Quality Manual

Development Engineering Services

Development Engineering Service Ltd
Unit 7 Acorn Park Industrial Estate
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Shipley
West Yorkshire
BD17 7SW

Document: QMS Manual – ISO 9001:2015
Version: 6
Approved: Paul Stenton

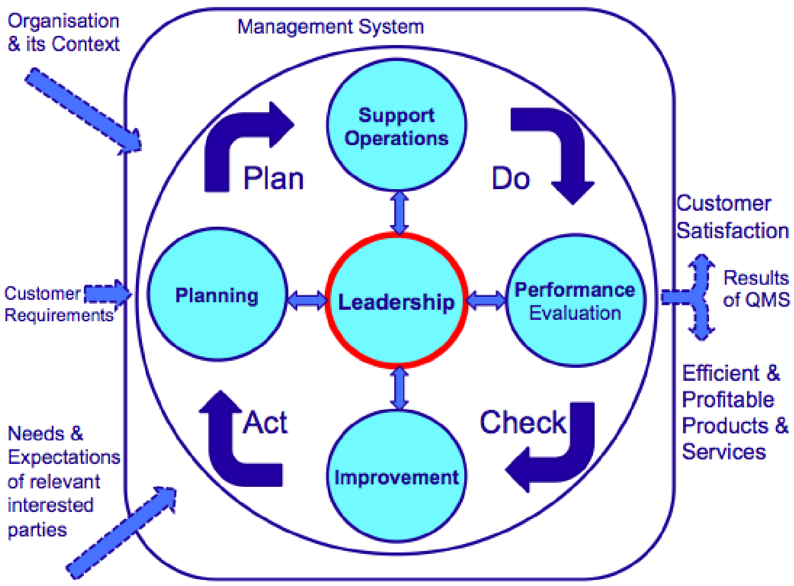
Contents

1.0 Purpose

This Management System Manual of Development Engineering Services Ltd demonstrates how the requirements of ISO 9001:2015 have been applied to enable the company to provide consistent service quality along with continually improving customer satisfaction through the effective and efficient application of its processes.
The quality management system provides assurance that Development Engineering Services Ltd meets its policy, legal, regulatory and business requirements.
Development Engineering Services Ltd has embraced the P-D-C-A system model for applying ISO9001:2015 as detailed below:

- P = Plan. Establishing the objectives and processes necessary to deliver results in accordance with customer requirements and the company's quality policy.
- D = Do. Implement the processes.
- C = Check. Monitor and measure processes against quality policy, procedures, objectives, legal and other requirements, and report the results.
- A = Act. Take actions to continually improve the performance of the quality management system.

This quality management system takes the structure of the P-D-C-A model by considering the inputs of the Organisational Context, Customer Requirements and the Needs & Expectations of Interested Parties:



2.0 Background and Scope

Development Engineering Services Limited has many years of experience in producing high quality, precision machined components for a wide and growing customer base. The scope of the ISO 9001:2015 Quality Management System is to cover all processes and activities of the business and to continue to enhance customer satisfaction by consistently meeting and exceeding customer requirements for quality, performance, efficiency, delivery and cost of the range of services provided. The mission and objectives of the company are regularly reviewed to achieve these aims and are embodied with the Quality Management System.

