



ISO 9001 : 2015

Quality Manual

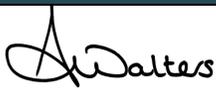
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Approval

The signatures below certify that this management system manual has been reviewed and accepted and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

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Amendment Record

This Quality Manual is reviewed to ensure its continuing relevance to the systems and process that it describes. A record of contextual additions or omissions is given below;

Page No	Context	Revision	Date

Company Proprietary Information

The electronic version of this document is the latest revision. It is the responsibility of the individual to ensure that any paper material is the current revision. The printed version of this manual is uncontrolled, except when provided with a document reference number and revision in the field below;

Document Ref _____ Rev _____

Uncontrolled Copy Controlled Copy Date 24.02.2020



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1 INTRODUCTION

TM Steels has developed and implemented a quality management system (QMS), which uses ISO 9001:2015 as a

3 DEFINITIONS

This document does not introduce any new definitions but rather relies on the following;

- I. Definitions typically used by our customers, stakeholders & marketplace
- II. Terms typically used in standards and regulations as they relate to our QMS or products
- III. Standard Business terminology
- IV. Terms and vocabulary commonly use in quality and engineering practices.

4 ABOUT TM STEELS

4.1 Organisational Context

TM Steels is committed to defining our position in the marketplace and understanding how relevant factors arising from legal, political and economic, social and technological issues influence our strategic direction and our organisational context.

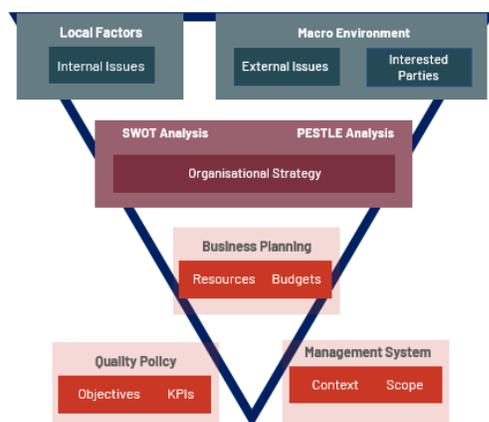


Fig 1. Typical QMS Input Hierarchy

Internal Issues	External Issues
Market Share	Customers and Suppliers
Employees	Markets and Competition
Performance	Regulatory & Statutory
Values & Culture	Technological
Innovation & Knowledge	Cultural & Social

TM Steels identifies, analyses, monitors and reviews factors that may affect our ability to satisfy customers and stakeholders, as well as; factors that may adversely affect the stability of our process, or our management system’s integrity. To ensure that our QMS is aligned with our strategy, whilst taking account of relevant internal and external factors; we initially collate and analyse pertinent information in order to determine potential impact on our context and subsequent business strategy.

Our business then monitors and reviews this information to ensure that a continual understanding of each group’s requirements is derived and maintained. To facilitate the understanding of our context, we regularly consider issues that influence our context during management review meetings and are conveyed via minutes and business planning documents.

The output from this activity is evident as an input to the consideration of risks and opportunities, and the actions we take to address them. Refer to section 6.1 for more information about our risk and opportunity management framework.

Although we acknowledge that ISO 9001:2015 does not require our organisation context to be maintained as

documented information, we maintain and retain; in addition to this document, the following documented information to describe our organisational context;

- I. Analysis of business plans, strategies, and statutory and regulatory commitments
- II. Analysis of Technology and competitors
- III. Economic reports from relevant business sectors
- IV. Technical reports from technical experts and consultants
- V. SWOT analysis reports or schedules for internal issues
- VI. PESTLE analysis reports of schedules for external issues
- VII. Minutes of meetings, process maps and reports etc.

SWOT analysis provides our organisation with a framework for reviewing and evaluating our strategies, and the position and direction of our organisation, business propositions and other ideas. Similarly PESTLE analysis provides our organisation with framework for measuring our market and growth potential according to external political, economic, social, technological, legal and environmental factors.

4.2 Relevant Interested Parties

TM Steels recognises that we have a unique set of interested parties whose needs and expectations change and develop over time, and furthermore; that only a limited set of their respective needs and expectations are applicable to our operations or to our quality management system. Such needs and expectations broadly include those shown in the table below.

Interested Parties	Needs & Expectations
Customers	Price, Reliability & value
Owners/Shareholders	Profitability & Growth
Employees	Shared values & Security
Suppliers	Beneficial Relationships
Regulatory & statutory	Compliance & Reporting

To ensure that our products and processes continue to meet all relevant requirements, we identify and assess the potential impact of any relevant needs and expectations that may be elicited from the interested parties. Where appropriate, to ensure that our processes are aligned to deliver the requirements of our interested parties; we convert relevant needs and expectations into requirements which become inputs to our QMS and to our product specifications.

