Version Control

Version	Info	By	Date

v2.0	• Moved structure to reflect ISO9001:2015 requirements structure • Updated Measuring Customer Satisfaction to use Data Analysis as well as Customer Surveys • Removed Customer Surveys - alternatives to be reviewed in Q2 2023 • Updated Workflow to integrate new MaticTrack tracking • Updated Approved Supplier list to run directly off MaticTrack supplier database • Added Stock Management list to Quality Manual • Updated references to MATICMEDIA to Matic Media Services Limited as per Certificate • Removed references to SGS as third party auditor to LRQA	Robert McCombe	03-05-2023

v2.0.1	• Added Certificate Renewal Audit Report from LRQA
	• 4 opportunities for improvement are identified:
	  ◦ 1. Review of scope wording
	  ◦ 2. Inclusion of internal non conformance raised on procedural / process - e.g on Rocket Chat
	  ◦ 3. Re-approval criteria for suppliers
	  ◦ 4. Clarity on none applicable clauses
		Robert McCombe	09-05-2023

v2.0.2	• References to Eddie Cairns updated to Andy Roddie as Quality Management Review	Robert McCombe	14/01/2024

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