

Arcadia Corporate Merchandise Ltd.

Quality Manual

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1. INTRODUCTION

This document is the Quality Manual of Arcadia Corporate Merchandise Ltd. and for the purpose of this manual will be referred to as 'Arcadia'.

The Quality Manual is the property of Arcadia and is a controlled document.

The purpose of the Quality Manual is to provide an overview of Arcadia, the activities it carries out and the quality standards of operation it conforms to.

It is not designed to act as a procedures manual, although it does carry information about where procedures information is located and the detailed information on documentation requirements for essential procedures e.g. document control, control of records, internal audit, etc.

3. THE QUALITY POLICY

It is the policy of the company to maintain a quality system designed to meet the requirements of ISO9001:2008 in pursuit of its primary objectives.

The company's Quality Manual defines our quality objectives and key procedures.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service.

To ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed and is subject to annual audit.

The requirements of the company's quality system are mandatory and all company personnel have a responsibility and obligation to it.

David Dobson - Managing Director

4. OVERVIEW OF ARCADIA

Arcadia was formed in February 1998 and its main activity is the supply of branded promotional merchandise to customers in the UK and Europe. Since it was established the business has evolved and in addition to supplying the merchandise itself, there has been an increased emphasis on value added services such as storage and distribution of stock on behalf of its customers.

What has not changed is the Company's commitment to trading ethically and to providing an excellent service to its customers, it also has a policy of providing a safe, fair and rewarding environment for all its staff.

5. THE SCOPE OF REGISTRATION

The supply, storage and distribution of branded promotional merchandise.

Exclusions

The Quality Manual shall conform to all the requirements of ISO 9001:2008, with the exception of clauses 7.3 Design and Development and 7.6 Control of Monitoring and Measuring Devices which are not applicable to any of our activities.

6. QUALITY OBJECTIVES

All the objectives listed below are the stated quality standards of the company. The company will endeavour to meet them at all times.

Products

1. All merchandise will be produced to the standard agreed with our customer.
2. Any logos applied to products will be reproduced in accordance with customer guidelines.
3. Orders will be supplied within the agreed timescale.
4. Orders will be supplied at the agreed price.

Storage and Distribution

1. Any stock held on behalf of customers will be stored securely and in good condition.
2. Where there are Service Level Agreements in place for customer stock schemes, they will be met.

Customer Service

1. All customers and suppliers will be dealt with in a professional, honest and ethical way.
2. Any mistakes will be admitted and the situation rectified as quickly as possible.

7. MANAGEMENT RESPONSIBILITY

The management structure of Arcadia is shown as an organisation chart on page 23 of this document. The chart shows functional relationships and responsibilities.

Quality Management Functions

1. The company has designated Simon Dalton to be the Quality Manager who is responsible for the maintenance and review of the Quality Management System.
2. The ongoing activities of Arcadia are reviewed regularly and any corrective action is recommended and reviewed to establish an effective preventative process.
3. Measurement of performance against declared Quality Objectives.
4. Employees are provided with the necessary training to effectively carry out their work and training records proving this are maintained.
5. Internal Audits of key Quality Processes are conducted regularly to review progress and assist in improving the service provided.
6. Management Review meetings are held regularly and the minutes recorded, at the meeting Quality Objectives are reviewed and amended if necessary. The summaries of Management Reviews are reported twice a year to the directors' meeting.

8. RESOURCES

Human Resources

It is Arcadia's aim to provide all employees with the training and skills needed to carry out their role in a competent and efficient manner. All members of staff are aware of the Quality Objectives of the company and are encouraged to make suggestions to the Quality Management team to evolve and improve the system.

Every member of staff has a Company handbook and a signed Contract of Employment. New employees undergo an induction to introduce them to the company's procedures, including Quality and Health & Safety.

Each employee has an annual performance review at which training recommendations are agreed.

Employee records are kept and maintained, these include Contract of Employment, record of the New-Starter Induction and Annual Reviews, all documents are jointly signed by the member of staff and management.

All staff training, both internal and external, is recorded in the Training Record.

