



Goodfellow

Your global supplier for materials

Metals & Materials Ltd

Consisting of:
Goodfellow Cambridge Ltd
Goodfellow Corporation
Goodfellow GMBH
Goodfellow SARL

***Supplier and manufacturer of metals, polymers, ceramics
and other specialist materials***



HEAD OFFICE

Goodfellow Cambridge Limited
Ermine Business Park
Huntingdon, PE29 6WR
England

QUALITY MANUAL		
ISO9001:2015	QMF 087 Rev. 3	Effective Date: 31 May 2019

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Amendments

All copies of this Quality Manual will be kept under strict control to prevent the system from becoming unreliable. The following document outlines the procedures that ensure the Quality system remains current, valid and in line with ISO9001:2015.

- 1) Controlled copies of this manual are stored electronically and held by the Quality, Health & Safety Manager.
- 2) Each page in the manual will carry its own number.
- 3) The Quality, Health & Safety Manager will be responsible for all revisions, amendments and additions being recorded.
- 4) Changes can be suggested by any employee but must receive authorised approval before being entered into the manual.
- 5) All changes must be recorded in the Amendments List (QM 04).

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Company Profile

Goodfellow was established in the City of London in 1946 to provide materials for research and prototyping projects before moving to Cambridge in 1999 to be nearer some of the countries main research facilities.

Goodfellow today operates from its Headquarters in Huntingdon, England where it has processing laboratories, production and workshop facilities; including central administration. Associated operations are also established in France, Germany, America and a representative office in China.

Over the years Goodfellow has established an enviable reputation for the supply of a wide range of specialist materials which includes metals, alloys, ceramics and polymers to meet the needs of research, development, prototyping and specialised manufacturing applications.

Goodfellow maintains a large stock of materials that forms the basis of its extensive range of catalogue products. These materials are available for immediate delivery.

In addition to the standard catalogue items, the company also offers materials and products that are customised to meet specific requirements of its customers.

The company prides itself on the quality of product and service it provides to its large customer base, which includes clients who are recognised and acknowledged worldwide as being leaders in their specific areas of activity.

To ensure that quality and service continue to be maintained a Quality Management System compliant with ISO9001:2015 is maintained.

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Metals & Materials

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ISO 9001:2015 Quality Policy

Goodfellow was established in 1947 to provide specialist materials to the scientific research and development industry. We have a manufacturing and storage facility based in Huntingdon, UK, and administrative sales offices based in Coraopolis, PA, USA; and Shanghai, PR China.

Our focus is to continually develop and improve our Quality Management System (QMS) to ensure that it provides a platform to extend the range of products and services that we provide, and to meet and exceed our customers' requirements and expectations.

We have a strong management team, the members of which are committed to the principles of the standard and ensure that they are promoted and communicated with the organisation to support the achievement of corporate objectives. To ensure overall success of the system we will:

- Comply with all applicable national and international laws and statutory regulations.
- Follow the concept of continual improvement.
- Establish and communicate measurable quality objectives within the organisation.
- Select, approve, and evaluate our suppliers to ensure that we are working with the best partners possible.
- Gather and monitor customer feedback.
- Commit to an internal audit program to ensure the ongoing effectiveness of the QMS.
- Adopt a process approach to our internal systems and continually risk assess them.
- Provide training and development opportunities for all staff members.
- Hold an annual Management Review meeting, supported by regular review meetings throughout the year.

Although the Chief Executive Officer has ultimate responsibility for quality, all employees have a responsibility within their own areas of work to ensure that quality is embedded within the whole of the company.

