Multimodal Global Logistics Limited

QUALITY ASSURANCE MANUAL

Multimodal Global Logistics Limited

Quality Assurance Manual

Company Foreword

This Quality Assurance Manual is the means by which MULTIMODAL GLOBAL LOGISTCS LIMITED satisfies the requirements of its Clients, particularly with regard to management responsibility.

MULTIMODAL GLOBAL LOGISTICS LIMITED is obliged to ensure that its Quality assurance Policy is understood by its employees, and that its procedures are implemented and maintained at all times.

This Quality Assurance Manual is in accordance with the requirements of BS EN ISO 9001:2000. The Quality System shall be periodically and systematically reviewed by Management and checked by Quality Audits both internal and external.

The Quality Manager is responsible for the control of all matters pertaining to the implementation of these procedures.

The assurance of quality is fundamental to all the work undertaken by MULTIMODAL GLOBAL LOGISTICS LIMITED and all personnel at every level in the Company's structure shall practice the procedures established.

Quality Policy

It is the policy and overall business objective of MULTIMODAL GLOBAL LOGISTICS LIMITED to provide services of the highest quality and in compliance with the Clients' specified requirements.

It is also the objective of MULTIMODAL GLOBAL LOGISTICS LIMITED to enhance its reputation and capabilities in order to gain wider recognition in its field of expertise.

MULTIMODAL GLOBAL LOGISTICS LIMITED recognizes that genuine commitment to understanding the present and future needs of its Clients is essential to the achievement of these objectives and thus continually strives to ensure that the needs and reasonable expectations of the Clients are realized in the quality of the services it provides.

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The Quality Management System is described in this Quality Assurance Manual and detailed in the Procedures Manual. To further the quality aims of MULTIMODAL GLOBAL LOGISTICS LIMITED we have ensured that all employees understand and adhere to the requirements of this policy and the contents of the Quality Assurance Manual.

This Quality Manual and the subsequent Procedures Manual are published as a direct response to the requirements defined by BS EN ISO 9001:2000
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MULTIMODAL GLOBAL LOGISTICS IMITED will constantly monitor its quality performance and will implement improvements where appropriate.

Manual Control

Control of this Manual rests with the Quality Manager who is responsible for the content and control of all numbered copies. This includes all other documents pertaining to quality.

ISSUE STATUS

The issue status of each page of this Manual is stated at the bottom right of the page.

DISTRIBUTION CONTROL

'Uncontrolled' and 'Controlled' copies of this Manual are issued.

1. Uncontrolled copies may be distributed outside the organization with the approval of the Quality Manager. They will have no unique identity and will be marked as an 'UNCONTROLLED COPY' and subsequently will not be kept up to date.

2. Controlled copies will each have a unique number and will be assigned to an Individual by name. The Quality Manager controls distribution.

   1. Quality Manager.
   2. Office Copy.
   3. CQS (Certified Quality Systems) Limited.

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This list may be subjected to amendment, whereupon a new issue will be distributed and recorded on the Revision and Amendment Register.

CHANGES TO THE QUALITY MANUAL

Any changes, additions, or alterations to this Manual must be addressed to the Quality Manager. Should the change, addition, or alteration be approved after a consultation period with other areas, the relevant amendments will be made, recorded on the Revision and Amendment Register (see Page 10 of this Manual) and distributed according to the Distribution

List contained in this section above.

REVIEW

At intervals no longer than 13 weeks the Quality Manager, Directors and Senior Management will review this Manual and verify that it continues to describe the Quality System correctly, and approve proposes changes accordingly. The date of these reviews will be recorded and minutes kept.

QUALITY MANAGEMENT SYSTEM

General requirements

The organization has established, documented, implemented and maintained a quality management system and continually strives to improve its effectiveness in accordance with the requirements of this International Standard.

General

The quality management system documentation includes:

Documented statements of a quality policy and quality objectives.

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A Quality Manual.

Documented procedures required by this International Standard.

Documents needed by the organization to ensure the effective planning, operation and control of its processes.

Records required by this International Standard.

Quality Manual

The organization has established and maintained a Quality Manual that includes:

The scope of the management system. Details of and justification for any exclusions.

The documented procedures established for the quality management system.

Reference to documented procedures.