Infrastructure

All of our administration is conducted at our main office. This includes:

Management of financial matters

Processing of customer orders

Personnel records

9. PRODUCT REALISATION

Supply of Branded Promotional Merchandise – Core Process

Key stages in the process are as follows:

1. Customer Enquiry – the sales team receives the enquiry from the customer and details of product, quantity, print specification and required delivery date are established. The appropriate supplier is selected and details checked with them where necessary.
2. Quotation – purchasing information established above is recorded in PromoServe and a quotation is generated to the customer. If a re-quote is required the amended quotation is automatically allocated a version number by the system. Where needed, samples may be supplied at this stage.
3. Sales Order – when the customer wishes to go ahead with ordering, the quotation is progressed to a Sales Order, this is sent to the customer for approval and a customer purchase order may be raised at this point. Where necessary artwork for the job will be obtained or created.
4. Purchase Orders – as soon as the customer approves the Sales Order, the system will generate Purchase Orders to the suppliers.
5. Delivery – when the goods are ready for dispatch, upon our instruction they are either shipped direct to the customer or to Arcadia for shipping on or storage.
6. Invoice – upon confirmation of the exact quantity of products shipped, the system creates an invoice from the sales order.

Storage & Distribution of Promotional Merchandise – Core Process

General Description – Arcadia provides a service whereby stock of branded merchandise is held and distributed upon instruction by the customer. This service falls into three main categories:

1. Arcadia owned stock. The product is produced and put into stock and invoiced to the customer as it is shipped.
2. Customer owned stock. This stock is produced against a sales order from the customer, invoiced and paid for. Instead of being shipped, it is held in stock by Arcadia and distributed to the customers' instructions.
3. Customer supplied stock. In certain circumstances stock is supplied in to Arcadia to be stored and shipped to the customer's instructions.

In all the cases above the key stages in the process are as follows:

1. Stock is received, counted, labeled and booked onto the Promoserve stock management system
2. Where applicable, the website displaying the stock for the customer is updated.
3. Upon receiving an instruction to ship product, an order is raised, a picking note produced and the dispatch made.
4. The dispatch is recorded on the system and where applicable an invoice is raised.

10. PURCHASING

All major supplies are subject to an authorised Purchase Order providing full clarification of the type and extent of supply. Purchase orders relating to supplies to customers are raised from within Promoserve.

Suppliers of products, materials and services, where unspecified by a customer contract, are selected on their ability to meet the company's requirements given due consideration to the quality, statutory obligations, timescale and cost. A list of approved suppliers is maintained on Promoserve and is compiled on the following criteria:-

- Previous performance in supplying to similar specifications and requirements.
 - A trial order and evaluation of performance.
 - The quality of the goods or services
 - Delivering on schedule
 - Lead time
 - Meeting customers' requirements
1. The majority of Company purchases are made from suppliers with whom the Company has a record of satisfactory supply. Proposed new suppliers will be vetted and set up on Promoserve on the authorisation of the Managing Director.
 2. Our purchases are made via the use of Purchase Orders. Supplier invoices are checked against Purchase Orders before being authorised for payment.
 3. Material/service purchases are either consumables or for a specific Customer's Contract/Order.
 4. A supplier is required to supply to the specification, quantity and price as specified on the Purchase Order.
 5. Purchase orders are faxed, emailed, written or telephoned. Where orders are placed by telephone, the order details are recorded. A copy of all purchase orders for specific contracts/orders is retained in Promoserve.
 6. Minor supply purchases that include items such as general office consumables are not always subject to a Purchase Order. These supplies can only be ordered by an employee who has been duly authorised to do so by the Managing Director.

7. All supplies are reconciled to the delivery note and any discrepancies are resolved with the supplier.

11. COMPLAINTS & NON CONFORMITY MANAGEMENT

Complaints and Non Conformity are reported to the Quality Manager via email. The Quality Manager is notified as the situation arises and the issue is then logged onto the Complaints & Non Conformance Record. The Complaints & Non Conformance Record is presented at the following Management Review Meeting with a view to establishing what action if any should be taken to improve future quality.

Complaint Management

As part of our ongoing commitment to providing excellent service, we have a policy of dealing with all complaints to the satisfaction of the complainant.

Any complaint received is recorded on the Complaints & Non Conformance Record and handled by the department appropriate to the area of the complaint. Should the complaint not be resolved to the complainant's satisfaction, the Quality Manager will immediately refer it directly to the Managing Director.

We recognise that despite having robust quality procedures in place we may still encounter problems which generate complaints and we ensure that in such cases records are kept (including any correspondence).

Details of any complaints are recorded by the Quality Manager.

Non Conformity

Where any non conformity arises during the order process, the Quality Manager is notified and it is logged onto the Complaints and Non Conformance Record. The non conformity is dealt with by the appropriate sales team, when it is resolved the details are recorded on the Complaints and Non Conformance Record.

12. CUSTOMER FEEDBACK

Customer feedback is sought on an on-going basis, we aim to get feedback relating to at least 5% of orders delivered. An online Feedback Survey is completed to establish the satisfaction and buying experience in four key areas:

1. Quality of product.
2. Quality of branding (printing of customer logo).
3. Adherence to critical timescales.
4. Quality of service provided by Arcadia staff.

