

# **AIR DRYER TECHNOLOGY LTD**

## **Quality Policy Statement**

Revision 2 – May 2017

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## 0.0 Revision History and Approval

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Rev.	Nature of changes	Approval	Date
1	Original release.	Anthony Potts	April 2016
2.	Updates to section 8.4	Anthony Potts	May 2017

## **1.0 Welcome to Air Dryer Technology Ltd**

The key to our ongoing success and future is our reputation for quality, incorporating all safety and legal specification requirements, of our products and services. Repeat sales and future market share will be affected by this reputation and with them will come our profitability and long term growth.

TOTAL QUALITY will be achieved by meeting our customer requirements:

- For all products and services.
- All the time.
- Both external in internal.
- With the total involvement of all employees.
- Total management commitment
- Working together with our customers to improve efficiency and effectiveness.

TOTAL QUALITY objectives, standards and systems which confirm our commitment are achieved by:

- Continuous search for improvement.
- Getting it right first time.
- Prevention not detection.
- Measuring quality performance
- Setting objectives for the business in line with these policy points and the commercial and operational needs of the business.

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## **2.0 Air Dryer Technology: Who We Are**

### **2.1 Determining Our Strategic Direction**

Air Dryer Technology has reviewed and analyzed key aspects of itself and its stakeholders to determine the strategic direction of the company. This involves:

- Understanding our core products and services, and scope of management system (see 2.2 below).
- Identifying “interested parties” (stakeholders) who receive our services, or who may be impacted by them, or those parties who may otherwise have a significant interest in our company.
- Understanding internal and external issues that are of concern to Air Dryer Technology and its interested parties. Many such issues are identified through an analysis of risks facing either Air Dryer Technology or the interested parties. Such issues are monitored and updated as appropriate, and discussed as part of management reviews.

This information is then used by senior management to determine the company’s strategic direction. This is defined in records of management review, and periodically updated as conditions and situations change.

## 2.2 Scope of the Management System

### 2.2.1 Scope Statement

Based on an analysis of the above issues of concern, interests of stakeholders, and in consideration of its products and services, Air Dryer Technology has determined the scope of the management system as follows:

- Service and supply of compressed air and gas filtration equipment

### 2.2.2 Facilities Within the Scope

The quality system applies to all processes, activities and employees within the company. The facility is located at:

Unit 7, Willan Enterprise Centre  
Fourth Avenue, Trafford Park, M17 1DB

Phone: 0161 788 7900

Fax: 0161 788 7967

Web: <http://www.airdryertechnology.com>

### 2.2.3 Scope of the Quality Policy

This manual is prepared for the purpose of defining the company's interpretations of the ISO 9001:2015 international standard.

This manual does not strictly follow the numbering structure of ISO 9001. Instead, Appendix A presents a cross reference between the sections of this manual and the clauses of ISO 9001:2015.

This manual presents "Notes" which are used to define how Air Dryer Technology has tailored its management system to suit its purposes. These are intended to clarify implementation approaches and interpretations for concepts which are not otherwise clearly defined in ISO 9001:2015. *Notes appear in italics, with gray background.*

Where subordinate or supporting documentation is reference in this manual, these are indicated by **bold italics**.

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## 3.0 Quality Policy

The Quality Policy of Air Dryer Technology is as follows:

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations. We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance. We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:-

1. regular gathering and monitoring of customer feedback
2. a customer complaints procedure
3. selection and performance monitoring of suppliers

4. training and development for our employees
5. regular audit of our internal processes
6. measurable quality objectives which reflect our business aims
7. management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly

Though the Directors have ultimate responsibility for Quality all employees have a responsibility within their own areas of work so helping to ensure that Quality is embedded within the whole of the company.

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## **4.0 Management System Structure and Controls**

### **4.1 Process Approach**

#### **4.1.1 Process Identification**

Air Dryer Technology has adopted a process approach for its management system. By identifying the top-level processes within the company, and then managing each of these discretely, this reduces the potential for nonconforming services discovered during final processes or after delivery. Instead, nonconformities and risks are identified in real time, by actions taken within each of the top-level processes.

*Note: not all activities are considered “processes” – the term “process” in this context indicates the activity has been elevated to a higher level of control and management oversight. The controls indicated herein are applicable only to the top-level processes identified.*

The following top-level processes have been identified for Air Dryer Technology:

- Quoting and contract creation
- Booking of service visits
- Risk assessments
- Carrying out services
- Invoicing
- Parts & equipment purchasing
- Handover of documents to clients

Each process may be supported by other activities; such as tasks or sub-processes. Monitoring and control of top level processes ensures effective implementation and control of all subordinate tasks or sub-processes.