3.0 Permissible Exclusions

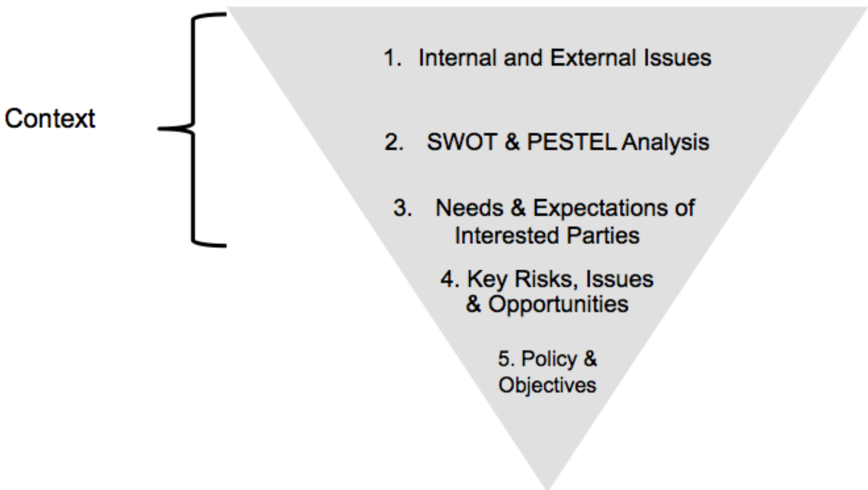
All clauses of ISO 9001:2015 apply to the Development Engineering Services' operations other than the clauses in section 8.3 associated with design.
Development Engineering Services do not have a specific design function and focus on providing an effective subcontract machining service that manufactures orders to customer designs and drawings. The company has the resources to receive any form of drawing or product specification and have the skills to produce in-house CAD drawings as required.

4.0 Context of the Organization

4.1 Understanding the Organisation and its Context

The following framework has been utilised in defining this organisational context and supporting the setting of policy, objectives & targets:

A full copy of the organisational context is available in a separate document.



A full copy of the organisational context is available in a separate document.

Reference:	QMS-3	Organisational Context
	QMS-16	Legal Register

4.2 Understanding the Needs and Expectations of Interested Parties

A list of Interested Parties is maintained to the Context of the Organisation document QMS-3.
This includes columns indicating the degree in which the needs and expectations are being satisfied.

