



## ***QUALITY MANAGEMENT SYSTEM***

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### ***1.0 INTRODUCTION***

Wise Man's Gifts was formed in August 2007 to satisfy customer requirements for promotional and corporate materials and items. This business has developed well and is expanding successfully.

Additional capabilities have been added to the organization which includes clothing, sportswear and equipment, work wear, printing services and other electronic items.

This Quality System relates to the full range of company activities.

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### ***2.0 POLICY and OBJECTIVES***

Wise Man's Gifts quality policy is to achieve sustained, profitable growth by providing services which consistently satisfy and exceeds the needs and expectations of its customers.

This level of quality is achieved through adoption of a system of procedures that reflect the competence of the Company to existing customers and potential customers.

Achievement of this policy involves all management and staff, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all. This policy is provided and explained to each employee by the Managing Member.

To achieve and maintain the required level of assurance the Managing Member retains responsibility for the Quality System.

The objectives of the Quality Assurance System are:

- a) To achieve and maintain a level of quality which enhances the Company's reputation with customers.
- b) To ensure compliance with relevant statutory and safety requirements.
- c) To endeavor, at all times, to maximize customer satisfaction with the services provided by Net Work Systems

*N Schoevers - Managing Member*

*August 2007.*

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### ***3.0 QUALITY SYSTEM***

The Quality Assurance System applies to all activities of the Company.

#### ***Quality Planning***

As the Company operates a standard type and range of services, customer satisfaction and quality are achieved through operation in accordance with the documented quality system. Specific customer requirements are identified and documented during the contract review process, allowing these requirements to be communicated and achieved; ensuring satisfaction of all customers declared needs.

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### ***4.0 AUTHORITY & RESPONSIBILITIES***

#### ***4.1 Authority***

4.1.1 All staff is allocated with authority to perform their allocated responsibilities. The following provides a summary of the principal responsibilities of each job role.

4.1.2 All staff shares the authority and responsibility of identifying noncompliance's or possible improvements, and recording these instances such that corrective action can be taken, both to rectify the immediate situation and to prevent recurrence.

4.1.3 The Managing Director continually reviews the company's resources to ensure that adequate staff, equipment and materials are available to meet customer requirements.

#### ***4.2 Responsibilities***

##### ***4.2.1 Managing Member***

- Approval of the Quality Assurance System
- Management Review
- Design Control
- Supplier Selection & Purchasing
- Contract Management & Control
- Training
- Estimating
- Project Management
- Control of Contract Documentation
- Planning & organization

#### *4.2.2 Operations and Sales Manager*

- Internal Audit
- Resolution of Quality Assurance System Discrepancies
- Control & Maintenance of the Quality Assurance System
- Management & Co-ordination of Sales and Support Functions
- Contract Review
- Sales Order Processing
- Estimating
- Project Management
- Control of Contract Documentation
- Planning & organization
- Supplier Selection & Purchasing
- Training

#### *4.2.3 Administration Order Processing Clerk*

- Sales Database Administration
- Checking of Sales Orders
- Allocation of Order Reference Numbers
- Sales Order Processing
- Estimating

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## ***5. MANAGEMENT REVIEW and INTERNAL AUDIT***

Management review of the suitability and effectiveness of the Quality System take place at least twice per year. During the management meetings actions are allocated and recorded to evaluate the development of the Company's management system.

The objectives of Management Review are:

- a) To establish that the Quality (Management) System is achieving the expected results and meeting the Company's requirements and continuing to satisfy the customers needs and expectations.
- b) To expose irregularities or defects in the System, identify weaknesses and evaluate possible improvements.
- c) To review the effectiveness of previous corrective actions, and to review the adequacy and suitability of the management system for current and future operations of the Company.
- d) To review any complaints received, identify the cause and recommend corrective action if required.
- e) To review the finding of internal audits and identify any areas of recurring problems or potential improvements.
- f) To review the reports of nonconforming items and trend information to identify possible improvements.

Internal audits of the Quality System are undertaken at least once per annum to confirm that the function concerned is adhering to the Company's Procedures. A comprehensive Audit Programme is compiled at least a year in advance however, should particular needs be identified, the frequency of audit may be increased at the discretion of the Operations Manager.

Audits are undertaken by the Managing Member. Nonconformance observed is brought to the attention of the person responsible, and is recorded, documented and subject to timely corrective action to ensure full rectification.

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## *6. CONTRACT REVIEW*

The Company offers both standard products and specialist services to meet each customer's needs. Standard products are displayed in a catalogue for customer selection. Specialist service requirements differ from one customer to another (and from one contract to another), therefore each tends to be quoted for the specific contract.