### **4.2 Documentation & Records**

#### **4.2.1 General**

The management system documentation includes both documents and records.

*Note: the ISO 9001:2015 standard uses the term “documented information”; Air Dryer Technology does not use this term, but instead relies on the terms “document” and “record” to avoid confusion. In this context the terms are defined by Air Dryer*

*Technology as:*

- *Document – written information used to describe how an activity is done.*
- *Record – captured evidence of an activity having been done.*

*Documents and records undergo different controls as defined herein.*

The extent of the management system documentation has been developed based on the following:

- a) The size of Air Dryer Technology
- b) Complexity and interaction of the processes
- c) Risks and opportunities
- d) Competence of personnel

#### **4.2.2 Control of Documents**

Documents required for the management system are controlled in accordance with procedure **Control of Documents**. The purpose of document control is to ensure that staff have access to the latest, approved information, and to restrict the use of obsolete information.

All documented procedures are established, documented, implemented and maintained.

#### **4.2.3 Control of Records**

A documented procedure **Control of Records** has been established to define the controls needed for the identification, storage, retrieval, protection, retention time, and disposition of quality records. This procedure also defines the methods for controlling records that are created by and/or retained by suppliers.

These controls are applicable to those records which provide evidence of conformance to requirements; this may be evidence of contractual requirements, procedural requirements, or statutory/regulatory compliance. In addition, quality records include any records which provide evidence of the effective operation of the management system.

#### **4.3 Risks and Opportunities**

*Note: Air Dryer Technology deviates slightly from the approach towards risk and opportunity presented in ISO 9001. Instead, Air Dryer Technology views “uncertainty” as neutral, but defines “risk” as a negative effect of uncertainty, and “opportunity” as a positive effect of uncertainty. Air Dryer Technology has elected to manage risks and opportunities separately, except where they may overlap. Formal risk management may not be utilized in all instances; instead, the level of risk assessment, analysis, treatment and recordkeeping will be performed to the level deemed appropriate for each circumstance or application.*

Air Dryer Technology considers risks and opportunities when taking actions within the management system, as well as when implementing or improving the management system; likewise, these are considered relative to products and services.

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## **5.0 Management & Leadership**

### **5.1 Management Leadership and Commitment**

The Directors of Air Dryer Technology provides evidence of its leadership and commitment to the development and implementation of the management system and continually improving its effectiveness by:

- a) taking accountability of the effectiveness of the management system;



- b) ensuring that the **Quality Policy** and quality objectives are established for the management system and are compatible with the strategic direction and the context of the organisation;
- c) ensuring that the quality policy is communicated, understood and applied within the organisation;
- d) ensuring the integration of the management system requirements into the organisation's other business processes, as deemed appropriate (see note);
- e) promoting awareness of the process approach;
- f) ensuring that the resources needed for the management system are available;
- g) communicating the importance of effective quality management and of conforming to the management system requirements;
- h) ensuring that the management system achieves its intended results;
- i) engaging, directing and supporting persons to contribute to the effectiveness of the management system;
- j) promoting continual improvement;
- k) supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

*Note: "business processes" such as accounting, employee benefits management and legal activities are out of scope of the QMS.*

## 5.2 Customer Focus

The Directors of Air Dryer Technology adopt a customer-first approach which ensures that customer needs and expectations are determined, converted into requirements and are met with the aim of enhancing customer satisfaction.

This is accomplished by assuring:

- a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met;
- b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;
- c) the focus on enhancing customer satisfaction is maintained.

## 5.3 Quality Policy

The Directors have developed the **Quality Policy**, defined in section 3.0 above, that governs day-to-day operations to ensure quality.

The **Quality Policy** is released as a standalone document as well, and is communicated and implemented throughout the organisation.

## 5.4 Organisational Roles Responsibilities & Authorities

The Directors have assigned responsibilities and authorities for all relevant roles in the company. These are communicated through the combination of the **Organisational Chart** and **Job Descriptions**.

The Directors accept responsibility and authority for:

- a) ensuring that the management system conforms to applicable standards;
- b) ensuring that the processes are delivering their intended outputs;
- c) reporting on the performance of the management system;
- d) providing opportunities for improvement for the management system;
- e) ensuring the promotion of customer focus throughout the organisation;
- f) ensuring that the integrity of the management system is maintained when changes are planned and implemented.

