

Quality Management System Manual

Context, Scope, and Responsibilities



'Fleetclear is a trading name of **Innovative Safety Systems Ltd**, Registered in England and Wales No 6875015 and VAT number GB974517194'

ISO 9001:2015

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Preface

The Quality Management System (QMS) presented within this manual and its supporting procedures reflect Fleetclear's strategic decision to adopt a process, and risk approach throughout our organization to ensure compliance with customer requirements and to enhance customer satisfaction.

This approach considers the application of a system of processes throughout our organisation, as well as the identification and interaction of these processes, and their management. This management system is consistent with the requirements specified by ISO 9001:2015, which applies to the products and services provided by our organisation.

The procedures, policies and practices presented herein are applicable throughout all areas and levels of the organisation. All personnel under the control of Fleetclear are responsible for ensuring the quality of their work and for operating in conformance with the requirements of our QMS. Fleetclear will monitor and ensure that all external provider processes deliver the required quality level of service as specified by our QMS and any associated customer agreements.

A handwritten signature in dark ink, consisting of a series of loops and a long horizontal stroke, positioned above a solid horizontal line.

Gavin Thoday
CEO

Purpose

This manual has been developed to determine, define, and describe the context, requirements, and scope of Fleetclear's QMS.

Organisational Context & Scope

Scope of this QMS

The QMS developed by Fleetclear as applicable to the provision of a 'one-stop' supply, fit, repair, replace and maintenance of vehicle safety and efficiency equipment provider and expert after sales customer services for repair, replacement of, and spare parts for the same.

Covered activities

Activities addressed by the QMS are those services performed by Fleetclear at the following business location:

Fleetclear (an ISS company)
Unit 19
Kempton Road
Keytec 7 Business Park
Pershore
WR10 2TA

The QMS requirements also cover on-site activities performed at the client's customer premises or offices, as specified by contract or agreement.

Business Functions

The QMS covers all business functions from the instigation of a sales enquiry to the after sales care offered to customers.

Products & Services

Fleetclear designs, assembles, installs, and maintains systems that are used to enhance safety for commercial vehicles. Fleetclear's product range includes the Cyclear™ (Cyclist Safety Warning Device), the Reaclear reversing aid, 360 Vehicle Camera Systems, Hard Disk Recording, Remote Footage Download Systems, driver identification and anti-roll away, reversing radar and vehicle-tracking systems. Fleetclear Connect™ - an integrated platform to increase safety, efficiency, and compliance. A true "end to end solution" for vehicle and driver management.

Process Study / Gap Analysis

The scope of the QMS is reviewed on a regular basis to ensure that if new products and processes necessitate a change to the scope of the system that it is done so.

Management System Planning

It is the responsibility of top management to ensure that the Fleetclear Quality Management System is implemented and properly maintained. They should undertake quality management system planning to ensure:

- The on-going development of the QMS to meet the requirements of 4.1;
- The on-going development of policies and objectives 5.4.1 & 5.4.2;
- Processes and resources exist to identify characteristics at different stages 6.1, 6.2, 7.1, 7.3.1 & 7.5.1;
- The ability to proactively review and improve the QMS 5.6 & 8.5.1;
- Verification activities, determine criteria for acceptability 7.6 & 8.1;
- Standard operating procedures have been developed and will maintain a process map, that shows the workflow of the department as well as referencing evidence of compliance with the requirements of the management system.
- All outsourced processes are subject to stringent evaluation and strict control over supplied products and services. This is controlled by following a Quality Plan. This plan defines the quality practices, resources, and activities relevant to the product to be designed or supplied, whilst also establishing how the requirements for quality are to be met.
- The quality assurance requirements are then implemented through use of this plan in conjunction with the manufacturer's quality manual and operating procedures.
This plan further includes, but is not limited to the following key activities, as appropriate, in meeting the specified requirements for the products, projects or contracts.
- The identification of processes, resources, and skills to achieve quality.

- The identification of suitable verification criteria at appropriate stages.
- Demonstrating compatibility of design, production, inspection, and testing.
- The clarification of standards of acceptability for all features/requirements.
- Details of calibration of any special measuring or test equipment to be used.

