



QUALITY MANAGEMENT SYSTEM

ISSUE 3 15-05-18

Next Review Date Before 15-05-19

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3. Introduction

This document forms the basis of the Company's desire to set out formal quality objectives and follow a working structure that meets the expectations of our customers. The Company, whilst recognizing the age and size of the business and the requirement for flexibility, aims to work towards ISO 9001 requirements.

4. Organization and its context.

IRIS Emissions Services Ltd, formed in 2017, provide technical on site and remote service support to the installed automated monitoring systems in the emissions monitoring industry.



5. Leadership and QMS

Quality Policy

We are committed to work with honesty and integrity to achieve excellence in all areas of activity providing a level of performance that meets our customer's expectations.

This is facilitated through:

- Communication with customers and IRIS ESL workforce
- Training and competency reviews
- Conducting our business in an ethical and legal manner
- Continual assessment and improvement of our internal systems
- Prioritising safe working practices in line with our HSE policy

Responsibility and Authority

Overall responsibility for the QMS lie with Alison Sampson and Glen Rodden, Directors.

Refer to organization chart for individual areas of responsibility.

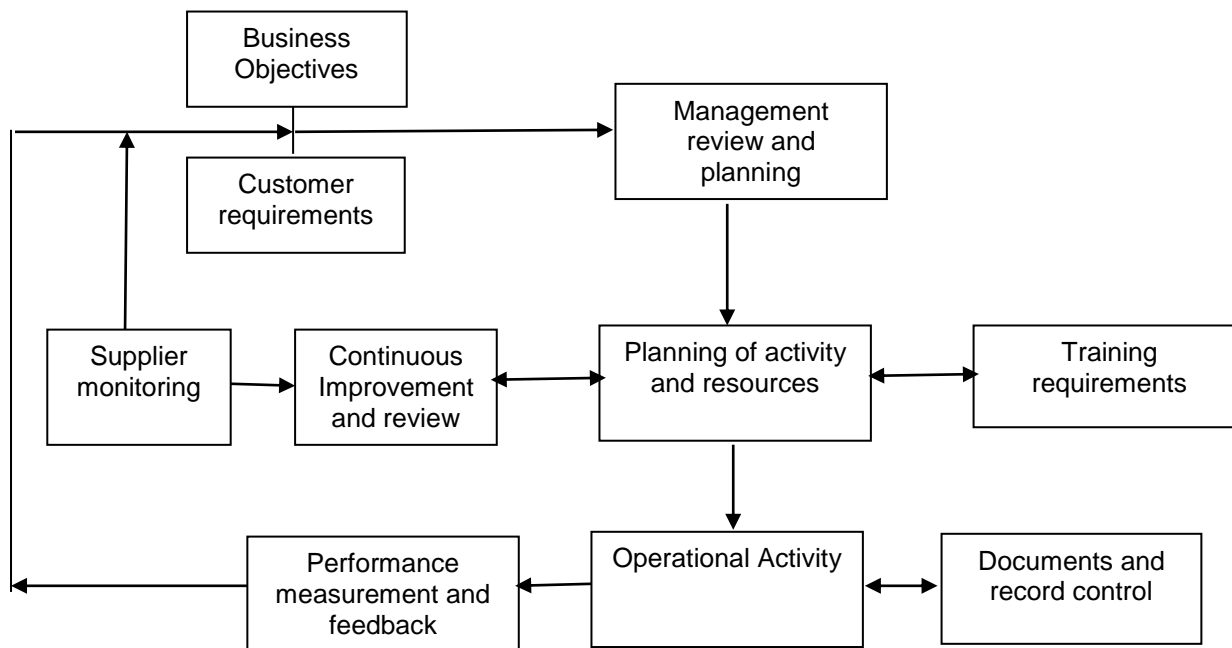
6. Quality Objectives Company objectives for 2018-19

- Work towards ISO 9001 Quality and EHS systems
- Continue to deliver service support in line with customer expectations demonstrated by increase in contracts
- Establish improved stock control system

The outcomes of objectives are periodically monitored on IRIS-QUAL-005.

7. Achieving the plan

The management process can be demonstrated as a flow chart.



To affectively resource the business in achieving set quality objectives in a flexible way the use of competent sub contract labour is required. Management of resources is detailed in section 8.

8. Operations

The processes and supporting information in this document cover the administrative and service activities of the Company in its business of providing support to the CEMS and condition monitoring industry. This includes sales, purchasing, resourcing and service support activity.



8i Data Management

The transfer of data from service activity and customer contact is key to the business. The business deals with customer data confidentially whilst also maintaining a level of transparency.

The handling of personal data is outlined in IRIS-QUAL-004 data Management and Privacy Policy.

In addition:

- Service activity data is stored on an external network drive.
- Procedures and related documentation are stored in the Company one drive.
- Access to this data is controlled by the responsible person.
- Documents are controlled and archived electronically in cloud based storage. Paper copies are non controlled.
- Documents are listed in the Primary forms table along with issue number and last reviewed date.

- IRIS-HSE-XXX HSE documentation, including RAMS
- IRIS-SER-XXX General service forms and procedures
- IRIS-DOC-XXX General documentation for admin
- IRIS-QUAL-XXX Quality documentation

8ii Control of Resources

- Service provision from sub contract personnel is monitored using sub contract review process (IRIS-DOC-006) and the initial agreement within the subcontractor expectations (IRIS-DOC-009). A signed copy of agreements is kept by the Company.
- Training records are maintained for internal and external staff. (IRIS-QUAL-002)
- Control of equipment is managed through the equipment maintenance register (IRIS-HSE-009)
- Supply chain is monitored through supplier assessment (IRIS-QUAL-003)

9. Performance Evaluation

Customer satisfaction is essential for a sustainable business.

Quality and satisfaction is monitored through correspondence feedback following a support activity.

Quality and customer satisfaction is measured by the Company's success or otherwise in gaining contract renewals and repeat business.

Supplier performance is reported at the Company Management Review meetings.

Sub-contractor performance is reviewed annually as a minimum and is reported at the Company Management Review meetings.

Equipment maintenance register is in use to monitor requirements.

Resourcing correctly is key to achieving customer satisfaction. Training records are maintained in support of this.

10. Continual Improvement

All areas of the business are reviewed at the Company Management Review meetings with opportunities for improvement sought and actioned.

These are identified and facilitated:

Identify area to improve

Plan the change

Implement the change

Monitor the results of the change

Continual improvement initiatives feed back into sales activity, supplier assessment, sub contract assessment, equipment and human resource requirements and training.

Change log:

Issue	Date	Change summary
01	21-09-17	First issue of QMS
02	27-10-17	Update following audit feedback and review by HMB. Iss 1 archived for backwards reference.
03	15-05-18	Include reference to data management and privacy policy. Update quality objectives for 18-19.