## 5.5 Internal Communication

The Directors of Air Dryer Technology ensure internal communication takes place regarding the effectiveness of the management system. Internal communication methods include:

- a) meetings (periodic, scheduled and/or unscheduled) to discuss aspects of the QMS
- b) use of the results of the internal audit process
- c) regular company meetings with all employees
- d) internal emails
- e) the Directors' "open door" policy which allows any employee access to them for discussions on improving the quality system

## 5.6 Management Review

The Directors review the management system, at planned intervals, to ensure its continuing suitability, adequacy and effectiveness. The review includes assessing opportunities for improvement, and the need for changes to the management system, including the **Quality Policy** and quality objectives.

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# 6.0 Resources

## 6.1 Provision of Resources

Air Dryer Technology determines and provides the resources needed:

- a) to implement and maintain the management system and continually improve its effectiveness
- b) to enhance customer satisfaction by meeting customer requirements

Resource allocation is done with consideration of the capability and constraints on existing internal resources, as well as needs related to supplier expectations.

Resources and resource allocation are assessed during management reviews.

## 6.2 Human Resources

Senior management ensures that it provides sufficient staffing for the effective operation of the management system, as well its identified processes.

Staff members performing work affecting product quality are competent on the basis of appropriate education, training, skills and experience.

Training and subsequent communication ensure that staff are aware of:

- a) the quality policy;
- b) relevant quality objectives;
- c) their contribution to the effectiveness of the management system, including the benefits of improved performance;
- d) the implications of not conforming with the management system requirements.

*Note: the management system does not include other aspects of Human Resources management, such as payroll, benefits, insurance, labor relations or disciplinary actions.*

### **6.3 Infrastructure**

Air Dryer Technology determines, provides and maintains the infrastructure needed to achieve conformity to product requirements. Infrastructure includes, as applicable:

- a) buildings, workspace and associated facilities;
- b) process equipment, hardware and software;
- c) supporting services such as transport;
- d) information and communication technology.

Where equipment is used for critical measurement activities, such as inspection and testing, these shall be subject to control and either calibration or verification.

*Note: Calibration and measurement traceability is not employed for all measurement devices. Instead, Air Dryer Technology determines which devices will be subject to calibration based on its processes, products and services, or in order to comply with specifications or requirements. These decisions are also based on the importance of a measurement, and considerations of risk.*

### **6.4 Work Environment**

Air Dryer Technology provides a clean, safe and well-lit working environment. The Directors of Air Dryer Technology manage the work environment needed to achieve conformity to product requirements. Specific environmental requirements for products are determined during quality planning and are documented in subordinate procedures, work instructions, or job documentation. Where special work environments have been implemented, these shall also be maintained per 6.3 above.

Human factors are considered to the extent that they directly impact on the quality of our services.

*Note: Social, psychological and safety aspects of the work environment are managed through activities outside of the scope of the management system. Only work environment aspects which can directly affect process efficiency or product and service quality are managed through the management system.*

### **6.5 Organisational Knowledge**

Air Dryer Technology also determines the knowledge necessary for the operation of its processes and to achieve conformity of products and services. This may include knowledge and information obtained from:

- a) internal sources, such as lessons learned, feedback from subject matter experts, and/or intellectual property;
- b) external sources such as standards, academia, conferences, and/or information gathered from customers or suppliers.

This knowledge shall be maintained, and made available to the extent necessary.

When addressing changing needs and trends, Air Dryer Technology shall consider its current knowledge and determine how to acquire or access the necessary additional knowledge.

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## **7.0 Operation**

### **7.1 Operational Planning and Control**

Air Dryer Technology plans and develops the processes needed for product realization. Planning of product realization is consistent with the requirements of the other processes of the management system. Such planning considers the information related to the context of the organisation (see section 2.0 above), current resources and capabilities, as well as product and service requirements.

### **7.2 Customer-Related Activities**

#### **7.2.1 Capture of Customer Requirements**

During the intake of new business Air Dryer Technology captures:

- a) requirements specified by the customer, including the requirements for delivery and post-delivery activities;
- b) requirements not stated by the customer but necessary for specified or intended use, where known
- c) statutory and regulatory requirements related to the product;
- d) any additional requirements determined by Air Dryer Technology.

#### **7.2.2 Review of Customer Requirements**

Once requirements are captured, Air Dryer Technology reviews the requirements prior to its commitment to supply the service. This review ensures that:

- a) product requirements are defined,
- b) contract or order requirements differing from those previously expressed are resolved,
- c) the organisation has the ability to meet the defined requirements, and/or the claims for the products and services it offers, and
- d) risks have been identified and considered.