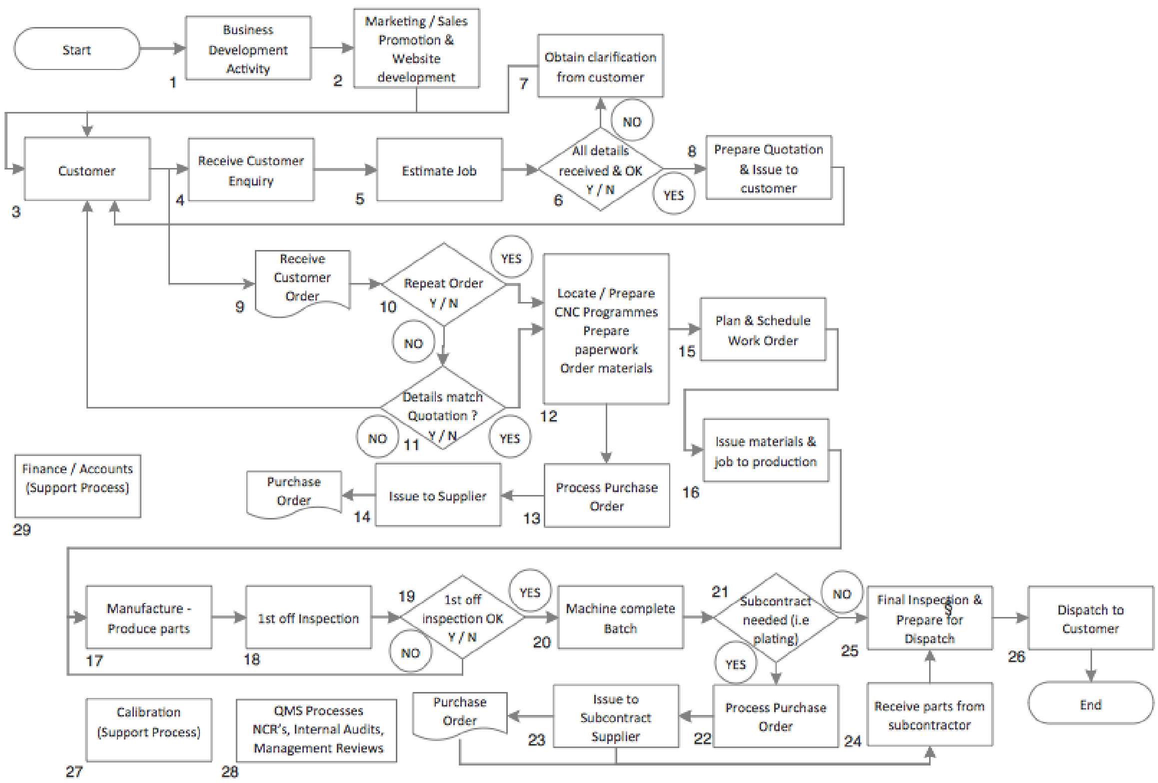
Reference:	QMS-3	Organisational Context

4.3 Determining the Scope of the Quality Management System

The Quality Manual has been established, and is maintained, to address the following scope of the QMS at DES Limited:

The manufacture of precision machined components

4.4 Quality management system and its processes



Reference: QMS-17 Top Level Process Map

4.5 The organisation has determined whether climate change is a relevant Issue

Climate change has been integrated into strategic planning, supported by a documented commitment statement in the 4.1-4.3 Context Document, Issue 1. The organisation has committed to understanding, mitigating, and minimising its environmental impact, with a strong emphasis on acknowledging the global implications of climate change, especially for vulnerable communities.

Relevant interested parties can have requirements related to climate change

The organisation has thoroughly documented its interested parties within the 4.1-4.3 Context Document, version 10, with the next review set for 02/09/2026. This document also encompasses considerations related to climate change and how these align with the interests and expectations of various stakeholders.

5.0 Leadership

5.1 Leadership and Commitment

The MD & Management Team of DES Limited are committed to demonstrating leadership and to the implementation and development of the QMS. This is achieved by continually improving the effectiveness of the QMS and by ensuring the availability of resources, both personnel and material, regular management reviews, ensuring that the quality policy and quality objectives are established and reviewed, and stressing the importance of DES Limited meeting the requirements of statutory and regulatory bodies, as well as customer requirements.

5.1.1 General

The MD & management of DES Limited demonstrates leadership and commitment in regard to the quality management system by;

- Ensuring the quality policy and quality objectives are compatible with the context of the business.
- Promoting the use of a process approach and risk-based thinking.
- Ensuring that the quality management system achieves its intended results.
- Promoting improvement throughout the business.

5.1.2 Customer Focus

The MD & management of DES Limited ensures that customer requirements are determined, so that the goal of enhancing customer satisfaction is achieved. Where applicable, measurements are made of product and service conformity, and on-time delivery performance, and actions taken if the envisioned results are not achieved.

5.2 Policy

Development Engineering Services Limited has developed a Quality Management System based on the requirements of ISO 9001:2015. The company places high emphasis on continually improving its services and processes to exceed the requirements of customers. Development Engineering Services Limited aim to achieve the following:

- Endeavour to continually improve our Quality Management System based on full employee involvement, and the maintenance of the Quality policy.
- To establish strong relationships with both customers and suppliers which will contribute to improving the quality of subcontract services sold and items purchased.
- To actively encourage employees to realise their full potential by increasing skills, providing training, resources and support needed to supply quality subcontract services to all our customers.
- To set meaningful quality objectives through the framework of the Management Review that will then be converted into individual measurable targets for the direction of the business.
- Ensure the Objectives & targets are tracked and reviewed through regular meetings and the Quality Management System programme.
- To effectively communicate the Quality policy, Objectives and targets to all concerned.
- To establish an environment that supports the production and on-time delivery of high quality subcontract components and services.
- To foster continuous improvement within the organisation, with the aim of increasing the company's competitiveness by the introduction of improved equipment, processes, methods and techniques that result in superior quality and services.

The Organisational Context of Development Engineering Services Limited has been used in the development of this policy by ensuring applicable external and internal factors have been considered along with the needs & expectations of interested parties that are relevant to the company's direction, continuous improvement and performance of the Quality Management System.