Management System documentation

The Fleetclear QMS consists of different types of documents as detailed below.

a) Quality Manual - The Fleetclear Quality Manual is bespoke to our organisation. The structure and the content of this manual relates to operational and support functions that are always designed to ensure conformity of product. The manual includes the Fleetclear QMS scope and any exclusions from the requirements of the standard (and how these exclusions have no detrimental impact upon our ability to maintain conformity of product and delivery of products and services to the required standard directed by our Quality Policy. The Quality Manual also makes references to relevant documents, and our business process model. Our Quality Policy and Objectives also form part of our Quality Manual.

b) Quality Policy - Our Quality Policy represents a declarative statement by the Managing Director of Fleetclear, clearly stating our commitment to quality and continual improvement.

This Quality Policy is displayed in our premises and posted on our website. It defines the objectives to which we strive to perform to.

c) Quality Processes - Our Quality Processes show interested parties the workflow for what we do, who has responsibility for doing it and in what order. We adhere to strict version control over our processes (and our procedures, to ensure that the correct persons are carrying out the correct actions at the correct times).

d) Quality procedures - Quality procedures can have different formats and structures. They include SOPs (Standard Operating Procedures), See Appendix A. Some of our procedures are narrative, i.e., described through text; Most of the Fleetclear's procedures are more structured, i.e., flow charts, production guides, installation instructions, installation manuals, pairing/programming, work instructions and test procedures. Fleetclear's Quality Procedures include the following elements:

- **Title** – for identification of the procedure.
- **Purpose** – describing the rationale behind the procedure.
- **Scope** – to explain what aspects will be covered in the procedure, and which aspects will not be covered.
- **Responsibilities and authorities** of all people/functions included in any part of the procedure.
- **Records** that result from the activities described in the procedure should be defined and listed.
- **Document control** – identification of changes, date of review, approval and version of the document should be included in accordance with the established practice for document control.
- **Description of activities** – this is the main section of the procedure; it relates all the other elements of the procedure and describes what should be done, by whom and how, when, and where. In some cases, "why" should be clarified as well. Additionally, the inputs and the outputs of the activities should be explained, including the needed resources.
- **Appendices A, B, C & D** – index of controlled and important documents, abbreviations, and version control.

e) Work Instructions - Includes production guides, installation instructions, installation manuals, pairing/programming guides and test procedures. These all may form part of a procedure or may be referenced within a procedure.

Management System implementation

The Fleetclear Management System was implemented following steps as identified below:

Clarify Vision, Mission, and Values

Employees need to know how what they do is tied to organisational strategy and objective. All employees now understand where the organisation is headed (its vision), what it hopes to accomplish (mission) and the operational principles (values) that will steer its priorities and decision making. Fleetclear have an induction process to educate new employees and during this we communicate the mission, vision and values as a first step.

Identify Critical Success Factors (CSF)

Critical success factors help Fleetclear's focus on those things that help it meet objectives and move a little closer to achieving its mission. These performances and quality-based measures provide a gauge for determining how well we are meeting our objectives in areas as below:

- Financial Performance.
- Customer Satisfaction.
- Process Improvement.
- Market Share.
- Employee Satisfaction.
- Product Quality.

Develop measures and metrics to track performance data

Once critical success factors are identified, a reporting process enables us to collect specified data and share information with senior leaders and relevant interested parties.

Identify Key Customer Group

Fleetclear's key customer groups are reflected within our identification of interested parties when determining the Context of our organisation:

- Employees.
- External Providers.
- Vendors.
- Customers.
- Suppliers.

Solicit Customer Feedback

Fleetclear have a structured process to solicit feedback from each customer group to identify what is important to them.

Develop Improvement Plan

The Fleetclear improvement plan follows the ethos of the ISO9001:2015 continuous improvement requirement. Improvement plans are written in SMART goals format with assignments to specific staff for follow through. Goals include following:

- Process improvement initiatives, such as: Customer contact times.
- Leadership Development: Walk-the-talk.
- Management training/development: How to manage employees in a quality environment.
- Staff training/development: Customer service.
- Performance management: Setting expectations, creating job descriptions that support the vision and holding staff accountable.