#### **7.2.3 Customer Communication**

Air Dryer Technology has implemented effective communication with customers in relation to:

- a) providing information relating to products and services;
- b) handling enquiries, contracts or orders, including changes;
- c) obtaining customer feedback relating to products and services, including customer complaints;
- d) handling or controlling customer property;
- e) establishing specific requirements for contingency actions, when relevant.

### **7.3 Purchasing**

Air Dryer Technology ensures that purchased products conform to specified purchase requirements. The type and extent of control applied to the supplier and the purchased product is dependent on the effect on subsequent product realization or the final product.

Air Dryer Technology evaluates and selects suppliers based on their ability to supply product and service in accordance with the organisation's requirements. Criteria for selection, evaluation and re-evaluation are established.

Purchases are made via the release of formal purchase orders and/or contracts which clearly describe what is being purchased. Received products are then verified against requirements to ensure satisfaction of requirements. Suppliers who do not providing conforming products may be requested to conduct formal corrective action.

### **7.4 Provision of Services**

#### **7.4.1 Control of Provision of Services**

To control its provision of Services, Air Dryer Technology considers, as applicable, the following:

- a) the availability of documents or records that define the characteristics of the Services as well as the results to be achieved;
- b) the availability and use of suitable monitoring and measuring resources;
- c) the implementation of monitoring and measurement activities;
- d) the use of suitable infrastructure and environment;
- e) the appointment of competent persons, including any required qualifications;
- f) the implementation of actions to prevent human error;
- g) the implementation of release, delivery and post-delivery activities.

#### **7.4.2 Identification and Traceability**

Where appropriate, Air Dryer Technology identifies its Services or other critical process outputs by suitable means. Such identification includes the status of the Services with respect to monitoring and measurement requirements. Unless otherwise indicated as nonconforming, pending inspection or disposition, or some other similar identifier, all Services shall be considered conforming and suitable for use.

If unique traceability is required by contract, regulatory, or other established requirement, Air Dryer Technology] controls and records the unique identification of the Service.

#### **7.4.3 Property Belonging to Third Parties**

Air Dryer Technology exercises care with customer or supplier property while it is under the organisation's control or being used by the organisation. Upon receipt, such property is identified, verified, protected and safeguarded. If any such property is lost, damaged or otherwise found to be unsuitable for use, this is reported to the customer or supplier and records maintained.

For customer intellectual property, including customer furnished data used for design, production and / or inspection, this is identified by customer and maintained and preserved to prevent accidental loss, damage or inappropriate use.

#### **7.4.4 Preservation**

Air Dryer Technology preserves conformity of product or other process outputs during internal processing and delivery. This preservation includes identification, handling, packaging, storage, and protection. Preservation also applies to the constituent parts of a product.

#### **7.4.5 Post-Delivery Activities**

As applicable, Air Dryer Technology conducts the following activities which are considered “post-delivery activities”:

- Service reports
- Follow up quotes (where required)
- Customer satisfaction surveys

Post-delivery activities are conducted in compliance with the management system defined herein.

#### **7.4.6 Process Change Control**

Air Dryer Technology reviews and controls both planned and unplanned changes to processes to the extent necessary to ensure continuing conformity with all requirements.

#### **7.4.7 Measurement and Release of Services**

Acceptance criteria for Services are defined in appropriate subordinate documentation. Reviews, inspections and tests are conducted at appropriate stages to verify that the product and service requirements have been met. This is done before Services are released or services are delivered.

Each process utilizes different methods for measuring and releasing Services.

#### **7.4.8 Control of Nonconforming Outputs**

Air Dryer Technology ensures that Services or other process outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

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## **8.0 Improvement**

### **8.1 General**

Air Dryer Technology uses the management system to improve its processes, products and services. Such improvements aim to address the needs and expectations of customers as well as other interested parties, to the extent possible.

Improvement shall be driven by an analysis of data related to:

The results of analysis shall be used to evaluate:

- a) conformity of products and services;
- b) the degree of customer satisfaction;
- c) the performance and effectiveness of the management system;
- d) the effectiveness of planning;

- e) the effectiveness of actions taken to address risks and opportunities;
- f) the performance of external providers;
- g) other improvements to the management system.