4.3 Quality Management System

4.3.1 Management system scope

Based on the analysis of the issues and requirements identified in sections 4.1 and 4.2, TM Steels has established the scope of our quality management system in order to implement our objectives and our policies that are relevant to our context, products and interested parties.

This document describes our quality management system, delineates authorities, inter-relationships and

responsibilities of process owners and personnel that operate the system. Although we recognise that ISO 9001:2015 does not require a quality manual, we have decided to retain and update our quality manual as our employees, customers, suppliers and other stakeholders perceive it to add value to our operations.

This document also demonstrates the relationship between our quality management system and the sequence interaction of our key processes. Conformance to ISO 9001:2015 has been verified utilising a formal assessment and review process by the QHSE Manager.

4.3.2 Management system processes

TM Steels has implemented a quality management system that exists as part of a larger strategy that has established, documented and implemented our processes, quality policies and objectives, whilst satisfying the requirements of ISO 9001:2015.

To achieve this, TM Steels has adopted the process approach advocated by ISO 9001:2015. Top management has determined the processes required for achieving the intended outputs. By defining four key process-groups and by managing their inputs, activities, controls, outputs and interfaces; we ensure that system effectiveness is established and maintained. These key process groups include;

- I. Leadership and Planning Processes
- II. Customer and Stakeholder Processes
- III. Product/Service Development Processes
- IV. Evaluation and Improvement Processes

These process groups are described using tools such as documented procedures, process maps, flow diagrams, matrices, schedules, and charts, etc. Refer to the Sequence & Interaction of Processes in Appendix A.2 which shows the sequence and interaction of the process groups within our management system.

It is recognised that defining, implementing and documenting our quality management system is only the first step towards fully implementing its requirements. The effectiveness of each process and its subsequent output is measured and evaluated through regular internal audits, quality inspections and data analysis.

We use key performance indicators (KPIs) that are linked to our objectives to control and monitor our processes, as well as assessments to determine the risks and opportunities inherent to each process. We use trends and indicators relating to nonconformities, objectives and corrective action, as well as, monitoring and measurement results, audit results and customer satisfaction data, process performance and the conformity of our products.

4.3.3 Outsourced processes

Where TM Steels identifies the requirement to outsource any process, or part thereof, which affects conformity with the stated requirements; TM Steels identifies control criteria such as; the competence of personnel, inspection regimes, the provision of product conformity certificates, adherence to specifications and specific job files, etc. Refer to Section 8.4.

The controls identified do not absolve us of the responsibility to conform to client, statutory and regulatory requirements but instead they enhance our capacity to effectively manage our supply chain. The controls adopted are influenced by the potential impact of outsourcing on meeting customer or stakeholder requirements and the

degree to which control of the process is shared. Outsourced processes are controlled via purchasing and contractual agreements. Refer to Section 8.4. They may also be assessed by 2nd party audits and performance data reviews where appropriate.

4.3.4 Documented Information

TM Steels ensures that our QMS includes the documented information that is required to be maintained and retained by ISO 9001:2015, and additionally, any documented information identified by our organization that demonstrates the effective operation of our QMS. Refer to the Register of Documented Information.

5 LEADERSHIP & GOVERNANCE

5.1. Leadership & Commitment

5.1.1. Quality Management

Top Management demonstrate leadership and commitment with respect to the QMS, though day to day control is the responsibility of the QHSE Manager, by:

- I. Taking accountability of the effectiveness of the QMS
- II. Ensuring that the Quality Policy and Quality Objectives are established for the QMS and are compatible with the context and strategic direction of the organisation.
- III. Ensuring the integration of the QMS requirements into the organisations business processes
- IV. Promoting the use of the process approach and risk-based thinking
- V. Ensuring the resources needed for the QMS are available.
- VI. Communicating the importance of effective quality management and conforming to the QMS requirements.
- VII. Ensuring that the QMS achieves its intended results
- VIII. Engaging, directing and supporting persons to contribute to the effectiveness of the QMS
- IX. Promoting continual improvement
- X. Supporting other management roles to demonstrate their leadership as it applies to their area of responsibility

5.1.2. Customer Focus

Top management demonstrate leadership and commitment with respect to customer focus by ensuring:

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

5.1.3. Quality Policy

Top Management have established, implemented and maintain a Quality Policy that meets the requirements of

ISO9001:2015 and ensure that the Quality Policy is:

- I. reviewed in the Management Review,
- II. is available and maintained as documented information through Control of Document Information and can be found in Appendix A of this manual
- III. is communicated, understood and applied within the TM Steels by being present on notice boards throughout the company and issued to Employees when updated.
- IV. is available to relevant interested parties, as appropriate, when requested, usually as part of Supplier Questionnaires

REFER TO APPENDIX A AT THE END OF THIS MANUAL FOR A COPY OF OUR CURRENT QUALITY POLICY

5.2 Roles, Responsibilities & Authorities

Top Management ensure that the responsibilities and authorities for relevant roles are assigned, communicated and understood within the company. Functions and their interrelations within the TM Steels, have been defined in an Organisation Chart contained in Appendix B

Top Management have appointed a QHSE Manager who has responsibility for:

- I. ensuring that the QMS conforms to the requirements of the standard
- II. ensuring that the processes deliver their intended outputs;
- III. reporting on the performance of the QMS and on opportunities for improvement (See 10.1), to Top Management through Management Review,
- IV. ensuring that the integrity of the QMS is maintained when changes to the QMS are planned and implemented

The Sales Director has responsibility for:

- I. ensuring the promotion of customer focus throughout the organisation

6 MANAGEMENT SYSTEM PLANNING

6.1 Addressing Risks and Opportunities

When planning for the QMS, TM Steels determined the risks and opportunities that need to be addressed by:

- a) **Analysing** what is and what not is acceptable
- b) **Investigating** the risk / problem to see what can be done to eliminate / minimise the risk / problem and how the risk / problem can be reduced
- c) **Act** by implementing the results of the investigation and check its effectiveness as required
- d) **Learn** from experience = continual improvement

Actions taken to address risks and opportunities shall be proportionate to the potential impact on TM Steels. Risks can be addressed by:

- avoiding risk
- taking risk in order to pursue an opportunity,
- eliminating the source of the risk
- taking steps to minimise the risk

- retaining the risk by informed decision

6.2 Quality Objectives

TM Steels have established annual Quality Objectives that are relevant to our company while:

- a) being consistent with the quality policy
- b) being measurable
- c) considering applicable requirements
- d) being relevant to conformity of services and to enhancement of customer satisfaction
- e) being monitored
- f) being communicated
- g) being updated as appropriate

TM Steels maintains documented information on the quality objectives

6.3 Planning for Change

When planning actions to achieve objectives, we determine:

- a) what will be done
- b) what resources will be required
- c) who will be responsible
- d) when it will be completed
- e) how the results will be evaluated

The Quality Objectives are displayed on noticeboards throughout the company and in Appendix F.

Changes shall be carried out in a planned manner. TM Steels consider:

- a) the purpose of the change and any potential consequences
- b) the integrity of the QMS
- c) the availability of resources
- d) the allocation or re-allocation of responsibilities and authorities.

7 SUPPORT

7.1 Resources

7.1.1 General

Top management determine and provide the resources needed for the establishment, implementation, maintenance and continual improvement of the QMS by considering:

- a) the capabilities of, and constraints on, existing resources
- b) what needs to be obtained from external providers

7.1.2 People

Top Management also determine and provide the persons necessary for the effective implementation of the QMS and for the operation and control of the processes

7.1.3 Infrastructure

TM Steels determine, provide and maintain the infrastructure necessary for the operation of its processes and to achieve conformity of products and services, including:

- a) buildings and associated utilities; owned by TM Steels
- b) equipment, including hardware and software; covered by external IT resources
- c) Transportation resources;
- d) Information and communication technology; internal communication tools & systems

7.1.4 Operational Environment

TM Steels determine, provide and maintain the environment necessary for the operation of its processes and to achieve conformity of products and services. A suitable environment can be a combination of human and physical factors, such as:

- a) social, (e.g.: non-discriminatory, calm and non-confrontational)
- b) psychological, (e.g.: stress-reducing, burnout prevention, emotionally protective)
- c) physical, (e.g.: temperature, heat, humidity, light, airflow, hygiene, noise)

7.1.5 Measuring and Monitoring Tools

TM Steels determine and provide the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements:

The company shall ensure that the resources provided are:

- a) suitable for the specific type of monitoring and measurement activities being undertaken; TM use currently dimensional measuring equipment, hardness testing equipment and NDE equipment.
- b) maintained to ensure their continuing fitness for their purpose; All measuring equipment is inspected / calibrated to relevant company / international standards, see 7.1.5.2 d

The company shall retain appropriate documented information as evidence of fitness for purpose of the monitoring and measurement resources.