Internal Audit

Fleetclear have an Internal Audit schedule which reflects risk, opportunity, improvement, and conformity of product, to ensure that we are constantly delivering against the promises made within our quality policy:

- Management system maintenance.
- Performance of internal audits.
- Management representative support.
- Facilitation of management reviews.
- Employee training and skills development.
- External provider selection, assistance, and related support.
- Analysis of data - process performance and product conformance.
- Process improvement.
- Supplier surveillances; inspections; supply chain audits.

Partnerships

Fleetclear will enter Partnerships which mutually benefit both parties and achieve the aims and objectives of Fleetclear.

Supply Chains

The type and extent of control applied to our suppliers and the purchased service is dependent upon the effect that the outsourced service may have on our final service. The following considerations are considered:

- Ensuring that we understand the capabilities and competencies.
- Ensuring that we clearly communicate the roles and responsibilities.
- Defining the quality requirements for the outsourced activity.
- Selecting and qualifying appropriate suppliers.
- It is the responsibility of the Project Manager to identify those competencies when issuing a change request from an existing product or supplier.

Relationships with interested parties

Fleetclear recognises it has a unique set of interested parties whose needs and expectations change and develop over time.

Fleetclear's QMS Policy Statement & QMS Objectives

As part of our commitment to providing industry-leading services, Fleetclear has established a QMS Quality Policy Statement. This policy includes a commitment to quality, customer satisfaction and continuous improvement, it serves as the foundation for establishing our QMS performance objectives.

Fleetclear's Environmental Impact Statement

Our company is committed to environmental stewardship and sustainability. We firmly believe that our business operations, as well as the products we produce, install, and support, have no adverse environmental impacts. This belief is grounded in our rigorous adherence to environmentally friendly practices, comprehensive impact assessments, and continuous improvement processes. We ensure that all stages of our product lifecycle, from design and manufacturing to installation and support, are conducted with the utmost respect for the environment. Our dedication to sustainability is reflected in our ongoing efforts to minimize waste, reduce emissions, and promote the use of eco-friendly materials and technologies.

Interested Parties and Requirements

Interested parties that are considered relevant to this QMS include the following:

- | | |
|---------------------------|---------------------------------------|
| • Customers | <i>Price, reliability & value</i> |
| • Owners/shareholders | <i>Profitability & growth</i> |
| • Employees | <i>Shared values & security</i> |
| • Suppliers & contractors | <i>Beneficial relationships</i> |
| • Regulatory & statutory | <i>Compliance & reporting</i> |

To ensure that our products and processes continue to meet all relevant requirements, we identify and assess the potential impact of any relevant needs and expectations that may be elicited from the interested parties. Where appropriate, to ensure that our processes are aligned to deliver the requirements of our interested parties; we convert relevant needs and expectations into requirements which become inputs to our QMS and to our product and service designs.

Legal, regulatory, and other requirements relevant to this QMS include the following:

- Client Contracts.
- Industry Codes and Standards.
- International Standards (e.g., ISO 9001:2015).
- UK Statutes and Regulations (e.g., H&S, Consumer Rights).
- Conformity of Product.
- Other international or domestic laws.

Legal, regulatory, and other requirements are identified and assessed as part of the proposal review process and form part of Fleetclear's contractual obligation with the client/s.

Such requirements are accessed electronically where possible from their originating sources and verified periodically as appropriate to the project.

Responsibilities and Authorities

Top Management

- Define the QMS Policy and QMS Objectives.
- Ensure communication and understanding of QMS Policy throughout Fleetclear.
- Take accountability for the effectiveness of this QMS.
- Ensure the integration of this QMS into the organisation's business processes.
- Promote the use of process approach and risk-based thinking.
- Ensure the resources needed for the QMS are available.
- Communicate the importance of conforming the QMS requirements.
- Engage, direct and support persons to contribute to the effectiveness of the QMS.
- Promote improvement.
- Support relevant management roles to demonstrate leadership.