The Quality Policy is a live document and is reviewed at regular Management Review meetings. It is also made visible on the Developments Engineering Services' Website - http://www.des.uk.com

5.2.1 Establishing the Quality Policy

The management team of DES Limited ensures that the company quality policy is appropriate to the purpose of the company. There is an on-going commitment to continually improve the effectiveness of the QMS. The quality policy is reviewed for continuing suitability and provides a framework for establishing and reviewing quality objectives.

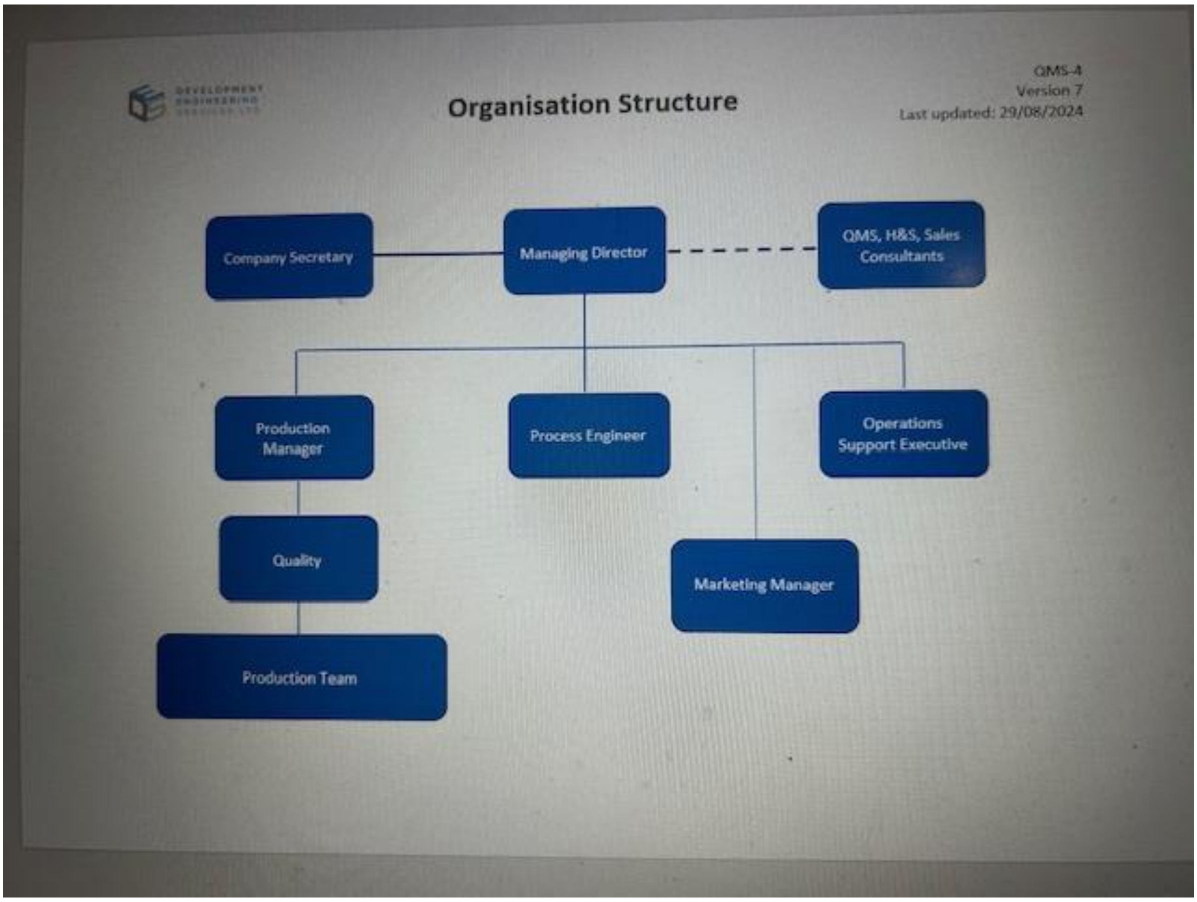
5.2.2 Communicating the Quality Policy

The quality policy is communicated and understood within DES Limited. The quality policy is also available to interested parties as applicable. The quality policy is reviewed periodically during management reviews and updated accordingly.

