

**Rotec Hydraulics Ltd.**

**Quality Manual ISO9001:2015**

**MASTER**

## Rotec Hydraulics Ltd.

# Quality Manual

**Copy Number:** 1.

**Issued to:** Quality Systems Manager

***This copy is controlled***

***and is issued and authorised by:***



Paul Prouse  
Quality Systems Manager/Director

Date 24/08/2019  
Next Review Date: August 2020

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Operating from the following locations:***

**Unit 1 Venture Way  
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TA2 8DE**

**Units 8, 9 & 14 Yacht Haven Quay  
Breakwater Road  
Plymstock  
Plymouth  
PL9 7FE**

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## AMENDMENT SHEET

## Sheet 3

Section	Description	Amend Date	Reason	Issue Change
Front Cover	Change of issue number and date following NQA visit audit findings	18.11.2011		
Page 2	Change of Plymouth Address	22.02.11		
Section 4, 2.1	Removal of Bristol Depot	22.02.11		
Signed copy	Include current date	30/11/2015		
Standards	Master list of standard included	30/11/2015		
Signed copy	Change of date	28/10/2016		
Front Cover	Change of issue number and date	28/10/2016		
Master List of standards	ISO Quality Management system , master list of standards updated	28/10/2016	review process	
Index Created	Index to page numbers	30/04/2018	Easier to navigate	
Vision	Vision of business added	30/04/2018	Company aim	
Master list of standards	Updates relevant to current business	30/04/2018	Inclusion of LOLER inspections	
Quality Manual	Issue 15 from 14	30/04/2018	Amendments dated 30-04-18	
Quality Manual	Quality Policy statement	19/07/2018	updated to reflect context of new standard	15
Quality Manual	Section 5 Management	24/08/2019	updated, to support 9001:2015 references to - Company Profile & Scope, Objectives and key performances, Context of the business, Risk & opportunities and Interested parties.	16

## Introduction and Quality Policy Statement

### Introduction

Rotec Hydraulics Ltd provides a wide range of products and services for fluid power applications, operating from its head office in Taunton, and a depot in Plymouth

Recognised for high standards of expertise, technical advice, support and service, Rotec is able to provide:

- A comprehensive range of hydraulic & pneumatic components, fittings, hose & connectors from stock
- Bespoke design, build, testing, installation & commissioning service, tailored to customers' requirements
- Proportional and electronically controlled systems
- Test & repair service
- Trade counter facilities
- On-site maintenance
- Accumulator testing & certification
- Custom-made hose assemblies, including Def Stan certification

### Quality Policy

The Company requires its quality management system to be maintained to the latest edition of ISO 9001.

The Company's overall objectives and commitment is to achieve customer satisfaction through the quality of its products and via satisfying all applicable requirements.

Objectives and key performance indicator measures are to be established, monitored and reviewed in order to ensure the adequacy, efficiency and effectiveness of each process within the quality management system.

The company will pursue the continual improvement of the quality management system from an objective evaluation of its performance and with specific regard to the following;

Signed:



Paul Prouse  
Managing Director

Date 24/08/2019  
Next Review Date; August 2020

### **Vision for our Business**

Visiting Rotec is a pleasure: you will be met with modern and attractive premises that spell quality. The Locations are easy to find, driving past you will see a bright red, eye catching Rotec sign.

On entering you are immediately met by a smiling and enthusiastic member of staff, I don't have to wait – they see me coming!

The area is bright and surrounded by technology and parts to stimulate any visitor's imagination. You will see an area to relax while you wait for your repair or replacement part, service is quick.

I can hear & see engineers in the background, they are all smartly dresses working on a range of equipment, machines are buzzing-the factory is busy.

On meeting our Senior Managers and technical staff their experience is evident immediately, they are enthusiastic, interested and keen to resolve your problem, nothing is too much trouble.

The phone rings, the calls are answered immediately; conversations are friendly, business like.

