This document is the
ISO 9001.2015 Standard Quality Manual
Of
MECI Ltd.
Southwood House
Long Mill Lane
Dunks Green
Tonbridge
Kent. TN11 9SD
and must be returned to the
Management Representative
if so required.

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Approved for issue.
Signed :

MANAGEMENT REPRESENTATIVE

0.1 Index

0.1 Index (continued)

0.2 Revision History

Date issued	Revision details	Issue Level
30/03/01	First Draft Issue	A
02/05/01	Second Draft Issue	B
08/01/02	Final Draft Issue	C
01/11/17	Amendment	D
01/02/17	Amendment	E

0.3 How to Use This Manual

This document is the Quality Manual of MECI Ltd, which defines the quality approach in all key managerial functions, responding in turn to each element of the International Standard for Quality systems, ISO 9001:2015. By defining the management organisation for quality, describing the system structure and cross-referencing to individual operational procedures and forms that affect quality, it is effectively a route map of the Company's Quality System.

0.4 Cross Reference Procedures: ISO 9001:2015

The numbering of this manual directly reflects that used by ISO 9001 -2015, except for sections 0.1 to 0.6, which are for information purposes only. The following chart indicates the relationship between ISO 9001-2015 (Clauses 7 & 8) and the various procedures. (The remaining clauses are addressed within the relevant sections of this Quality Manual). Where applicable, applicable sub-clauses are also shown.

The table on the following page shows the links between the various procedures and the Clauses of ISO 9001.

ISO 9001 Element ?? Procedure??	4.2	5.1	5.2	5.3	5.4	5.5	5.6	6.1	6.2	6.3	6.4	7.1	7.2.1	7.2.2	7.2.3	7.3	7.4	7.5.1/7.5.2	7.5.3	7.5.4	7.5.5	7.6	8.1	8.2.1	8.2.2	8.2.3	8.2.4	8.3	8.4	8.5.1/.2/.3
Quality Policy & Manual	?	?	?	?	?	?																								
Contract Review **Procedure 1**	?	?				?		?		?		?	?	?	?								?	?		?	?			
Purchasing **Procedure 2**	?	?				?											?													
Control of equip. **Procedure 3**	?	?		?		?				?												?								
Problem record/analyse **Procedure 4**	?	?	?			?	?	?		?													?			?	?		?	?
Computers **Procedure 5**	?	?		?		?				?																				
Document Control **Procedure 6**	?	?		?		?																								
Audit/Man review **Procedure 7**	?	?	?	?		?	?	?	?														?	?	?	?	?	?	?	?
Training **Procedure 8**	?			?		?			?																					
Storage **Procedure 9**	?					?					?								?			?	?					?	?	?
Customer Surveys **Procedure 10**	?		?			?	?												?											

1 Scope

1.1 General

The Company, MECI Ltd**,** utilises a Quality Management system which demonstrates

- its ability to provide electromechanical components, connectors, LED's, switches and injection mouldings which consistently meet our Customer's requirements,
- its ability to address Customer satisfaction requirements through a process of continual improvements and the prevention of nonconformity.

1.2 Exclusions

The requirements of the following clauses do not apply:

7.3: MECI Ltd does not design or develop products.
7.5.1/ 7.5.2: MECI Ltd is a distribution company and therefore does not have production facilities.
7.5.4: MECI Ltd does not use any Customer Supplied Materials.

2 Normative Reference

The normative references described in ISO9001:2015 are accepted.

3 Terms & Definitions

3.1 Product

As described in ISO 9001:2015, the following terms are used within this manual:

Supplier = the organisations which supply finished products which we stock as a distributor.
Organisation = the aspects of our own organisation which are covered by this Quality Management System
Customer = The persons or organisations to whom we supply the goods.
In addition, the following terms are used within this Quality System:

Product = electromechanical components, connectors, LED's, switches and injection mouldings

4 Quality Management System

4.1 General

Within this Quality Manual and the Procedures to which it refers, we identify the methods by which we control the types of activity described in sections (a) through (f) of this Clause.

