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QUALITY MANUAL

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Holder: Quality Management Representative

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This Manual may be supplied on loan but must be returned on request.



QUALITY MANUAL

INDEX

SECTION	DESCRIPTION	PAGE No
0	Approval and copy Holder of the manual	1
0	Quality Manual Index	2
0	Amendment Record	3
1	Introduction, Company Profile, Our Vision and exclusions of the Quality Management System	4
2	Quality Policy & Objectives	5
3	Responsibilities and Authorities & Organisation Chart	6
4	Quality Management System	7
4	Process Map	8
5	Management Responsibility	9
6	Resource Management	10
7	Product Realisation	11 & 12
8	Measurement, Analysis & Improvement	13



QUALITY MANUAL

1. INTRODUCTION & SCOPE OF THE QUALITY MANAGEMENT SYSTEM

1.1 Introduction

This Quality manual defines the manner in which the company has developed and implemented a Quality management system in order to ensure the company's policy; objectives and commitment to Quality and customer satisfaction are consistently achieved.

As part of this process the company has adopted ISO 9001: 2000 as a management system model and interpreted its requirements to meet its needs.

1.2 Company Profile

SILVION Limited (The Company) was founded in 1984 and registered as a limited company in 2009 (Registration No 6860239). The Company was set up specifically to manufacture Silver/Silver Chloride reference electrodes for the cathodic protection industry for use on reinforced concrete structures, buried pipelines, storage tanks, well casings and marine structures for the oil, gas, petrochemical, water and power industries. Mr Robert Britton, Managing Director heads the Grantham, Lincolnshire office working with his fellow experienced Director Dr S Pathmanaban, both have many years' experience in their field. The Company's objective is to provide a consistent, high quality service, continually improving in line with our customer's needs.

"Our pledge is to establish lasting relationships with our customers by exceeding their expectations and gaining their trust through exceptional performance by every member of our team".

Further details of the company's services can be found on their web site at www.silvion.co.uk

1.3 Our Vision

SILVION Limited, will expand its efforts to grow profitably by meeting customer needs today and in the future by continuing to build partnerships based on trust, and by establishing direct relationships with our customers. We will accomplish this by responding to changing market conditions; building a performance driven culture that continues to provide value-added products to our customers; by improving manufacturing productivity through effective job controls; maintaining a safe workplace and utilizing the latest technology; and by creating an environment that fosters growth and development of our people.

1.4 Scope of the Quality Management System

The scope of the Quality management system is: - **The Design, Supply and Manufacture of Silver/Silver Chloride Reference Electrodes for the Cathodic Protection Industry**

1.5 Exclusions

There are no exclusions to the ISO 9001:2000 standard to the Quality Management System.



QUALITY MANUAL

3 RESPONSIBILITIES AND AUTHORITIES

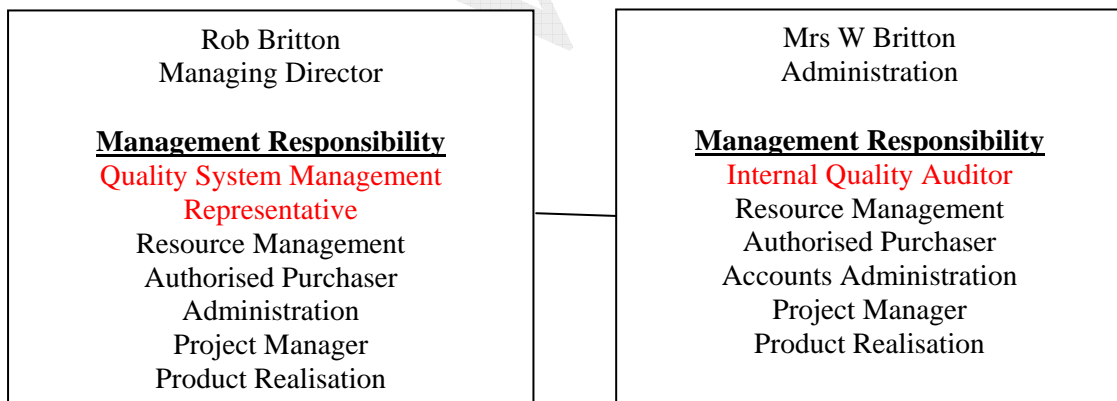
The Managing Director is responsible for deciding and implementing overall strategy, policies, resources and operation of the business.