When measurement traceability is required, or it is considered by the organisation to be an essential part of providing confidence in the validity of measurement results, measuring equipment shall be:

- a) Calibrated or verified, or both, at specific intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standards exist, the basis used for calibration or verification shall be retained as documented information;
- b) Identified in order to determine their status

- c) Safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results.
- d) At TM Steels this is carried out per Dimensional Inspection, Hardness Testing and NDT.

TM Steels can determine if the validity of previous measurement results have been adversely affected when measuring equipment is found to be unfit for its intended purpose and is able to take appropriate action as necessary.

7.1.6 Organisational Knowledge

TM Steels determine the knowledge necessary for the operation of its processes and to achieve conformity of products and services. This knowledge is maintained and made available to the extent necessary. When addressing changing needs and trends, TM Steels consider its current knowledge and determine how to acquire or access any additional knowledge and required updates

TM Steels knowledge is generally gained by experience. It is information that is used and shared to achieve the company's objectives and examples include:

- a) The Sales Departments knowledge of steel grades and their capabilities and limitations which allows them to assist Customers at the quote stage.
- b) The Technical Departments knowledge of steel grades and their capabilities and limitations combined with specification requirements which allows them to assist the Sales Department.
- c) The CMS system, controlled by the Technical Department, which updates specifications to the latest revision and provides extra information such as previous problems, extra costs and specific requirements which are bespoke to individual customer needs.

7.2 Communication

TM Steels determine the internal and external communications relevant to the QMS by:

Internal communication:

- I. information posted on notice boards.
- II. Toolbox talks on the shop floor
- III. Briefing selected information from Management meetings
- IV. Companywide email
- V. Company meetings

External:

- I. Telephone and email communication with Customers, Suppliers and Subcontractors
- II. "Face to Face" visits with customers and suppliers

8 PRODUCT AND SERVICE DEVELOPMENT

8.1 Operational Planning and Control

TM Steels plan, implement and control the processes needed to meet the requirements for the provision of products and services, and to implement the actions by:

- a) determining requirements for the products and services.
- b) establishing criteria for:
 1. the processes
 2. the acceptance of products and services
- c) determining the resources needed to achieve conformity of the product and service requirements
- d) implementing control of the processes in accordance with the criteria
- e) determining, maintaining and retaining documented information to the extent necessary:
 1. to have confidence that the processes have been carried out as planned
 2. to demonstrate conformity of products and services to requirements.

This is done by taking Customers requirements and associated specs, drawings, procedures and work instructions plus Customer Requirements and translating them into a production route containing internal processes and external processes using well established Subcontractors.

8.2 Customer Requirements

8.2.1 Customer Communication

Communication with customers includes:

- a) Providing information relating to products and services. TM Steels have a website www.tmsteels.co.uk, a product list and can advise Customers directly on request.
- b) Handling enquiries, contracts or orders including changes. Via procedures – Contract Review and Order Amendments
- c) Obtaining customer feedback, including customer complaints. Via Customer Feedback on the TM System and Complaints, Concessions & NCI's
- d) The handling or controlling customer property
- e) Establishing specific requirements for contingency actions, when relevant.

8.2.2 Determining Requirements

When determining the requirements for the products and services to be offered to customers, TM Steels ensure that:

- I. The requirements for the products and services are defined, including any applicable statutory and regulatory requirements and those considered necessary. Via quotes and acknowledgements after contract review.
- II. We can meet the claims for the products and services we offer. This is controlled by Sales and Production.

8.2.3 Review of Requirements

TM Steels ensure that we have the ability to meet the requirements for products and services to be offered to customers. We carry out contract review before committing to supply products and services to a customer, to include:

- a) requirements specified by the customer, including requirements for delivery and post-delivery activities
- b) requirements not stated by the customer, but necessary for the specified or intended use, when known
- c) requirements specified by the organisation
- d) statutory and regulatory requirements applicable to the products and services
- e) contract or order requirements differing from those previously expressed

TM Steels ensure that order requirements differing from those previously defined are resolved. The customer's requirements are confirmed before acceptance, when the customer does not provide a documented statement of their requirements. This is covered by Contract Review

TM Steels retains documented information, as applicable:

- a) on the results of the review
- b) on any new requirements for the products and services. This is covered by Control of Documented Information.

8.2.4 Changes to Requirements

TM Steels ensure that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed. This is covered by Control of Documented Information.

8.3 Design and Development

Not applicable to TM Steels' scope of supply.

