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QUALITY MANUAL

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Issue: 2 Rev B

	Signature	Position	Date
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Approved by	R Withnall	Managing Director	20.02.18

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QUALITY POLICY

Scope of Operations and Activity

We have applied our Quality Management System to the following scope of activity against which we are assessed and registered by a National Accredited Authority:

“The Design, manufacture and project management associated to the supply installation and servicing of combustion equipment”

0.1 Commitment

At Greens Combustion Ltd, we comply with the provisions and directives of this quality policy to develop our business through repeat orders and the recommendations of our customers. We achieve this by identifying our customer expectations in the products and service we provide.

0.2 Communications

To comply with the provisions of this quality policy statement we communicate its contents and our commitment at all levels in the company. This is assisted by adopting the international quality standard BSENISO 9001:2015 to assess and monitor continued improvements in our quality program.

0.3 Directives and Objectives

In this respect we shall continue to:

- a) Provide the necessary resources.
- b) Meet our customer's requirements
- c) Meet our legal and statutory obligations.
- d) Communicate our quality policy.
- e) Install and effectively apply our documented practices.
- f) Plan and set achievable quality targets and/or objectives.
- g) Ensure management reviews all aspects of the business.
- h) Develop and improve our products and services.
- i) Improve our capacity and delivery of service.
- j) Consider quality when selecting suppliers and subcontractors.
- k) Apply identification and traceability practices where needed.
- l) Look after our Customer's property
- m) Measure, monitor and improve our performance.
- n) Identify and remove the potential for errors.
- o) Develop the means for continual improvement

The above provides the framework against which specific improvement objectives are agreed, implemented and monitored through our management systems.

0.4 Review

Our quality manual contains our stated policy in respect of the quality standards specified tasks. These provide our quality systems with objectives and targets that we review annually and change only where there is a benefit to the Company, or our customers.

0.5 Responsibility

The Managing Director R Withnall is responsible for the Quality Policy implementation.

Signed: R Withnall

Date: 20.02.18

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The Managing Director is responsible for all Company Policies and where required will defer to the management team.

To ensure we meet the requirements of Stakeholders, Interested parties and the areas defined by the ISO9001:2015 standard we have defined our Policies and commitments within this document.

Context of Business

Greens Combustion Limited is a leading international team of combustion specialists focused on supporting burner and combustion equipment for the refinery, petrochemical and fertiliser industries.

1.0 Leadership and Commitment

We, the management of Greens Combustion Ltd are committed to, and accept responsibility and accountability for:

- a) The effectiveness of the Quality Management System;
- b) Ensuring that the Quality Policy and Quality Objectives are established for the Quality Management System and these are compatible with the context and strategic Business plans of the Company;
- 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 to all stakeholders and interested parties;
- 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.

The Management Team are responsible for this policy and its implementation.

2.0 Customer Focus

The Company is committed to being customer focused and working closely with our customers is core to our business.

To ensure we meet these requirements we are committed to ensuring that:

- a) Customer and applicable statutory and regulatory requirements are determined, understood, implemented where applicable 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) We focus on enhancing customer satisfaction and understanding where we can improve our products and services to the benefit of all.

3.0 Policy & Communication

This document has been developed to ensure that our Policies, Statements and Commitments are:

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

4.0 Organisational Roles, Responsibilities and Authorities

Organisational Roles, Responsibilities and Authorities have been defined to ensure that these are clearly assigned, communicated and understood within the Company.

These are detailed in Appendix A

The interaction of the systems with regards to Inputs and Outputs to the system are defined in Appendix B

5.0 Risks and Opportunities

Our Policy is to ensure that, where possible, we Identify, control and understand the Risks and Opportunities throughout our processes to:

- a) Give assurance that the Quality Management System can achieve its intended result(s)
- b) Enhance desirable effects where possible;
- c) Prevent, or reduce, undesired effects and non-conformance;
- d) Achieve improvement within our Processes, Business and Customer satisfaction.

These are to be identified and controlled based on the level of Risk or Opportunity and the potential Impact / Benefit to the products and services we offer.

6.0 Support

Our overall Policy is to determine and provide the resources needed for the establishment, implementation, maintenance and continual improvement of the quality management system.