Once a proposal is accepted by the customer, or an order is placed, it is recorded and reviewed to establish that the requirements of the order are adequately defined and documented, any differences from the proposal are resolved, and the Company is capable of fully satisfying the customers requirements.

In addition to the original order/ contract specification the customer may also request addition/ variation work to be undertaken by the Company. In these circumstances the work content is documented and agreed with the customer prior to execution to ensure that no ambiguity exists.

The Company operates on a computerized order processing system to ensure rapid fulfillment of customer orders.

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## *7. DOCUMENTATION & CHANGE CONTROL*

All documentation utilized within the Company related to the management system itself, or to the execution of individual customer orders or requirements, is controlled to ensure that it is issued to the appropriate personnel, is revised and reissued as necessary, and all obsolete versions are removed from the point of use.

Such documentation typically includes:

- Specifications
- Customer Orders
- Quality Assurance Manual.

The Quality Assurance Manual, Procedures and Quality Plans are maintained by the Operations Manager who ensures that the appropriate items, at the correct revision levels, are issued to all who need them within the Company.

External suppliers of documentation are contacted regularly to ascertain that the documents held remain current.

The distribution of standard documents is controlled and recorded on Distribution Lists, which also show the current issue status. The Distribution Lists are reviewed and updated as changes occur.

All changes to documents are reviewed and approved by the Operations Manager and, where appropriate, the nature of the change is indicated on the document. Master copies of the revised documents are retained as records of the changes and renewed as necessary to ensure clarity.

Each client has a file which contains all relevant information. Information is also held on the company's computer system for ease of access and manipulation.

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## ***8. PURCHASING***

Suppliers of products, materials and services, are selected on their ability to meet the company's requirements given due consideration to the quality, timescale and cost. A list of approved suppliers is maintained which is compiled on the following criteria:-

- a) Previous performance in supplying to similar specifications and requirements.
- b) Stocking of high volume standard items conforming to a required quality standard, or supplied with a statement of conformity to the required standard.
- c) Recommendation by other similar purchasers or manufacturers of products.
- d) A trial order and evaluation of performance.

All suppliers are subject to an authorized Purchase Order providing full clarification of the type and extent of supply.

Should a supplier, not appearing on the Approved Suppliers List be proposed, they will be analyzed by capability and subject to acceptance on the authority of the Operations Manager.

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## ***9. RECEIVING INSPECTION***

All storage areas are maintained as secure as practical. All items received by the Company are identified and verified in accordance with the requirements of the Delivery Note and Purchase Order, and are inspected for correct identity, quantity and any signs of damage.

All goods received are documented and, in the event of non-conformance, the items are placed in a reject area or labeled to ensure identification. The extent of the non-conformance is noted and subject to disposition review by nominated personnel.

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## ***10. INDICATION OF INSPECTION STATUS***

As goods are inspected, the status is defined by location in stores, with all non-conforming items being placed in a reject area or marked as reject for review. The status of work in progress is established by markings or associated documentation recording the inspections undertaken and their acceptability.

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## ***11. NON-CONFORMING ITEMS, PREVENTIVE & CORRECTIVE ACTION***

Once non-conforming items have been noticed they are identified by location, associated documents, or specific markings to prevent their inadvertent use. All non-conforming items and customer complaints are subject to review and rectification by the Operations Manager. The type and extent of non-conformity is documented in order to establish trends and identify possible areas for improvement.

The corrective action required to prevent recurrence is evaluated, documented, and its effective implementation is monitored. All rectification is subsequently re-inspected to ensure complete customer satisfaction.

All employees are encouraged to suggest improvements in methods, materials, suppliers. The Company has established procedures for review of all activities in order to identify and evaluate all possible improvements in methods/ materials and its procedures.

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## ***12. RECORDS***

Storage facilities are allocated which ensure that all stored records are identifiable and retrievable, and the storage areas are free from damp and other agents which could cause premature deterioration.

Where records are maintained on computer media, and these are subject to "back-up" at regular intervals, with the "back-up" information being stored in a protected location to ensure security from loss/ damage of active data.

All records are retained for a minimum of 2 years.

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### *13. TRAINING*

The policy of the company is to ensure that all personnel are trained and experienced to the extent necessary to undertake their assigned activities and responsibilities effectively. The company attempts to recruit employees capable of meeting the technical, skill, experience and educational requirements of the company's activities.

All staff and senior employees are responsible for recommending the training needs of others and for ensuring that all employees allocated specific tasks are suitably qualified and experienced to execute those tasks. Once training needs are identified these are provided under the responsibility of the Managing Member.

Full records are maintained of all training undertaken by employees.

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