

## Quality Policy

Cobal Sign Systems Ltd is committed to establishing the highest quality of products and operation in all parts of the company and particularly those parts concerned with the selling, surveying, design, manufacture and installation of signs. The Company will work towards the improvement of all aspects of customer services and will attain a defect level for its products as close to zero as is practical.

This will be achieved by obtaining a commitment to quality from all members of staff, at all levels of responsibility and in all departments of the Company, leading to the establishment of total quality control.



Paul McGlone  
Managing Director  
Dated: 18 May 2023

## 1 Management Responsibility

### 1.1 Quality Policy

The Company's defined and documented policy and objectives for commitment to quality are expressed through the pages of this document and is distributed as required throughout the organisation.

### 1.2 Organisation

a) Responsibility and Authority: The responsibility, authority and interrelation of all personnel who manage, perform and verify work affecting quality is defined via the organisation structure. Quality system responsibilities will also be specifically defined in the company's quality procedures.

b) Verification Resources and Personnel: Verification activities include design, inspection, test and monitoring of production and installation processes and audits of the quality system, which will be carried out by personnel independent of those having direct responsibility for work being performed.

### 1.3 Management Review

To ensure the quality systems' continuing suitability and effectiveness, a quality management committee will meet at appropriate intervals to review the operation of the systems.

## 2 Contract Review

The Company's procedures for ensuring that all new contracts and any amendments to contracts are subject to contract review are fully defined in the procedures listed below:

- The customer's requirements are adequately defined and documented.
- Any requirements differing from those in the tender are resolved and documented.
- The Company has the capability to meet contractual requirements.
- Records of contract reviews are maintained.

## 3 Consideration will be given to:

- Company standards
- British Standards
- Statutory requirements
- Health & Safety and environmental requirements
- Service life
- Availability and interchangeability of components

- Effect of failure of the product
- Maintainability
- Software, techniques & methodology
- Reliability
- Ease of manufacture
- Previous experience, including defect data feedback
- New materials
- Installation and fixing procedures
- Value engineering
- Inspection and test requirements
- The provision of information to purchasing and production
- Manufacturing quality control to ensure the achievement of the specification requirements

#### 4 Design Changes

The Company's procedures will ensure that all design changes and modification are identified and documented. All design changes and modifications will be reviewed and formally approved prior to being implemented.

#### 5 Document Control

##### 5.1 Document Approval and Issue

All documents and data that relate to the requirements of the Company's Quality System will be reviewed and approved for adequacy by authorised personnel prior to issue.

##### 5.2 Document Changes / Modifications

Changes to documents will be reviewed and approved by the same function / organisations that performed the original review and approval.

#### 6 Purchasing

##### 6.1 General

The Company will ensure that purchased products, including sub-contract services, conform to specified requirements.

The Buyer shall ensure that purchasing is conducted in accordance with Quality Procedures.

## 6.2 Assessment of Sub-Contractors

The Company will select and use sub-contractors and suppliers on the basis of their ability to meet specified requirements, including quality requirements. Records will be established and maintained of acceptable sub-contractors and suppliers.

The selection and the type and extent of control exercised by the company will be dependent upon the type of product and services and, where appropriate, on records of sub-contractors and suppliers' previously demonstrated capability and performance. The Production Manager is responsible for ensuring that this aspect of control is effective.

## 6.3 Purchasing Data

The Buyer is responsible for ensuring that purchasing documents contain data clearly describing the product ordered including, where applicable:

- The type, class, style, grade or other precise identification
- The title, or other positive identification, and applicable issue of specification, drawings, process requirements, inspection instructions and/or other relevant technical data, including requirements for approval or qualification of product, procedures, process equipment and personnel
- The title, number and issue of the quality system international standard to be applied to the product

The Company will review and approve purchasing documents for adequacy of specified requirements prior to release.

## 7 Purchaser Supplied Products

Any purchaser supplied product provided for incorporation into supplies will be subject to the Company's quality system procedures, which will ensure adequate verification, storage and maintenance facilities are provided.

Any such product that is lost, damaged or is otherwise unsuitable for use will be recorded and reported to the purchaser in writing.

## 8 Product Identification and Traceability

To provide the necessary product identification and traceability, the company has established procedures to ensure that during all stages of production, delivery and installation the product will be identifiable from applicable drawings, specifications or other documents.

## 9 Process Control

### 9.1 General

The Company will identify and plan production and installation processes to ensure these processes are carried out under controlled conditions.

Controlled conditions will include:

- Documented work instructions, use of suitable production and installation equipment, suitable working environment, compliance with reference standards / codes and quality plans.
- Monitoring and control of suitable process and product characteristics during production and installation.
- The approval of processes and equipment, as appropriate.
- Criteria for workmanship, which will be stipulated to the practical extent, in written standards or by means of representative samples.

## 10 Inspection and Testing

### 10.1 Receiving Inspection and Testing

The Company will ensure that incoming product is not used or processed until it has been inspected or otherwise verified as conforming to specified requirements. The amount and nature of receiving inspection will depend upon the control exercised at source and any documented evidence of conformance provided.

### 10.2 Final Inspection and Testing

No product shall be despatched until fully inspected and confirmed to be in accordance with design specifications.

## 11 Inspection and Test Status

The Company has defined procedures to identify the inspection status of all materials, whether it be goods inwards or stores stock, work in progress, sub-assemblies or finished products.

The identification of inspection and test status will be maintained, as necessary, throughout production and installation of the product to ensure that only the product that has passed the required inspection and test is despatched, used or installed.

## 12 Complaints

### 12.1 General

The Company operates procedures to ensure that material that does not conform to specified requirements is prevented from inadequate use or installation.

This control will provide for identification, documentation, evaluation, segregation (where practical), disposition of non-conforming product and for notification to the functions concerned.

Any repairs or reworked product will be re-inspected.

### 12.2 Customer Complaints

When non-conforming product or services are found to be unacceptable after delivery and installation, a Non-Conformance Review (NCR) is operated by the Company. This will ensure that the quality deficiencies raised by customers are dealt with promptly and efficiently.

### 12.3 Corrective Action

Where evidence of quality deficiencies become apparent, it is Company policy to investigate the causes and to implement corrective action to prevent recurrence of the problem.