Reference: QMS-2 Quality Policy

5.3 Organisation Roles, Responsibilities and Authorities

The management team of DES have ensured that the responsibilities and authorities are defined and communicated within the company. The organization structure and reporting relationships are detailed below:



Reference: QMS-4 Organisation Structure

QMS-5 QMS Responsibility Matrix

Who	Responsibility and Authority
Managing Director	Define and establish the Quality Policy, objectives and planning. Ensuring the communication and understanding of the Quality Policy and management system throughout the organisation by reinforcing the importance of continuous improvement and achieving customer satisfaction. Conduct Management Reviews Analyse data generated by the quality management system Ensuring the availability of necessary resources.
Operations Support Executive	Document and maintain the Quality Management System and perform regular Internal Audits. Ensure that the Quality Management System is established and maintained. Perform regular reviews of the suitability and effectiveness of the Quality Management System. Coordinate improvements to the Quality Management System.
Production Manager	Goods Inward control, material identification, storage and issue. Control of finished component storage Measuring equipment and calibration control
Process Engineering	CNC Program preparation, process engineering, systems support, customer liaison and inspection processes. Various continuous improvement projects.
All personnel	Ensure compliance with applicable standards, regulations, specifications and documented procedures. Ensure quality of work. Operate in conformance with the spirit and requirements of the Quality Management System.
Marketing Manager	Digital marketing, including website updates and management, SEO, analytics, sales administration, and new business development. Trade show planning and attendance.

6.0 Planning

6.1 Actions to Address Risks and Opportunities

The management team considers the organisational context, external and internal issues and the requirements of interested parties when determining the risks and occasions that require to be addressed in giving assurances that the QMS can achieve its aims. Corrective and Preventive action is key to minimising potential issues at DES Limited.
Relevant production machinery is regularly checked for process capability.

Reference: QMS-7 Risk & Opportunity Matrix

6.2 Quality Objectives and Planning to Achieve Them

The quality objectives at DES Limited are consistent with the organisational context and quality policy. Where possible, the objectives are measurable and are relevant to related functions and levels within the company. The achievement of the quality objectives is aided by planning and the assessment of methods, resources, responsibilities timescales and evaluation processes.

Reference: QMS-8 Objectives & Targets Template

6.3 Planning of Changes

Changes to the quality management system are instigated in a controlled manner taking into consideration the purposes of the alterations, and the possible consequences, the integrity of the quality management system and the availability of resources.

7.0 Support

7.1 Resources

7.1.1 General

DES Limited determines and provides internal resources, and considers the requirements from external resources, to implement and maintain the QMS and improve its effectiveness, and to enhance customer satisfaction, as per the quality policy.

7.1.2 People

DES Limited has determined and provides the personnel required to successfully maintain the quality management system and for the control and operation of its business processes.

7.1.3 Infrastructure

DES Limited provides and maintains the infrastructure required to attain conformity to product requirements. Such infrastructure includes buildings, workspaces and related utilities, supporting services such as transport, communication and information systems, and production process equipment and related software.

7.1.4 Environment for the operation of processes

The work environment of DES Limited is managed such that personnel and processes are able to achieve conformity to product requirements. Work environment management includes physical factors such as weather, lighting, humidity, temperature and noise. Human factors such as social and psychological concerns are also managed as appropriate.

7.1.5 Monitoring and measuring resources

The company has implemented and maintains a process to ensure that monitoring and measurement is carried out in a manner that consistent with requirements.

7.1.6 Organizational knowledge

With DES being a specialist provider of subcontract machining services, it does not have its own products. Process knowledge is therefore held in relevant production & engineering data held on the computer network and in CAD/CNC programming files (SolidCam). The processing engineering manager and production manager holds other specific engineering, production and processing knowledge in digital format.
Job knowledge is retained by directors, managers and production team along with experienced, long-serving staff and this is passed to new starters through mentoring and learning on the job.
Commercial and financial knowledge is retained at managing director and company secretary level.
External Health & Safety support is provided to ensure compliance to relevant occupational health & safety requirements and updates on legislation etc.
Records are held and controlled for the above.

