

The background of the entire page is a close-up, high-angle photograph of a precision-machined metal component, likely a bearing or a shaft. The metal has a fine, brushed texture and is illuminated with a cool, blue-toned light. The focus is sharp on a circular hole in the foreground, while the rest of the component and the background are softly blurred, creating a sense of depth and technical precision.

HepcoMotion®
ADVANCED LINEAR SOLUTIONS

Quality Manual
ISO9001:2008

We are passionate
about quality

www.hepcotion.com

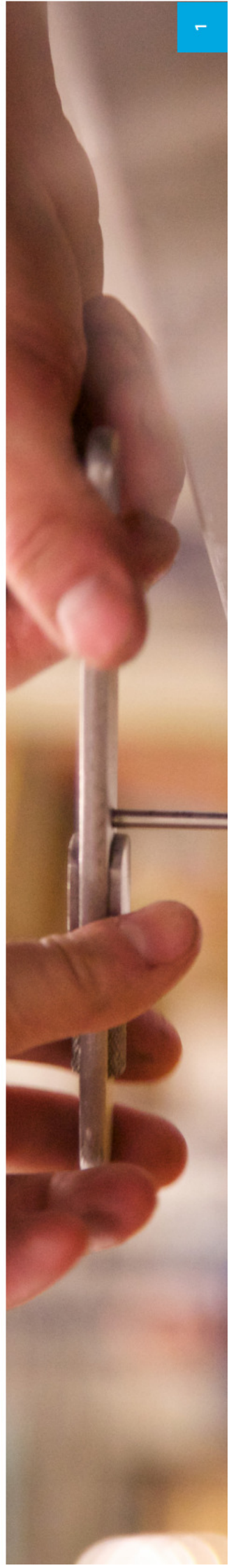
ISO9001:2008

REVISION 1.01

DATED 10/04/2014

This Quality Manual is approved for
issue on behalf of HepcoMotion

John Burrows
Quality Manager



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Quality Policy	4	The controlled copies of the Quality Manual and Procedures can only be accessed via the company intranet or from the Quality Assurance Department. The Electronic version should always be considered as the controlled copy. Any paper versions are for information only and will not be automatically updated.
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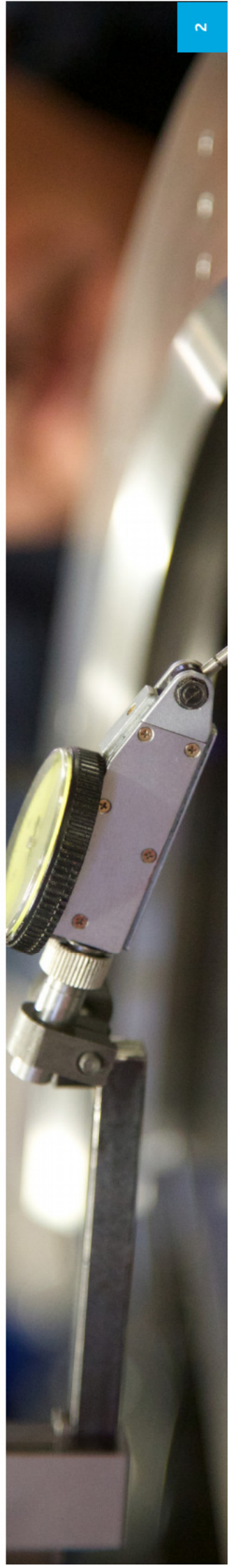
Revision

This has been designated Revision 1.01 as it is a complete re-issue of a previous system, and adopts a more processed based approach than the previous version.

Administration

The Quality Manager is the Management Representative who is appointed by top management and has the responsibility and authority to ensure that the quality systems are:

- A/ established, implemented and maintained.
- B/ performance is reviewed and improved as required.
- C/ promoting awareness of customer requirements.



'MACHINED PRODUCTS & SERVICES'

Hepco Slide Systems Limited (trading as HepcoMotion) is a well established company providing precision machined products and components.

The company is equipped with a wide range of special purpose CNC, grinding and gear cutting machines, in addition the manufacturing plant includes exclusive hardening and blackfast treatment processes.

The company produces a wide range of products to provide linear motion solutions and associated products to a wide customer base, serving many engineering markets including Nuclear, Packaging,

Automotive, Aerospace, Machine Tools, Medical and Construction Industries.

The company has customers across the globe, and has agents and distributors in most continents.

