



COMPANY QUALITY MANUAL

QM/BI/001(03)

THE APPROACH TO QUALITY

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THE COMPANY

a) INTRODUCTION

The Benbow Group Limited commenced trading in 1994 as a privately owned business, building a reputation for the highest quality in bespoke joinery, architectural metalwork and interior fitting out. With a manufacturing facility of some 55,000 square feet and in-house metal, joinery and electrical companies based in Southern England, the Group is well equipped to carry out projects ranging from full interior fit outs to one-off items, such as museum showcases or reception desks. The two shareholding Directors are involved with the daily running of the businesses, and have many years experience in their individual specialist fields of Construction, Management and Finance. The Company continues its steady growth and has a current turnover of around £8 million.

b) SPECIALIST FIELDS OF ACTIVITY

The Group's specialist skills and resources are most frequently utilised in the interiors of quality buildings and prestige areas of banks, building societies, hotels, museums and offices. Its contracts management, drawing office, manufacturing and installation teams enable efficient production, installation and supervision with the necessary cost controls.

c) CUSTOMERS

The Group's boasts an impressive list of blue-chip head office interiors, as well as some of the worlds most exclusive retail customers. In the museum field, it has carried out projects with many of the major museums, such as Tower of London and V&A Museum. The Group is able to work either as main contractor or as a specialist sub-contractor, depending on the size and nature of the project.

d) QUALITY POLICY

The Benbow Group provides quality management, co-ordination, manufacture and installation services throughout the UK and sometimes abroad. The Company has developed its expertise since its establishment and its aim is to achieve a high standard of construction and service to its customers.

It is the policy of The Benbow Group Ltd to provide the customer with goods and services to the agreed requirement in accordance with the details and price.

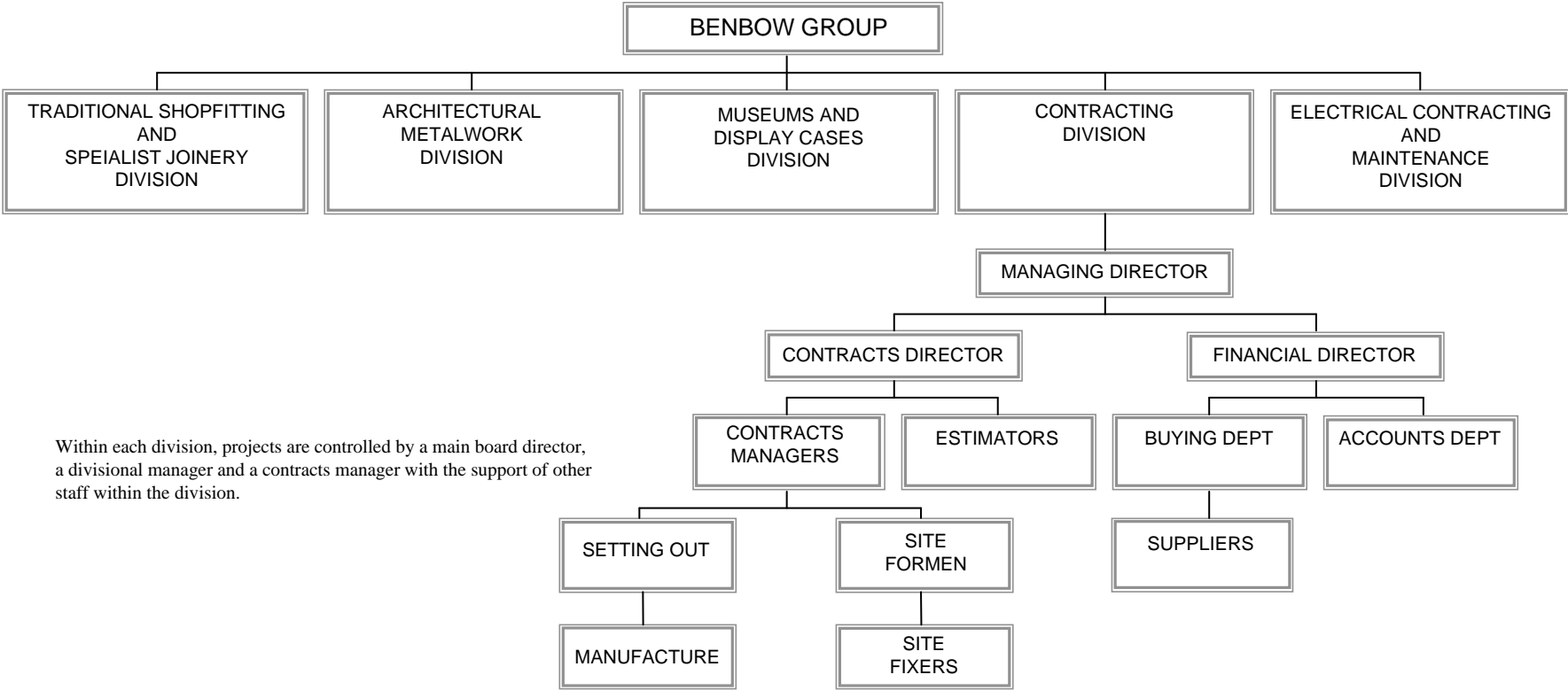
The Directors, Management and Staff are responsible for Quality Control through the Quality Management System seeking improvement by constant review, with suppliers and sub-contractors being encouraged to co-operate.

The Company is committed to achieving customer satisfaction by the use of quality procedures which will be operated to meet or exceed the requirements of ISO 9002.

e) ORGANISATION

The Management Organisation is designed to ensure that responsibilities and authorities are clearly defined within an effective structure, and is illustrated on the accompanying Organisation Chart.