(a) We have identified the processes required for this Quality Management System
(b) We have determined the sequence of these interactions
(c) We have determined the ways in which we ensure the effective operation of our processes, and their control
(d) We ensure the availability of information required for each operation
(e) We measure, monitor and analyse our processes, in order to ensure that we meet our objectives and to improve the processes wherever possible
(f) We implement actions necessary to achieve the required results and to ensure continual improvement of our system

4.2 Documentation Requirements

4.2.1 General

This system includes this Quality Manual, our Quality Policy and objectives, all procedures, forms and other documents, whether printed or electronic format, required to ensure the effective operation and control of our processes.

Where trained, experienced staff are utilised within our system, the level of documented procedures may be reduced.

This system also includes all of the records that we produce in order to demonstrate compliance with ISO 9001:2000 and to demonstrate product compliance.

4.2.2 Quality Manual

A Quality Manual (this document) has been established, which includes:

- the scope of the Quality Management System (see **section 1.1**)
- justification for any exclusions within Clause 7 (see **section 1.2**)
- references to all relevant documented procedures (see **section 0.5**)
- a description of the sequence of processes within the quality Management system (see **section 7**)

This Quality Manual is controlled as described within the Document Control Procedure (see cross-reference table in **section 0.5**).

4.2.3 Control of Documents

Procedures exist which ensure that only the appropriate issue of quality documentation is available at the point of use. Documents exist in printed and computerised format.

Procedures exist to review, approve and record all documents and any subsequent changes. The status of all such documents and their changes is identified and recorded to ensure that only appropriate versions are available for use. Unless otherwise specified in the relevant procedure, all changes to documents are reviewed and approved by the same functions that performed the original approval. Where documents are received from external sources (such as technical data or Customer data), they are controlled in the same way as in-house documents.

The procedures ensure that documents remain legible and identifiable.

4.2.4 Control of Records

All required records are stored systematically for ease of retrieval in facilities that provide for their effective retention for a defined minimum period. Unless other wise stated in the applicable procedure, all quality records are retained for a minimum period of two years.

The individual records are defined in the applicable Procedures, including their content, responsibilities, location of storage and authority and method of destruction. Where Certificates of Conformance are requested by Customers, the Quality Manager is responsible for reviewing the request and authorising the documentation.

The document control procedure gives more details of the control of records (see cross-reference table in **section 0.5**).

5 Management Responsibility

5.1 Management Commitment

The Senior Management of the Company have defined quality objectives, which are stated within our Quality Policy. In addition, these objectives are repeated within the relevant procedures, or the requirement for achieving the objectives is stated within the relevant procedures.

The Senior Management conduct regular reviews of the effectiveness of the quality management system, and ensure that there are adequate resources in order to ensure that the quality objectives are achieved.

5.2 Customer Focus

This system has the full backing and support of the Senior Management of the Company, in order to ensure that the Customers' needs and expectations are determined. In particular the Technical Sales Manager is responsible for liaising with Customers and determining their needs and expectations, and for relaying them to other Senior Management.

5.3 Quality Policy

The corporate objective of MECI Ltd is to achieve long-term profitability by providing electromechanical components, connectors, LED's, switches and injection mouldings which conform to the requirements of our customers.

It is the policy of MECI Ltd to fulfil all orders to the customer's schedule, subject to their credit status.

Implementation of this policy is the responsibility of every member of staff, starting with the Managing Director who takes policy decisions which enable the correct action to be implemented throughout the company. The Management Representative is responsible for maintaining the implementation of the Quality Policy.

It is mandatory that every member of staff must be familiar with this Quality Policy and must adhere to the procedures which are applicable to their area of work within the Company.

MECI Ltd utilises a process of continual improvement. Staff are encouraged to review their working practices and suggest methods for improvement, where appropriate. In addition, all relevant processes are reviewed and improvements determined where practical.

A copy of this Quality Policy is issued and explained to all employees upon commencement of work with the company, and a copy is prominently displayed in the reception area and made available for viewing on the computer network. All staff are trained in the meaning and implications of this Quality Policy.

The ongoing suitability of this Quality policy is reviewed during the Quality Management Review Meetings.

Mrs T Watts
Managing Director

5.4 Planning

5.4.1 Quality Objectives

Measurable quality objectives have been established for all relevant functions within the organisation:

~ Sales
To meet with major Customers on a regular basis and determine levels of satisfaction.
To produce a report of levels of satisfaction for review at Sales Meetings.