To achieve this, we will regularly review the capabilities of, and constraints on, existing internal resources and what needs to be obtained from external providers.

To this end we have determined and are committed to providing the necessary People, Infrastructure, and suitable Environment for the operation of our processes and to achieve conformity of products and services.

7.0 Monitoring and measuring resources

Our Policy is to provide the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of our products and services to requirements. To ensure these are suitable for the specific type of monitoring and measurement activities being undertaken and are maintained to ensure their continuing fitness for their purpose.

We will retain documented information as evidence of fitness for purpose of the monitoring and measurement resources.

When measurement traceability is a requirement, or considered to be an essential part of providing confidence in the validity of measurement results, measuring equipment will be:

- a) Calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standards exist, the basis used for calibration or verification shall be retained as documented information;
- b) Identified to determine their status and safeguarded from adjustments, damage, or deterioration.

If this cannot be achieved or when measuring equipment is found to be unfit and the validity of previous measurement results may have been adversely affected, we will take the relevant action to ensure that this has not affected the products and services we offer.

8.0 Organizational knowledge

We have determined the knowledge necessary for the operation of our processes and to achieve conformity of products and services.

This is maintained and made available through our internal systems and where a new requirement or an area identified that we feel more knowledge is required, we will determine how to acquire or access any necessary additional knowledge and required updates.

This may include Training Internally or outsourcing to bring in the required knowledge.

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9.0 Competence, Awareness & Communication

Within each Area, process or requirement we will determine the necessary competence of anyone doing work under our control that affects the performance and effectiveness of the quality management system and the products and services we provide.

We ensure that these persons are competent based on appropriate education, training, or experience and where applicable, take actions to gain the necessary competence, and evaluate the effectiveness of the actions taken once implemented.

Where possible we will request and retain appropriate documented information as evidence of competence.

As part of our induction process we should, as a minimum ensure staff are aware of the quality policy; the relevant quality objectives related to their role and their contribution to the effectiveness of the quality management system and the implications of not conforming with the quality management system requirements.

Where we need to communicate any aspect of our systems or processes we will consider what, when, with whom and how to communicate this information and who communicates.

10.0 Operational planning and control

Our Policy is to plan, implement and control the processes needed to meet the requirements for the provision of our products and services, and to implement the actions by:

- a) Determining the requirements for the products and services;
- b) Establishing criteria for:
 - 1) The processes;
 - 2) The acceptance of products and services
- c) Determining the resources needed to achieve conformity to the product and service requirements;
- d) Implementing control of the processes in accordance with the criteria identified;
- e) Determining, maintaining and retaining documented information to the extent necessary:
 - 1) To have confidence that the processes have been carried out as planned;
 - 2) To demonstrate the conformity of products and services to their requirements.

The output of this planning shall be suitable for our operation and allow us to control planned changes and review the consequences of unintended changes; taking action to mitigate any adverse effects, as necessary.

A key area of our Operations is the control of Sub Contractors and to ensure that outsourced processes are controlled and it our policy to control, monitor and develop systems to ensure this is maintained.

11.0 Design and development of products and services

We have established, implemented and maintained a design and development process that ensures the subsequent provision of products and services meets the Customers' requirements and complies with any relevant legal, statutory or regulatory requirements.

To achieve this, we have implemented processes and procedures for the Design and development planning of the combustion equipment, and associated services, by identifying the Design and development inputs, the required controls to ensure the end product meets these requirements and the required outputs to provide validation and verification of the products and services.

Where changes occur, it is our policy to identify, review and control changes made during or subsequent to the design and development of products and services, to ensure that there is no adverse impact on conformity to requirements and customer specifications occur.

12.0 Control of externally provided processes, products and services

It is our policy to ensure that externally provided processes, products and services (Sub Contracted Operations, Products and Services) conform to defined requirements.

To achieve this, we have determined the controls to be applied to externally provided processes, products and services.

To ensure ongoing compliance we have determined and applied criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with the requirements.

As part of our processes we have defined the type and extent of our control. The information required by external resources and ensure they are Competent to meet these requirements.

We retain records of these activities and any necessary actions arising from the evaluations.