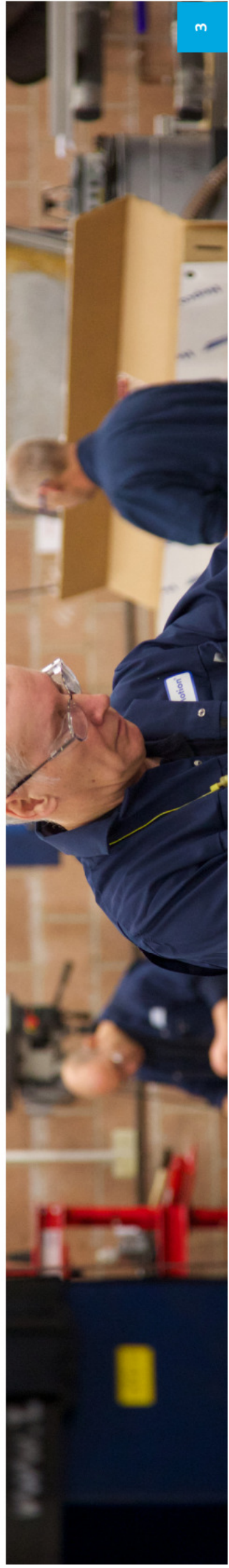
This manual describes the processes in place at the Tiverton Global Headquarters, which is the manufacturing centre. There is an associated company, Braintree Precision Components, which manufactures bearings. This company has its own QMS, and this manual does not apply to them.

Scope

"Design, manufacture, supply and distribution of Precision Slide Systems including associated products and assemblies in both standard ranges and for special applications."

Exclusions

There are no exclusions to ISO9001:2008.



'OUR GOAL IS TO ACHIEVE TOTAL QUALITY'

This company's goal is to achieve **TOTAL QUALITY** and to be committed to provide our customer's, in the most cost effective way, the products that they require in a timely fashion with every order. To achieve this we require everyone within HepcoMotion and its selected suppliers to strive constantly to improve the quality of our products and service. We shall actively encourage and facilitate training of all personnel in order to ensure that we continue to offer our customers the levels of service that they

expect.

In order to do this we shall:

- Set challenging targets (KPI's) which are regularly reviewed and analysed.
- Ensure our manufacturing processes are robust in respect of skills, equipment and documentation.
- Create opportunities for cost reductions with continual improvement projects and the adoption of LEAN manufacturing processes.
- Provide a high level of service to our customers and minimise complaints.
- Understand our markets and

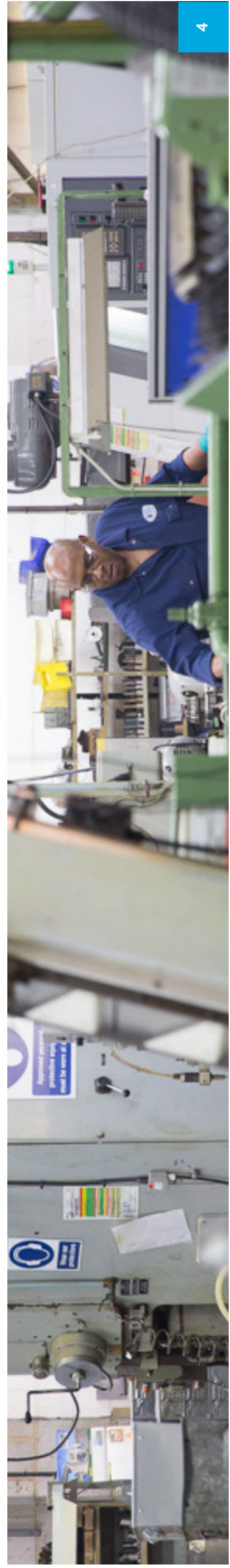
customer needs and expectations to facilitate growth.

- Continually comply with the statutory and regulatory requirements of ISO9001, our customers, health and safety and environmental requirements.
- Provide training for our employees to ensure that they have the correct levels of skills to perform and maintain the processes correctly.
- Review this policy for its continued suitability and to revise it as appropriate at regular intervals.
- Ensure that adequate resources are available to reach these goals.

By implementing effective controls we shall be able to monitor the entire sales, purchasing and manufacturing process, and identify opportunities for improvement.

Peter Fanshaw

Group Managing Director



Enquiries are received and the requirements analysed by the sales team. Enquiries may come directly from clients or via the network of agents and distributors around the globe. The sales team will assess the requirements, and decide if a standard item or a specially manufactured item will be offered. When necessary a project team will be formed to offer design control for large bespoke systems.