The whole team is smartly dressed, uniformed and smartly presented. Documentation is clear and concise and easily understood, I can even have things tailored to suit my business.

You will be pleasantly surprised and reassured by everyone's experience and knowledge across a wide range of hydraulic, electrical and mechanical solutions. The atmosphere is 'febrile' the staff are motivated and driven.

### **Mission Statement**

We believe in providing continuity and stability for our work force, aspire to be leaders in quality systems and recognised within the industry as trusted and loyal partners. Our vision of increasing our market share and aspirations for growth over the bet 5 years by investing in technology, training and facilities, we will ensure our employees and customers have the highest standards for safety, quality and service they would expect.

### **Core Purpose**

To provide impeccable customer service and deliver complete customer satisfaction

### **Core Values**

Integrity, Honesty and Enthusiasm

### Quality Manual Distribution List

Controlled Copy Number 1	QA Manager, (Master Copy)
Controlled Copy Number 2	Taunton
Controlled Copy Number 3	Plymouth
Controlled Copy Number 4	Managing Director

Note: This Quality Manual is also available on the system 'Q' drive, QA Policy Documents.  
Manuals QM & PM

## Quality Management System

### Section 4, Page 1 of 2

#### 1 Objectives

The Company will establish and maintain a Quality Management System (QMS) to ensure that its products and services conform to specified requirements, and continually improve the effectiveness of the QMS

#### 2 Responsibilities – QMS and scope

- 2.1 The Company provides a wide range of products and services associated with the fluid power industry. Operations are co-ordinated from a Taunton headquarters base, with an additional site in Plymouth.
- 2.2 The Company will prepare, document and implement quality system policies and procedures for the defined scope, to satisfy the requirements of BS EN ISO 9001.
- 2.3 The Company will determine the sequence and interaction of the operational processes needed to monitor and control the supply of products. An overview of these processes is shown in Appendix 1 at the end of this manual. The detail associated with these processes is described in procedures, separately controlled, and shown on the Company's Procedures Manual.
- 2.4 The Company shall establish measurable performance criteria, (separately detailed), and monitor performance in order to compare and continuously improve company performance, and the effectiveness of this QMS. Details will be monitored and reported through the Management Review Meeting.
- 2.5 This Quality Manual defines the policies, objectives and responsibilities within the Quality System, and acts as a basic reference document. The manual is supported by procedures detailed in a Company Procedures Manual. All documents show the controls, resources, processes and improvements that must be used to meet contractual and specified requirements.
- 2.6 The Quality Manual will be controlled and maintained. The Quality Systems Manager will control the "master" copy on the computer system, with appropriate password access.
- 2.7 The Quality Manual, Procedures Manual and supporting documentation and relevant forms will also be maintained and controlled electronically on the system.



**Quality Management System****Section 4, Page 2 of 2**

- 2.8 Any amendments to this manual will be undertaken by the Quality Systems Manager, and recorded on the Quality Manual Amendment Record, shown on sheet 3 at the front of this manual. The changes will be detailed on the record, and the amended page raised to the next issue number and dated. The modified pages will be “uploaded” to the electronic copy held on the system.
- 2.9 Any significant changes that could affect the Company’s scope of supply will be referred to the Certification Body for review and approval.
- 2.10 A Dictionary of Terms is included in Appendix A to this section, to clarify the meaning of certain words and terminology used throughout this manual.

**3 Responsibility – Control of Documents**

- 3.1 Documents shall be controlled, reviewed, revised, changed, approved and available.
- 3.2 A routine shall be maintained for all electronic systems, data and directories, and controlled in a systematic manner, with appropriate security, use, retrieval, archiving and back up routines.
- 3.3 A list of relevant standards shall be maintained, including issue status;

**4 Responsibilities – Control of Records**

- 4.1 Procedures shall be established and maintained for the identification, collation, indexing, filing, archiving, storage and disposition of quality records, including hard copy paper records and electronic data.

