5. Leadership

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5.1 Leadership & Commitment

Purpose

The purpose of this procedure is to ensure that all personnel within the Management Team are aware of their responsibilities concerning objectives for quality and commitment to quality, as defined in Quality Manual.

Scope

This purpose will be applicable to the Quality System in operation at **Matic Media Services Limited**

Procedure

1. Senior Management within the Company have documented the Company Quality Policy within the Quality Manual
2. The Quality Facilitator is responsible for ensuring that all new personnel within the Company receive induction training covering all aspects of the Quality System
3. The Quality Facilitator or Operations Manager is responsible for ensuring that any changes to the Quality System which directly affect the working practices of any personnel are fully explained to them before implementation.

Requirements

Top management shall demonstrate leadership and commitment with respect to the quality management system by:

- a) taking accountability for the effectiveness of the quality management system;
- b) ensuring that the quality policy and quality objectives are established for the quality management
  system and are compatible with the context and strategic direction of the organization;
- c) ensuring the integration of the quality management system requirements into the organization’s
  business processes;
- d) promoting the use of the process approach and risk-based thinking;
- e) ensuring that the resources needed for the quality management system are available;
  f) communicating the importance of effective quality management and of conforming to

the quality
management system requirements;

- g) ensuring that the quality management system achieves its intended results;
- h) engaging, directing and supporting persons to contribute to the effectiveness of the quality
  management system;
- i) promoting improvement;
- j) supporting other relevant management roles to demonstrate their leadership as it applies to their
  areas of responsibility

Customer Focus

Top management shall demonstrate leadership and commitment with respect to customer focus by
ensuring that:

- 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.

Current Quality Owners

Role	**Person**
Managing Director	Richard McCombe
Operations Director	Robert McCombe
Quality Facilitator	Andy Roddie

5.2 Quality Policy

Overview

The Company issue the following quality policy to all staff members on induction. This allows the Company...

- To show all staff management's commitment to continuously improve the effectiveness of the Quality Management System
- To provide all staff with the necessary resources and training such that they will meet the requirements of both internal and external customers alike.
- To consider the environment as a stakeholder whose needs must be met and taken account of in all the Company's activities.
- To conduct all company activities in a manner which promotes the health and safety of all employees, subcontractors, customers and the public at large.
- To set Objectives for the Company on a regular basis, and to actively encourage all employees to participate in meeting these objectives.
- To meet all statutory and regulatory requirements as required by the standard.
- To this end the Company have implemented and documented this Quality Management System to meet the requirements of ISO9001:2015

Quality Policy Induction Document

We achieved our accreditation for standards working at the standards of ISO 9001:2008 in March 2014 and ISO 9001:2015 in March 2016. We have Management Information Manuals available upon request which include:

- Policy & Objectives
- Definitions
- Quality Systems
- Organisation
- Authority & Responsibilities
- ISO9001 achieved March 2014
- Management Review
- Internal Audit
- Contract Review
- Design
- Documentation & Change Control Purchasing
- Customer Supplied Items
- Process Control

- Receiving Inspection
- Inspection & Testing
- Production & Measuring Equipment
- Indication of Inspection Status
- Non-conforming Items, Preventive & Corrective Action
- Handling, Storage, Packaging,
- Preservation & Delivery
- Records
- Training
- Servicing

All members of Matic Media are expected to maintain and work upon improving the grounding methods and standards of our ISO:9001 documentation through working with SMAS, 5S methods and Lean methodology.

Quality Policy Onboarding Template

All new starts have to fill out the attached Quality Management sign off. This is part of the Welcome Pack

Quality Management.docx

Specification Requirements

5.2.1 Establishing the quality policy

Top management shall establish, implement and maintain a quality policy that:

- a) is appropriate to the purpose and context of the organization and supports its strategic direction;
- b) provides a framework for setting quality objectives;
- c) includes a commitment to satisfy applicable requirements;
- d) includes a commitment to continual improvement of the quality management system.

5.2.2 Communicating the quality policy

The quality policy shall:

- a) be available and be maintained as documented information;
  b) be communicated, understood and applied within the organization;
  c) be available to relevant interested parties, as appropriate.

5.3 Role, Responsibilities and Authorities

Responsibility and Authority

- The Managing Director has overall responsibility for the integrity of the Quality System in place within the Company and for ensuring that the Quality Policy is both relevant and reflects the objectives of the Company.
- The Sales Director and Operations Manager are responsible for ensuring that all orders received by the Company meet customer requirements and that all Contract Review procedures are carried out.
- The Quality Facilitator is responsible that the Quality System is operating in the way intended and that all quality objectives are being met.
- The Sales Director and Operations Manager are responsible for ensuring that all quotations required for customers are completed in a competent manner and for ensuring that operators are following the correct procedures during process control.
- Communication between the Management Team takes place in a formal manner during Management Review Meetings and informally on a day today basis as the need arises.

Management Representative

The Quality Facilitator is responsible for the co-ordination of the Company’s Quality Policy and Objectives and will provide feedback of quality achievements to all levels of management. The Quality Facilitator is trained in audit techniques and applies those techniques in the form of regular planned audits of the quality system. He reports to the meeting of the Quality Management Team on the operation of the quality system and assures that all actions agreed at such meetings are undertaken. He reports to the Managing Director on amendments for possible adoption, and is responsible for looking after Quality System Documentation. He assesses sub-contractors and is responsible for inspection, measuring and test equipment.

Spec Requirements

Top management shall ensure that the responsibilities and authorities for relevant roles are assigned,
communicated and understood within the organization.

Top management shall assign the responsibility and authority for:

- a) ensuring that the quality management system conforms to the requirements of this International Standard;
- b) ensuring that the processes are delivering their intended outputs;
- c) reporting on the performance of the quality management system and on opportunities for
  improvement (see 10.1), in particular to top management;
- d) ensuring the promotion of customer focus throughout the organization;
- e) ensuring that the integrity of the quality management system is maintained when changes to the
  quality management system are planned and implemented.