~ Order Processing
To ensure that all orders and changes to orders are actioned within 1 working day of receipt.
To ensure that a response is provided to the Customer within 1 working day, specifying price and delivery date.

~ Purchasing
To procure all required components within 3 days of identification of requirement by the Sales Department, for delivery by the required dates. Where possible, MECI will try to ensure that externally sourced parts are obtained from ISO9001 accredited suppliers. In the event that injection moulded plastic parts require re-manufacture, then the customer will be contacted and given the opportunity to intervene at all stages of the process.

To inform the Sales Department of any components which may not be available by the required dates, at least 5 days ahead of the scheduled date of delivery.

~ Inspection
To ensure that post-inspection failures (i.e. those discovered by the Customer) are less than 1%

~ Stores
To perform Goods-inward inspection and booking-in of received components within 1 day of receipt.

~ Quality Department
To audit all procedures at least once per annum
To discuss all non-conformances with the relevant Head of Department

The above objectives are repeated in the procedures which relate to each function, and are reviewed and revised as necessary at each of the Quality Management Review Meetings (see **procedure 11**).

5.4.2 Quality Management System Planning

The resources, including planning activities, required to achieve the quality objectives have been identified and incorporated into the relevant procedures.

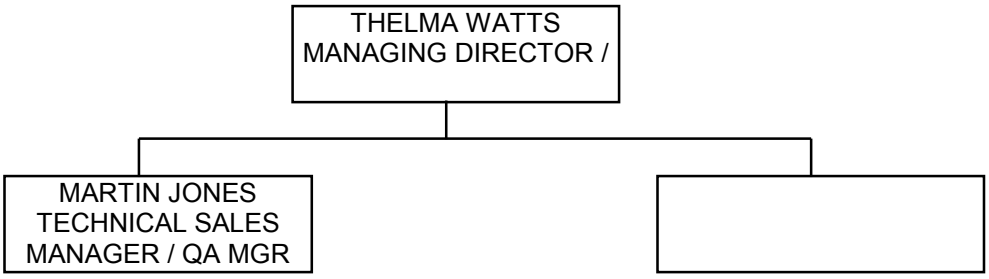
Where processes are planned which may affect the operation of the system, the changes are reviewed during the Quality Management Review Meetings, so as to ensure that the integrity of the system is not compromised in any way.

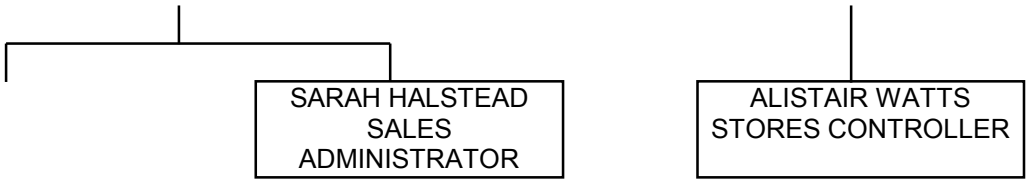
5.5 Responsibility, Authority and Communication

5.5.1 Responsibility and Authority

Organisation Chart

Notes:
- Only key positions and functions are indicated on this chart;
- Status is not indicated by relative positions within this chart.





5.5.1 Responsibility and Authority (continued)

The responsibilities and authorities defined below relate to the key quality responsibilities of personnel having particular functions. Each Procedure may specify additional task-related responsibilities.

Thelma Watts
Managing Director
- Responsible for operations of the company
- Reviews and analyses all problem reports and audit reports
- Advises the Company on matters relating to the requirements of ISO 9001 & other standards
- Control of Internal Quality Auditing
- Chairs Management Review meetings
- Liaises with Certification Body
- Responsible for ensuring safe working practices within the company

Martin Jones
Technical Sales Manager
- Reports to the Managing Director
- Management Representative
- Responsible for all sales & marketing activities
- Responsible for ensuring that the Quality system is adhered to in all areas.
- Responsible for handling of Customer Complaints
- Responsible for face to face meetings with the Customers and forwarding feedback to other departments.

Sarah Halstead
Sales Administrator
- Reports to the Technical Sales Manager
- Responsible for order processing
- Responsible for purchasing

Alistair Watts
Stores Controller
- Reports to the M D
- Responsible for warehousing and stock control operations
- Goods Inwards Inspection

5.5.2 Management Representative

Martin Jones is the Management Representative and has been appointed by the Managing Director to ensure the operation of the system, irrespective of any other duties.

