Quality Manual

2. Introduction

This Quality Manual forms part of a set of documentation known collectively as the Barcellos Holdings Quality System. This documentation has been compiled by Barcellos Holdings to assist us in the demonstration of our ability to provide product and service that conform to the requirements of our customers, associated regulations and legislation.

It also is used to document our aims and methods, with a set of processes that not only establish conformance but strive to continually improve our effectiveness as a business.

The copyright of the Quality Manual and process charts are the property of Barcellos Holdings Ltd.

The Quality Manual is issued on the express terms that it is to be treated as confidential and that it may not be copied, used or disclosed to others for any purpose except as authorised in writing by Barcellos Holdings Ltd. Barcellos Holdings Ltd reserves the right to change the contents of this Quality Manual at any time without prior notice. Recipients of this manual are advised to verify the current status of any section that is of particular interest, by contacting the Company Secretary.

3. Company Background

Established in 1975 as Barcellos Ltd, the company then transferred the business to their parent company Barcellos Holdings Ltd in 2011 and is a privately owned British company. The company's approach has been one of supplying a fully comprehensive service to its clients, and this has resulted in a well-established customer base of over 300.

Barcellos Holdings Ltd provides multi-user hardware and software solutions for its customers, who include local authorities, commercial laundries, and general manufacturing companies. Its main areas of expertise lie in the provision of complete solutions for the linen, work wear rental and quantity surveying markets.

Being independent of any computer manufacturer, Barcellos Holdings Ltd is in the best position to offer its clients the most suitable solution for their operations. Close relationships with the companies who design and manufacturer the hardware and software products ensure that Barcellos Holdings customers receive the highest level of service and support for their systems.

In particular Barcellos Holdings have been an agent for TIS Software since 1976. Customers are offered a full range of sales and support activities for this established manufacturing control product.

Full sales and service activities are provided from our Leicester headquarters.

Address: Barcellos Holdings Ltd
                                Business Base
                                16 Swan Street
                                Leicester
                                LE3 5AW

Telephone: 0116 248 9596
Fax: 0116 251 0979
Company Registration Number: 4270088

We have always run on a professional and quality conscious basis, we have designed our quality system as a means of enhancing this. We offer excellent customer service and technical skills demanded in today's marketplace.

4. Quality Management System

4.1 General requirements

The creation of this system of documentation has been carried out to ensure that Barcellos Holdings has a management system that can be implemented and monitored and is the subject of a continual improvement process. The Quality system provides structure to the objectives of the organisation and ensures that the processes necessary are identified and applied. The layout of the system is designed to provide a process flow of customer orders and a logical approach to the management of quality.

4.2 Documentation requirements

4.2.1 General

The Barcellos Holdings Quality Management system is raised in two tiers of control. This Quality Manual primarily contains statements of the Company's policies and intentions. The process flow charts referenced in this manual address specific functions and detail how the intent of the manual is achieved. The system can be used as both a planning and monitoring tool for the development of the business. The system also provides information on the records that are generated and retained to demonstrate the conformance to the requirements of the standard.

4.2.2 Quality manual

This Quality Manual and the system it describes cover the entirety of the Barcellos Holdings business activities.

The secondary purpose of this quality manual is to provide a reference point to the process documents and as such will enable the reader to see the intent of the system and how that intent is realised.

4.2.3 Control of documents

The approval, issuing, logging and control of this Quality Manual, process flow charts and all Quality documentation are detailed in the Document Control process document. This ensures that the integrity of the system is maintained and that all changes are either planned or reviewed before they are implemented.

Refer to the following process documentation for additional detail:
Document Change/Control
System Records

4.2.4 Control of quality records

Barcellos Holdings have established a list of the records necessary to demonstrate the effective operation of the system. The identification, retention, care and disposal of quality records is covered in a process document.

Refer to the following process documentation for additional detail:
System Records

5. Management responsibility

5.1 Management commitment

The management of Barcellos Holdings ensures that all members of staff are fully aware of the commitment of the management to the development and implementation of this quality system. The management of Barcellos Holdings has a documented and published policy that describes the importance of meeting customer and regulatory requirements.

This quality system and the management review process are established to ensure that the management has provided adequate resource to achieve the declared objectives.

5.2 Customer focus

The management of Barcellos Holdings sees the determination and satisfaction of customer requirements as a pre requisite to achieving its business objectives of growth and continued success. By ensuring the continual improvement of the system and by the use of carefully selected feedback measures Barcellos Holdings aims to enhance the satisfaction of its customers.