Every person within the company is responsible for the Quality of their work. Specific responsibilities are assigned to designated personnel for the effective operation of the company and these are detailed in the Company Procedures

The Managing Director is the nominated Management Representative for Quality and as such is responsible for effectively establishing, implementing and maintaining the ISO 9001:2000 Quality management system, promoting awareness of customer requirements throughout the company, analysing data to determine trends and potential causes of non-conformance and presenting results and areas identified for improvement.

The authorised Quality Management System Auditor as documented to the individuals training record carries out the audits, identifying any non-conformances and follow them up to ensure that they are corrected.

ORGANISATION CHART





QUALITY MANUAL

4. QUALITY MANAGEMENT SYSTEM

This Quality manual forms one part of a three-tier Quality system comprising Quality manual, procedures and work instructions.

The Quality manual outlines company policies regarding the requirements of ISO 9001:2000. Procedures detail and define the processes operated by the company to satisfy customer needs and address the requirements of ISO 9001: 2000.

Work instructions are made available at the point of use where training does not adequately address the needs of the process or where reference is considered necessary to ensure consistency.

Quality management system documents are subject to a formal control process, as detailed in CP 02 Control of QMS Documents & Records.

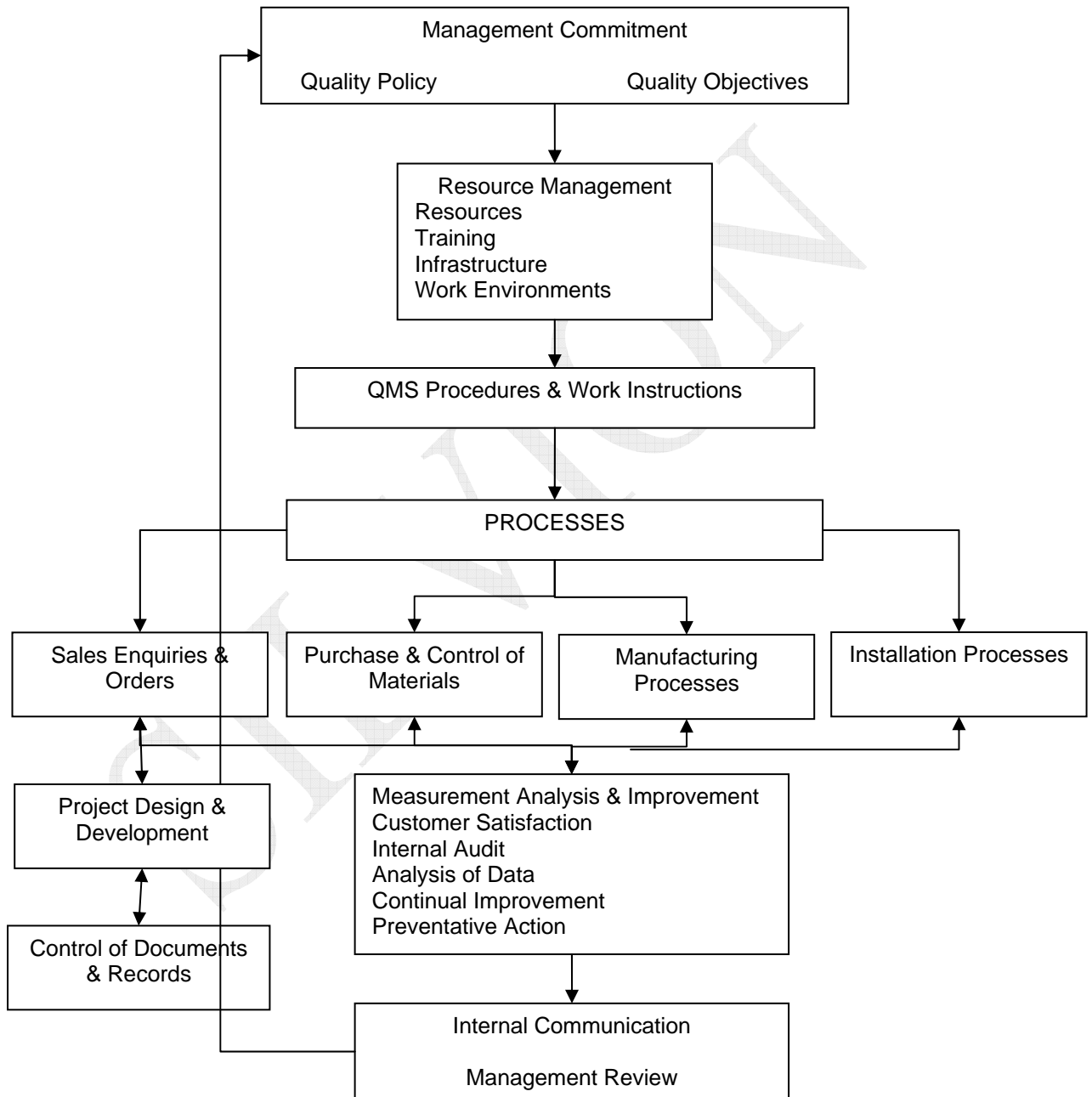
Records generated via the Quality management system are regarded as Quality records and as such are subject to formal control in accordance with CP 02 Control of QMS Documents & Records.



