



QUALITY MANAGEMENT SYSTEM

ISSUE 7 24-06-22

Next Review Date Before 30-06-23

Approved by:
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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 within ISO 9001 guidance.

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 raw gas and emissions monitoring industry. The business is wholly owned by the Directors and is effectively and flexibly resourced through employees and the use of competent sub-contract labour.

IRIS esl occupy premises at 28-29 Maxwell road, Peterborough, PE2 7JE and can be contacted via the website www.irisesl.com

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
- Periodic 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 lies with Alison Sampson and Glen Rodden, Directors.

Refer to organization chart for individual areas of responsibility.

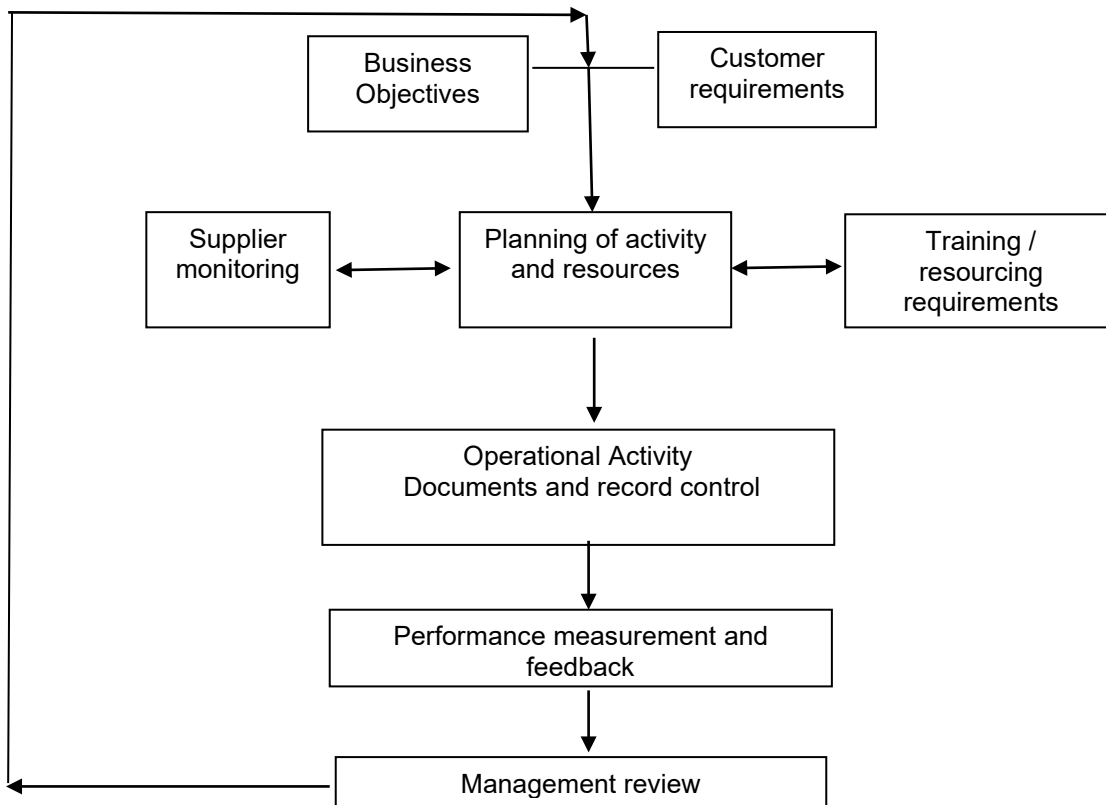
6. Quality Objectives Company objectives for 2022-23

- Ensuring maintenance of external accreditations QHSE systems – Use feedback from customer QHSE audits of IRIS to improve systems.
- Continue to deliver service support in line with customer expectations demonstrated by: Repeat business and positive feedback. Send out feedback forms at least 2 per month.
- Introduce welfare monitoring metrics to ensure balanced working practices
- Introduce environmental monitoring focused metrics

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.



8. Operations

The processes and supporting information in this document cover the administrative and service (including provision of spares) activities of the Company in its core business 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 Protection Policy. In addition:



- Service activity data is stored on a cloud based network drive.
- Procedures and related documentation are also stored in the Company cloud based 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
- IRIS-QG-XXX Fault finding support guides

8ii Control of Resources

- The service activity planning is undertaken with consideration to available trained resources, provision of materials and HSE requirements.
- 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). Signed copies of agreements are kept by the Company.
- Training records are maintained for internal and external staff. (IRIS-QUAL-002)
- Control of equipment / PPE is managed through the equipment maintenance register (IRIS-HSE-009)
- Material requirements are managed by use of stock control and advance review of anticipated customer needs
- Supply chain is monitored periodically through supplier assessment (IRIS-QUAL-003) minimal every 2 years.

8iii Provision of spare parts

- Parts are supplied either with an attending engineer or advance shipped for the customer to hold in local stock.
- All requests for spare parts are assessed to ensure the correct parts are supplied for the equipment to be serviced.
- Parts are packaged and shipped according to customer expectations taking into account recycling of packaging, delivery time and customs requirements.

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, new and repeat business.

Training gaps and supplier performance are reported at the Company Management Review meetings.

Sub-contractor performance is reviewed periodically or if urgent need arises 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:

Identify area to improve - Plan the change - Implement and monitor 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.
04	19-06-19	Update objectives and wording.
05	06-05-20	Update objectives and wording
06	13-04-21	Update objectives and wording
07	24-06-22	Update objectives and wording, add in provision of spare parts 8iii