The Management Representative is responsible for reporting on the performance of the quality system during the Quality Management Review Meetings.

The Management Representative will arrange for methods of promoting awareness of Customer requirements throughout the organisation. These are discussed and agreed during the Quality Management Review Meetings.

5.5.3 Internal Communication

Orderly communication via the relevant channels is described in the relevant procedures and also in the Quality Objectives section of this manual (section 5.4.1)

5.6 Management Review

5.6.1 General

A comprehensive review of the Quality System is carried out once every 6 months, or at more frequent intervals at the discretion of the Management Representative, during the Quality Management Review Meeting. The review will consider the list of topics described in **Procedure 11**, and will be conducted by the persons listed in that procedure.

The purpose of the Quality Management Review Meeting is to ensure that the documented Quality Management System remains effective and is revised where necessary to reflect changes in the Company's operations, and that the Quality policy and related objectives are being achieved.

5.6.2 Review Inputs

The inputs to the Quality Management Review Meeting are defined within **procedure 11**.

5.6.3 Review Outputs

The Quality Management Review Meeting outputs include actions to ensure that there are improvements to the Quality Management System and all processes involved in the supply of goods to the Customer.

Where applicable, additional resources may also be specified during the meeting, in order to ensure correct realisation of quality objectives.

6 Resource Management

6.1 Provision of Resources

We ensure that adequate resources are provided, in order to ensure that we meet and continue to meet and where possible exceed Customer requirements and expectations. We ensure that we implement the processes described within this Quality Management System and continue to improve the system.

6.2 Human Resources

6.2.1 General

Staff are only assigned tasks for which they are adequately experienced, qualified and/or trained.

6.2.2 Competence, Awareness & Training

The Company ensures that all employees are adequately trained and/or educated and/or experienced to enable them to proficiently perform their duties, and that their training needs are considered. All job functions directly affecting quality of goods supplied to the customer are identified within the relevant procedures and their training needs defined as appropriate.

Records are maintained of previous relevant qualifications & experience, and of all training provided to staff whilst in the employ of our organisation.

The Managing Director reviews the training records of all members of staff and considers the effectiveness of training provided, and determines future training needs as appropriate. Records of the review and of the training supplied are maintained.

6.3 Infrastructure

We provide adequate facilities to enable product conformity to be achieved. The following aspects are considered:

- Workspace (including the provision of suitable buildings and related utility services, etc.)
- tools, equipment (including inspection and testing hardware/software)
- supporting services, which include:
    - calibration of measuring equipment
    - use of external service suppliers