QUALITY MANUAL

4. PROCESS MAP

The diagram below outlines the processes operated within the company and their interaction.





QUALITY MANUAL

5. MANAGEMENT RESPONSIBILITY

5.1 Management Commitment

The Managing Director is committed to the development and implementation of the Quality management system and the continual improvement of its effectiveness. This commitment is demonstrated by his formal endorsement of the content and intent of this Quality manual and supporting Quality management system documentation.

5.2 Customer Focus

The Managing Director is committed to providing customers with products that meet their needs and wherever possible, exceed their expectations. They maintain a close relationship with Customers and as such ensure their requirements are communicated within the organisation. By means of development and continual improvement of the Quality management system the company ensures that the latest regulatory and legal requirements are understood and applied.

5.3 Quality Policy

The Quality policy is contained in Section 2 of this manual. The Quality policy is classed as a controlled document. It is reviewed at management review meetings and revised as necessary to meet the needs and aims of the company.

5.4 Planning

Business and Quality objectives are set at strategic and operational levels within the company and are formally agreed and measured at management review meetings.

All processes that affect the Quality of products have been identified, planned and included within the Quality management system. The integrity of the Quality management system is maintained when changes are planned and implemented.

5.5 Responsibilities, Authority and Communication

General responsibilities are detailed in Section 3 of this manual. Detailed responsibilities are defined within procedures, which accompany this manual.

Communication within the company is recognised as important in achieving customer satisfaction. Paper and computer based systems ensure that the information required is available where and when required. Informal and formal planned meetings are held to ensure information is accurate and up to date.

5.6. Management Review

To ensure the Quality policies and objectives of the company are being achieved, the Quality management system is subject to formal management review by top management and other invited designated personnel, in accordance with CP 03 Management Review.



QUALITY MANUAL

6. RESOURCE MANAGEMENT

6.1 Provision of Resources

The policy of the company is to ensure that there are suitable people, equipment and any other resources needed, available in order to effectively manage and perform all activities required to achieve customer satisfaction.

6.2 Human Resources

It is the policy of the company to employ personnel that are competent to perform their assigned task. People are generally employed on the basis of their overall experience, competence and formal qualifications, depending upon the nature of the work involved.

Competency of all personnel is assessed on an ongoing and formal basis. CP 04 Training (Resources) details methods and responsibilities.

6.3 Infrastructure

The infrastructure needed to achieve the Quality of product and service specified has been determined, provided and is maintained. The facilities at their head office are equipped with the necessary tools, equipment and materials required to carry out work activities to the specified standard. Maintenance of workshop / equipment is carried out at required intervals.

6.4 Work Environment

The Managing Director is aware that the work environment can influence the performance and motivation of people, which in turn can impact on the Quality of the products and service provided to customers. To this end conditions are ensured which are conducive to encouraging employees to give of their best. Health and Safety & Environmental system is operated and method statements are generated and risk assessments carried out as required.



QUALITY MANUAL

7. PRODUCT REALISATION

7.1 Planning of Product Realisation

The company has identified its main business and operational processes, their sequence and interaction, and they are outlined in Section 4 of this manual. These processes have been defined and documented in procedures, which form part of the overall Quality management system. In addition appropriate instructions are issued with each job to ensure customer requirements and applicable controls are communicated.