8.4 Control of Suppliers and External Processes

8.4.1 General

TM Steels ensure that externally provided processes, products and services conform to requirements. We determine the controls to be applied to externally provided processes, products and services when:

- a) Products and services from external providers are intended for incorporation into the organisation's own products and services. TM Steels provide purchase orders to Suppliers and work orders to Subcontractor's containing all the information relevant to the work required.
- b) Products and services are provided directly by to the customer(s) by external providers on a behalf of the organisation. N/A to TM Steels
- c) A process, or a part of a process, is provided by an external provider, as a decision made by the organisation. TM Steels decide this at the quote stage based on the operations required to produce the Customers order. This is then controlled per a)

TM Steels determine and apply criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements. The company shall retain documented information of these activities and any necessary actions arising from the evaluations.

8.4.2 Purchasing Controls

TM Steels ensure that externally provided processes, products and services do not adversely affect the organisations ability to consistently deliver conforming products and services to its customers. We:

- a) Ensure that externally provided processes remain within the control of its QMS. We have a longstanding Supplier and Subcontract base and their product / service complies with the requirements of TM Steels, therefore its QMS.
- b) Define both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output. Using the information on the work order and referencing drawings and specs as required.
- c) Take into consideration:
 1. The potential impact of the externally provided processes, products and services on the organisations ability to consistently meet customer and applicable statutory and regulatory requirements; This is controlled through day to day contact and procedure Complaints, Concessions and NCI's
 2. The effectiveness of the controls applied by the external provider; As 1)
- d) Determine the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements; TM meet this requirement by ensuring procedures, specs and drawings etc are legible and the current revision.

8.4.3 Purchasing Information

TM Steels ensure the adequacy of requirements prior to their communication to the external provider. We communicate the external providers its requirements for:

- a) The processes, products and services to be provided; TM Steels use longstanding Suppliers and Subcontractors.
- b) The approval of:
 1. Products and services
 2. Methods, processes and equipment
 3. The release of products and servicesTM Steels use suitably approved Suppliers and Subcontractors by reviewing Customers requirements; e.g.: OEM approved vendors
- c) Competence, including any required qualification of persons; TM Steels assume that employee competence is controlled by the Suppliers / Subcontractors own QMS.
- d) The external providers interactions with the organisation; carried out through eg: updates, dealing with queries.
- e) Control and monitoring of the external providers performance to be applied by the organisation; Complaints, Concessions and NCI's applies
- f) Verification or validation activities that the organisation, or its customer intends to perform at the external providers premises; e.g. Brinell and NDT after Heat Treatment, Dimensional Inspection after Forging and Machining, GRN checks at Goods Inwards

8.5 Production and Service Provision

8.5.1 Control of Production & Service Provision

TM Steels production and service provision under controlled conditions. These include, as applicable:

- a) the availability of documented information that defines the characteristics of the products to be produced, the services to be provided or activities to be performed and the results to be achieved; TM Steels use TM work pack, TM operation tickets, specs, drawings, Customer requirements
- b) The availability and use of suitable monitoring and measuring resources; TM Steels use hardness testing, dimensional inspection and NDT in house. Mechanical testing, NDT externally
- c) The implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services have been met. Hardness Testing, Dimensional Inspection and NDT are added to the route sequence.
- d) The use of suitable infrastructure and environment for the operation of processes; for TM eg: minimum temperature requirements for hardness testing, min lighting requirement for surface NDT
- e) The appointment of competent persons, including any required qualifications; For TM eg: NDT qualifications, eyesight checks
- f) The validation and periodic revalidation of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement; For TM e.g.: daily checks on equipment used in inspection processes- Hardness Testing and NDT.
- g) The implementation of actions to prevent human error. For TM e.g.: Brintronic rather than manual scope for hardness testing
- h) The implementation of release, delivery and post-delivery activities; For TM e.g.: cert hold operation, hardness / dimensional inspection / NDT reports

8.5.2 Identification and Traceability

TM Steels identify all product throughout our processes as follows:

- a) Stock = cast number, bar number, colour code
- b) Orders = TM reference number, cast number
- c) Part Numbers & Serialisation dependent on customer specification

8.5.3 3rd Party Property

TM Steels exercise care with property belonging to customers or external providers while under our control or being used by us.

TM Steels maintain identity of, verify, protect and safeguard customers or external providers' property provided for use or incorporation into the products and services; For TM e.g.: subcontractor hardness testing – material is booked in, uninspected, as hire work.

When property of a customer or external provider is lost, damaged or otherwise found unsuitable to use or process, we would report this to the customer or external provider, and retain documented information on what has occurred.

8.5.4 Preservation

TM Steels handle, identify, quarantine where necessary, package for transportation, store, transport and protect our material to ensure its conformity to requirements. For TM e.g.: Customers specific packing requirements and identification requirements.