**5 Supporting Procedures**

Quality Management System  
Quality Records  
Management Review Meetings

**Quality Management System****Section 4, Appendix A, Page 1 of 1****Dictionary of Terms****Certification Body**

An Assessment and Registration Body accredited by UKAS, (United Kingdom Accreditation Service), for the scope defined in this Quality System.

**Company**

Rotec Hydraulics Ltd.

**Customer**

The customer, company or organisation requesting product and/or service from the Company.

**Procedure**

A written procedure, defining methods of working and realisation processes, shown in the Procedures Manual.

**QMS**

Quality Management System

**Product**

This comprises the products supplied by the company, including hydraulic and pneumatic components and fittings, assemblies and power units.

**Service**

This comprises the services provided by the company, including technical advice, design, installation, commissioning, re-certification and repair.

**Management Responsibility****Section 5, Page 1 of 2****1 Objectives**

- 1.1 Directors shall endorse their commitment to the establishment, implementation and improvement of the QMS to support and provide quality assured products and services to customers.
- 1.2 Directors shall have considered the Key aspects of the business and defined the business Company Profile and scope of supply.
- 1.3 The Directors and Management will have taken steps to understand the context of the business, establish those risk and opportunities and defined those interested parties.
- 1.4 In pursuit of company objectives, the Directors have defined key objectives for the current financial year and established key performance indicators.

**2 Responsibilities – Commitment, Policy and Planning**

- 2.1 The Directors shall define, document and communicate a Quality Policy, including quality objectives. The Quality Policy Statement is shown on sheet 1 at the front of this manual, and shall be authorised by the Managing Director.
- 2.2 The Quality Policy shall be appropriate to the organisation, include meaningful objectives related to customer satisfaction, and commit to continuous improvement of the QMS.
- 2.3 The QMS must include focus on the satisfaction of customer needs, expectation and satisfaction.

**3 Responsibilities – Organisation, QMS Representatives**

- 3.1 The Quality Systems Manager shall be responsible for the co-ordination, awareness, reporting and continuous improvement of the QMS.
- 3.2 Positions and functional responsibilities are shown separately on a Company Organisation Chart. This is maintained and held on the system 'U' drive.
- 3.3 Duties and responsibilities for staff that supervise and undertake work that affects quality will be defined and documented, (see Quality Management System, in the Procedures Manual).
- 3.4 The responsibility for quality rests with all employees, but the control and authority is the responsibility of the Directors, Managers and the Quality Team, who will use this manual for guidance. The Quality Systems Manager will co-ordinate the QMS across the Company and all locations, with nominated representatives providing assistance as part of the Company Quality Team.
- 3.5 Management Reviews of the QMS will be planned, completed and recorded, (see Management Review Procedure).

**4 Supporting procedures**

Quality Management System

**Management Responsibility****Section 5, Page 2 of 2**

Management Review meetings

Customer Comments, Customer Satisfaction

Other relevant procedures, see Appendix 2 at the back of this manual

Separate supporting Documents:

- Company profile & Scope
- Objectives and key Performances January 2019 – 31<sup>st</sup> December 2020
- Context of the business
- Risk & Opportunities
- Interested Parties
- Key performance Indicators

**Resource Management****Section 6, Page 1 of 1****1 Objective**

To ensure that staff competencies are reviewed, and where development and training is necessary to meet the customers' requirements, customer satisfaction or the needs of this quality system, it is identified, provided, evaluated and recorded.

**2 Responsibilities**

- 2.1 The competence of all staff shall be appraised, by Directors and Managers, in order to apply the appropriate development and training needed.
- 2.2 Development and training, according to education, skills and experience, shall be determined, documented and applied.
- 2.3 Development and training shall be evaluated for its effectiveness, to determine the performance of the provider, and the usefulness to the trainee.
- 2.4 Appropriate, suitable and satisfactory infrastructure and working environment shall be provided, including health and safety issues, particularly relating to assembly and testing of hose assemblies and power units.