13.0 Production and service provision

We have defined, developed and Implemented processes and Procedures to Control the Provision of our Products and services. This includes:

- a) The availability of documented information that defines:
 - 1) The characteristics of the products to be produced, the services to be provided, or the activities to be performed;
 - 2) The results to be achieved;
- b) The availability and use of suitable monitoring and measuring resources where required;
- c) The implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met;
- d) The use of suitable infrastructure and environment for the operation of processes;
- e) The appointment of competent persons, including any required qualification;
- f) The validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement;
- g) The implementation of actions to prevent human error;
- h) The implementation of release, delivery and post-delivery activities.

Where applicable we have implemented systems for Identification and traceability of or products and services, how we ensure care of property belonging to customers or external providers while it is under our control or being used by the organization.

We have defined how we preserve the outputs during production and service provision, to the extent necessary to ensure conformity to requirements.

Where applicable we have implemented processes and controls to meet requirements for post-delivery activities associated with our products and services.

To ensure this meets the requirements of our customers and any Stakeholder requirements we have considered:

- a) Statutory and regulatory requirements;
- b) The potential undesired consequences associated with its products and services;
- c) The nature, use and intended lifetime of its products and services;
- d) Customer requirements;
- e) customer feedback.

We will review and control changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements and maintain records describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review.

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We will also implement planned arrangements, at appropriate stages, to verify that the product and service requirements have been met and we will not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer.

Where outputs do not conform to their requirements they are identified and controlled to prevent their unintended use or delivery. We will take appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This shall also apply to nonconforming products and services detected after delivery of products, during or after the provision of services.

We have developed a Procedure to deal with these occurrences and will retain records of these actions, and applicable information, to ensure effective resolution of any issues.

14.0 Performance evaluation

To ensure that our systems are compliant and effectively implemented we have Determined:

- a) What needs to be monitored and measured;
- b) The methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;
- c) When the monitoring and measuring shall be performed;
- d) When the results from monitoring and measurement shall be analysed and evaluated.

We will, on an annual basis, evaluate the performance and the effectiveness of the quality management system Through Analysis and Evaluation, Internal Audits and through assessment and monitoring of Customer Feedback and Satisfaction.

The means for implementing these are defined within our Quality Management Procedures.

15.0 Management Review

It is our policy, at least annually, to review all areas of our Quality Management system and the areas of the system required by the Standard.

The inputs and outputs of the annual review are:

Inputs:

- a) The status of actions from previous management reviews;
- b) Changes in external and internal issues that are relevant to the quality management system;
- c) Information on the performance and effectiveness of the quality management system, including trends in:
 - 1) Customer satisfaction and feedback from relevant interested parties;
 - 2) The extent to which quality objectives have been met;
 - 3) Process performance and conformity of products and services;
 - 4) Nonconformities and corrective actions;
 - 5) Monitoring and measurement results;
 - 6) Audit results;
 - 7) The performance of external providers;
- d) The adequacy of resources;
- e) The effectiveness of actions taken to address risks and opportunities
- f) opportunities for improvement.

Outputs:

- a) Opportunities for improvement;
- b) Any need for changes to the quality management system;
- c) Resource needs.

Records of these reviews will take the form of Minutes and reports.

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16.0 Improvement

We have determined and selected the opportunities for improvement and implemented any necessary actions to meet customer requirements and enhance customer satisfaction with relation to improving our products and services to meet requirements as well as to address future needs and expectations; correcting, preventing or reducing undesired effects and improving the performance and effectiveness of the quality management system.

17.0 Nonconformity and corrective action

When a nonconformity occurs, including any arising from complaints, it is our policy to:

- a) React to the nonconformity and, as applicable:
 - 1) Act to control and correct it;
 - 2) Deal with the consequences;
- b) Evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:
 - 1) Reviewing and analysing the nonconformity;
 - 2) Determining the causes of the nonconformity;
 - 3) Determining if similar nonconformities exist, or could potentially occur;
- c) Implement any action needed;
- d) Review the effectiveness of any corrective action taken;
- e) Update risks and opportunities determined during planning, if necessary;
- f) Make changes to the quality management system, if necessary.

We will retain records of these requirements as applicable.