5.3 Quality policy

BARCELLOS HOLDINGS LTD QUALITY POLICY

Barcellos Holdings Ltd provides their customers with a range of hardware and/or software products and services to meet their individual requirements.

It is the policy of Barcellos Holdings Ltd to supply products and services with a consistently high quality on time and in accordance with customer requirements.

To meet our Customer's needs and expectations it is essential we maintain the highest possible quality standards. The achievement of quality and consistency calls for a systematic and disciplined approach by all employees in all activities associated with the customer's order and for the implementation and maintenance of a quality management system.

The objective of our Quality System is to raise and maintain quality standards to ensure that our products and services are manufactured and delivered to our Customer's in accordance with agreed specifications. We have a defined objective of achieving measurable customer satisfaction and incremental and continual improvement to the system and the service we offer our customers. We will review our objectives via the system to ensure that they remain appropriate to the needs of the business and our customers.

Miss D.J. Clark
Company Secretary & Director

(This section has been copied in its entirety and has been formatted to allow a signed and dated copy of the policy to be displayed)

5.4 Planning

5.4.1 Quality objectives

The management of the organisation uses the quality manual and process documents as a means of conveying the defined objectives of the system. Monitoring points throughout the documentation ensure that the quality policy and objectives remain consistent and are measurable.

5.4.2 Quality management system planning

The structure of the system has been planned to provide the management with a business development tool. All proposed changes to the system are reviewed by the management of the organisation to ensure that the integrity of the system remains intact at all times. Any changes that are required will be controlled via the system

Refer to the following process documentation for additional detail:
System Review
Document Change Control

5.5 Responsibility, authority and communication

5.5.1 Responsibility and authority

In order to ensure that everyone is aware of what they are authorised to undertake and responsible for achieving, responsibilities and authorities are documented in specific process documents. These establish the performance standards via the agreement of major goals and key result areas. For information the general responsibilities and authorities are described here.

In order to achieve the Quality Policy objectives, Barcellos Holdings Ltd maintain a structured organisation with defined and established responsibilities, authority and inter-relationships. Summary details of the main areas of responsibility with regard to the Quality System for each function are as follows. Full details of each function, and each employees ability to meet those requirements of each function, can be found in the Training File.

COMPANY SECRETARY

Responsible for Financial and Purchasing matters, Customer Complaints, Company Records and acts as Management Representative. In addition, responsibilities include - Telephone/Receptionist, Payroll, Word Processing, shipping and maintaining the various databases.

MANAGING DIRECTOR

Responsible for ensuring hardware solutions and hardware maintenance services are the best available and being reference point for the Hardware Manager on hardware problems. Also involved in all aspects of Software Development/Sales and consults with the Software Sales Director. Acts as Deputy Management Representative.

SOFTWARE SALES DIRECTOR

The Software Sales Director is responsible for day-to-day sales activities, quotations, customer liaison and maintenance of customer records and is also responsible for all contractual aspects at Barcellos Holdings and initial specification of system configuration. He assists the Sales and Hardware Managers with TIS Software Ltd and Workwear package queries.

SCHEDULE OF RATES MANAGER

The Schedule of Rates Manager has similar responsibilities to the Software Sales Director for the Global Quantity Surveyor and the Global PSA Schedule of Rates Global Software systems. Assists the Hardware Manager with queries on these packages.

HARDWARE MANAGER AND SALES MANAGER

The Hardware Manager and Sales Manager are the initial contact point for all customers who have day-to-day hardware/software queries in addition they are responsible for the installation of both hardware and software systems. They report to, the Schedule of Rates Manager (PSA/NSR Software), and Software Sales Director / Managing Director (Workwear/TIS Software/Hardware).

5.5.2   Management representative

Irrespective of all other duties, the Company Secretary has the defined authority and responsibility for ensuring that the requirements of the Quality System are implemented and maintained. In this role she will ensure that the process documents are implemented and maintained and that the performance of the system in meeting the objectives is communicated to the rest of the management. She has a key role in the promotion of the system and the requirements of the customers.

5.5.3   Internal Communication

As a tightly run business effective communication has always been one of our strengths. The use of the management review and data collection processes only formalises the review and discussion of the effectiveness of the system.

5.6 Management review

5.6.1 General

We review the Quality System in accordance with a documented process document. The aim is to strive for continuous improvement so the reviews are carried out as frequently as required. Minutes of the meetings are taken and are used to record the discussion and assign any actions arising.