**3 Supporting Procedures**

Relevant procedures, see Appendix 2 at the back of this manual

**Product and Service Realisation****Section 7, Page 1 of 2****1 Objective**

The Company shall ensure that the planning, management and control of processes are performed in order to deliver products and services to customers to a satisfactory standard.

**2 Responsibilities – Customer Related Processes**

- 2.1 The Company shall determine the processes necessary to deliver products and services to customers, including resources, documents, (paper and electronic), and verification of products and services.
- 2.2 The Company shall determine, manage, control and document customer requirements, including those specified and implied, including any statutory and regulatory requirements where these apply.
- 2.3 The requirements shall be reviewed before and during delivery, and documented.
- 2.4 Any changes will be reviewed, documented and communicated, internally and externally.
- 2.5 Customers will be informed of contacts and assigned staff.

**3 Responsibilities – Design Processes**

- 3.1 The Company shall identify customer requirements, including any statutory, regulatory or specific requirements. These shall be documented, reviewed and communicated to those involved.
- 3.2 Product and any service requirements will be identified and reviewed.
- 3.3 Designs and drawings will be compiled, appropriate to the nature of the product and service to be provided, made available to the customers where appropriate, and held on file.
- 3.4 Design reviews will be undertaken, records held on file, and design stages verified. Details will be recorded.
- 3.5 Designs shall be verified and validated as appropriate.

#### **4 Responsibilities - Purchasing**

- 4.1 The Company shall establish and maintain a Register of Approved Suppliers.
- 4.2 The Company shall raise Purchase Orders for customer related products and services. These shall be approved and documented.
- 4.3 The Company shall ensure verification of delivered products has been completed and documented, including any verification at suppliers and providers.

#### **5 Responsibilities – Control of production and service provision**

- 5.1 The Company shall plan, manage, control and document product and service provision, including allocation of staff and resources.
- 5.2 Processes shall be verified, and evidence recorded.
- 5.3 The status of production and service delivery shall be shown, recorded and retained, (paper and/or electronic records).

#### **6 Responsibilities – Customer Property**

- 6.1 The Company shall ensure any customer owned or related materials and documents, paper or electronic, shall be identified to the customer, maintained and held in satisfactory conditions, and returned as required.

#### **7 Responsibilities – Preservation of Product**

- 7.1 Products shall be identified, handled, packaged, stored and protected through all appropriate stages of processing and delivery.

#### **8 Responsibilities – Control of Measuring and Monitoring Devices**

- 8.1 The Company shall ensure that any monitoring and/or measuring devices used for definitive measurement and/or verification are identified and controlled. The processes to calibrate or check devices shall be documented and applied, and records maintained.

#### **9 Supporting Procedures**

Relevant procedures, see Appendix 2 at the back of this manual

**Measurement, Analysis and Improvement****Section 8, Page 1 of 2****1 Objective**

The Company shall establish and maintain means of measuring, monitoring and improving delivered products, the QMS, and the effectiveness of the QMS. Procedures, including any applicable statistical techniques, shall be documented.

**2 Responsibilities – Monitoring and Measuring**

- 2.1 The Company shall appraise customer satisfaction, and compile regular summaries and reports.
- 2.2 The Company shall undertake scheduled internal quality audits to compare the quality activities to the planned and documented procedures, in order to determine compliance with the QMS, and its effectiveness.
- 2.3 Audit results shall be recorded, and the effectiveness of the audits will be reviewed.

**3 Responsibilities – Control of Non-conformance**

- 3.1 The Company shall ensure that any non-conforming products or services are identified, and segregated where appropriate.
- 3.2 Corrective and/or preventive actions shall be specified, completed, documented and verified.

**4 Responsibilities – Analysis of Data**

- 4.1 The Company shall determine, collect and analyse appropriate data to demonstrate the suitability and effectiveness of the QMS, and to evaluate where continual improvement of the QMS can be made. This data may include customer satisfaction reports, non-conformance details, patterns and trends.



