2. Quality Management Principles

Documentation Requirements

1 General

Policy

Matic Media Services Limited has established a documented Quality Management System and maintained this Quality Management System as a means of ensuring that its effectiveness conforms to specified requirements.. This Quality Manual defines the details and methods whereby the policy and objectives have been prepared to cover the requirements of the documents as applied to company activities. The Procedure Manual shall detail the methods whereby the policy and objectives detailed in the Quality Manual shall be implemented.

The Company is dedicated to achieving and maintaining high quality standards in satisfying the agreed requirements of its customers. This Quality Management System provides objective evidence that the Company’s products and services conforms to its customer s quality requirements.

The policies and the guidelines contained in this Manual demonstrate management commitment to quality management as a basic principle. Continuous compliance with the Quality Management System is required of all employees.

The responsibility for the administration and day to day management of the Quality System is delegated to the Quality Facilitator

[TODO]

Add in softer description (personalise)

Quality Manual

Matic Media Services Limited has established, documented and maintained this Quality Management System as a means of ensuring that products conform to specified requirements. This

Quality Manual has been prepared to cover the requirements of the documents as applied to all activities at **Matic Media Services Limited**.

SCOPE

The Documented Quality Management System covers all products and services offered by the Company. The Company does not perform any original design

1st Level:

The Quality Manual which defines policy and objectives for quality in meeting the requirements of the quality management standard ISO 9001:2015

2nd Level:

A Quality Procedure Manual defining all quality related activities which have an impact on the quality related activities which in turn have an impact on the quality of products and service supplied by **Matic Media Services Limited**.

3rd Level :

Work Instructions and records relevant to the Quality Procedures Manual such as required to prove evidence of the quality attained in the effective planning, operation and control of these processes.

Control of Documents

Circulation List

This Quality Manual is a controlled document, which is reviewed and updated as necessary on a regular basis, this is held digitally at https://manual.maticmedia.co.uk/books/iso-90012025/. The Quality Facilitator owns the administrative publish permissions on the Master Copy and appraises and updates the Manuals of the following copy holders whenever changes to the Quality Manual occur. Occasionally customers may require a copy of the current manual for supplier appraisal purposes, publicly available links to the most recent publicised version can be provided in this case. Version control is provided by the Bookstack management system.

The following list of personnel have administrative permissions:

Role	User
Administrator	Managing Director
Administrator	Operations Director
Administrator	Quality Faciliator

Documented Procedures

Documented Procedures and records shall be established and maintained to control all documents and data relating to the Quality Management System operating within the Company. All documents will be reviewed and approved for adequacy by authorised personnel prior to issue. A master list is provided directly within this digital version of the Quality Management System, Bookstack digital management system will handle version control outside of Bookstack all documentation must be held within the company Nethdd at the following location, structured by year.

> \\192.168.0.10\root\CUSTOMERS\M\MATIC MEDIA SERVICES LTD\Generic Files\H&S and Quality\ISO

1. The pertinent issue of appropriate documents are available at all locations where operations essential to the functioning of the quality management system are performed.
2. invalid and/or obsolete documents are promptly removed from points of issue or use or otherwise assured against unintended use.
3. any obsolete documents retained for legal or knowledge preservation purposes are suitably identified.
4. changes of documents shall be reviewed and approved by the same functions that approved the original review and approval.
5. any external documentation such as drawings or plans sent by the customer will be attached to the original Job Card and filed by the relevant personnel.

Details and methods and responsibilities for document control have been documented in the following Quality Management Procedure.

Control of Records

All quality records shall be controlled as regards to identification, collection, indexing, access, filing and storage, maintenance and disposition.

Scope

This policy applies to all records pertaining to the operation of the Quality Management System at **Matic Media Services Limited**.

Actions and Methods

Quality Records shall be maintained to demonstrate conformance to specified requirements and the effective operation of the Quality System. All Quality Records shall be legible, and shall be stored in such a way that they Are readily retrievable in facilities that provide a suitable environment to prevent damage or deterioration and to prevent loss. Retention time of Quality Records shall be for a period of two years. Where agreed contractually Quality Records shall be

made available for evaluation by the customer or the customer’s Facilitator for an agreed period. All quality records are held digitally on the internal ERP system, Matic Track.

A back-up of the computer system takes place automatically on a daily basis and the additional back up disc is taken off site using third party service - Backblaze. A list of all Quality Records are held in the Document Register.

Details of methods and responsibilities for Quality Records have been documented in the following Quality System procedure.

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