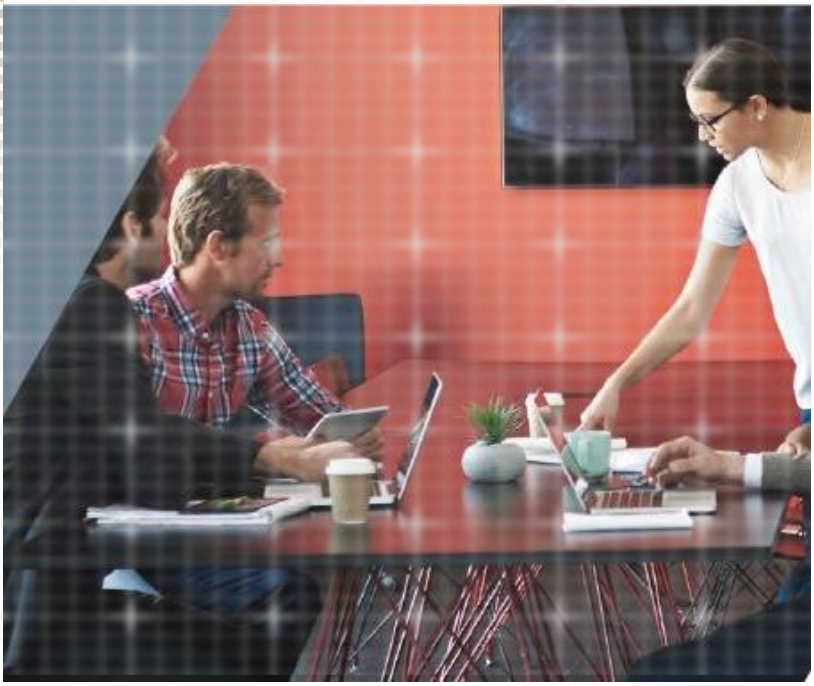
Quality Manual – ISO9001:2015



2023

EXCELLENCE IN SOLUTIONS

Aidan Flannery

FläktGroup UK Ltd

10/01/2023

Contents

1. Summary

This document is intended to provide assurance of compliance to the ISO 9001:2015 standard. Within this document is specified:

How the Company will commit to achieving and maintaining its quality policy across all sites. The responsibilities, procedures, and protocols for maintaining its quality policy.

1.1 To whom this document is relevant:

All Staff, Customers, External Providers, Visitors, and members of the Public.

1.2 Related Policies

Quality Policy Statement
Combined Health, Safety and Environmental Policy Statement
DQA350 Health and Safety Policy, Organisation and Arrangements

1.3 Related legislation and guidance

F-Gas Regulations
Pressure Equipment Directive
Machinery Directive
Low Voltage Directive
Electromagnetic Compatibility Regulations
ERP Regulations

1.4 Training Requirements

Staff directly employed within the Company Quality department will be encouraged to work towards achieving a relevant qualification appropriate for their role and responsibilities, in Quality Management, according to their work role.

All staff with Quality Management duties as part of their core work activity will receive relevant training. This will include any other identified specific training requirements e.g., the performance of quality management tasks and the use of equipment, new technology, specialist requirements, personal development, or poor performance.

1.5 Process for monitoring compliance and effectiveness

Audits of Quality Management System standards across the organisation are conducted in accordance with frequencies as specified in the QMS system. Scheduling of QMS internal audits is determined and reviewed at Quality Management Review meetings, frequency of audits being based on perceived and actual risk to conformity with ISO9001:2015, company standards and any other relevant regulations or legal requirements. Audit results and status of non-conformities are discussed at regular Quality Management Review meetings. All other Quality issues are to be discussed at the Quality Management Reviews as required.

1.6 Organisational Context

The Context of the organisation has been considered, with internal and external issues relevant to the purpose and strategic direction of the organisation having been defined, and associated risks and opportunities identified. These are all contained within a 'Context, Risk and Opportunities' matrix (QCRM-01-2018), held on the Company/Intercompany SharePoint. The Matrix also considers the needs and expectations of interested parties. This Matrix is reviewed at regular Management. Review Meetings of a frequency not exceeding 12 months.

2. Policy

The current Quality Policy Statement is communicated to all employees of FläktGroup UK Limited via People HR Application Software and is available both on the Company's noticeboards and through SharePoint software on the Company's Intranet.

Additionally, the Quality Policy Statement is available to Customers, External Providers, Members of the Public and other interested parties on request.

2.1 Introduction

The Company is acutely aware of the benefits to its stakeholders – inclusive of its clients, employees, external providers, senior management, neighbours, public and any other interested party – in providing a consistently good quality standard of Quality Management System (QMS).

Quality Management activities are an integral part of our business routine.

2.2 Strategic Aims

The Strategic Aims specify how the Company will commit to achieving and maintaining a QMS within all its premises, on customer sites, and other areas within our control.

These Strategic Aims are:

To ensure that the Company complies with relevant National and International standards.

To demonstrate appropriate continuous improvement in Quality Management.

To develop a culture within the Company that Quality Management is everyone's responsibility.