Description of the interaction between the processes of the quality management system

Control of documents

A documented procedure has been established to:

- Define the controls needed to approve documents for adequacy prior to their issue.
- Review, update and re-approve documents.
- Ensure that changes and the current revision status are identified.
- Relevant versions of applicable documents are available at points of use.
- Those documents remain legible and readily identifiable.
- Those documents of external origin are identified and their distribution controlled.
- To prevent the unintended use of obsolete documents.
- To apply suitable identification to them if they are retained for any purpose.

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Control of records

Records have been established and maintained to provide evidence of :

- Conformity to requirements.
- The effective operation of the quality management system.
- Records being legible, readily identifiable and retrievable.
- A documented procedure to define the controls needed for the identification, storage, retrieval, retention time and disposition of records.

MANAGEMENT RESPONSIBILITY

Management commitment

Senior management can provide evidence of its commitment to the quality management system by:

- Communicating to the organization the importance of meeting customer as well as statutory and regulatory requirements.
- Establishing the quality policy.
- Ensuring that quality objectives are established.
- Conducting management reviews.
- Ensuring the availability of resources.

Customer focus

Senior management have ensured that customer requirements are determined and are met with the aim of enhancing customer satisfaction.

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Quality policy

Senior management have ensured that the quality policy:

- Is appropriate to the purpose of the organization.
- Includes a commitment to comply with requirements.
- Is continually improving the effectiveness of the quality management system.
- Provides a framework for establishing and reviewing quality objectives.
- Is communicated and understood within the organization.
- Is reviewed for continued suitability.
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Quality objectives

Senior management have ensured that quality objectives meet:

- Requirements for the product.
- Are established at relevant functions and levels within the organisation.
- Measurable and consistent with the quality policy.

Responsibility and authority

Senior management have ensured that:

- Responsibilities and authorities are defined and communicated within the organization.

Management representative

Senior management have appointed a member of the management team who, irrespective of other responsibilities, shall have responsibility and authority that includes:

- Ensuring that the processes needed for the quality management system are established, implemented and maintained.

- Reporting to top management on the performance of the quality management system and any need for improvement.

- Ensuring the promotion of awareness of customer requirements throughout the organization.

Internal communication

Senior management have ensured that:

- Appropriate communication processes have been established within the organization.

- Communication takes place regarding the effectiveness of the quality management system.

General

Senior management review the organizations quality management system at planned intervals to ensure:

- Its continued suitability, adequacy and effectiveness.
- Review, update and re-approve documents.
- The review includes assessing the opportunities for improvement and the need for changes to the quality management system.
- The review includes the quality policy and objectives.
- Records of the management review are maintained.

Review input

The inputs to management reviews include information on:

- Results of Audits.
- Customer feedback.
- Process performance and product conformity.
- Status of preventative and corrective actions.
- Follow-up actions from previous management reviews.
- Changes that could affect the quality management system.
- Recommendations for improvement.

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Review output

The outputs relating to the management review include any decisions and actions related to :

- Improvement of the effectiveness of the quality management system and its processes.
- Improvement of product related to customer requirements.
- Resource needs.

RESOURCE MANAGEMENT

Provision of resources

The organization has determined and provided the resources needed to:

- Implement and maintain the quality management system and continually improve its effectiveness.
- Enhance customer satisfaction by meeting customer requirements.

General

The organisation has ensured that personnel performing work affecting product quality are:

- Competent.
- Appropriately educated and trained.

Competence, awareness and training

- The organization has determined the necessary competences to ensure:
- Competency for personnel performing work affecting product quality.
- Actions necessary to provide training, or take actions to satisfy these needs are completed.
- Actions taken are evaluated.

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- Personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives.
- Appropriate records of education, training, skills and experience are maintained.

Infrastructure

The organization has determined, provided and maintained the infrastructure needed to achieve conformity to product requirements, the infrastructure includes as appropriate:

- Buildings, workspace and associated utilities.
- Process equipment (both hardware and software).
- Supporting services (such as transport, or communications).

Work environment

The organization has determined and managed the work environment needed to achieve conformity to product requirements.

PRODUCT REALISATION

Planning of product realization

In planning product realisation the organisation has determined the following as appropriate:

- Quality objectives and requirements for the product.
- The need to establish processes, documents and resources specific to the product.
- Required verification, validation, monitoring, inspection and test activities specific to the product and the criteria for product acceptance.
- Records needed to provide evidence that the realisation processes and resulting product meet requirement.