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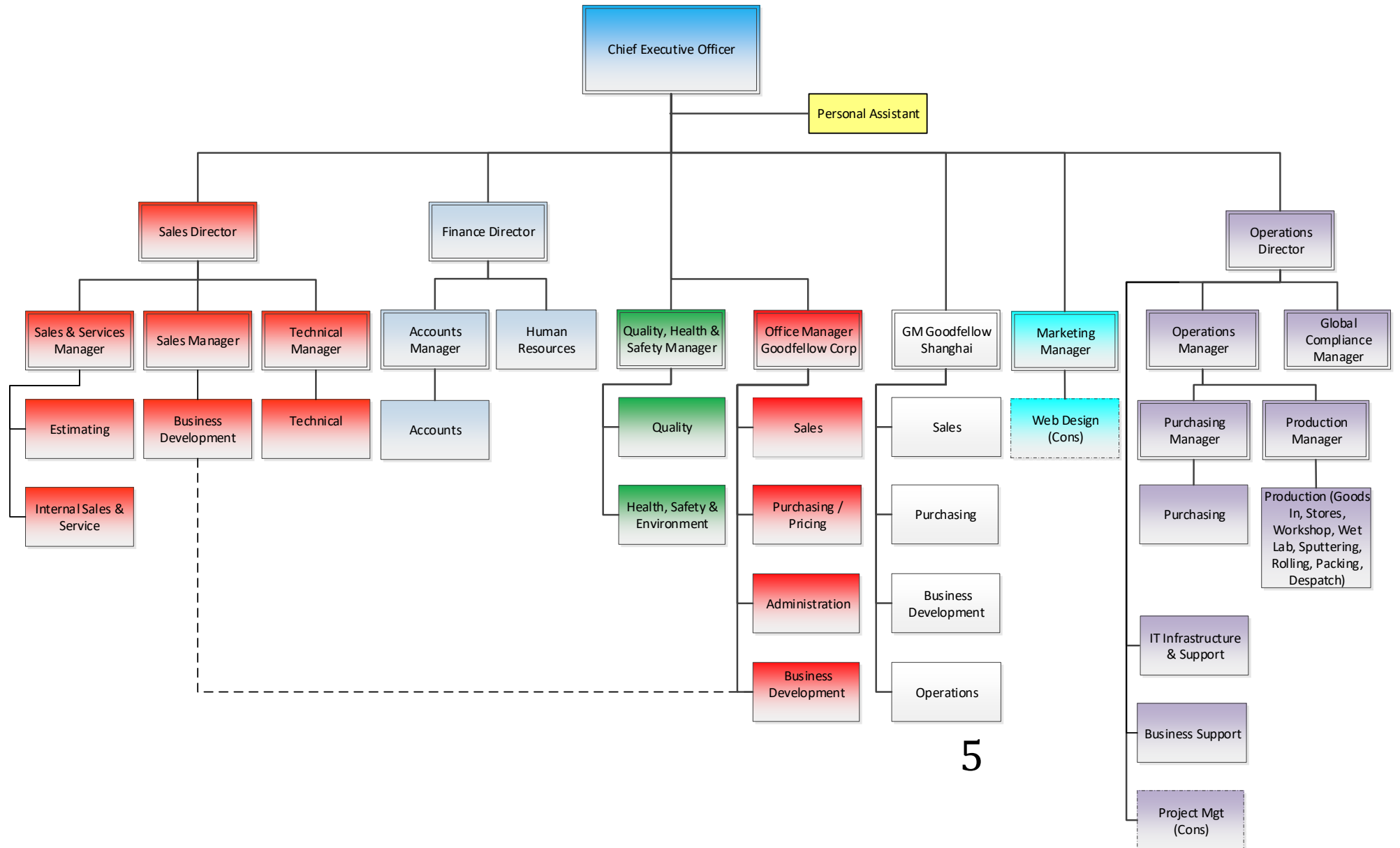
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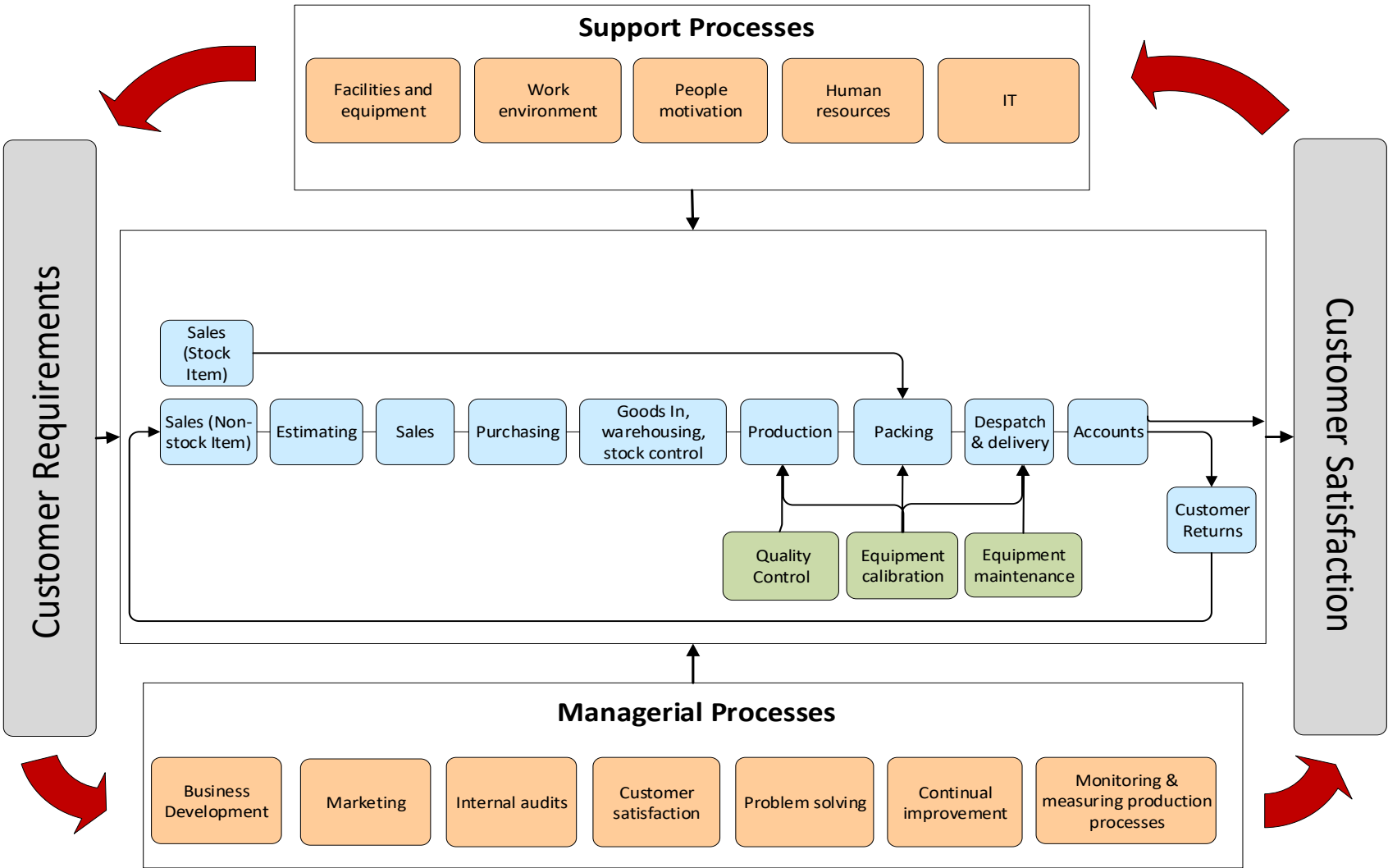
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Process Interaction