5.6.2 Review Input

The management review process takes input from the audit programme and data analysis system. This allows the review of the performance of our processes and product conformity. The status of corrective and preventive action is also reviewed during these meetings.

We use the meeting as a means of discussing planned changes to the system and opportunities for improvement.

5.6.3 Review output

The meeting will use the minutes to record and action any improvements to the system or production processes and will address any need for additional resource.

Refer to the following process documentation for additional detail:
System Review

6. Resource management

6.1 Provision of resources

We have identified the key processes and process documents for the continued success of the business. We ensure that we provide adequate resource to enable these processes to be carried out effectively. This includes the maintenance and implementation of the system. Through the direct involvement of all members of the team we endeavour to continually improve the system.

6.2 Human resources

6.2.1 General

We ensure that all of our employees are fully able to carry out their tasks and we use a variety of methods to enable this to be the case.

6.2.2 Competence, awareness and training

Through the use of job descriptions we are able to identify the competence level required for each member of staff. We review training needs following the induction training of all new staff and this allows us to identify any gaps that may exist before can consider them competent. At this point we ensure that the employee is made aware of the system and their involvement in it. A review of training needs provides a training programme for the employee and until the necessary training is given we do not allow them to work without supervision.

We view on the job training as the most effective way of ensuring that all personnel are capable of carrying out their tasks. This is supported with stringent selection processes for new employees and, where appropriate, external training courses. All training is recorded and the effectiveness is reviewed. We ensure that training needs are reviewed to enable us to maintain our level of competence.

Refer to the following process documentation for additional detail:
Training

6.3 Infrastructure

We continually review the effectiveness of our process equipment and have installed a regular maintenance programme to ensure the equipment remains operable. We invest in new equipment when the benefit in speed or accuracy can be considered to justify the additional expenditure.

We believe that the building and associated utilities form an important part of the overall capability of the organisation and ensure that they are maintained.

Refer to the following process documentation for additional detail:
Hardware Maintenance
Manufacturing and Installation

6.4 Work environment

We believe that the work environment reflects the attitude of the workforce and vice versa. We ensure that the work areas are maintained as clean, tidy and uncluttered as possible. The layout of these areas is constantly reviewed to ensure we make the most effective use of the space available.

7. Product realisation

7.1 Planning of product realisation

We are fortunate that the majority of the work does not require any additional process planning beyond that established within our existing process documents and therefore do not generate specific quality plans for each job. Each order we receive is reviewed on receipt to ensure that any additional process requirements are identified and these are then discussed and planned. Notes on any additional process stages are recorded for future reference and may form the basis for an adjustment in our standard operating process documents.

Refer to the following process documentation for additional detail:
Enquiries
Order Acceptance
Order Processing
Hardware Maintenance
Manufacturing and Installation
Call Logging Database
Customer Help Line

7.2 Customer related processes

7.2.1 Determination of requirements related to the product

At Barcellos Holdings we ensure a thorough understanding of our customer's requirements by discussion with the customer and consideration of their written instructions.

7.2.2   Review of requirements related to the product

We carry out a formal review of all incoming orders and we will decline to quote for enquiries that we feel we are not able to satisfy. All incoming orders are reviewed to ensure that any anomalies are resolved before the order is processed. A record of this review is retained.

This process is extended to any change in requirements and we ensure that the change is recorded and communicated at all levels.

Refer to the following process documentation for additional detail:
Enquiries
Order Acceptance
Order Processing
Hardware Maintenance
Manufacturing and Installation
Call Logging Database
Customer Help Line

7.2.3   Customer communication

We believe that our success is dependent on our ability to communicate at all levels with our customers. This starts with enquiries and orders where we may need to clarify requirements or suggest alternative processes through to welcoming all customer feedback including complaints or praise. We consider all feedback to be an integral part of our continual improvement philosophy.

Refer to the following process documentation for additional detail:
Enquiries
Order Acceptance
Order Processing
Hardware Maintenance
Manufacturing and Installation
Call Logging Database
Customer Help Line
Complaints Problems and Suggestions

7.3   Design and development

7.3.1   Design and development planning

Due to the nature of our product the design stages are relatively simple. Mostly design is led from the Sales process document and will involve the creation of a specification, detailed drawings and in most cases representative samples of the design. The Designer has responsibility for all design activities. He remains responsible for all interfaces internal and external until the customer accepts the final design. The organization shall plan and control the design and development of product.