To continuously strive to improve quality standards by regularly listening to and engaging with customers, employees, external providers (including audit bodies and regulatory bodies) and other stakeholders to understand their needs and expectations.

2.3 Objectives

Quality Objectives will be established at relevant functions, levels and processes needed for the Quality Management System. Quality Objectives are specified through document QPO-01-2018.

All Quality Objectives will be SMART (Specific, Measurable, Achievable, Realistic, and Time bound).

Planning relating to how Quality Objectives are to be achieved (resources, what, how, when, who?) will be a standard element of the Management Review Meeting Agenda. Targets for Quality Objectives will be set at these Management Review meetings.

Project-type Objectives are permitted as long as they comply with the above.

2.4 Management Review

QMS Management Review meetings will be scheduled to take place at regular intervals. Action points, responsibilities and timescales will be recorded and distributed as appropriate. Meetings will be at a frequency to be defined by Senior Management and confirmed in the Minutes, usually every 6 months. For the purposes of the Management Review meeting, Senior Management is defined as:

Managing Director
Finance Director
HR Director
Sales Director
Purchasing &
Logistics Manager
UK Service Manager
HSE Manager

Additionally, regional managers, Indoor Climate and Site Services departments, Regional Service departments, Site Services Support and Technical Departments will be invited to participate on a rotational basis as required by Senior Management.

2.5 Leadership Commitment

The Directors and Senior Management Team of FläktGroup UK Limited fully endorse and take accountability for the Quality Policy and the Quality Management System and certify that it will be used and enforced by all Directors, Managers, and those in supervisory positions. Furthermore, the Quality Department is afforded the resources, the authority, and the organisational freedom to ensure that the requirements of the Quality Management System are implemented and maintained at all levels within the Organisation. They also hold the authority to stop work if the requirements of the Quality Management system or the Customer's order are not being fulfilled.

2.6 Roles and Responsibilities

The Managing Director:

Is ultimately responsible and accountable for the performance of the Company to the defined Quality Management standards, ensuring that Quality Management is high on the corporate agenda and taking an active role in the management of day-to-day quality systems. Carries out top level monitoring of the QMS performance – internal auditing of QMS processes, Implementation of auditing procedures, in line with company QA auditing procedures. Review of the QMS and make such proposals and recommendations as may be necessary to improve performance or comply with changing legislation and standards.

Finance Director, Sales Director & UK Service HR Managers:

Are key to ensuring that this policy forms the basis of good practice in their areas of responsibility, for leading and driving a culture of quality awareness in all areas, and in setting and monitoring standards in conjunction with others.

Purchasing & Logistics Manager:

In addition to the departmental responsibilities detailed above, the Purchasing & Logistics Manager shall liaise with external providers to ensure that purchased products, materials and services are, so far as reasonably practicable, in compliance with company requirements and national/international regulations.
In particular:

External providers of materials and components must ensure that their goods comply with the requirements of FläktGroup UK Limited.

Performance of External Providers will be assessed and reviewed at regular intervals as stated within Purchasing Department procedures.

Non-conformities found through assessment and review will be reported and resolved according to the requirements of Purchasing Department procedures.

Health, Safety and Environmental Manager:

Collates monitoring information appertaining to Health, Safety and Environmental issues to analyse trends and produce key performance data as required by the Managing Director. Providing advice on Health, Safety and Environmental issues, from time to time, as required.

Managers, Team Leaders, and Supervisors:

Are responsible for supporting and monitoring the performance of their staff as detailed in their job descriptions regarding quality management. The day-to-day operational activity of their staff as detailed in their job descriptions about quality management. For training staff in good quality standards and practice in relation to their roles.

Company Employees

Are responsible for conducting quality tasks as detailed in their job descriptions and as directed by Company Management.

2.7 Allocation of Resources

The Company will determine, provide, and maintain:

adequate resource – whether in the form of people, infrastructure, hardware, software, transport, or other equipment deemed necessary - to enable the provision of an effective Quality Management system in accordance with the requirements of ISO9001:2015.

An environment necessary for the operation of its processes, taking into consideration social, psychological, and physical factors as appropriate.

2.8 Quality Management Non-Conformity Escalation Process

The Senior Management Team responsible for ensuring audits completed to program.

