

QUALITY CONTROL MANUAL & SYSTEM



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FOREWORD

This foreword describes the policy and objects of the quality control system and affirms that the following manual conforms to the BSI system requirements for stockists Part 1: Quality Assured Materials with lot traceability, and accords to ISO 9001 – 2015 Accreditation and is thus defined: -

Scope

That as a stockist we can provide a service of acquisition of material from quality assured sources and store, service, and distribute such material retaining lot traceability and certification at all time.

Organisation & Documentation

That we have a management representative responsible for ensuring the requirements of this system are satisfied. That the procedures established in accordance with these requirements are formally documented and are explained to quality control/sales employees.

Quality System

That our purchasing orders describe the material required and necessary certification of quality: that we have suitable storage and handling facilities to prevent damage: that a stock rotation of 'first in - first out' shall apply to prevent deterioration: that non-conforming material is quarantined for investigation: that supply to our customers shall be such as to ensure safe delivery and retain any special 'packaging' requirements: that all material is identifiable at all times and can be traced to a certificate of quality: that customers are supplied with material that fully complies with the order and each consignment is supplied at the time of despatch, unless otherwise specified, with a manufacturers signed test certificate or certificate of quality: that it be shown there is a system for agreeing concessions with customers and dealing with complaints: that the procedures established in accordance with the requirements of the system are periodically reviewed to ensure continued effectiveness: that we have an up to date collection of specification standards and commercial literature relating to our QA stock: that we are technically competent to give advice on the products we sell.

Documented Procedures

That our documents include a description of management structure and define the authority and responsibility of the QA representative.

Purchasing & Inward Goods

That we have a list of QA sources. That our purchase orders describe the material required in terms of quality, identification, marking and certification.

That there is a procedure for: -

Checking material is supplied to specification and certified; that material bears the maker's identity marks; that inward goods are checked for compliance with the purchase order; that rejected material is not taken into stock and the ultimate fate recorded if necessary.

Stock Control

That our stock control system can identify material with the original manufacturers test certificate: that we have a stock record system: that, as previously said, a 'first' in - first out' system operates where appropriate. That stock checks are taken at regular intervals - in our case annually or sooner.

Storage, Handling & Despatch

That these are defined. Also the procedure for checking stock condition and method of maintaining material identity during cutting and re-packaging so as to relate to the makers quality certificates. Our procedure for controlling delivery and checking consignments shall comply with customer order requirements.

SYSTEM MANUAL

Policy & Scope

The system shall be so conducted as to provide a service of acquisition of material from quality assured sources and the storage, cutting and redistribution of such material to customers with assurance and certification of quality and lot traceability. For the purpose of this system a quality assured source shall mean a supplier assessed and approved or registered by a national standards organisation, or manufacturer or supplier of undoubted national or international repute, or one registered by the ISO, BSI or MoD or PVQAB, which has supplied material within the scope of our quality control.

Organisation & Documentation

The Inspection Representative is Mr A V Marshall, the Managing Director, who is authorised to maintain Quality Control.

The QA system ensures that all controlled material conforms to the specified requirements is identifiable to its certification, traceable to both source and disposal, and quality protected during stockholding and delivery. The testing, analysis, and certification is done by the manufacturer, or such quality assured source as deemed proper, and such material hard stamped or indelibly marked with quality identification marks for individual plate recognition. Unless otherwise stipulated the markings shall be the plate number and cast numbers.

Inspection is by measurement and the equipment shall be kept in a known state of calibration against standard gauge supplied for the instrument.

A current set of manufacturer's specifications and brochures are available for inspection at any time by a purchaser's representative on our website.

Quality System

Controlled material is only bought from a Quality Assured Source: a list of QA and CE sources is maintained in the office. Purchase orders are numbered, referenced with buyers/sellers identity, dated, specified in quality, quantity, sizes, delivery destination, and number of certificates required; such certificates requested as full mill test certificates to DIN EN 10204-3.1.

When orders are transmitted electronically, a confirmation is provided by the seller incorporating the above information and this is kept as a record.

A three-part stock conformity trail is maintained, viz; an Inward Delivery Book (I.D.B.), stock record, and test certificate control form.

The I.D.B. evidences date of goods receipt, supplier's advice number, our purchase order number, plate size, quality, confirmations of receipt of test certificates, invoice and internal confirmation of record updates. Also a column for recording possible defects or non-conformity and action taken.

The stock record details the quantity by number, length, width and thickness of plates, the specification or quality, weight, and customer name together with our sales order number.

The test certificate control form is the document relating to the plate(s) on which is entered the sale(s) customers name, our sale order number, the quantity of plate sold in length, width and thickness, date of despatch and the method of forwarding certification. All test certificates sent to the customer are authentic and wherever possible makers original documents bearing the appropriate seal or stamp. When copy certificates are required they shall be photocopies of an original and in the event of it being the sole remaining original, that document must remain in the company records as the sales record certificate. All makers' certificates/certificates of conformity are kept and maintained in a 'Quality Control' file.