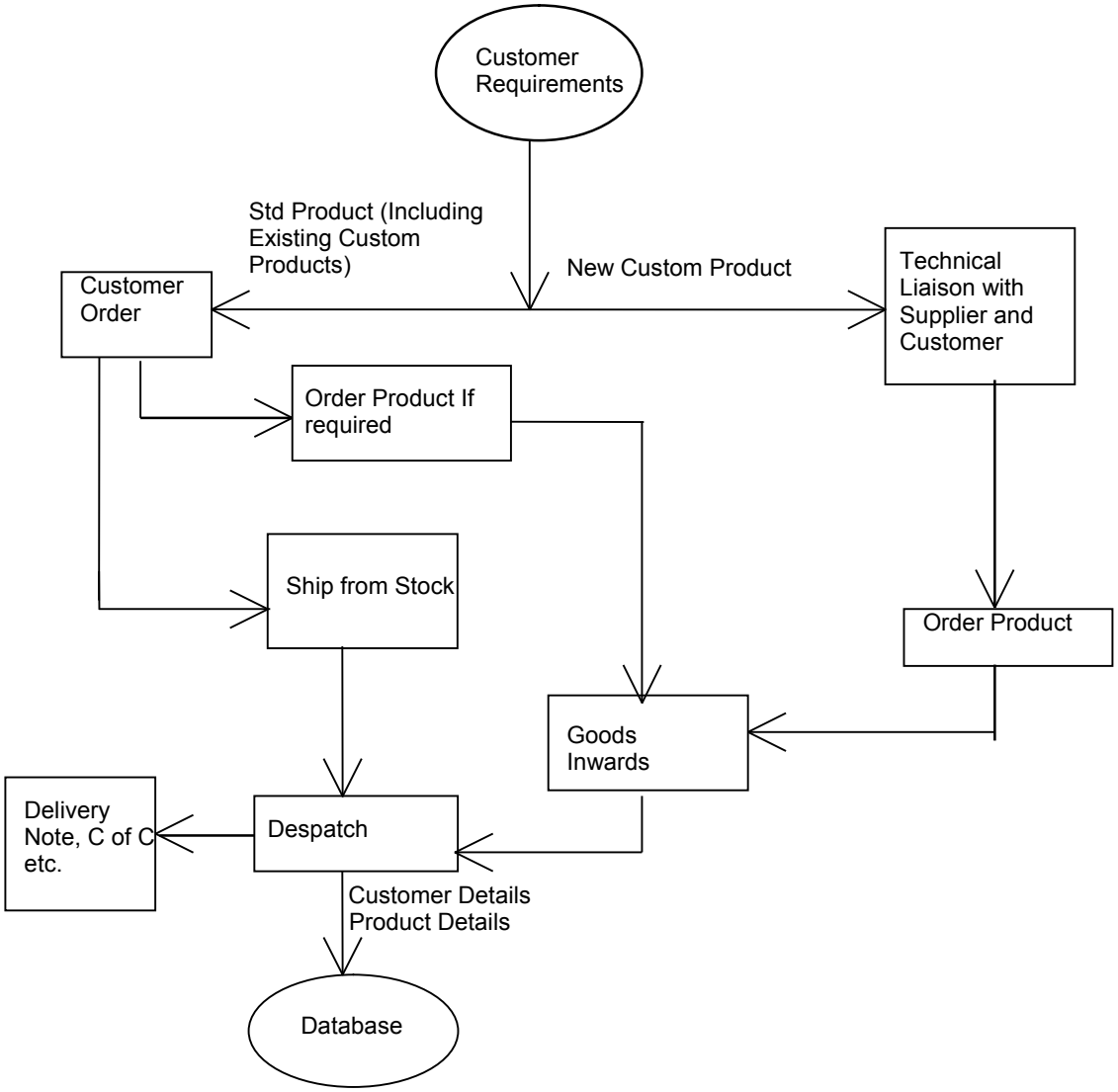
6.4 Work Environment

Within the applicable procedures, MECI Ltd has identified and manages the human and physical factors within the work environment which are needed to achieve product conformity.

7 Product Realisation

7.1 Planning of Product Realisation

Overview of Process:



The quality objectives for each product are defined within the applicable product information file. These include:

~ Delivery date
~ Price
~ Maximum reject rates
~ Inspection details and records required

7.2 Customer-related Processes

7.2.1 Determination of Requirements Related to the Product

Procedures exist to ensure that the Customer's requirements are fully understood and that they are capable of being achieved by the Company.

7.2.2 Review of Requirements Related to the Product

Upon receipt of a request for a quotation or upon receipt of an Order, a review of the Customer's requirements is conducted so as to ensure that the Order details are correct. The review is conducted prior to acceptance of the Customer Order. Where a quotation has previously been supplied to the Customer, the Customer's Order is compared against the quotation and any differences resolved before the Order is accepted.

The Company ensures that it has sufficient resources to meet the Customer's requirements before it accepts the Order. Any aspects of the Order which are unclear are discussed with the Customer and the clarification is recorded as appropriate.

Any subsequent variations and specific instructions are reviewed, recorded, confirmed and notified to the relevant functions within the Sales Department and also to any suppliers involved in the changes.

Verbal Orders are no longer accepted by MECI. All orders received must be in a written format to avoid any possibility of error.

The procedures ensure that records are maintained which record all correspondence relating to the Order.

7.2.3 Customer Communication

The Sales Department are responsible for liaising with the Customer for:

~ supply of product information
~ answering all queries relating to delivery times, prices, etc.
~ enquiries relating to the progress or content of contracts with the Customer
~ handling of Customer feedback, including Customer Complaints etc.

7.3 Design and Development

This clause is not applicable since MECI Ltd does not design or develop products.