Once the order is placed it will be processed and reviewed by the production planning team, who will review the requirements, and once satisfied will produce the production control paperwork for the works. If the items can be supplied from the large stocks of finished products, the order will be sent to the stores for packing and despatch. Should manufacture be required, the products will be manufactured by the works in accordance with the control paperwork, with any process inspections being documented as part of the production process.

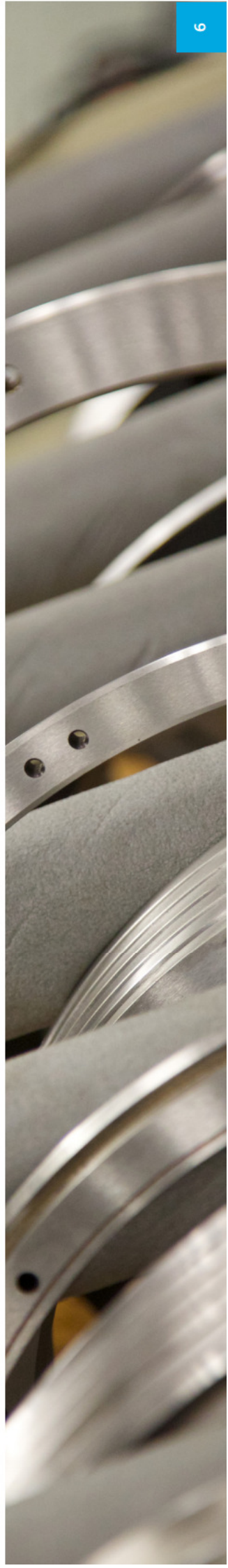
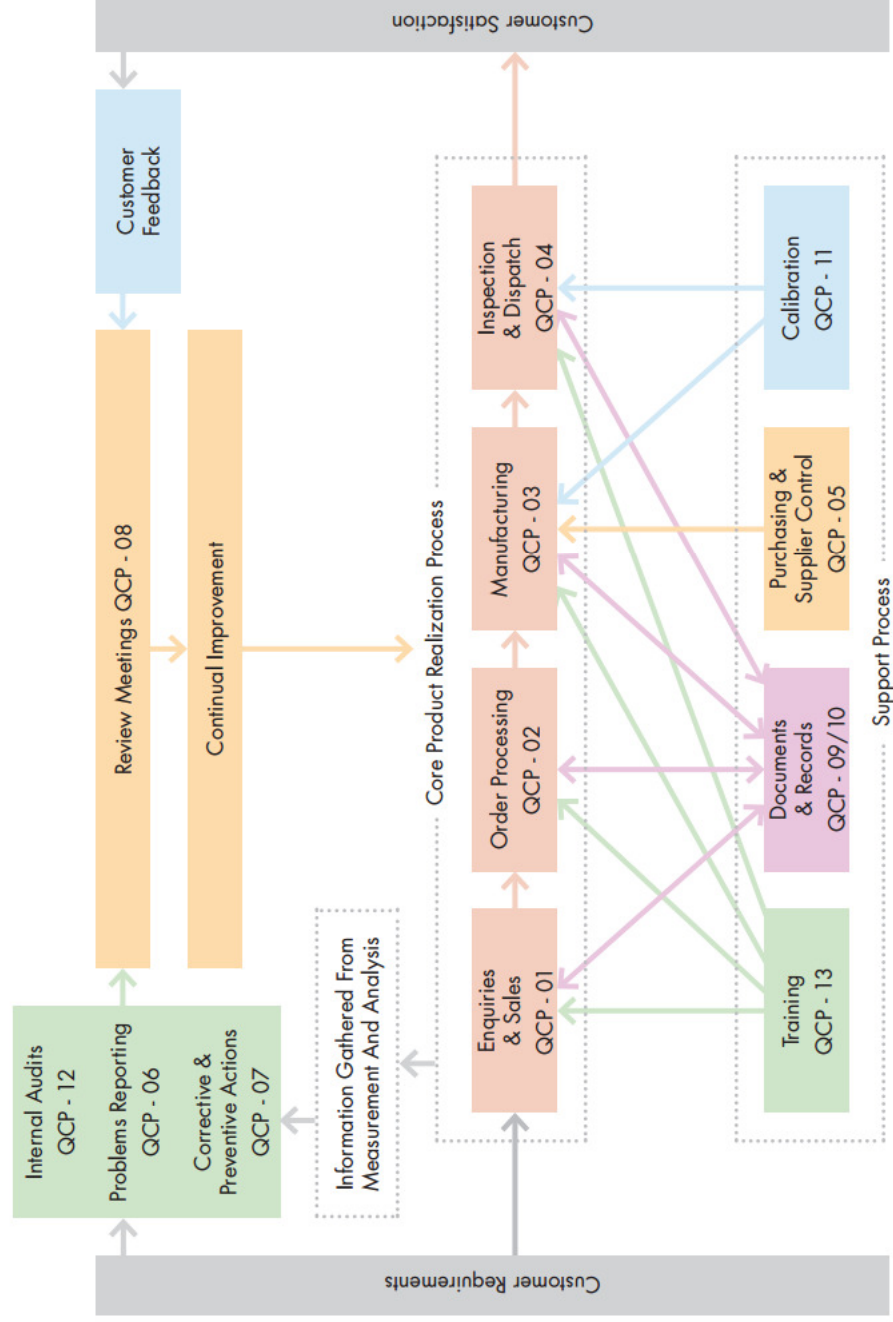
Once the parts are completed they will undergo a final inspection before being packed and despatched. In order to support the manufacturing process the company purchases raw materials and other items in accordance with documented procedures from suppliers who have been assessed and proved to be capable of meeting the quality requirements.