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Scope

General

This Quality Manual has been written to comply with the requirements of ISO9001:2015 Quality Management Systems. It is a top-level document for the supply and manufacture of a range of specialist materials which includes metals, alloys, ceramics and polymers to meet the needs of research, development, prototyping and specialised manufacturing applications.

Quality Manual Revision

The Quality Manual Issue status is shown on the front page and will be updated numerically when a significant change has been made to the standard that affects many sections within the document. Minor revision changes are shown on the amendments page which will indicate the latest revision status. All changes are managed by the Quality System Manager and held electronically on a protected computer network folder accessible to all personnel.

Application

This document is applicable to Metals and Materials Ltd that incorporates the following:

- Goodfellow Cambridge Ltd
- Goodfellow Corporation – USA
- Goodfellow GmbH – Germany
- Goodfellow SARL – France

Non-applicable clauses

8.3 – Design and Development. Metals and Materials Ltd do not design or develop new products for any specific purpose. The products offered are standard materials that are readily available on the open market, or specialist materials manufactured to our customer’s specifications.

QMS		
4	Context of the organization	Doc ref
4.1,4.2,4.3, 4.4, 4.4.1, 4.4.2	<p>In determining the scope of the QMS applied and the products and services provided we have considered the internal and external issues relevant to our considered purpose and strategic direction to establish the boundaries and applicability of the QMS applied. These issues are identified and listed in the relevant document listed in the adjacent column.</p> <p>This has provided us with the ability to determine who those interested parties are, both internal and external, and their potential or actual effect on our ability to consistently provide products and services which meet customer expectations and any regulatory or legal obligations. This information then allows for the understanding of the needs and expectations of those parties and is periodically reviewed by the management team.</p> <p>The scope of the business is defined within this document. All processes are maintained to support the operation of the processes applied and inputs, output, sequencing and interactions are established. Systems are regularly reviewed for improvement and assuring resources are adequate. Process documents are available throughout to indicate the methods applied.</p>	<p>QMF 084 Context of the organization</p> <p>QMF 057 Compliance register</p> <p>QMF 058 Risk register</p>

5	Leadership	Doc ref
5.1	Leadership and commitment	
5.1.1	<p>Top management is accountable and committed to the development and implementation of the QMS and recognises the importance of promoting improvement, adopting a process approach and risk-based thinking and are fully supportive of the people engaged throughout the system.</p> <p>This is achieved through regular weekly catch-up meetings to discuss new</p>	

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	<p>processes, existing issues, and performance related data. We also hold quarterly company communication meetings, involving all members of staff, where the Senior Management Team (SMT) provide information on the strategic direction of the company, progress towards objectives, and project updates. All members off staff are invited to provide feedback and ask questions.</p>	
5.1.2	Customer Focus	
	<p>Top management is committed to customer focus and ensures that any customer and applicable statutory and regulatory requirements are determined, understood to enable customer satisfaction.</p> <p>This commitment is outlined through the following means:</p> <ul style="list-style-type: none"> • Departmental KPIs and objectives to continually improve processes at all levels and deliver a world class service to our customers. • Annual improvement plans across all departments with a focus on process improvements. • Dedicated sales and service team with key account and strategic account managers. • Company-wide risk register. 	<p>QMF 058 Risk register</p> <p>FY19 improvement plan</p>
5.2	Policy	
5.2.1 and 5.2.2	<p>The company Quality Policy has been established, communicated and is appropriate to the purpose and context of the organization and supports our strategic direction. It sets quality objectives and includes a commitment to satisfy applicable requirements and to continually improve the QMS.</p> <p>The policy is communicated during staff inductions, on company notice boards, and is available in electronic form through the company IT system. It is also available to third parties on all company websites.</p>	Quality policy
5.3	Organizational roles, responsibilities and authorities	
	<p>Responsibilities and authorities for relevant roles are assigned, communicated and understood within the organization ensuring that the quality management system conforms to the requirements of ISO 9001. The management team ensure the processes are delivering their intended outputs and report on the performance of the system to promote customer focus and the integrity of the QMS.</p>	Organisation chart