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CUSTOMER RELATED PROCESS

Determination of requirements related to the product

The organization has determined:

- Requirements specified by the customer, including the requirements for delivery and post delivery activities.
- Requirements not stated by the customer but necessary for specified or intended use where known.
- Statutory or regulatory requirements related to the product.
- Additional requirements determined by the organization.

Review of requirements related to the product

The organization has reviewed the requirements related to the product. This review has been conducted prior to the commitment to supply a product to the customer (e.g. submission of tenders, acceptance of contracts or orders, acceptance of changes to contracts or orders) and that:

- Product requirements are defined.
- Contract or order requirements differing from those previously expressed are resolved.
- The organization has the ability to meet the defined requirements.

Customer communication

The organization has determined and implemented effective arrangements for communicating with customers in relation to:

- Product information.
- Enquiries, contracts or order handling, including amendments.
- Customer feedback, including customer complaints.

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DESIGN AND DEVELOPMENT

Design and development planning

The organization is not involved with any aspect of design; therefore, this justifies the exclusion of this clause at this stage.

Design and development inputs

The organization is not involved with any aspect of design; therefore, this justifies the exclusion of this clause at this stage.

Design and development outputs

The organization is not involved with any aspect of design; therefore, this justifies the exclusion of this clause at this stage.

Design and development review

The organization is not involved with any aspect of design; therefore, this justifies the exclusion of this clause at this stage.

Design and development verification

The organization is not involved with any aspect of design; therefore, this justifies the exclusion of this clause at this stage.

Design and development validation

The organization is not involved with any aspect of design; therefore, this justifies the exclusion of this clause at this stage.

Control of design and development changes

The organization is not involved with any aspect of design; therefore, this justifies the exclusion of this clause at this stage.

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PURCHASING

Purchasing process

The organization has ensured that:

- Purchased products conform to specified purchase requirements.
- Suppliers are evaluated and selected based on their ability to supply products in accordance with the organisations requirements.
- Records from the results of these evaluations and any necessary actions are maintained.

Purchasing information

Purchasing information describes the product to be purchased, including where appropriate:

- Requirements for approval of product, procedures, processes and equipment.
- Requirements for qualification of personnel.
- Quality management system requirements.
- Specified purchase requirements prior to their communication to the supplier.

Verification of purchased product

The organization has established and implemented the inspection, or other activities necessary for ensuring:

- Purchased product meets specified purchase requirements.
- Where it is intended to perform verification at the supplier's premises, the organization states the methodology of product release in the purchasing information

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PRODUCT AND SERVICE PROVISION

Control of production and service provision

The organization plans and carries out production and service provision under controlled conditions and includes as applicable:

- The availability of information that describes the characteristics of the product.
- The availability of work instructions, as necessary.
- The use of suitable equipment.
- The availability and use of monitoring and measurement devices.
- The implementation of monitoring or measurement.
- The implementation of release, delivery and post-delivery activities.

Validation of processes for production and service provision

The organization validates any processes for production and service provision where the resulting output cannot be verified by subsequent monitoring, or measurement includes:

- Processes where deficiencies become apparent only after the product is in use, or the service delivered.
- Defined criteria for review and approval of the processes.
- Approval of equipment and qualification of personnel.
- Use of specific methods and procedures.
- Requirements for records.
- Revalidation

Identification and traceability

Where appropriate the organization identifies the product by suitable means throughout product realization including:

- Identifying the product status with respect to monitoring and measurement requirements.

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Customer property

The organization has clear and precise procedures and documentation in place to monitor customer property.

PRODUCT AND SERVICE PROVISION

Preservation of product

The organization preserves the conformity of product during internal processing and delivery to the intended destination. This preservation includes:

- Identification.
- Handling and packaging.
- Storage and protection.
- Preservation of constituent parts of a product.

CONTROL OF MONITORING AND MEASURING DEVICES

Control of monitoring and measuring devices

The organization has determined the monitoring and measurement to be undertaken and the devices needed to:

- Provide evidence of conformity of product to determined requirements.
- Ensure that monitoring and measurement can be and is carried out in a manner that is consistent with the monitoring and measurement requirements.
- Where necessary to ensure validity of results, measuring equipment is:
- Calibrated or verified at specific intervals, or prior to use.
- Validated against measurement standards traceable to international or national measurement standards.

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Where no such standard exists, the basis for calibration or verification is one of the following:

- Identification to enable the calibration status to be determined.
- Safeguarding from adjustments that would invalidate the measurement result.
- Protection from damage and deterioration during handling, maintenance and storage.