The QMS allows for analysis of many different areas, including: delivery performance, quality (compliance of parts), supplier performance, customer satisfaction, problems reporting, staff skills and training needs.

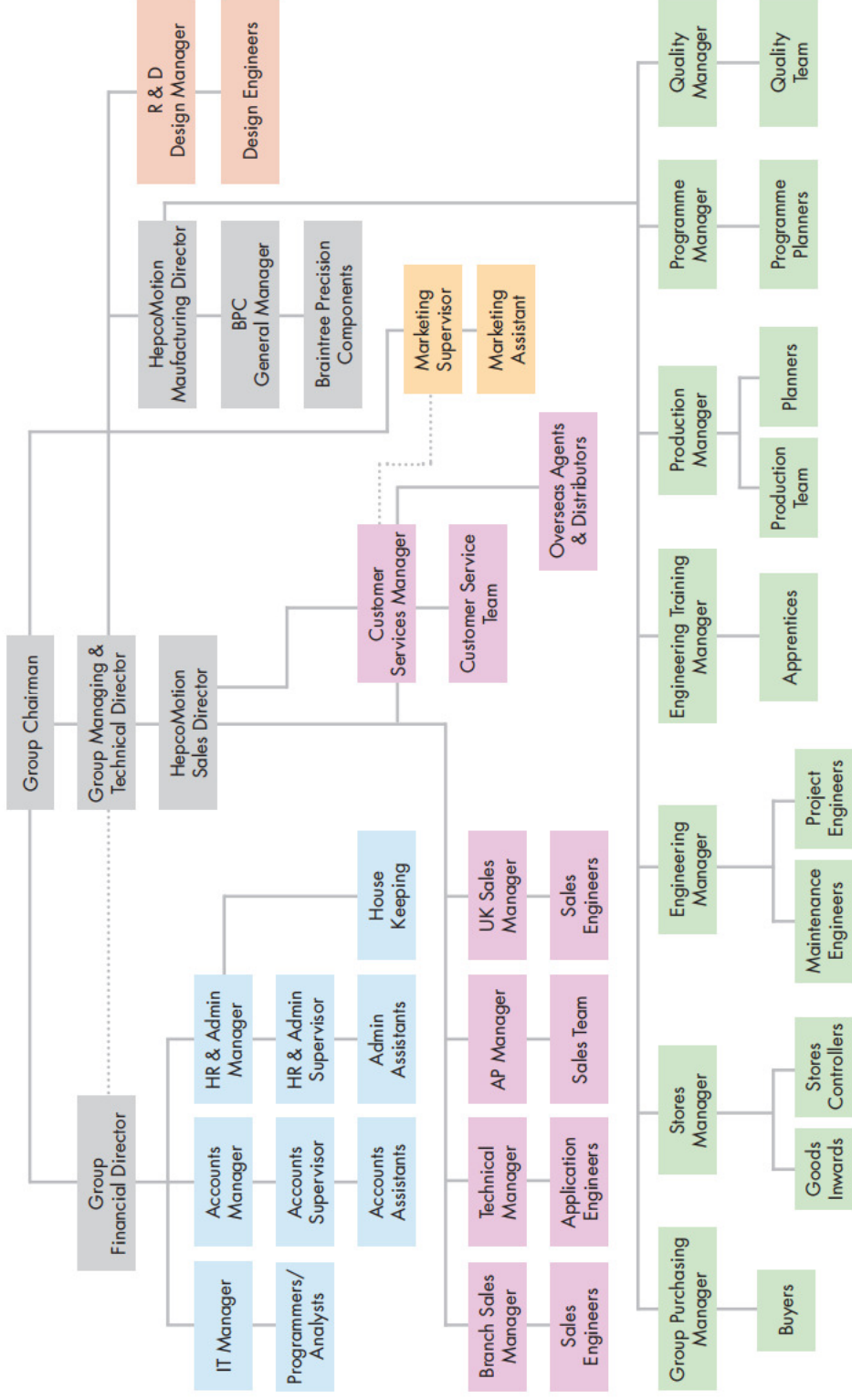
To monitor the QMS and product compliance a system of internal audits has been established, which examines all areas of the system on a planned basis. There is a robust system for reporting problems from all sources and these are documented and monitored, root causes are identified and corrective and preventive actions agreed and implemented.