8.5.5 Post Delivery Activities

TM Steels meet requirements for post-delivery activities associated with our processes and services. In determining the extent of post-delivery activities that are required, we shall consider:

- a) statutory and regulatory requirements
- b) potential undesired consequences associated with the services provided
- c) the nature of the customers products uses, its intended lifetime, and the impact of the heat treatment services provided
- d) customer requirements
- e) customer feedback

For TM e.g.: Customers max length or max weight restrictions, Customers requiring product to be on specific sized pallets, Customers opening hours.

8.5.6 Control of Changes

TM Steels review and control changes for production and service provision, to the extent necessary to ensure continuing conformity with requirements. We retain documented information describing the review of changes, the authorising person and any necessary actions arising from the review. Order amendments apply.

8.6 Release of Products & Services

TM Steels implement planned arrangements, at appropriate stages, to verify that the process and service requirements have been met by inspection and testing.

The release of customers' products does not proceed until the planned arrangements, i.e. inspection and testing have been satisfactorily completed, unless otherwise approved by the customer or the relevant authority.

Once all applicable testing is completed satisfactorily, and the product is released for dispatch, and documented information shall include:

- a) evidence of conformity with the accepted criteria; TM Steels use inspection reports, subcon certs
- b) Traceability to the person(s) authorising the release; TM Steels produce a CofC, authorised by an approved signatory.

8.7 Control of Non-Conforming Outputs

TM Steels endeavour to ensure that our product which does not conform to requirements is identified and controlled to prevent unintended use or delivery through the NCR system. TM Steels take appropriate action based on the nature of the nonconformity, this applies to non-conforming material detected after delivery, during or after we have processed the material.

TM Steels deal with non-conforming material in one or more of the following ways and once the nonconforming material has been dealt with, conformity is verified:

- a) rework
- b) quarantine then concession
- c) quarantine then replace
- d) credit

TM Steels retain documented information that:

- a) describes the non-conformity
- b) describes the action taken
- c) describes any concessions obtained
- d) identifies the authority deciding the action in respect of the non-conformity

This is carried out through the TM NCR system

9 PERFORMANCE EVALUATION

9.1 Monitoring, Measurement, Analysis and Evaluation

9.1.1 General

TM Steels determine:

- a) What needs to be monitored and measured; decided by TM standard processes, specs, drawings, MPS's, Customer requirements
- b) the methods of monitoring measurement, analysis and evaluation as applicable to ensure valid results; daily checks cover process conformance
- c) When monitoring and measuring will be performed; added at the appropriate point in the TM order routing, usually after a process eg hardness testing and NDT after heat treatment, dimensional inspection after machining or forging.
- d) when results from monitoring and measurement shall be analysed and evaluated; evaluated after issues arise

And evaluate the quality performance and effectiveness of the QMS and retain appropriate documented information as evidence of the results; CofC's inspection, Brinell and NDT reports are all saved on the TM system.

9.1.2 Customer Satisfaction

TM Steels monitor information on customer perceptions of the degree to which their needs and expectations have been fulfilled. We use customer complaints, customer feedback forms, visit reports and Customer provided Supplier analysis.

9.1.3 Analysis & Evaluation

TM Steels collect and analyse appropriate data and information generated by measuring and monitoring. The results of the analysis are used to evaluate:

- a) conformity of products and service; inspection reports
- b) customer satisfaction and/or dissatisfaction; see 9.1.2
- c) the performance and effectiveness of the QMS; through audit, performance against objectives
- d) If planning has been implemented effectively; orders run smoothly minimising delivery performance issues.
- e) the effectiveness of actions to address risks and opportunities; reduction of likelihood of issue being

repeated

- f) the performance of external providers; monitored through Internal procedures
- g) the need for improvements to the QMS; reviewed at Management Review

9.2 Internal Audit

TM Steels conduct internal audits at planned intervals to provide information on whether the QMS conforms to our requirements for the QMS:

- a) conforms to:
 - 1. TM Steels requirements for our QMS
 - 2. the requirements of ISO9001:2015
- b) is effectively implemented and maintained

TM Steels plan, establish, implement and maintain an audit programme including the frequency, methods, responsibilities, planning requirements and reporting, which will take into consideration the importance of the processes concerned, changes affecting the company, and the results of previous audits

- a) define the audit criteria and scope for each audit
- b) select auditors and conduct audits to ensure objectivity and impartiality of the audit process
- c) ensure that the results of the audits are reported to relevant management
- d) take appropriate correction and corrective action without undue delay
- e) Retain documented information as evidence of the implementation of the audit programme and the audit results.

9.3 Management Review

9.3.1 General

Top Management shall review the QMS, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the company.