**Measurement, Analysis and Improvement****Section 8, Page 2 of 2****5 Responsibilities - Improvement**

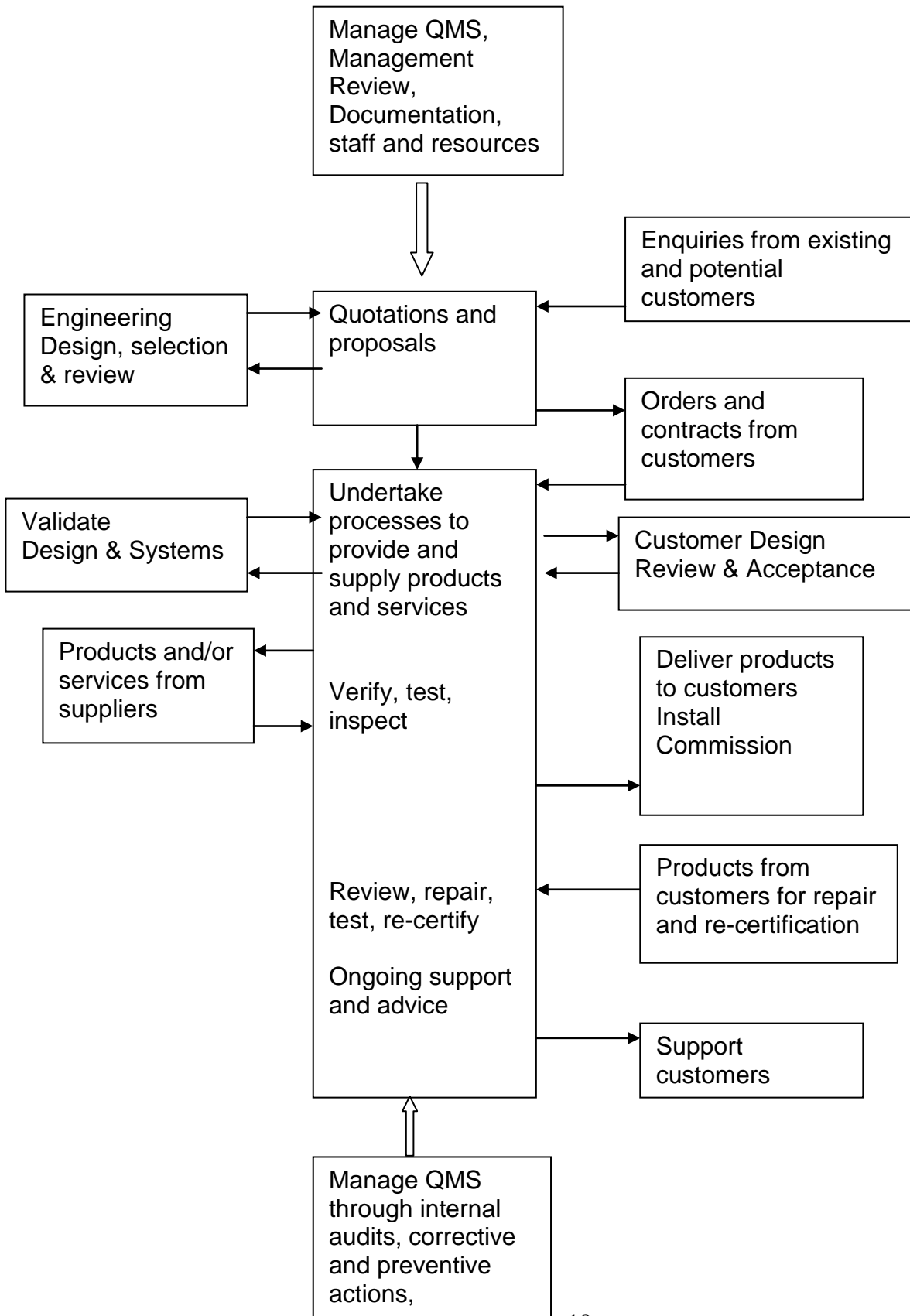
- 5.1 The company shall continually improve the effectiveness of the QMS through the use of the Quality Policy, quality objectives, audit results, analysis of data, corrective and preventive actions, and the management review.
- 5.2 The Company shall investigate and document the cause of non-conforming product and/or non-conforming service, and instigate appropriate corrective action.
- 5.3 All non-conforming issues and complaints will be analysed to establish repetition and trends, and action taken to prevent recurrence.
- 5.4 Controls shall be applied to ensure corrective and/or preventive actions are taken, that these are documented and are effective.

