise any in-house "special processes" where the result of the process cannot be verified by subsequent monitoring or measurement.

8.5.2 Identification and Traceability

Where appropriate, NOTE identifies its Product other critical process outputs by suitable means. Such identification includes the status of the Product with respect to monitoring and measurement requirements. Unless otherwise indicated as nonconforming, pending inspection or disposition, or some other similar identifier, all Product shall be considered conforming and suitable for use.

If unique traceability is required by contract, regulatory, or other established requirement, NOTE controls and records the unique identification of the Product.

The **Identification and Traceability, Training Document T066**, defines these methods in detail.

8.5.3 Property Belonging to Third Parties

NOTE exercises care with customer or supplier property while it is under the organisation's control or being used by the organisation. Upon receipt, such property is identified, verified, protected, and safeguarded. If any such property is lost, damaged, or otherwise found to be unsuitable for use, this is reported to the customer or supplier and records maintained.

For customer intellectual property, including customer furnished data used for design, production and / or inspection, this is identified by customer and maintained and preserved to prevent accidental loss, damage, or inappropriate use.

This activity is defined in greater detail in *Third Party Property, Training Document T071*.

8.5.4 Preservation

NOTE preserves conformity of product or other process outputs during internal processing and delivery. This preservation includes identification, handling, packaging, storage, and protection. Preservation also applies to the constituent parts of a product.

8.5.5 Post-Delivery Activities

As applicable, NOTE conducts the following activities which are considered "post-delivery activities": -

- warranty repairs
- upgrades
- non-warranty repairs
- servicing.

Post-delivery activities are conducted in compliance with the IMS defined herein.

8.5.6 Process Change Control

NOTE reviews and controls both planned and unplanned changes to processes to the extent necessary to ensure continuing conformity with all requirements.

Process change management is defined in *Change Management, Training Document T070*.

8.5.7 Measurement and Release of Products

Acceptance criteria for Products are defined in appropriate subordinate documentation. Reviews, inspections, and tests are conducted at appropriate stages to verify that the product and service requirements have been met. This is done before Products are released or services are delivered.

8.5.8 Control of Nonconforming Outputs

NOTE ensures that Products or other process outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

The controls for such nonconformances are defined in *Control of Non-Conforming Product, Procedure, P003*.

9 PERFORMANCE EVALUATION

9.1 Monitoring, Measurement, Analysis and Evaluation

9.1.1 General

NOTE Windsor have established, implemented, and maintained a procedure to monitor and measure, on a regular basis, the key activities of our company that can have a significant impact on the environment.

The significant environmental aspects along with their monitoring and measurement controls have been stated in *Environmental Aspect & Impacts Register F175, & Environmental Aspect and Compliance, Procedure P028*.

NOTE Windsor ensures that any calibrated or verified monitoring and measurement equipment is used and maintained, as appropriate. **Calibration and Equipment Verification, Procedure P018.**

9.1.2 Evaluation of compliance

The criteria for evaluating our environmental performance and the effectiveness of our IMS is stated in the IMS Manual.

Records of all and any evaluations are kept by NOTE Windsor.

The NOTE Windsor **Legislation & Regulations Register F176** shall be reviewed, as a minimum, every two years to ensure that the register is kept up to date and that NOTE Windsor conforms to all relevant regulations/legislation.

Legislation & Regulations changes shall be captured via relevant industry bulletins and webinars as appropriate.

All and any relevant performance information is communicated throughout the company and to interested external parties.

9.2 Customer Satisfaction

As one of the measurements of the performance of the IMS, NOTE monitors information relating to customer perception as to whether the organisation has met customer requirements by using a Net Promotor Score (NPS) sent out annually by Group. Customer information recorded on the annual NPS survey refers to: -

- quality
- on time in full delivery
- value for money
- technical capability vs customer needs
- lead times / supply solution
- communication / professionalism

The corrective and preventive action system shall be used to develop and implement plans for customer satisfaction improvement that address deficiencies identified by these evaluations and assess the effectiveness of the results.

9.3 Internal Audit

NOTE Windsor conducts internal audits at planned intervals to determine whether the IMS conforms to contractual and regulatory requirements, to the requirements of ISO9001 & ISO 14001, and to IMS requirements. Audits also seek to ensure that the IMS has been effectively implemented and is maintained.

These activities are defined in **Internal Auditing, Training Document T068.**

Auditing is carried out by personnel independent of the process being assessed.

The results of IMS internal audits are reported to the relevant Manager/Supervisor and to Review meeting(s).

The internal audit schedule can be found on NOTE Windsor SharePoint.

10 IMPROVEMENT

10.1 General

NOTE uses the IMS to improve its processes, products, services, such improvements aim to address the needs and expectations of customers as well as other interested parties, to the extent possible.

Improvement shall be driven by an analysis of data.

The results of analysis shall be used to evaluate: -

- conformity of products and services
- the degree of customer satisfaction
- the performance and effectiveness of the IMS
- the effectiveness of planning
- the effectiveness of actions taken to address risks and opportunities
- the performance of external providers
- other improvements to the IMS.