9.3.2 Inputs

The management review is planned and be carried out taking into consideration:

- a) the status of actions from previous management reviews
- b) changes in internal and external issues that are relevant to the QMS
- c) information on the performance and effectiveness of the QMS, including trends in:
 - i. customer satisfaction and feedback from relevant interested parties
 - ii. the extent to which quality objectives have been met
 - iii. process performance and conformity of heat treatment services
 - iv. non-conformities and corrective actions
 - v. monitoring and measurement results
 - vi. audit results
 - vii. the performance of external providers
- d) the adequacy of resources
- e) the effectiveness of actions to address risks and opportunities
- f) opportunities for improvement

9.3.3 Outputs

The outputs from the management review include decisions and actions related to:

- a) Opportunities for improvement;
- b) Any need for changes to the QMS;
- c) Resource needs.

Documented information of the management review is recorded and retained, in the form of minutes of the meeting.

10 IMPROVEMENT

10.1 General

TM Steels determine and select opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction.

These shall include:

- a) improving processes and services to meet requirements as well as address future need and expectations
- b) Correcting, preventing or reducing undesired effects and non-conformities.
- c) improving the performance and effectiveness of the QMS

10.2 Non-Conformity and Corrective Action

When a non-conformity occurs, including any arising from complaints, TM Steels:

- a) react to the non-conformity and as applicable:
 - i. take action to control and correct it
 - ii. deal with the consequences
- b) evaluate the need for action to eliminate the cause(s) of the non-conformity, in order that it does not recur or occur elsewhere by:
 - i. reviewing and analysing the non-conformity
 - ii. determining the causes for the non-conformity
 - iii. determining if similar non-conformities exist, or could potentially occur
- c) implement any action needed
- d) review the effectiveness of any corrective action taken
- e) update risks and opportunities determined during planning if necessary
- f) make changes to the QMS, if necessary

Corrective actions are appropriate to the effects of the non-conformities encountered. TM/QP/11 refers

TM Steels retain documented information as evidence of:

- a) the nature of the non-conformities and any subsequent action taken
- b) the results of any corrective action

10.3 Improvement

TM Steels endeavour to continually improve the suitability, adequacy and effectiveness of the QMS. We achieve this using analysis and evaluation as well as outputs from the management review, to determine if there is any needs or opportunities that shall be addressed as part of continual improvement.

Appendix A – Quality Policy

TM STEELS QUALITY MANAGEMENT SYSTEMS

Document Title **Quality Policy** Document Ref. **QMS02** Revision **8** Document Date **05.02.2020**

TM Steels recognises that quality is an essential element of our business which provides the company with its continued growth and success. It is the intention of TM Steels to consistently exceed the requirements and expectations of our customers regarding quality, cost and delivery using the following;

Operating and maintaining a quality management system meeting the requirements of ISO 9001:2015 and consistently meeting the quality assurance standards expected within our operating market and individual customer approvals and expectations.

Providing our customers with products and services which fully meet their specified requirements and expectations, whilst complying with relevant regulations, codes and standards.

Responding to customer requirements, expectation, feedback and complaints to ensure their satisfaction.

Operating a programme of continual improvement in all aspects of quality, service and operating efficiency by setting measurable objectives and targets. Objectives are measured quarterly, and the management of TM Steels is committed to active participation in the implementation and regular review of the quality management system to ensure that it is in line with current business objectives and customer requirements, which encourages success through continuous improvement.

Promoting and encouraging employee participation and involvement at all levels within the business and providing feedback with regards our objectives and targets which enable our employees to meet quality requirements by striving to produce and achieve good work first time.

To actively promote, encourage and develop close working partnerships with both customers and suppliers.