In addition the organisation assesses and records the validity of the previous measuring results when the equipment is found not to conform to requirements and that:

- Appropriate action is taken on the equipment, or any product that is affected.
- Records of the results of calibration and verification are maintained.

Where possible, when used in the monitoring and measurement of specified requirements, the ability to use computer software is used to satisfy the intended application. Where possible this is undertaken prior to initial use and reconfirmed as necessary.

MEASUREMENT ANALYSIS AND IMPROVEMENT

General

The organization plans and implements the monitoring, measurement, analysis and improvement processes by:

- Demonstrating conformity of the product.
- Ensuring conformity of the quality management system.
- Continually improving the effectiveness of the quality management system.
- Determination of applicable methods, including statistical techniques, and the extent of their use.

Monitoring and measuring customer satisfaction.

The organization monitors information relating to customer perception as to whether it is meeting the customers' requirements:

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- This is classed as one of the key measurements of the performance of the quality management system.

Internal audit

The organization conducts regular internal audits at planned intervals to determine whether the quality management system is:

- Conforming to the planned arrangements to the requirements of the International Standard.
- Conforming to the quality management system established by the organisation.
- Effectively implemented and maintained.
- Following a programmed audit plan, taking into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits.
- Meeting the audit criteria, scope, frequency and methods defined.
- Selecting the auditors and conductors of audits on the basis of their objectivity and impartiality in the audit process (auditors do not audit their own work).

Monitoring and measurement processes

The organisation applies suitable methods for monitoring and, where applicable, measurement of the quality management system process to ensure:

- The ability of the processes to achieve planned results.
- When planned results are not achieved, appropriate corrective action is taken to ensure conformity of the product.

MEASUREMENT ANALYSIS AND IMPROVEMENT

Monitoring and measurement of product

The organization monitors and measures the characteristics of the product to verify requirements have been met. This is carried out at appropriate stages of the process in accordance with planned arrangements.

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Product release and service delivery does not proceed until the planned arrangements have been satisfactorily completed and appropriately authorised.

Control of nonconforming product

The organization ensures that any product, which does not conform to product requirement is:

- Identified.
- Controlled to prevent its unintended use, or delivery.

The organization also ensures that:

- The controls and related responsibilities and authority for dealing with nonconforming product are clearly defined in a documented procedure.
- Nonconforming products are dealt with in one, or more of the following ways:
- By taking action to eliminate the detected nonconformity.
- By authorizing its use, release, or acceptance by a relevant authority and, where applicable, by the customer.
- By taking action to preclude its original intended use, or application.
- Records of the nature of nonconformities and any subsequent action taken, including concession obtained and maintained.
- When a nonconforming product is corrected it is subject to re-verification to demonstrate conformity to the requirements.
- When nonconforming product is detected after delivery, or use has started, the organisation takes appropriate action to the effects of the nonconformity.

MEASUREMENT ANALYSIS AND IMPROVEMENT

Analysis of data

The organization determines, collects and analyses appropriate data to demonstrate:

- The suitability and effectiveness of the quality management system.
- Where the continual improvement of the effectiveness of the quality systems can be made.

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This includes data generated as a result of:

- Monitoring and measurement from other relevant sources.
- Customer satisfaction.
- Conformity to product requirements.
- Characteristics and trends of processes and products, including opportunities for preventative action.
- Supplier performance.

Continual improvement

The organization continually strives to improve the effectiveness of its quality management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventative actions and management review.

Corrective action

The organization takes action to eliminate the cause of nonconformities in order to prevent recurrence by use of corrective actions appropriate to the effects of the nonconformities encountered. This is detailed in a documented procedure established to define requirements for:

- Reviewing nonconformities (including customer complaints).
- Determining the causes of nonconformities.
- Evaluating the need for action to ensure nonconformities do not recur.
- Determining and implementing the action needed.
- Recording the results of action taken.
- Reviewing the corrective action.

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MEASUREMENT ANALYSIS AND IMPROVEMENT

Preventative action

The organization determines action to eliminate the causes of potential nonconformities in order to prevent their occurrence. It also identifies appropriate actions to take to prevent the effects of potential problems by having a documented procedure established to define requirements for:

- Determining potential nonconformities and their causes.
- Evaluating the need for action to prevent occurrence of nonconformities.
- Determining and implementing action needed.
- Recording the results of action taken.
- Reviewing preventative action taken.