Quality Manager

- Ensure that the processes of this QMS are delivering their intended outputs.
- Report on the performance of this QMS and on opportunities for improvement.
- Ensure the promotion of customer focus throughout the organisation.
- Ensure integrity of QMS maintained when changes are implemented.
- Document and maintain QMS, Procedures and their subsequent revisions.
- Establish a QMS awareness program for Fleetclear's personnel.
- Assign qualified personnel to perform scheduled audits of the QMS.
- Perform evaluations of external providers.
- Initiate actions which result in solutions to quality problems and verify results.
- Control processing, delivery, or installation of nonconforming products.

Managers / Supervisors

- Implement the QMS as defined by this manual. Also, its related procedures and product.
- Obtain and communicate customer requirements to the appropriate personnel.
- Ensure qualified personnel and other resources are available to implement QMS.
- Ensure products/services satisfy customer requirements.
- Ensure personnel comply with laws, regulations, specifications, standards, and documented procedures.

All Personnel

- Ensure the quality of their work.
- Operate in conformance with the requirements of this QMS; and
- Stop work in progress to make appropriate notifications when unsafe conditions exist, or requirements are not being met.

Risk Factors

Risk Tolerance

Fleetclear's QMS is designed to address the major risks that are identified related to the provision of products and services. In general, Fleetclear's tolerance for risk is low. Fleetclear's strategy is to avoid risk where possible and to invest resources in mitigating residual risk through effective business control measures.

Internal uncertainty factors

With regards to Fleetclear's business itself, there are several internal factors that create uncertainty that gives rise to risk. These general internal uncertainty factors will be considered in more detail as part of the risk assessment process:

- Uncertainties in employee relations.
- Significant organisational changes.
- Company financial performance.

External uncertainty factors

With regards to the external environment in which Fleetclear operates, there are several external factors that create uncertainty that gives rise to risk:

- Potential legislative or regulatory changes.
- Inherent environmental risks (fire, flood, hurricane).
- Economic factors and changes in technology.

Risk Criteria

The criteria for assessing risk within the context of the organization is defined in Fleetclear's Standard Operating Procedures (see Appendix A).

Applicability

There are no areas of Fleetclear's operations that are excluded from the scope of this QMS. The following requirements of ISO 9001:2015 are considered by Fleetclear as not applicable:

- Validation of processes (8.5.1a);

As a provider of professional services, Fleetclear provides deliverables and services that can be validated through usual methods, therefore, special process validation is not required. In the provision of its services, Fleetclear does not use any instruments or monitoring devices for verifying deliverable/process quality. Verification is limited to visual examination.

In our Quality Management System (QMS), we ensure that all processes and equipment adhere to the highest standards of accuracy and reliability. While calibration is critical for maintaining the precision of our measurement instruments, it is governed by a separate, specialised set of procedures and guidelines. These calibration procedures are documented in the Monitoring and measuring resources manual, which outlines the specific requirements, responsibilities, and schedules for calibration activities. This approach ensures that calibration is managed with the utmost attention to detail, thereby supporting the overall integrity and effectiveness of our QMS.

QUALITY MANUAL

CONFIDENTIAL INTERNAL DOCUMENT ONLY

Title	Document	Version Date	Revision No	Owner
Fleetclear – Quality Manual	N/A	15/08/2024	3.3	G. Thoday

1. SUMMARY

- 1.1. The following Quality manual describes the relationship between the ISO9001 standard (Latest revision) and the Fleetclear processes.
- 1.2. The document is controlled and maintained by the CEO, the employees and the Quality team.

2. REVISION AND APPROVAL.

Rev.	Date	Nature of Changes	Approved By
1.0		Initial Issue	Chris Waller
2.0	20/09/2019	Review	Chris Fletcher
3.0	19/07/2022	ISS reference to Fleetclear + Review (Change 017 2022)	Chris Fletcher
3.1	06/2024	Not released	Chris Fletcher
3.2	06/2024	Not released	Chris Fletcher
3.3	08/2024	Environmental statement, Calibration removal as an exception (Change 031 2024)	Chris Fletcher

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