Austin Edward Tasker

Managing Director

For and on Behalf of TM Steels Limited



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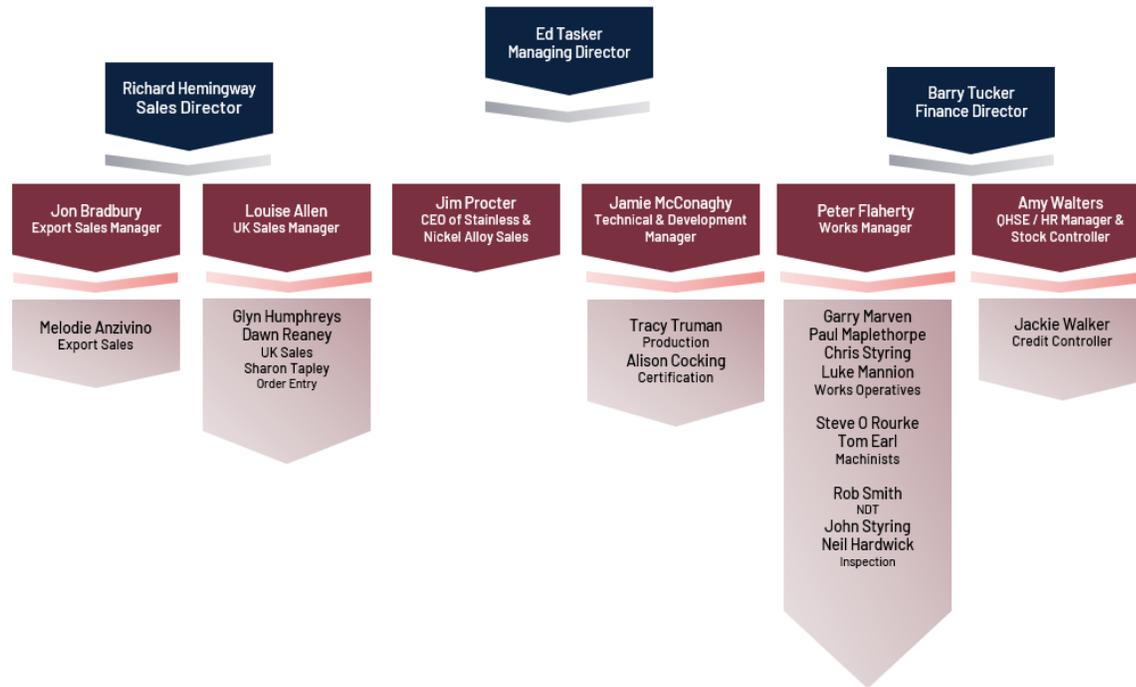


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Appendix B – Organisational Diagram



TM STEELS QUALITY MANAGEMENT SYSTEMS

Document Title Quality Manual Document Ref. QMS01 Revision 8 Document Date 04.02.2020

Appendix C – Correlation Matrix

This Section provides a matrix to correlate the requirements of ISO 9001:2015 against the relevant sections in this document and should be used to determine where the new and amended clauses are located.

ISO 9001 : 2015		THIS DOCUMENT	
4.0	Context of the Organisation	4.0	About TM Steels
4.1	Understanding the Organisation and its context	4.1	Organisational Context
4.2	Needs and expectations of interested parties	4.2	Relevant interested Parties
4.3	Scope of the Quality management system	4.3.1	Management System Scope
4.4	Quality management system and its processes	4.3.2	Management system processes
5.0	Leadership	5.0	Leadership and Governance
5.1	Leadership and Commitment	5.1	Leadership and Commitment
5.1.1	Quality management system	5.1.1	Quality management system
5.2	Quality Policy	5.1.3	Quality Policy
5.2.1	Establishing the Quality Policy	5.1.3.1	Establishing the Quality Policy
5.3	Roles, Responsibilities and Authorities	5.2	Roles, Responsibilities and Authorities
6.0	Planning for the Quality Management System	6.0	Management System Planning
6.1	Actions to address risks and opportunities	6.1	Addressing risks and opportunities
6.2	Quality Objectives and planning to achieve them	6.2	Quality Objectives
6.3	Planning of Changes	6.3	Planning for Change
7.0	Support	7.0	Support
7.1	Resources	7.1	Resources
7.1.1	General	7.1.1	General
7.1.2	People	7.1.2	People
7.1.3	Infrastructure	7.1.3	Infrastructure
7.1.4	Environment for the Operation of Processes	7.1.4	Operational Environment
7.1.5	Monitoring and Measuring resources	7.1.5	Monitoring and Measuring resources
7.1.6	Organisational knowledge	7.1.6	Organisational knowledge
7.2	competence	7.1.2.1	Competence
7.3	Awareness	7.1.2.1	Awareness
7.4	Communication	7.2	Communication
7.5	Documented Information	4.3.4	Documented Information
7.5.1	General	4.3.4.1	Management system documents
7.5.2	Creating and Updating	4.3.4.2	Creating and Updating
7.5.3	Control of documented information	4.3.4.3	Controlling documented information
8.0	Operation	8.0	Product and service development
8.1	Operational planning and control	8.1	Operational planning and control
8.2	Requirements for product and services	8.2	Customer requirements
8.2.1	Customer Communication	8.2.1	Customer Communication
8.2.2	Determining requirements related to products	8.2.2	Determining requirements

TM STEELS QUALITY MANAGEMENT SYSTEMS

Document Title Quality Manual Document Ref. QMS01 Revision 8 Document Date 04.02.2020

Appendix D – Sequence & Interaction of processes