6	Planning	Doc ref
6.1	Actions to address risks and opportunities	
6.1.1 and 6.1.2	<p>Goodfellow maintains a company-wide risk register that is regularly reviewed and updated. All risks are rated in relation to their severity and the likelihood of occurrence, with any necessary action stated to ensure any undesirable effects are minimized. Opportunities to prevent or reduce undesirable effects and achieve improvement are also realized through this process.</p>	QMF 058 Risk register
6.2	Quality Objectives and planning to achieve them	
6.2.1 and 6.2.2	<p>The organization has set quality objectives that are relevant to the business and its strategic direction. Objectives are consistent with the quality policy, measurable, monitored, communicated and reviewed periodically.</p> <p>The departmental managers are tasked with creating improvement plans to be implemented within each financial year. These are also in line with the company strategy and are presented to and reviewed by the SMT.</p>	<p>Quality objectives</p> <p>FY19 improvement plan</p>
6.3	Planning for change	
	<p>Where Changes are identified the organization manages change in a planned and systematic manner which maintains the integrity of the system and considers any potential consequences incl. resources and responsibilities.</p> <p>Changes to the system are discussed during manager's meetings and then presented to the SMT or Board for review and approval.</p>	

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7	Support	Doc ref
7.1	Resources	
7.1.1	General	
7.1.2	People	
	<p>Goodfellow have provided the persons necessary for the effective implementation of the QMS and for the operation and control of its processes.</p> <p>The development of a strong management structure, clearly defined lines of communication, and key positions within quality control ensure the continuing success of the QMS.</p>	
7.1.3	Infrastructure	
	<p>Goodfellow have installed the key infrastructure necessary for the optimum performance of their processes to ensure product conformance.</p> <p>Infrastructure requirements are evaluated during top level management meetings and management reviews.</p> <p>All infrastructure is recorded and maintained as per the documented schedule.</p>	QMF 070 Maintenance and calibration schedule
7.1.4	Environment for the operation of processes	
	<p>We provide and maintain an environment necessary for the operation of our processes and to achieve conformity of products and services. These include ref to a combination of factors:</p> <p>Social – the provision of a respectful approach, which is target driven but also relaxed.</p> <p>Psychological – suitable working conditions with regular breaks, flexible working hours, generous holiday allowance, and a supportive management team.</p> <p>Physical – working environments are well balanced between the need to meet product requirements and to protect our workers physical health. Staff members are encouraged to report issues within their areas.</p>	
7.1.5	Monitoring and measuring resources	
7.1.5.1	General	
	The resources necessary to ensure valid and reliable results have been identified and provided. The equipment used is suitable for the type of monitoring and measurement activities being undertaken are maintained to ensure it is fit for purpose.	
7.1.5.2	Measurement traceability	
	<p>All equipment used to verify or validate a material or product is calibrated to National Standards on a yearly basis or based on its usage. This equipment is calibrated by a third party who is certified to carry out this activity, and provide legal, dated, and signed documentation showing full compliance with National Standards and its agreed tolerance bands.</p> <p>Documented information showing test results is maintained and safely filed. Equipment when not in use is stored safely in its original container.</p> <p>Goodfellow assign measuring equipment to individual operators so that in the event of the equipment being found unfit for its intended purpose, previous records can be examined to ensure conformity.</p>	PRM 08
7.1.6	Organizational knowledge	
	<p>Goodfellow have established robust processes over the 70 years they have been in business. The knowledge necessary for the operation of these processes is maintained to achieve conformity of their products and services.</p> <p>When addressing changing needs and trends the management team considers our</p>	