7.2 Competence

Competency requirements of staff are regularly reviewed and assessed. A skills matrix is maintained and updated for this purpose along with retaining records of training that has been carried out to increase competency levels. Significant investment has been made in training staff to the required level of CNC Machining competency with the support from Mills CNC.
All these are requirements are assessed and reviewed during management review meetings to ensure the knowledge and skills are available to perform tasks, achieve intended results and continually deliver customer satisfaction.

Reference: QMS-6 Skills & Competency Matrix

7.3 Awareness

The QMS Policy is displayed on notice boards in relevant parts of the organisation. All staff are made aware of the QMS Policy and the consequences of non-conformances during communication sessions and operational meetings.
An explanation of the key requirements of the QMS and the latest ISO 9001:2015 standard is displayed in a simple and understandable format to help in the raising of awareness.
Formal PowerPoint awareness sessions on the requirements of the new ISO 9001:2015 have also taken place for the DES management team.

Reference: QMS-14 Awareness Notice

7.4 Communication

Development Engineering Services has established a communication strategy that is appropriate to the size of the organisation. This includes defined responsibilities on what, when, to whom and how to communicate as detailed.
This is reviewed for its effectiveness during management review meetings to ensure its suitability and consider opportunities for improvement.
Consideration is also given to communicating to relevant interested parties via the DES website and by other means.

Reference: QMS-13 Communication Strategy

7.5 Documented information

Development Engineering Services has established sufficient documentation to control and improve the QMS. Relevant documentation developed for compliance to previous standards is also still held as archive information. All information is held in digital format and creation, updating and access of documentation is controlled and restricted to managing director level.
Effective access control and backup routines are in place for all digitally stored documentation.

Reference: QMS-0 Document Register & Version Control

7.5.1 General

DES Limited maintains a QMS utilising a number of levels of documentation. These levels include:

- Quality Manual
- Organisational Context
- Quality Policy

- Quality Objectives
- Relevant procedures & process Maps
- Records & forms

7.5.2 Creating and updating

The main documents are identified by title, version, review and issue date. They are reviewed and approved by defined the managing director.

7.5.3 Control of documented information

One master copy of the documented Quality Management System is held by the Managing Director. It is formally controlled; all systems and records are appropriately backed up (electronic files) or suitably filed / protected (hard copies)
Document change is controlled; obsolete versions are archived.

8.0 Operation

8.1 Operational planning and control

The company has planned, developed implemented and controls the processes necessary for product & service realisation. These plans are consistent with the requirements of the QMS.

8.2 Requirements for products and services

8.2.1 Customer communication
Customer communication takes place on issues such as product information, enquiries, contracts and order handling, alterations to requirements, customer feedback and complaints, and technical concerns.

8.2.2 Determining the requirements for products and services

DES Limited determines relevant customer-related requirements related to the product. Such requirements may include special requirements such as warranty provisions and recycling or final disposal activities. The company also reviews requirements not stated by the customer, but needed for product use, such as statutory and regulatory requirements appropriate to the product.

8.2.3 Review of the requirements for products and services

Reviews of product requirements take place before any commitment to supply a product to a customer. These reviews ensure that product requirements are defined, that DES Limited has the ability to meet these requirements, and any special requirements are determined and associated risks are identified.

8.2.4 Changes to requirements for products and services

Where product requirements have changed, DES Limited ensures that pertinent documentation is altered, and that relevant personnel are informed of the modified requirements.

8.3 Design and Development

DES Limited is a sub-contract precision engineering company and does not design and develop its own product but works to customer-supplied drawings and specifications. To this end, Section 8.3 of ISO 9001:2015 is excluded from this Quality Manual.