## **8.2 Customer Satisfaction**

As one of the measurements of the performance of the management system, Air Dryer Technology monitors information relating to customer perception as to whether the organisation has met customer requirements. The methods for obtaining and using this information include:

- recording customer complaints
- product & services rejections or returns
- repeat orders for services
- changing volume of orders for products & services

The corrective and preventive action system shall be used to develop and implement plans for customer satisfaction improvement that address deficiencies identified by these evaluations, and assess the effectiveness of the results.

## **8.3 Internal Audit**

Air Dryer Technology conducts internal audits at planned intervals to determine whether the management system conforms to contractual and regulatory requirements, to the requirements of ISO 9001, and to management system requirements. Audits also seek to ensure that the management system has been effectively implemented and is maintained.

## **8.4 Corrective and Preventive Action**

Air Dryer Technology takes corrective action to eliminate the cause of nonconformity in order to prevent *recurrence*. Likewise, the company takes preventive action to eliminate the causes of potential nonconformities in order to prevent their *occurrence*.

All audits carried out are assessed at a later date to ensure that any issues or discrepancies are dealt with to prevent any future occurrence.

## Appendix A: ISO 9001:2015 Cross Reference

ISO 9001:2015 Clause	Section in Manual
4.0 Context of the Organisation (all)	
4.1 Understanding the Organisation & Its Context	2.1 Determining Our Strategic Direction
4.2 Understanding the needs & expectations of interested parties	2.0 Who We Are
4.3 Determining the scope of the QMS	2.2 Scope of the Management System
4.4 Management system and its processes	4.1 Process Approach
5.0 Leadership	
5.1 Leadership & Commitment	5.1 Management Leadership and Commitment
5.1.1 General	5.1 Management Leadership and Commitment
5.1.2 Customer focus	5.2 Customer Focus
5.2 Policy	3.0 Quality Policy 5.3 Quality Policy
5.3 Organisational Roles Responsibilities and Authorities	5.4 Organisational Roles and Responsibilities and Authorities
6.0 Planning	
6.1 Actions to address risks and opportunities	4.4 Risks and Opportunities
6.3 Planning of changes	4.3 Change Management
7.0 Support	
7.1 Resources	
7.1.1 General	6.1 Provision of Resources
7.1.2 People	6.2 Human Resources
7.1.3 Infrastructure	6.3 Infrastructure
7.1.4 Environment for the operation of processes	6.4 Work Environment
7.1.5 Monitoring and measuring resources	6.3 Infrastructure
7.1.6 Organisational knowledge	6.5 Organisational Knowledge
7.2 Competence	6.2 Human Resources
7.3 Awareness	5.5 Internal Communication
7.4 Communication	5.5 Internal Communication
7.5 Documented information	4.2 Documentation & Records
8.0 Operation	
8.1 Operational planning and control	7.1 Operational Planning and Control
8.2 Requirements for products and services	
8.2.1 Customer communication	7.2.3 Customer Communication
8.2.2 Determining the requirements related to products & services	7.2.1 Capture of Customer Requirements
8.2.3 Review of requirements related to products & services	7.2.2 Review of Customer Requirements
8.2.4 Changes to requirements for products and services	7.2.2 Review of Customer Requirements
8.4 Control of externally provided processes, products & services	7.3 Purchasing
8.5 Production and service provision	
8.5.1 Control of production and service provision	7.4.1 Control of Provision of Services
8.5.2 Identification and traceability	7.4.2 Identification and Traceability



<b>ISO 9001:2015 Clause</b>	<b>Section in Manual</b>
8.5.3 Property belonging to customers or external providers	7.4.3 Property Belonging to Third Parties
8.5.4 Preservation	7.4.4 Preservation
8.5.5 Post-delivery activities	7.4.5 Post-Delivery Activities
8.5.6 Control of changes	7.4.6 Process Change Control
8.6 Release of products and services	7.4.7 Measurement and Release of Services
8.7 Control of nonconforming outputs	7.4.8 Control of Nonconforming Outputs
9.0 Performance evaluation	
9.1 Monitoring, measurement, analysis and evaluation	
9.1.1 General	8.1 Improvement: General
9.1.2 Customer satisfaction	8.2 Customer Satisfaction
9.1.3 Analysis and evaluation	8.1 Improvement: General
9.2 Internal audit	8.3 Internal Audit
9.3 Management review	5.6 Management Review
10.0 Improvement	
10.1 General	8.1 Improvement: General
10.2 Nonconformity and corrective action	8.4 Corrective and Preventive Action
10.3 Continual improvement	8.1 Improvement: General