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	current knowledge and determines how to acquire or access the necessary additional knowledge and required updates. The additional knowledge will be shared with internal or external parties where necessary.	
7.2	Competence	
	<p>The management team, particularly the HR Manager, works with internal staff members to determine the necessary competence of staff carrying out work under its control.</p> <p>Staff are periodically reviewed based on the necessary skills and competencies required to carry out specific tasks and undergo annual performance reviews with their line manager. The results of these reviews are analysed to enable the organization to implement any further training necessary. Documented evidence is maintained.</p>	<p>QMF 003 Training matrix</p> <p>Performance review</p> <p>Induction program</p> <p>Competency guide</p>
7.3	Awareness	
	<p>Goodfellow ensure that their quality policy is communicated with all staff members through the following means:</p> <ul style="list-style-type: none"> • Held electronically and accessible to all employees • Displayed on notice boards • Available on the company website • Introduced during induction training <p>Employees are made aware of quality objectives and their contribution to the success of the QMS. Key Performance Indicators are displayed within departments and updated regularly.</p> <p>Goodfellow run an annual bonus scheme that rewards employees for contributing towards the organization's business performance targets.</p>	
7.4	Communication	
	<p>Goodfellow value communication highly and do so through a matrix of face to face meetings:</p> <ul style="list-style-type: none"> • Monthly board meetings • Monthly Senior Management Team (SMT), and Manager's meetings • Weekly purchasing meetings • Daily sales catch up clinics • Periodic company communication days <p>Formal communications are driven by top management and where necessary fed down through the organization by department managers and supervisors.</p>	
7.5	Documented Information	
7.5.1	General	
	Goodfellow have taken steps to provide documented information that is relevant and necessary for the effectiveness of the QMS.	
7.5.2	Creating and updating	
	<p>Each time a new document is entered into the quality system a record is made of its title, the date it was issued, who created it, and it is given a unique reference number.</p> <p>Every document is held electronically. Paper copies are also provided to internal departments for ease of use.</p> <p>All documents will be periodically reviewed and approved by an appropriate member of the management team.</p>	Master document list
7.5.3	Control of documented Information	

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7.5.3.1, 7.5.3.2	<p>Documented information can be provided electronically or in paper format. Operators can access the information through the company IT system or quality procedure folders located within their department. This information can also appear within the IT software that Goodfellow employ to manage their day-to-day operations. Default process instructions are regularly used to highlight best practice and customer requirements.</p> <p>Only authorized personnel are permitted to make amendments to documents and release them for use. This is controlled through IT permissions set within the system. When a document is changed a record of the amendment is held along with the date and initials of the person making the change. The document will receive a new revision number.</p> <p>Controls for the storage, preservation, retention and disposition of documented information is defined within the 'Control of Documents and Records' procedure.</p> <p>Documented information of external origin will be held within a system folder and recorded on a register. A check will be made on an annual basis to verify the validity of the information.</p>	<p>Control of docs and recs proc</p> <p>Standards register</p>
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8	Operation	Doc ref
8.1	Operation Planning and Control	
	<p>Goodfellow's processes have been planned and implemented throughout the organization (see key process map – pg 5). Controls are applied within the processes to maintain consistency and prevent undesired outcomes, these are monitored through Key Performance Indicators.</p> <p>The requirements for the products are based on their key characteristics e.g. composition, measurements. Tolerances are assigned to provide acceptance criteria. Resources are reviewed during Management Review and internal meetings.</p> <p>At each stage of the process, details are added to the Goodfellow operating system against the specific order number, providing accountability and evidence that all production and inspection steps have been completed. Documented information is stored within the system, and shared with internal and external parties to demonstrate the conformity of products.</p>	<p>Standard tolerances QMF</p> <p>Management review proc</p>
8.2	Requirements for Product and Services	
8.2.1	Customer communication	
	<p>Goodfellow are very proactive when it comes to communicating with their customers. The following pre-sales information is available:</p> <ul style="list-style-type: none"> • Product specification information via the Goodfellow website including: <ul style="list-style-type: none"> ✓ Product types and forms. ✓ Chemical and physical properties. ✓ Product tolerances. ✓ Terms and conditions. ✓ Hazard information. • Safety and technical data sheets (SDS or TDS) on request. • Technical advice to assist with product selection. <p>Communication with customers is generally done via the Sales and Services department. All enquiries and orders will be logged and processed through the system. Special attention will be given to contract orders with specifications that fall outside of the standard Goodfellow service, these will be reviewed by personnel who have the necessary knowledge and experience. Any changes will be communicated as part of this review.</p> <p>Customer feedback will be obtained by the Sales and Services, and Marketing departments, through the following means:</p> <ul style="list-style-type: none"> • Quotation follow-ups. • Meeting report analysis. • Customer surveys. 	PRM 12