A. Audit non-conformities are reported to and discussed with Departmental Managers

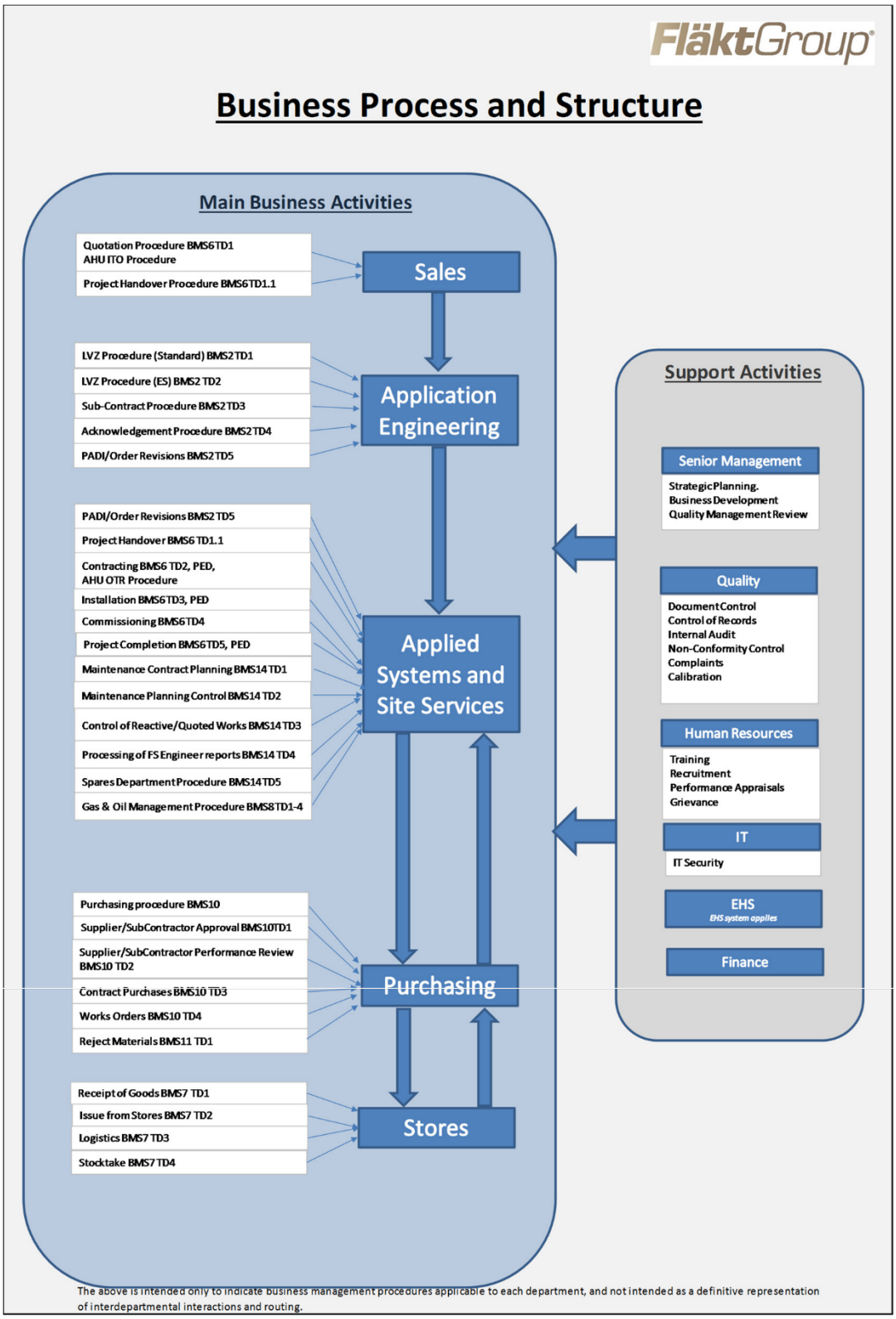
B. Departmental Managers and Senior Management Team agree resolution of non-conformities required within appropriate timeframe.

C. Non-conformities are reviewed and closed out within agreed timeframe.

D. Continued unacceptable standards or failure to close out non-conformity within agreed timeframe reported to Managing Director

E. Operational Director/Manager and Managing Director resolve unacceptable standards and/or failure to close out non-conformities.

2.9 Structure and Key Processes



2.9.1 Organisation Structure

The Organisation structure is available as a separate document within the company Quality SharePoint.

2.10 Changes to the Quality Management System (QMS)

Should a need arise for changes to be made to the Quality Management System, the purposes of the changes and their potential consequences will be considered prior to any change being put into effect. The impact on the integrity of the QMS will be considered, as well as the availability of resources required to effectively implement and maintain the change. The allocation of responsibilities and authorities will be reviewed and where necessary redefined or restated.

Appendix 1 SCOPE of QMS

The design, sale, installation, commissioning, maintenance, repair, refurbishment and servicing of Air Conditioning and Air Treatment systems, Heating and Ventilation systems (including Gas Boiler and associated infrastructure), Chillers and Fans.

Note: The element of Design and Validation previously included within our Scope of QMS has been removed as these elements are covered by our Manufacturing Facilities under separate and individual Certification and shared with our Customers upon request and as required within our terms of supply.

Appendix 2 GENERAL REQUIREMENTS for ISO 9001:2015

This quality management system is intended to meet the requirements of BS EN ISO 9001:2015.

It is the responsibility of the Managing Director, with assistance from the Senior Management Team, to ensure the system is reviewed at regular intervals, to confirm that any changes to the system will still meet the requirements of the standard.

The Quality Management system consists of three tiers of documentation:

Policy manual defining the company policy, management organisation and general responsibilities.

Specific Business Management procedures designed to control the company to achieve compliance with its quality policy.

Forms and documents associated with the above.

All personnel performing quality tasks have access to the appropriate procedures on the company QMS procedures and document control system.