8.4 Control of externally provided processes, products and services

8.4.1 General

DES Limited has released and maintains a procedure to control the purchasing processes within the business. DES Limited recognises its responsibility for the conformity of all products, processes and services purchased from suppliers. The company evaluates and selects suppliers solely based on their ability to deliver product, processes or services that meets the requirements of DES Limited. Relevant criteria for the selection, evaluation and re-evaluation of suppliers have been recognised. Supplier performance is periodically reviewed and risk when using suppliers is determined and managed.

Reference: QMS-11 External Provider Matrix

8.4.2 Type and extent of control

Supplier reviews are carried out as required to ensure that externally provided processes remain within the remit of the QMS of DES Limited. In the majority of instances, requirements from suppliers involve raw materials and occasional use of external operations such as plating.

8.4.3 Information for external providers

DES Limited provides clear purchase order information to all suppliers which is generated on the Stati System which also provides relevant information to track the progress of orders.

8.5 Production and service provision

8.5.1 Control of production and service provision

DES Limited plans and carries out production processes under controlled conditions. These organised conditions include production documentation, availability of monitoring and measuring equipment, product traceability during production processes, and criteria for workmanship standards. DES Limited has made provision for the prevention, detection and removal of foreign objects.

8.5.2 Identification and traceability

DES Limited utilises a number of methods/media to ensure product identification and traceability. Such methods include physical media such as job-cards, stores labels and identification cards. The company has established appropriate controls for acceptance authority measures.

8.5.3 Property belonging to customers or external providers

Generally, DES does not hold any items belonging to customers or external providers.

8.5.4 Preservation

All product during production processes and delivery to the customer and/or subcontractor is adequately preserved to guard against damage. Preservation shall include identification, handling, packaging and storage as applicable.

8.5.5 Post-delivery activities

The business carries out post-delivery support as required, such as co-operation over post-delivery quality issues, and control and updating of manufacturing documentation.

8.5.6 Control of changes

Production process alterations and changes are evaluated to ensure that product conformity has not been adversely affected.

8.6 Release of products and services

The company has implemented processes whereby product characteristics are monitored and measured throughout the product realisation process.

8.7 Control of nonconforming outputs

DES Limited recognises the importance of controlling outputs that do not conform to specifications.

9.0 Performance evaluation

Customer components are produced and verified by calibrated equipment. Calibration controls are in place that are regularly monitored to ensure their effectiveness.
Performance evaluation is also focussed more on the number of incidents such as non-conformances, errors, customer complaints and compliments. These are reviewed during operational meetings and at annual Management Review.
Established measures are in place for evaluating customer delivery performance.
Process performance can also be monitored via the Statii ERP & CRM system.

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

Meetings are held as required during which the results of various measures are monitored, analysed and evaluated for required actions. These are also summarised for management review.

9.1.2 Customer satisfaction

A spreadsheet system of monitoring customer satisfaction is in place and is reviewed and updated during annual management review meetings.

Reference: QMS-15 Customer satisfaction spreadsheet.

9.1.3 Analysis and evaluation

An agenda item is included in the Management Review Meeting for analysis and evaluation of relevant DES performance and the effectiveness of the QMS.

9.2 Internal audit

Audit plans are established identifying the focus and frequency of internal audits against the following:

Progress against Objectives & Targets	Main process areas	Core QMS Processes

Audit criteria is established, defined and where required; further in-depth process audits take place. These are supported with the following audit criteria questions:

Is the process robust and working effectively? Does the process achieve the required outputs? Is the process achieving the required performance / standard? Is the process effectively planned to achieve the required quality output?	Are all process inputs on time and at the required quality? Is the process adequately resourced to ensure the required quality? Is the process being carried out as designed / expected? Have potential risks to the process been identified and addressed? Have any improvements to the process been identified? Is the required knowledge and training available to ensure the process works?

Reference: QMS-9 Internal Audit Plan & Report

9.3 Management review

9.3.1 General

An agenda for the meeting is published prior to the management review meeting that is held at least annually. The Managing Director chairs the meeting, which is to ensure the continuing suitability, adequacy and effectiveness of the QMS, and to drive improvements forward. The management policies and objectives and targets are monitored. Any changes to systems and procedures considered necessary will be initiated at these meetings. Minutes and records are maintained of these meetings.