Controlled steel is stocked at A J Marshall (Special Steels) Ltd, Unit 8g Marston Moor Business Park, Rudgegate, Tockwith, York YO26 7QF.

Plates are stacked on top of one another to give surface protection and used on a first in first out basis: to achieve this replacement material is stacked anew. Sales orders for QA material are passed in writing for picking giving specification, size required, material to be used, and requesting acknowledgement confirming plate identity numbers. Upon despatch, the relevant certificates are sent with the delivery note and the load (unless otherwise requested by the customer) and the delivery note marked to that effect. Likewise the test certificate control form. After disposal of an entire plate, these records are filed for ten years retention.

Care is taken that customers requested identity marks do not obliterate plate identity numbers.

Non-conforming steel is marked, recorded and isolated until disposal in the quarantined area recognised as such. Concessions with customers will be agreed between the customer, or his representative, and Mr A V Marshall.

Records

Records will be kept for a period of six years after such material has been sold. These records relate to material description, identity, manufacturer, certification, buyer, referenced order number, and date of delivery of material and certificates.

Documents to be kept will be:

- Purchase orders.
- Inward delivery particulars.
- Stock records.
- Maker's certificates or other conformity documents.
- Test certificate control forms.
- Records of non-conforming material and its history.
- Purchase and sales invoices.
- Record of stock takes.

The record system provides traceability of inward and outward material and its documentation.

Note that material is traceable to its purchase invoice and manufacturer via the stock conformity trail: viz, the I.D.B., the stock record, the test certificate control, sales invoice(s), and delivery notes.

Documented Procedures

The company has a management structure; the chain of activity and responsibility is shown in the attached sheet. The responsibility and authority of the Quality Control Representative is that of the Managing Director.

Purchasing

The authority and responsibility for buying is with Mr A V Marshall who ensures the proper procedure and description of controlled material is applied. As previously written, purchase orders will require full mill test certificates (chemical plus physical or as the standard requires) to DIN EN 10204-3.1.

The procedure for ensuring and checking that all material is supplied with a certificate of conformity/test certificate has already been described in the maintaining of an I.D.B. Upon receipt of material, the plate dimensions and details are confirmed with the manufacturers documents, measurements are taken and passed to the office for confirmation and entry. Should this be found wrong, an entry is made with a comment recorded in the I.D.B. and the material quarantined until a report is sent in writing to the makers and a satisfactory outcome obtained. In the event of material proving faulty, and agreed so by the maker's representative, the plate(s) shall be returned to the maker without entering our controlled stock.

Stock Control

Stock records shall be kept on the computer, and the plates identified as to quality, size, quantity, and where sold.

Physical stock checks shall be taken every year or sooner if deemed necessary. Any alteration required to the stock shall be done only in the full understanding of error correction and by the authority of Mr A V Marshall.

The stock shall be updated from approved purchase/sales invoices upon receipt of or sale of material.

Storage and Handling

Material shall be kept at:

A J Marshall (Special Steels) Ltd
Unit 8g Marston Moor Business Park
Rudgate, Tockwith
York
YO26 7QF

The method of handling shall be by fork truck and material maintained in stack according to quality and size. Replacement material shall be separately stacked to allow for satisfactory stock rotation.

When cutting to smaller sizes, the plate markings shall be transferred preferably before cutting and in every case according to customer wishes. Small plates or blanks of an area impracticable to be stamped may be left unmarked providing they are from a sole plate whose identity shall be known, and also providing that there is no possibility of such small plates being separated and brought into contact with non-conforming material.

Delivery of controlled material shall be by approved hauliers. i.e. Collection and delivery of controlled material only without mixing non-conforming material on the same vehicle.

Despatch

Instruction shall be given in writing denoting the plate sold, quality, size, and other information necessary (cutting etc.) together with a demand for confirmation of plate identity numbers. Upon return of the plate identity numbers the despatch documents shall be prepared, the test certificate control updated, the test certificate(s) selected and together with the delivery notes passed to the specified haulier, or as required by circumstance. The specified haulier shall be: (Except when demand occasions otherwise).

NATIONAL/ENGLAND

F Cooper & Son
Walnut Farm
Walton
Wetherby
LS23 7DS

IRELAND

J Freight Ltd
Riverside House
Mellor Street
Rochdale
OL11 5BT

SCOTLAND

James Wilby Ltd
Walkley Lane
Heckmondwike
WF16 0PG

Review Procedures

The system shall be reviewed annually to improve the effectiveness and if possible streamline documented procedures without loss of control.

Training of QC Personnel

All sales staff shall be instructed in the duties they owe to the company and its system by the QC Manager, currently the Managing Director.

MANAGEMENT STRUCTURE