ORGANISATION CHART
THE BENBOW GROUP LIMITED



Within each division, projects are controlled by a main board director, a divisional manager and a contracts manager with the support of other staff within the division.

RESPONSIBILITY AND AUTHORITY

- a) The Management organisation is designed to ensure that responsibilities and authorities are clearly defined within an effective structure and is illustrated on the Organisation Chart.
- b) The overall responsibility rests with the Managing Director.
- c) The Quality Assurance Representative is known as the Quality Manager. He administers the Quality System within the Company and ensures the execution of any changes or amendments to the system which may arise from systems audits or systems review. This is a part time role in the company and is currently the responsibility of the Contracts Director.
- d) The Contracts Director is responsible for the Quality of Estimating, Setting Out and buying supervising these departmental heads.
- e) The Workshop Manager is responsible for product quality and the day to day operation of the process control and quality activity in the factory.
- f) The Contracts Director is responsible for the quality of Contract Planning, Contract Review and Installation processes on site through supervision of Contracts Managers.
- g) Individual Contract Managers are responsible for the quality of co-ordination, programming, cost control and installation processes on site.
- h) Individual Site Foremen are responsible for installation quality and its day to day operation of the process control and quality activity on site.
- i) The Chief Buyer is responsible for the purchasing of all goods and services in connection with the execution of Contracts.
- (j) Functions and responsibilities outlined within this manual are intended to show a broad concept of each area of authority and are not intended to be all inclusive or limiting.

SECTION 2: THE MANAGEMENT SYSTEM

a) THE MANAGEMENT SYSTEM AND PROCEDURES

We have prepared and implemented a quality system which ensures the efficient operation of all the functions of the company. It is a fully controlled documented system which allows the user to identify the organisational structure, responsibilities, procedures and resources used within the company. All employees are encouraged to adhere to the procedures and processes defined in order that our commitment to quality will be reflected in the results we achieve.

b) MANAGEMENT AUDIT

An internal audit procedure is in place to ensure that the planned arrangements of the Quality Management System are being implemented effectively and that the results achieved meet the Quality requirements and to assess the need for modification to the Quality Management System and Company Procedures.

c) MANAGEMENT REVIEW

The Management Review method is documented within the procedures manual in order to assess at regular intervals whether the quality policies and Quality Management System are still relevant to the objectives or the company and to review its effectiveness.

d) TRAINING RECRUITMENT AND WELFARE

In order to ensure that there are adequate skilled employees for the various departments of the Company and in order to fulfil commitments to the clients, our procedures define our selection and training objectives. Membership of the Construction Industry Training Board gives us the selection and training back-up to the standard required by our Industry and our Clients. Our Health and Safety Policy and Safety Consultants guidance ensures that we are fully aware of our obligations and vigilant in our pursuit of a safe environment for our employees, customers and the general public.

SECTION 3: QUALITY CONTROL

a) AWARENESS OF REQUIREMENTS

Our Management, the procedures within our Quality System and our documented references, ensure that we are aware of our Client's requirements and that these requirements are properly recorded within the work instructions and adhered to.

b) DOCUMENT CODING AND CONTROL

Mistakes can be made through the use of inaccurate, out of date or misinterpreted information. We had code referenced all documents and forms within our procedures to ensure that these errors are minimised or eliminated.

c) QUALITY PLANNING

Quality Plans for each Contract are assembled in file form giving copies of details, pricing, programme, specification and drawings, plus any other specific information. These quality plans are copied to each department and a main office reference copy is kept as a master file.

d) TENDER AND CONTRACT REVIEW

The Senior Management review each tender before submission to ensure that the Company can meet the requirements. Pre-Contract meetings are held prior to commencement to review the requirements and regular review meetings are held within the contract period combining the Client's representatives and sub-contractors as required.

e) PURCHASING AND SUPPLIER SELECTION

The nature of our business requires a large variety of supplies and sub-contractors. Without controls our performance could be limited by the quality of these external elements, so we have established a supplier selection procedure to check that services and materials purchased by the company are obtained from reliable sources.

f) CONTROL OF MANUFACTURE, INSPECTION AND TESTING

Management procedures, skilled personnel, accurate equipment and knowledge of the requirements are our keys to the control and monitoring of products.

g) CALIBRATION CONTROL

Regular maintenance, checking and replacement of equipment and machinery allows us to control the dimensions and grading of components and products.

h) PRODUCT INSPECTION, IDENTIFICATION AND TRACEABILITY

Coupled with our supplier selection procedures and goods movement controls, our trained management and operatives with our marking systems, allows us to record source and destination of materials in the event of recall. All products are inspected on receipt, during manufacture and on completion.

i) NON-CONFORMANCE AND CORRECTIVE ACTION

A system is in place where materials or procedures which do not meet the required standards are recorded and reported for corrective action by management.

j) GOODS MOVEMENT, HANDLING, STORAGE AND PRESERVATION

Goods delivered to sites or our premises are inspected on receipt and documented as accepted or marked and separated if rejected. Storage in suitable conditions are pre-arranged for the correct preservation of the goods.

k) FINAL INSPECTION AND HANDOVER

Manufactured goods are inspected and signed off by Works Management prior to despatch, and Site Final inspection is arranged jointly with the Client's representative to ensure the requirements of the contract have been achieved. Any corrective action required is recorded and monitored.

l) QUALITY RECORDS

Records of sources, materials, contractors and correspondence are kept in a master file for as long as required under the contract. A Health and Safety file is produced as required under the CDM Regulations and submitted to the client for retention.

m) CONCLUSION

Our Policy is to obtain complete customer satisfaction. We believe that our Quality Management System enables us to achieve this. We are not, however, complacent, and we are continually reviewing our procedures to maintain our high standards.