The following documents are used to help control improvements

- Internal Auditing Training Document – T068
- Customer Returns Training Document– T058
- Non-Conforming Product Procedure – P003
- Meeting and Business Review Procedure – P005
- Supplier Reject training document - T019
- Corrective Action Report form – F002
- Action Logs

10.2 Non-conformance, Corrective and Preventative Actions

When a non-conformity occurs NOTE Windsor will record and investigate to control and correct the non-conformance and will mitigate any adverse environmental aspects.

To prevent reoccurrence or occurrence elsewhere within the company, we shall take actions to eliminate the causes of the non-conformity by reviewing it, determining the causes and if any similar non-conformities exist or could potentially occur. Any required actions will be implemented, their effectiveness reviewed and the IMS updated if necessary.

All assigned actions shall be appropriate to the significance of the effects of the non-conformities encountered, including the environmental impact. Records shall be kept of all non-conformances, reviews, and actions.

10.3 Continual Improvement

NOTE Windsor uses the IMS to improve its processes and enhance its environmental performance. Such improvements and enhancements aim to continually improve the suitability, adequacy, and effectiveness of our IMS.

If the Quality & Environmental Objectives have been reached and can be maintained, then the targets are stretched to ensure that NOTE Windsor meets its objective of continual improvement and performance growth.

All staff members can make improvement suggestions and are encouraged to do so.

11 APPENDIX A: OVERALL PROCESS SEQUENCE & INTERACTION



12 Appendix B: ISO9001 & 14001 Cross Reference

Clause	ISO 9001	ISO 14001	Section in Manual
4.0 Context of the organization	✓	✓	2
4.1 Understanding the organization and its context	✓	✓	2.1
4.2 Understanding the needs and expectations of interested parties	✓	✓	2.2
4.3 Determining the scope of the IMS	✓	✓	2.3
4.4 IMS and its processes	✓	✓	4.1
5 Leadership	✓	✓	5
5.1 Leadership and commitment	✓	✓	5.1
5.1.1 Leadership and commitment for the IMS	✓		5.1
5.1.2 Customer focus	✓		5.2
5.2 Policy	✓	✓	5.3
5.3 Organizational roles, responsibilities, and authorities	✓	✓	5.4
6 Planning	✓	✓	6
6.1 Actions to address risk and opportunities	✓	✓	6.1
6.1.1 General		✓	6.1.1
6.1.2 Environmental aspects		✓	6.1.2
6.1.3 Compliance obligations		✓	6.1.3
6.1.4 Planning action		✓	6.1.4
6.2 Quality & Environmental objectives and planning to achieve them	✓	✓	6.2
6.2.1 Objectives	✓	✓	6.2
6.2.2 Planning actions to achieve environmental: objectives		✓	6.2
6.3 Planning of changes	✓		4.4
7.1 Resources	✓	✓	7.1
7.1.1 General	✓		7.1
7.1.2 People	✓		7.2
7.1.3 Infrastructure	✓		7.3
7.1.4 Environment for the operation of processes	✓		7.4
7.1.5 Monitoring and measuring resources	✓		7.3
7.1.6 Organisational knowledge	✓		7.5
7.2 Competence	✓	✓	7.2
7.3 Awareness	✓	✓	5.5
7.4 Communication	✓	✓	5.5
7.4.1 General		✓	5.5
7.4.2 Internal communication		✓	5.5
7.4.3 External Communication		✓	5.5
7.5 Documented information	✓	✓	4
7.5.1 General	✓	✓	4.1
7.5.2 Creating and updating	✓	✓	4.1
7.5.3 Control of documented information	✓	✓	4.2
8 Operation	✓		8
8.1 Operational planning and control	✓	✓	8.1
8.2 Emergency preparedness and response		✓	8.2
8.2.1 Customer communication	✓		8.3.3

Clause	ISO 9001	ISO 14001	Section in Manual
8.2.2 Determining the requirements related to products & services	✓		8.3.1
8.2.3 Review of requirements related to products & services	✓		8.3.2
8.2.4 Changes to requirements for products and services	✓		8.3.2
8.4 Control of externally provided processes, products & services	✓		3.1.3 8.4
8.5.1 Control of production and service provision	✓		8.5.1
8.5.2 Identification and traceability	✓		8.5.2
8.5.3 Property belonging to customers or external providers	✓		8.5.3
8.5.4 Preservation	✓		8.5.4
8.5.5 Post-delivery activities	✓		8.5.5
8.5.6 Control of changes	✓		8.5.6
8.6 Release of products and services	✓		8.5.7
8.7 Control of nonconforming outputs	✓		8.5.8
9 Performance evaluation		✓	9
9.1 Monitoring, measurement, analysis, and evaluation		✓	9.1
9.1.1 General	✓	✓	9.1.1
9.1.2 Evaluation of compliance		✓	9.1.2
9.1.3 Customer Satisfaction	✓		9.2
9.2 Internal Audit	✓	✓	9.3
9.2.1 General		✓	9.3
9.2.2 Internal Audit programme		✓	9.3
9.3 Management review	✓	✓	5.6
10 Improvement	✓	✓	10
10.1 General	✓	✓	10.1
10.2 Nonconformity and corrective action	✓	✓	10.2
10.3 Continual improvement	✓	✓	10.3