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	<ul style="list-style-type: none"> • Customer returns analysis. <p>Complaints will be entered into an operating system against the applicable customer file. Once on the system, the information is analysed by the Sales and Services Manager, who will classify into categories, and graphically present trends. This will be discussed with the Quality Manager to decide whether corrective action is necessary and develop an action plan for continuous improvement based on the findings.</p> <p>Where relevant, customer property will be entered into the Goodfellow operating system and given the same level of care, protection, and traceability as Goodfellow property. Full details of the movement, handling, and processing will be made available upon request.</p>	
8.2.2	Determining the requirements for products and services	
	<p>The products that Goodfellow offer to their customers fall into the following categories:</p> <ul style="list-style-type: none"> • <u>Catalogue</u> – standard materials supplied to a pre-defined size and quantity. • <u>Catalogue extension</u> – a different size or quantity of a catalogue item that can be processed within the standard timescales. • <u>Catalogue with processing</u> – a catalogue item that requires further processing before shipment. • <u>Non-catalogue:</u> <ul style="list-style-type: none"> ✓ Product composition is not available in the catalogue. ✓ Primary dimension i.e. thickness, diameter is not available in the catalogue. ✓ Catalogue extension that cannot be processed with the standard timescales. ✓ Products manufactured to customer specifications. ✓ Products manufactured to customer drawings. <p>The requirements for catalogue items are determined prior to being entered into the catalogue, this will include composition, size, quantity, statutory and regulatory requirements, storage, handling, disposal, and physical hazards.</p> <p>Non-catalogue items that are ordered for the first time will be entered onto the system as an enquiry and processed by our estimating team, any further requirements with regard to customer specifications as stated on the enquiry will be determined by the relevant department/manager.</p>	
8.2.3	Review of the requirements for products and services	
8.2.3.1 8.2.3.2	<p>Every order and enquiry is reviewed by the relevant department prior to committing to supply of products.</p> <p>Enquiries are entered into the system by the Sales and Service department, all information is then passed on to the estimating team who will communicate with production to provide a costing and quotation. Specific requirements relating to the supply of the product will be reviewed by the applicable manager/department to ensure the requirements can be met.</p> <p>Once a commitment to purchase has been received from a customer, the Sales and Service department will enter all the details into the operating system. An order checking sheet will be produced, and the details will be compared to the customer's purchase order (if applicable). If satisfied the Sales and Service operative will acknowledge the order.</p> <p>Non-catalogue or quotation-based orders are subjected to an extra review prior to acknowledging.</p> <p>The results of all reviews are documented within the system along with any new product requirements.</p>	
8.2.4	Changes to requirements for products and services	
	All changes to the product requirements will be communicated through the operating	PRM 01

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	system. If process or procedural amendments are required then this will be controlled under the document control procedure.	
8.3	Design & Development of products and services	
	Not Applicable	
8.4	Control of Externally provided processes, products and services	
8.4.1	General	
	<p>Goodfellow ensure that externally provided processes, products, and services conform to specified requirements by way of incoming material validation. This will be carried out through any of the following means:</p> <ul style="list-style-type: none"> • Dimensional analysis • Sampling plans • XRF analysis • Physical and visual inspection <p>External providers are evaluated and selected based on service level, price, delivery, and quotation turnaround. Supplier performance is monitored with regards to; On-Time Delivery (OTD), product conformance, and rejection rate. Corrective action is sought for any external provider that falls below the required standard.</p>	
8.4.2	Type and extent of control	
	<p>Goodfellow ensure that externally provided products and services do not adversely affect the conformity of the products that are offered to our customers. Measures are in place to ensure externally provided processes remain within the control of its management system.</p> <p>External providers are selected on their ability to supply product in accordance with the order requirements. History and performance can be considered when using existing providers. A list of approved suppliers is maintained electronically within the Goodfellow operating system.</p> <p>The control over an external provider will be relative to customer requirements. Quality assessment of provider and their processes may be carried out if requested or if the products supplied did not meet the required specification when checked at goods inwards.</p> <p>Product verification is carried out by the Goods In/Inspection department. Calibrated instruments are used to complete dimensional and composition analysis. Products are visually verified to ensure they meet minimum standards before being entered into the stock system.</p>	PRM 05 & 06
8.4.3	Information for external providers	
	<p>Purchase orders are placed on external providers outlining specific requirements for products and services, with a detailed description of the material, and any other specific requirement as follows (this is not an exhaustive list):</p> <ul style="list-style-type: none"> • Specification number • Material condition i.e. temper, manufacturing process • Main dimensions • Tolerances • Quantity required • Price (as quoted) • Special processing instructions • Surface condition requirements as applicable • Delivery address • Documentation requirements <p>All documents will be uniquely numbered. All purchasing documentation is reviewed to ensure correctness of requirements before the order is placed with the provider.</p>	
8.5	Production and service provision	
8.5.1	Control of production and service provision	