9.3.2 Management review inputs

The management review inputs are defined in the agenda.

9.3.3 Management review outputs

These generally include decisions and actions relating to the following:

a) Decisions that the system fully meets the needs of the company
b) Improvement to the effectiveness of the quality management system and its processes
c) Potential risks to the company
d) Process performance
e) Service conformity.
f) The possible need for changes to policies, objectives, procedures, control systems and instructions
g) Complaints
h) Any other business

Reference: QMS-10-1 Management Review Agenda
QMS-10-2 Management Review Minutes

10.0 Improvement

10.1 General

Internal audit activities are process based and focussed, where possible, on identifying improvement opportunities.
The Top Level Process Map is regularly reviewed for overall process improvement from customer order receipt through to component delivery.
The Management Review includes an agenda item to cover the QMS performance and includes the following review inputs on improvements:

- Non-conformances raised, incidents, trends, actions against corrective & preventative actions and recommendations for continuous improvement.
- Company performance regarding customer satisfaction, customer focus and improvement - actions taken and any to be taken.
- Preventive Actions / Suggestions to avoid the occurrence of any future problems, risk mitigation and potential improvement opportunities regarding the DES operations.
  Management review outputs include the following checks on improvements:
  - Agreed QMS Policy and suggested improvements in the effectiveness of the management system.
  - Preventive Actions & Suggestions to mitigate possible risks and maximise potential improvement opportunities.

10.2 Nonconformity and corrective action

DES Limited recognises that remedial actions are a crucial aspect of continual improvement. Corrective Action processes are initiated to control any discrepancies.

10.3 Continual improvement

DES Limited strives to continually improve the efficacy of the QMS. Continual improvement activities may follow resolutions of problems, lessons learned or statistical analysis of data.

AMENDMENT LIST				
Version No.	**Date**	**Brief Description of Change**	**Section(s) Involved**	**Page No.**
2	25/06/18	Remove the need to sign policy	5.2	6
2	25/06/18	Updated Organisation Chart	5.3	7
2	25/06/18	Process Engineering Manager now Process Engineer	5.3	7
3	August 21	Updated in line with new QMS Structure	All	All
4	May ‘22	Updated Organisation Chart and inclusion of Operations Support Executive Responsibilities & Authority.	5.3	7
5	August 2024	Updated Organisation Chart for new Marketing Manager role, and updates Responsibilities & Authority	5.3	7 and 8
5	August 2024	New machine Doosan VC510 installed in June 2024	10.3	15
5	August 2024	New compressor to reduce energy consumption in business installed April 2024	10.3	15
5	August 2024	New machine part Nikken 4th Axis unit	10.3	15
5	August 2024	New updated website with launch in August / September 2024 with analytic suite	10.3	15
5	August 2024	Briquette machine for swarf compacting installed in June 2024	10.3	15
5	August 2024	Mist extraction units attached to all machines as per H&S requirement installed December 2023	10.3	15
5	August 2024	Identified a need to refine the control of customer surplus stock made during production process. Audit to be implemented.	10.3	15
6	August 2025	Added signed QMS-2 Quality Policy to company website	5.2.2	6
6	August 2025	Updated QMS-3 Organisational Context	External and Internal Organisational Context and Needs and Expectations	2-7
6	August 2025	Updated QMS-5 Responsibilities Matrix	Re; Iridite production	1
6	August 2025	Updated QMS-6 Skills and Competency Matrix	Re; Iridite production	1
6	August 2025	Updated QMS-7 Risk and Opportunity Matrix	PESTEL	3
6	August 2025	Updated QMS-7 Risk and Opportunity Matrix	SWOT	4
6	August 2025	Updated QMS-17/2 Top level process map	Responsibilities	1
6	August 2025	Updated QMS-1 Context of the Organisation	Climate change as an issue, 4.5	5