7.4 Purchasing

7.4.1 Purchasing Process

The Purchasing Department controls purchasing activities in order to ensure that purchased product meets the Sales Department requirements. Where possible, MECI will try to ensure that externally sourced parts are obtained from ISO9001 accredited suppliers. In the event that injection moulded plastic parts require re-manufacture, then the customer will be contacted and given the opportunity to intervene at all stages of the process.

7.4.2 Purchasing Information

All Purchase Order contain clear, unambiguous descriptions of the required product. Procedures exist which ensure that all purchases are obtained only from suppliers capable of meeting the Company's requirements.

All purchasing documents are uniquely identified and are authorised by a designated signatory prior to issue.

7.4.3 Verification of Purchased Product

All received products are inspected prior to acceptance. Any defective items are rejected to the vendor for replacement/credit. These non-conformances are recorded.

In the case of injection moulded parts, initial verification will be conducted at the supplier's premises as part of their ISO9001 accredited processes. The methods of checking are defined in the relevant procedures and referenced by the relevant Purchase Order or associated documents

Neither we, nor our Customers conduct any other verification activities at the supplier's premises.

7.5 Production & Service Provision

7.5.1 Control of Production & Service Provision

This clause is not applicable since MECI Ltd is a distribution company and therefore does not have production facilities.

7.5.2 Validation of Processes for Production and Service Provision

This clause is not applicable since MECI Ltd is a distribution company and therefore does not have production facilities.

7.5.3 Identification and Traceability

The procedures ensure that identification is maintained by means of suitable labelling which is affixed to the product packaging.

Procedures exist to ensure that traceability of product is maintained, where possible, to a specific batch / delivery date when it is requested on the Customer's Order.

7.5.4 Customer Property

This clause is not applicable since MECI Ltd does not use any Customer Supplied Materials.

7.5.5 Preservation of Product

MECI Ltd ensures the conformity of product by preventing damage whilst being stored or delivered.

7.6 Control of Monitoring & Measuring Devices

The procedures specify the required inspection equipment to be used.

The Company controls, calibrates and maintains measuring equipment. Equipment is uniquely identified and records maintained of the results of each calibration. Calibration of all such equipment is carried out internally against master equipment or externally through approved sources traceable to National/International Standards.

The procedures ensure that all measuring equipment and processes are capable of providing readings to the required level of accuracy as specified by the design plan, the relevant contract or as otherwise defined by statutory requirements.

In the event of equipment found to be defective, all work involving the equipment since the previous calibration will be reviewed.

8 Measurement, Analysis & Improvement

8.1 General

The measurement and monitoring techniques used are those generically specified within the applicable procedures and supplemented as necessary by the Customer's own requirements, which are agreed during contract review.

Statistical techniques have no applicability to the processes conducted by the company. This situation is reviewed at each Management Review Meeting.

8.2 Monitoring & Measurement

8.2.1 Customer Satisfaction

Levels of Customer satisfaction are determined during the Management Review Meetings by analysing the information obtained during the Sales Meetings, (see section 5.4.1), from analysis of Customer Surveys, analysis of levels of repeat business, etc. and from analysis of Customer Complaints. Appropriate action is decided, based upon the results of the analyses and reviews conducted, so as to ensure that levels of Customer Satisfaction are as high as reasonably possible.

8.2.2. Internal Audit

The Company ensures that the Quality Management System continues to meet the company quality objectives. Implementation, relevance and compliance of the documented Quality Management System is verified by regular and systematic independent internal audits conducted by trained auditors.

All processes will be audited at least once per annum. The intended plan of audits for each year is considered at the last Management Review Meeting of the previous year.

The summary of the results of the Quality Audits are reviewed as part of the Management Review of the Quality Management System. Following each audit, the results are recorded and brought to the attention of the personnel having responsibility for the activity under audit. Where corrective action is needed, it will be emphasised to the manager of the area or function and re-audited as appropriate. This re-audit will also be recorded.

8.2.3 Monitoring & Measurement of Processes

The effectiveness of processes involved in the supply of product is monitored by means of reviewing inspection data and Customer returns on a regular basis.

Where failure rates or Customer returns increase or are becoming unacceptably high, the suitability of the manufacturing process is reviewed with the supplier.

8.2.4 Monitoring & Measurement of Product

The relevant procedures ensure that all inspection and test operations are identified, conducted and recorded.