7.3.2   Design and development inputs

We ensure that the various Inputs relating to product requirements are determined and records maintained. These inputs cover functional and performance requirements and all applicable statutory and regulatory requirements.

Where applicable, information derived from previous similar designs, and other requirements essential for design and development are taken into consideration and we ensure that inputs are reviewed for adequacy, are complete, unambiguous and not in conflict with each other.

7.3.3   Design and development outputs

The output of our design process is normally in the form of representative product samples or detailed drawings. Before we release this to the customer we review the output to ensure that it meets all of the design inputs and contains appropriate information for purchasing and production. We also ensure we specify the characteristics of the product that are essential for its safe and proper use.

7.3.4   Design and development review

Throughout the design process we carry out and record informal and detailed design reviews held internally or with the customer. Where necessary these reviews will identify actions that are also recorded to ensure any problems are rectified or overcome.

7.3.5   Design and development verification

We perform final acceptance reviews to ensure that the final design matches the inputs. This is carried out in the same way as a normal design review but is classed as the acceptance review.

7.3.6   Design and development validation

The final acceptance review is targeted to ensure that the resulting product is capable of meeting the requirements for the specified application or intended use. Wherever practicable this validation is completed prior to the delivery of the product. Records of the results of validation and any necessary actions are maintained.

7.3.7   Control of design and development changes

Any changes to the design are identified and records maintained. The changes are reviewed, verified and validated, as appropriate, and approved before implementation. The review of a design change includes evaluation of the effect of the changes on product already delivered.

Refer to the following process documentation for additional detail:
Design and Development

7.4   Purchasing

7.4.1   Purchasing process

We have initiated a purchasing process to cover all materials or services that form part of the product or service supply chain to our customers. We evaluate our suppliers and subcontractors against defined criteria that enable us to determine their ability to supply us at the quality and consistency we require. We re-evaluate suppliers on an annual basis and record all problems associated with either their service or the product supplied to ensure that selection can be done objectively.

7.4.2   Purchasing information

All purchases are fully documented and reviewed to ensure that we communicate our requirements effectively to our suppliers.

7.4.3   Verification of purchased product

All purchased goods are checked on receipt to ensure that they meet our specification and requirements before they are included in a production process.

Where contractually agreed, the customer may wish to verify product at source. Where work is being subcontracted the customer or their representative shall be given access to verify at source or upon receipt that purchased products conform to specified requirements. This type of verification does not absolve the supplier of his responsibility to provide acceptable products nor does it preclude subsequent rejection.

When Barcellos Holdings or a representative working on our behalf elects to conduct verification at the suppliers plant, the supplier cannot be use such verification as evidence of effective quality control.

Refer to the following process documentation for additional detail:
Purchasing
Supplier Evaluation
Goods Received

7.5   Production and service provision

7.5.1   Control of production and service provision

Our production process is supported by the use of a clear description of the work required and in most cases a copy of the customer's drawings and specifications. These are used to define the workmanship standards that are required, as these will vary between customers.

7.5.2   Validation of processes for production and service provision

We do not have any production processes where the output cannot be measured or monitored.

7.5.3   Identification and traceability

Barcellos Holdings maintain process controls that establish, quickly and properly, the identification of products (for software) and materials (for hardware).

Identification of products and materials is from applicable labels, specifications or other documents.

Barcellos Holdings have incorporated a traceability system that, upon customer request, can provide the customer with:

For hardware

Name of supplier/manufacturer
Date of supply
Supplier reference number for items (if provided by supplier)

For software

Release date of software
Configuration i.e. list of programs in system
List of all applicable updates/fixes
Specific configuration for a customer if different from standard i.e. customisation (optional)

The above information would be sufficient for the customer to re-generate the system in the case of total loss.

7.5.4   Customer property

Barcellos Holdings carry out maintenance and repair of hardware systems for customers, as detailed in the Hardware Maintenance process. Where it is necessary to remove customer's equipment and return it to Barcellos Holdings Ltd for evaluation, specific identification of the items is carried out as detailed in the Material Handling process. This ensures that customer's property is clearly segregated and appropriately controlled.

This policy extends to the protection of the customers intellectual property as we retain any information in secure areas and will not discuss customer business outside of the relationship.

7.5.5   Preservation of product

At Barcellos Holdings we have established process documents for the handling, storage, packaging, preservation and delivery of product. Appropriate handling requirements are identified and in use and material is a stored in secure area. Care is taken to maintain the stores environment with a view to ensure continued product preservation whilst in storage. All packaging is carried out in accordance with specified requirements and delivery is controlled to prevent deterioration of product in transit.