**6 Supporting Procedures**

Relevant procedures, see Appendix 2 at the back of this manual

Overview of Interaction of Processes

Appendix 1, Page 1 of 1



**Index of Procedures****Appendix 2, Page 1 of 1**

Sheet 1	Procedures Index
Sheet 2	Procedures Manual Distribution List
Sheet 3	Procedures Manual Amendment Record

**Quality Management System**

Procedure 4.1	Quality Management System
Procedure 4.2	Administration, Document and Data Control
Procedure 4.3	Quality Records

**Management Responsibility**

Procedure 5.1	Management Review
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**Resource Management**

Procedure 6.1	Staff Competencies and Training
Procedure 6.2	Maintenance of Plant and Equipment

**Process Management**

Procedure 7.1	Enquiries, quotations and orders
Procedure 7.2	Design, change control
Procedure 7.3	Purchasing
Procedure 7.4	Supplier Assessment
Procedure 7.5	Receiving and Stock Control
Procedure 7.6	Customer property
Procedure 7.7	Stores withdrawals
Procedure 7.8	Manufacture of hose assemblies
Procedure 7.9	Manufacture of assemblies and systems
Procedure 7.10	Installation and commissioning
Procedure 7.12	Repairs
Procedure 7.13	Returns
Procedure 7.14	Re-certification
Procedure 7.15	Control of Inspection, measuring and test equipment

**Measurement, Analysis, Improvement**

Procedure 8.1	Supplier and Customer Comments, Customer Satisfaction
Procedure 8.2	Internal Quality Audits
Procedure 8.3	Analysis, Corrective and Preventive Action

# ISO QUALITY MANAGEMENT SYSTEM

## MASTER LIST OF STANDARDS

STANDARD	DESCRIPTION
BFPDA/D08 Issue 7	Quality Control Procedures and requirements for BFPDA Distributors for the manufacture of Flexible Hose Assemblies for Hydraulic Fluid Power.
BFPA/P47	Guidelines for the use of Hydraulic Fluid Power Hose and Hose Assemblies.
BSEN4413 - 2010	Hydraulic Power General Rules & Safety Requirements for Systems.
EN ISO 12100:2010	Safety of machinery Risk Assessment for general principals of design. Introduced for design guidance's standards file.
EN982	Safety of machinery for fluid power systems – guidelines for design. Standards file.
ISO 4309:2017	Wire ropes, care maintenance & inspection. Introduced for contract requirements with National Grid inspections. Located standards file.
Parker Hose Assembly Guidelines Cat 4400/uk/2019	Parker Safety guide for selecting and using hose, tubing, fittings and related accessories.
BFPA D10 guidelines Issue 7	Hydraulic Power Units & Systems – User Manual & Tech File Construction.
Parker Hannifin	Pressure System Safety Regulations
	PSSR (SI 2 000 No. 128)
BS EN1968:2002	Guidelines for testing seamless steel gas cylinders
PUWER 1998	HSE GUIDELINES FOR PROVISION AND USE OF WORK EQUIPMENT REGULATIONS 1998
MACHINERY DIRECTIVE 2006	GUIDE TO APPLICATION 2ND EDITION 2010
LOLER ACOP	Lifting Operations and Lifting Equipment Regulations 1998
BS7121-2-2012	Code of practice for safe use of cranes - inspections