7.2 Customer Related Processes

Processes have been defined and implemented to ensure customer requirements are determined and reviewed on receipt. The Managing Director recognises the importance of maintaining contact with Customers and to this end effective communication arrangements have been determined and implemented. CP 05 Sales Enquiries & Orders (Customer Requirements) details methods and responsibilities.

7.3 Design and Development

The process of design or development of the "product" are planned and controlled to ensure that it functions as intended and meets all user requirements. All aspects of the design are reviewed to ensure that outputs meet the design brief including any statutory or legal requirements. Design changes are controlled and the design is verified and validated according to procedures. Responsibilities and authorities are defined.

The Organisation addresses Design & Development as a "project" under each client unique requirements. A generic Design & Development Procedure CP 06 is included in the procedures manual and broadly sets out the Design & Development requirements of the standard. There is considerable overlap and interrelation between the Product & Service Control and Design & Development procedures for the Organisation. Each project is unique, for ease the phases are addressed under the customer requirement procedure CP 05 and Purchase & Materials Control Process CP 07 with a disciplined documented approach. They follow the Project review Process that includes User needs, Planning, Input, Output, Review, Verification, Validation and Changes.

7.4 Purchasing

Effective and efficient purchasing and materials control processes have been defined and implemented to ensure purchased items satisfy all needs and requirements. CP 07 Purchase & Materials Control Process details methods and responsibilities.

7.5 Production & Service Provision

The Managing Director recognises the importance of providing customers with a Quality product and to this end systems and procedures have been developed to control the Manufacturing and Verification activities. CP 05, CP 06 & CP 07 define the responsibilities for Design, Manufacture, & Verification details methods and responsibilities.

Where free issue materials are provided by customers they are identified and controlled in order to



QUALITY MANUAL

ensure they are only used as agreed. Customers are notified when free issue items are found to be unsatisfactory on receipt. The normal procedure is for the company to receive all items as free issue in the manufacture of the customer requirements.

7.6 Control of Monitoring and Measuring Devices

Measuring instruments and equipment are subject to formal calibration and control to ensure the required degree of accuracy is maintained. Prompt action is taken with regard to rechecking of “product” if an instrument subsequently fails calibration. The devices are protected against random adjustments, damage and deterioration and the results of calibrations are recorded. All equipment used for the verification of the product or service will be calibrated to Traceable standards.

CP 08 Calibration & Maintenance of Equipment (Measuring & Monitoring Equipment) details methods and responsibilities.



QUALITY MANUAL

8 MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.1 General

Measuring and monitoring activities are used to ensure that conformity of and Quality of service is achieved and to improve the Quality management system on a continual basis. The company recognises the importance of these activities in achieving customer satisfaction.

8.2 Monitoring and Measurement

Data relating to customer satisfaction is analysed and action as appropriate taken if the level of satisfaction falls below company standard. CP 11 Data Analysis, Corrective & Preventive Action details methods and responsibilities. Internal audits are carried out on a planned basis to assess the strengths and weaknesses of the Quality management system. The internal audit process acts as a management tool for independent assessment of processes and activities. Procedure CP 09 Quality Management System Audits details methods and responsibilities.

Processes are monitored and evaluated on an ongoing basis to determine whether planned results are being achieved. Corrective and preventive actions as appropriate are instigated when discrepancies are noted. Process activities are monitored and measured in a controlled manner to ensure specified objectives are achieved. Procedures CP 05 & CP 07 defines the responsibilities and requirements including Design, Manufacture & Verification details, and methods as necessary to the company requirements.

8.3 Control of Nonconforming Product

Effective and efficient processes have been defined and implemented to ensure nonconforming product and service is identified, reported and actioned in a controlled manner. CP 10 Control of Non-conformances & Customer Complaints detail methods and responsibilities. When non-conformances are corrected they are subject to re-inspection to confirm conformity to requirements.

8.4 Analysis of Data

Business decisions are made based on analysis of data arising from Quality management system activities. Analysis results are used to evaluate the effectiveness of the Quality management system and identify areas for improvement. Procedure CP 11 Data Analysis, Corrective & Preventive Action details methods and responsibilities.

8.5 Improvement

In order to better satisfy customers and become a more successful business, the company operates a policy of continual improvement with regard to the Quality management system, processes and Quality of service. The main tools for achieving this are the Quality policy and objectives, management review meetings, results of system audits, analysis of data and corrective and preventive actions