In addition to the specific points above, any additional comments are sought. Unsolicited customer feedback is welcomed and recorded.

The feedback responses are analysed at the Management Review meeting. If there is any direct action required this is included in the Action Log, in any case a summary of customer feedback is kept to establish trends.

13. MEASUREMENT, ANALYSIS AND IMPROVEMENT

Measurement

The Quality Action Log supports the Quality Manual and together define the actions required to generate relevant data for analysis. Data is collected from, but not restricted to:

1. Complaints and Non Conformity (C&NC)
2. Internal Audit Reports (IAR)
3. Customer Feedback

Analysis

The data is collated and analysed to determine:

- The ability to achieve the Quality Objectives
- The ability to satisfy client requirements
- Customer and staff perception of the company
- The effectiveness and efficiency of the company's personnel.
- The effectiveness and efficiency of the quality system
- The level of performance achieved/required

Improvement

The Agenda for the regular Management Review meetings shall include, but not be restricted to:

- Follow-up from previous meetings
- Review of company Quality Policy
- Review and setting of Quality Objectives/Customer Survey
- Action Log entries and follow- up actions
- Customer Feedback
- Audit Results
- Process Performance

- Staff Performance
- Changes that could affect the quality system
- Recommendations to improve the quality system and their implementation

14. OFFICE PROCEDURES

Action Log

1. The Arcadia Quality Action Log is used to record and track any actions recommended by the Management Review.
2. The Quality Manager maintains and monitors the Action Log.
3. Each entry in the Action Log to include:
 - a. Sequential numbering
 - b. Date recorded
 - c. Overview of the issue, problem or concern
 - d. Person responsible
 - e. Action taken
 - f. Date completed

Responsibility

The Quality Manager is responsible for checking the Action Log and ensuring that people with allocated responsibilities are aware of them and actions are progressing.

Once an action on the Action Log has been completed the Quality Manager marks it as complete.

Related records

Quality Action Log

Management Review meeting records

15. INTERNAL AUDITS

Purpose

To ensure internal audits are conducted at a sufficient frequency to measure the effectiveness of the quality processes/procedures.

Responsibilities

The Quality Manager has responsibility to ensure all audits are planned, adequately communicated and executed.

The Quality Manager may conduct additional unannounced checks to ensure that all Arcadia staff are applying processes/procedures as required.

Scope

The scope, detail and focus of each audit are determined by previous suggestions for improvement from internal audits, management reviews and external audit suggestions.

Records

An Internal Audit Report form is used to conduct the audit. All criteria are checked at least once each year, a guide schedule of audits is listed in the Internal Audit Log. A form is completed for each audit activity, which details the observations, any discrepancies and recommendations for corrective action.

Suggestion for improvement and actions will be communicated by the Quality Manager to the person responsible.

The IAR form will be recorded in the Internal Audit Log and presented for analysis at the next Management Review.

16. CONTROL OF RECORDS

Purpose

To define those records which are deemed as relating to Quality. These records will be stored in clearly marked folders or electronic files. All records must be recorded and tracked for reference and audit purposes.

Responsibility

The Quality Manager is responsible for the maintenance of records.

Procedure

Records are normally electronically stored & protected detailing:

- a) The record.
- b) The period of retention (if applicable).

Records are signed and dated as appropriate.

Records are discarded after the minimum storage period (reviewed by the Directors): -

- Contract Documentation – 8 Years.
- Human Resource Records – 5 Years while employed and 1 year after end of employment.
- Documentation generated from the Quality Management system – 3 Years.
- Accounts Records – 8 Years.

Computerised Records

Computer records are identified by suitable file name and/or folder and are backed up on a daily basis and back-ups are taken off site and are regularly tested.

Our other software systems are maintained by an external supplier under a Service Level Agreement (SLA) and are also backed-up.

17. DOCUMENT CONTROL

Purpose

To ensure that all internal and external documents subject to revision and necessary for the administration of the Quality System are controlled.

Responsibility

The Quality Manager is responsible for the authorisation and control of documents.

Procedure

1. Internal and external controlled documents are electronically stored and protected detailing the Document and the Revision Status.
2. The revision of documents is identified on the document and on the electronic file.
3. Obsolete documents are destroyed or marked "Reference only".

Document Control

1. The Version Number of each controlled document is recorded at the bottom of each page.
2. A record of any amendment detail is recorded on the List of controlled documents

18. ORGANISATION CHART