All goods received are inspected in accordance with the relevant procedures to ensure compliance with the specified quality requirements. Incoming product cannot be used until all required inspection activities have been successfully completed. See Paragraph 8.5.4 for details of incoming inspection procedures.

8.3 Control of Nonconforming Product

The relevant procedures ensure that all instances of product non-conformance are identified, investigated and recorded. Non-conforming product is prevented from use. If necessary, action is taken to prevent a recurrence. See Paragraph 8.5.4 for details of incoming inspection procedures.

The procedures define the method and responsibilities for the return, or reworking of product found to be nonconforming. All reworked items are re-inspected in accordance with the relevant procedures.

Where product is found to be nonconforming after delivery, the items will be returned by the Customer and appropriate actions agreed.

8.4 Analysis of Data

A variety of data is analysed in order to determine the suitability and effectiveness of this Quality Management System. This includes:

~ levels of Customer Satisfaction / dissatisfaction (see 8.2.1)
~ suppliers (reviewed during Quality Management Review Meetings, see section 5.6)
~ levels of conformance / non-conformance (see section 8.3)

8.5 Improvement

8.5.1 Continual Improvement

MECI Ltd has a system for ensuring improvement through

~ the analysis of non-conformances, including audit reports (internal and external) and determination of consequential actions
~ use and review of quality objectives
~ analysis and review of levels of Customer satisfaction
~ Management Review of non-conformances, identification of external changes and planning of additional or alternative resources

8.5.2 Corrective Action

MECI Ltd ensures that appropriate, timely corrective action is taken whenever nonconformities are discovered.

The Company maintains a system of recording and analysing the causes of non-conformance and the necessary corrective actions. This information is compiled from inspection records, problem reports, audit reports and customer complaints. In particular the trend or recurrent failure is investigated to identify the underlying cause.

Action is then agreed for the resolution of the cause, recorded, implemented and later reviewed to ensure its effectiveness.

Corrective action is taken to correct the non-conformance and the effectiveness of such actions is reviewed after an appropriate period of time.

8.5.3 Preventative Action

The Company maintains a system of determining potential causes of non-conformance and for implementing the necessary actions.

Where appropriate, potential problems are considered and action taken to prevent them, subject to consideration of costs, likelihood and consequences of the potential problem.

This consideration includes information compiled from quality records, problem reports, audit reports and customer complaints, etc. as well as suggestions for improvement made by members of staff during the Management Review Meetings.

Effective preventive action is then taken to prevent the causes of non-conformance. The effectiveness of such changes is reviewed periodically at the Quality Management Review Meetings.

8.5.4 Goods-In Inspection Procedures

The following details the incoming inspection of items sourced externally and supplied to MECI.

Goods arrive at MECI. External packaging is checked by the Storeman for damage, and if necessary, Carrier's representative is asked agree / sign for any damage which is noted on the receipt where the MECI Receiving Storeman signs. If there is no apparent external packing damage, then the delivery is accepted into the Stores area.

The incoming goods are checked by the Storeman against the Supplier's Packing List / Delivery Note to verify the correct items have been shipped.

The incoming goods are then inspected by the Storeman to agree the Qty received matches the Qty on the Supplier's Packing list / Delivery Note.

The incoming goods are then inspected visually by the Storeman using manufacturer's data and his long experience to ensure that:-

1/ The parts match the current manufacturer's Drawing for the part
2/ The condition of the parts is acceptable for general sale

If the incoming parts meet all the above criteria, the details of the incoming parts are entered by the Storeman into the official Goods-In Book, the Supplier's Packing List / Delivery Note is signed off by the Storeman and passed to the Office staff for pairing with the Supplier's Invoice when received. The parts are then allocated to an area within the Stores to be ready for sale.

If the incoming parts do NOT meet all the above criteria, a written query is raised by the Storeman to the Office staff to resolve the issues with the Supplier. In the interim, the suspect parts are quarantined into a separate area within the Stores location. Only once the Office staff have resolved the issues with the Supplier will the Storeman be instructed to accept the parts and to enter their details into the Goods-In Book, remove them from the quarantined area and into the allocated Stores area to be ready for sale. If the issues with the suspect incoming parts cannot be resolved by the Office staff with the Supplier, then the Storeman will be instructed to re-pack the suspect parts held in the quarantined area ready for return to the Supplier.