Regular corrective action meetings are held to discuss results and to look for improvements. The process map on the following page shows how the 4 core processes (sales/enquiries, order processing, manufacturing and inspection/Despatch) are supported by the other processes, such as purchasing, and how information is gathered, analysed and used to drive improvements. The number shown under each process refers to the procedure within the QMS which controls it.





MANAGEMENT PROCESS



The Managing Director is responsible for:

Ensuring that the policies of the Chairman and Board of Directors are implemented in a profitable, speedy and effective manner, and in planning the future expansion of the company. He is responsible for quality, discipline, motivation, training and the development of the company's pro-active marketing activities with the objective of achieving growth and customer satisfaction.

The Sales Director is responsible for:

Maintaining the organisation growth objectives by developing agreed pro-active sales initiatives across all markets. Ensuring that the world wide sales force, including distributors, are properly trained and equipped to identify the customer's needs through consultation with Hepco's field sales engineers in terms of product improvements, new product development and communicating these needs to the organisation's research & development department.

Day to day customer care including technical support, quotations and sales engineers site visits.

The Manufacturing Director is responsible for:

All activities associated with the production of company products, from receipt of customers' orders through the despatch of goods, including the purchasing function.

The development and maintenance of the manufacturing structure and organisation to ensure:

- The achievement of targeted sales and profit levels.
- Costs are kept within budget.
- Lead times are kept to a minimum.
- High quality standards are met and maintained.
- Health and Safety.

The Technical Director is responsible for:

The design and development of new products for the Hepco Group which includes the production and control of drawings and other product information, ensuring

product compliance and providing technical support to the Group. He is responsible for the management of the research & development department and its personnel.

The Financial Director is responsible for:

All commercial aspects of Organisation's business including:

- Financial and Accounting.
- Information Technology.
- Human Resources.
- Training.
- Policy and Administration.

The Quality Manager is:

The management representative for the organisation and is responsible for the maintenance and continual monitoring of the quality management system in accordance with the ISO 9001:2008 standard.



'98% OF ORDERS DISPATCHED ON TIME'

KEY OBJECTIVES:

Delivery

98% of orders dispatched on time.

Quality

Whilst we aspire to deliver 100% fault free products, our level of complaints should be less than 1.15% of the total orders shipped.

Resolution

Complaints to be resolved in under 20 days.

PROCESS OBJECTIVES:

Order Processing

Less than 0.4% of complaints due to errors in order entry.

Manufacturing

Delivery performance to key objective. Less than 0.4% of complaints due to manufacturing errors.

Stores

Less than 0.25% of complaints should be from picking errors. Less than 0.1% of complaints should be due to poor packing.

Purchasing

Supplier deliveries should exceed 98% on time. Supplier rejected parts should not exceed 1% of purchased products.

Calibration

100% of all measuring equipment that is available for use should have current calibration.

Document Control

100% of controlled documents should have been reviewed and approved for use.

Training

All staff should have an appraisal every 12 months. Each department should have a Versatility Matrix. Each department should maintain a training plan.



HepcoMotion®
Lower Moor Business Park,
Tiverton Way, Tiverton
Devon, England EX16 6TG

Tel: +44 (0)1884 257000

Fax: +44 (0)1884 243500

E-mail: sales@hepcotion.com

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