18.0 Continual improvement

It is our policy to review and continually improve the suitability, adequacy and effectiveness of the quality management system.

We consider the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement.

19.0 Document Change History

*27/03/2017 Issue 2 Rev A Reissued to reflect current working practices and to align with new ISO9001
20/02/2018 Issue 2 Rev B Statement on context of business added*

20.0 Interested Parties

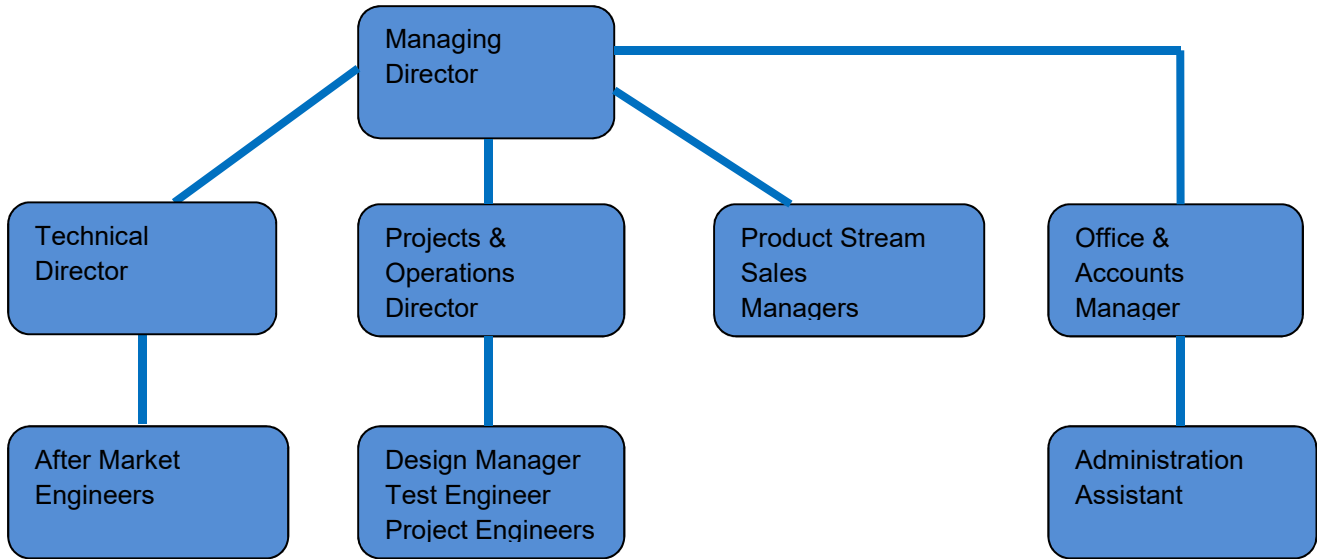
Greens Combustion Management and staff. Greens Combustion Parent Company and Stakeholders. ISO9001 Certification Body. UKAS. Existing and future Customers of Greens Combustion

21.0 Opportunities and Risks

See PEARS documents for references to associated opportunities and risks.

22.0 Appendix:

- A: Management Responsibilities
- B: Interaction of Processes

Appendix A: Management Responsibilities


	Subject	Managing Director	Technical Director	Operations Director	Sales & Marketing Director	Quality Representative
1	Quality Policy and Mission Statement	☐				
2	Quality Management System					☐
3	Management Responsibility	☐				
4	Company Administration	☐				
5	Risk Analysis and Mitigation	☐				
6	Management Review					☐
7	Resource Management	☐				
8	Product Realisation	☐				
9	Customer-Related Processes				☐	
10	Design and Development		☐			
11	Purchasing and Sub-contracting			☐		
12	Manufacturing and Stores			☐		
13	Validation of Processes			☐		
14	Identification and Traceability			☐		
15	Customers' Property Management			☐		
16	Product Packaging and Preservation			☐		
17	Control of Monitoring and Measuring Devices					☐
18	Measurement, Analysis and Improvement Planning					☐
19	Internal Auditing					☐
20	Product and Process Quality Control			☐		
21	Control of Non-conformity			☐		
22	Analysis of Data					☐
23	Effective Improvements	☐				

Appendix B: Interaction of Processes