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	<p>The control of production is carried out in an environment applicable to the process, material and specification required. Documented information is provided that describes the characteristics of the product, work instructions, and the results to be achieved.</p> <p>Monitoring and measurement activities are planned at appropriate stages to verify that the output conforms to stated requirements. These activities are carried out by competent operators using suitable measuring equipment that have been calibrated to national standards.</p> <p>At each stage of the process, details are added to the Goodfellow operating system, or worksheet, against the specific order number, providing accountability and evidence that all production and inspection tasks have been completed.</p> <p>Should a customer request first part approval on their order, Goodfellow will measure the specified number of products indicated on their order and submit measurement documentation to the customer prior to release of the product for delivery. This action will cover any new process or a change in equipment.</p> <p>The normal process verification is carried out during production and measurement data entered in the Goodfellow operating system against the order number by the operator.</p>	
8.5.2	Identification and Traceability	
	<p>Products are first identified within the purchase order. Once they have been received at Goods inwards and subsequently entered into the Goodfellow operating system a unique barcode label is produced. This label is attached to the product, and placed into the storeroom in an allocated location designated by the operating system.</p> <p>When customer orders are placed, a production or packing sheet is produced at the command of an operative. As the operative processes the order the product barcode is scanned, which in turn creates a record within the system allocated to the order number. The system will identify the batch code used and the operator. During the process the production sheet or packing sheet is signed or stamped to indicate completion.</p> <p>The system generates the finished product label that is then attached to the package for despatch with the designated courier.</p> <p>Should it be necessary to provide traceability of a product, it can be obtained through the records held within the Goodfellow operating system,</p> <p>All scrap produced is weighed and entered into the operating system prior to placing in the correct recycling bin.</p>	PRM 07
8.5.3	Property belonging to customers or external providers	
	<p>Goodfellow rarely holds customers' property, but if the occasion occurs, the same care will be taken as if it belonged to Goodfellow. It will be identified, labeled and allocated a position within the warehouse where it can be readily found when required.</p> <p>If for any reason the material became damaged or it is found unsuitable for use, it will immediately be reported to the customers representative and correspondence maintained.</p>	PRM 07
8.5.4	Preservation	
	<p>All products held within Goodfellow's premises are labelled, packaged, and stored in such a way to ensure its integrity and conformity is preserved.</p> <p>Goodfellow have various specialist product locations based on the material properties and form as follows:</p> <ul style="list-style-type: none"> • Chemical laboratory • Powder room • Dry room (air and moisture sensitive products) • Various lockable cabinets for restricted materials • Bulk storage racks • Sheet, tube, and rod racks 	PRM 07

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	<p>During processing of the products, additional care is taken when cleaning, machining, cutting, rolling or carrying out laboratory operations, to prevent any damage or contamination to the product.</p> <p>The wearing of gloves is mandatory when handling products. This is enforced in an effort to protect the operative from known hazards and prevent unwanted surface marking on the product.</p> <p>Product shelf life is monitored and all details held within the operating system. Warnings are given when a product is nearing the end of its shelf life. FIFO stock control is practiced as far as practicable, but on occasions some customers specify certain batch codes that may not be the earliest delivery.</p>	
8.5.5	Post-delivery activities	
	<p>Goodfellow will plan and manage its post-delivery activities in-line with statutory, regulatory, or contractual obligations.</p> <p>Customer requirements will be considered during the enquiry processing stage and responsibilities will be assigned to ensure they are carried out.</p> <p>Customer feedback will be handled as described in clause 9.1.2 of this manual.</p>	PRM 07
8.5.6	Control of changes	
	<p>The Goodfellow operating system is set up to only allow certain authorised personnel to make production and process changes. The system stores and updates all detail changes allowing only the latest revised document to be printed.</p> <p>Changes to the production process would only be made if it were shown to improve the finished quality.</p> <p>All necessary changes will be reviewed, authorised, and documented.</p>	PRM 07
8.6	Release of Products and Service	
	<p>Goodfellow have implemented planned arrangements, at appropriate stages, to verify that the product requirements have been achieved. The release of the product to the customer will not proceed until the planned arrangements have been satisfactorily completed.</p> <p>Documented Information on the release of service are maintained which including ref to evidence of conformity with the acceptance criteria and traceability to the person(s) authorising the release.</p> <p>Product release is applicable to the following work areas:</p> <ul style="list-style-type: none"> • Goods In/Inspection • Workshop/manufacturing • Rolling • Laboratory • Sputtering • Materials preparation 	
8.7	Control of nonconforming outputs	
8.7.1 8.7.2	<p>Goodfellow ensure that nonconforming outputs are identified and controlled to prevent their unintended use or delivery. Appropriate corrective action is based on the nature of the nonconformity and its effect on the conformity of the product, which also apply to nonconforming products detected after delivery.</p> <p>Nonconforming outputs can be picked up at various stages of production through planned inspection activities. All nonconforming products that have entered the stock system will be quarantined and, where practical, segregated from conforming products.</p> <p>Products that are removed from quarantine will be dealt with in one of the following ways:</p>	PRM 11

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	<ul style="list-style-type: none"> • Returned to stock after rework • Returned to stock and scrapped • Return to external provider • Transferred to a new item code <p>In some cases, products will be offered to customers under concession, and will only be released upon receipt of authorisation.</p> <p>Documented information is retained describing any nonconformity, the action taken, any concessions obtained including the authority deciding the action.</p>	
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9.0	Performance evaluation	Doc Ref
9.1	Monitoring, measurement, analysis and evaluation	
9.1.1	General	PRM 09
	<p>Goodfellow have determined their requirements for monitoring, measurement, analysis and evaluation.</p> <p>This includes what should be measured, methods of analysis, who will carry it out, and when it will occur.</p> <p>The effectiveness of the management system is reviewed periodically. Documented evidence of all activities is retained.</p>	
9.1.2	Customer satisfaction	
	<p>Positive customer interactions are very important to Goodfellow. We are proactively seeking feedback on our activities, including point of sales contact and relationship management. Goodfellow measure customer satisfaction in several ways:</p> <ul style="list-style-type: none"> • Repeat orders • Returned product • Customer meetings • Customer complaints • Quotation follow-ups • Customer satisfaction surveys <p>A good source of feedback is through face to face meetings with the customer. Visit reports are created and will indicate any dissatisfaction that needs to be addressed.</p>	PRM 09
9.1.3	Analysis and evaluation	
	<p>Appropriate data is collected and analysed to demonstrate the effectiveness of the quality management system and to identify areas where continual improvement can be made. The process for determining the data to be collected and responsibility is determined by top management and during management review. In most cases, due to the good input into the operating system data is automatically generated allowing the data to be taken and manipulated into graphical form for easy representation.</p> <p>Applicable data for analysis:</p> <ul style="list-style-type: none"> • Customer returns (GRNs) • Corrective actions • Number of orders • No of enquiries <p>The results are collected and presented during meetings or where they will be most effective.</p>	PRM 09
9.2	Internal Audit	