Refer to the following process documentation for additional detail:
Hardware Maintenance
Manufacturing and Installation
Call Logging Database
Customer Help Line
Complaints Problems and Suggestions

7.6   Control of monitoring and measuring devices

We have an established process document of control, calibration and maintenance for all equipment used in the verification of product conformance. All such equipment is identified and records of calibration are retained.

Process documents define the responsibilities for the control of calibration and the action to be taken when equipment is found to be outside of its designated calibration period/limits. All users are made aware of the importance of valid calibration and the steps to take in the event equipment is considered suspect.

Refer to the following process documentation for additional detail:
Calibration

8.   Measurement, analysis and improvement

8.1   General

We use various measurement and monitoring techniques to analyse and ultimately improve all production and quality system processes. These vary from traditional inspection during and after production to the use of internal audits and defect analysis.

8.2   Monitoring and measurement

8.2.1   Customer satisfaction

We carry out an annual survey from a random selection of our customers to identify their perception of our performance as their supplier. The survey provides the customer with an opportunity to comment on how we may improve as a business and the results form part of our data analysis.

Refer to the following process documentation for additional detail:
System Review

8.2.2   Internal audit

Barcellos Holdings believe that periodically reviewing business is not only a valuable tool for ensuring the adherence to documented process documents, but also an opportunity to consider the running of the business with the aim of improvement.

Documented process documents describe how the management systems for running the business are reviewed at least twice per year in a planned and organised manner by trained and independent personnel. All findings are reviewed and appropriate action taken.

Refer to the following process documentation for additional detail:
Internal Audit

8.2.3   Monitoring and measurement of processes

We use the internal audit process as a means of monitoring and measuring our processes as the results are used as part of our data analysis. The results provide opportunities for corrective action and the consideration of preventive action. The data analysis provides us with trend information.

Refer to the following process documentation for additional detail:
Internal audit
System Review

8.2.4   Monitoring and measurement of product

The processes undertaken by Barcellos Holdings include the initial provision, and the on-going support of, hardware and software package solutions. Activities for both hardware and software solutions are planned and controlled in order to meet customer requirements. Where hardware items need to be manufactured or configured, the operations are controlled via the Manufacturing and Installation Process.

The control, monitoring and recording of the on-going support of both hardware and software solutions, is documented in the Hardware Maintenance Process and the Customer Service & Support Process respectively.

The procedures listed above provide details on:

i)   How items should be manufactured and tested
ii)   How hardware systems are configured and commissioned;
iii)   How customer's systems are documented;
iv)   How all problems or queries reported by customers are detailed, and the resultant actions noted;
v)   How all activities concerned with the supply and support of the systems offered by Barcellos Holdings are noted and monitored;
vi)   Whether there is adequate system and process capability to carry out the tasks required.

Refer to the following process documentation for additional detail:
Hardware Maintenance
Manufacturing and Installation
Call Logging Database
Customer Help Line
Complaints Problems and Suggestions

8.3 Control of nonconforming product

At Barcellos Holdings, we have established process documents for the identification, control and disposition of non-conforming material or product.

Refer to the following process documentation for additional detail:
Hardware Maintenance
Manufacturing and Installation
Call Logging Database
Customer Help Line
Complaints Problems and Suggestions

8.4 Analysis of data

We have established a process document for the collection of data from various points within the system to enable us to demonstrate conformance to the system and to identify areas of potential improvement.

Refer to the following process documentation for additional detail:
Data Analysis

8.5 Improvement

8.5.1 Continual improvement

We believe that the only reason for adopting a quality system is to enable us to identify and action opportunities for continual improvement. To this end the whole of the system has been constructed to provide improvement information if it is available.

8.5.2 Corrective action

At Barcellos Holdings, we dislike having to deal with repeated failures and prefer to take appropriate action to ensure that, wherever possible, problems are not repeated in the future.

The corrective action taken on all nonconformity and customer complaints are reviewed at the management review meeting, even if management have already been involved and where necessary further action is taken to ensure the effective reduction of potential problems.

Refer to the following process documentation for additional detail:
Complaints Problems and Suggestions

8.5.3 Preventive action

We have instigated a process for the review and determination of preventive action. This is based on our detailed knowledge of our processes and allows use to look for potential defects and install preventive action. Records of the analysis and the actions resulting are retained.

Refer to the following process documentation for additional detail:
Complaints Problems and Suggestions