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9.2.1 9.2.2	<p>Goodfellow conducts periodic internal audits to ensure conformance to the requirements of their own management system and that of the ISO9001:2015 International Standard quality management system. During this process it will be determined whether the system is effectively implemented and maintained.</p> <p>The internal audit program has been designed and is implemented within the time frames shown in the audit matrix. The matrix is based on the importance of the areas to be audited, as well as the results of previous audits and can be adjusted based on the finding of the audits.</p> <p>The audit criteria, scope, frequency, methods, responsibilities and requirements for planning and conducting audits are documented in procedure (PRM 08 Internal audit). Reporting of audit findings, who should action any non-conformance and the time frames for corrective action are also outlined in the procedure. Post audit follow ups, conducted by the auditor/s, to show that actions have been implemented are documented within the audit report.</p>	PRM 08
9.3	Management Review	
9.3.1	General	
	<p>The Goodfellow Quality Management System (QMS) is reviewed at least annually at management review meetings. The review determines the continuing suitability of the QMS including its adequacy, effectiveness and ability in identifying opportunities for continual improvement.</p> <p>This meeting will be attended by all available members of the Goodfellow management team.</p>	PRM 02
9.3.2	Management review inputs	
	<p>A review of the QMS is based on the information inputs to the management review. These inputs include as a minimum the following:</p> <ul style="list-style-type: none"> • Analysis of collected data – returns/GRNs • Changes in external and internal issues that are relevant to the quality management system • The extent to which quality objectives have been met • The performance of external providers • Analysis of delivery data • Audit results • Customer ratings or feedback • Corrective actions including the current status • Follow-up actions from previous management reviews • Proposed changes that could have an effect to the QMS • Opportunities for improvement 	PRM 02
9.3.3	Management Review Outputs	
	<p>The output from the management review will identify whether any of the following are required:</p> <ul style="list-style-type: none"> • Improvement of the quality management system or any of its procedures • Improvements to any processes that may improve product quality • Improvement in communication with customers or external providers • Resource requirements <p>Minutes are taken at each management review meeting by Dictaphone as a true record of conversations. These are then written up, distributed and maintained as a point of reference.</p> <p>The minutes of the review will assign actions to the appropriate managers, outlining the expected outcome and timeframe.</p>	PRM 02

10	Improvement	Doc Ref
10.1	General	

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	<p>Goodfellow regularly identifies opportunities for improvement through the following activities:</p> <ul style="list-style-type: none"> • Range management • Board and SMT meetings • Management review • Corrective action • Analysis and evaluation • Customer feedback • Internal or external audits • The setting of quality objectives <p>All necessary actions will be implemented to ensure that customer requirements are met and customer satisfaction is enhanced.</p>	PRM 02
10.2	Nonconformity and corrective action	
10.2.1 10.2.2	<p>At all stages within Goodfellow`s processes, where nonconformities are identified, robust action is taken to eliminate the root cause to prevent recurrence.</p> <p>Customer complaints will be recorded, acknowledged, and escalated by the Sales and Services team. Where practicable, nonconformities will be controlled and corrected immediately.</p> <p>Corrective actions will be appropriate to the effects of the nonconformities. Full review and analysis will be undertaken to discover the root cause of the nonconformity. All necessary actions will be implemented, and the results reviewed for effectiveness. (PRM 10 Corrective action applies).</p> <p>All nonconformities and actions taken to correct them will be documented.</p>	PRM 10
10.3	Continual Improvement	
	<p>Goodfellow are committed to continually improving the suitability, adequacy and effectiveness of their quality management system.</p> <p>The results of analysis and evaluation, internal and external audits, and the outputs from management review are used to determine if there are needs or opportunities that shall be addressed as part of continual improvement.</p>	

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QM 04

Table of Amendment – Quality Manual

Schedule	Page Number	Issue	Date	Description of Change	Authorisation
N/A	4	2	06/07/2018	New Organisation chart added.	D.Spurle
N/A	5 & 6	3	31/05/2019	New Organisation Chart and Process Interaction Flow Diagram added	D Spurle

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