INTERPAK

QUALITY MANUAL

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MANUAL IDENTIFICATION

Copy Number:.....of.....

Issued to.....

Title.....

Signed:.....

Management Representative/Quality Manager

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REVISION AND AMENDMENT REGISTER

DATE	PAGE NUMBER	PROCEDURE NUMBER	REVISION DETAILS	ISSUE NUMBER
23 / 3/ 2010	67 / 68	9	Added SOP for main Machinery used in the Production area as Advised in external audit	2
1st July 2010	29	2	Changed frequency of meetings To annually	2
1st July 2010	58	1 & 2	Changed means of monitoring satisfaction	2
1st July 2010	40 / 41		Removal of reference to Quote / Order form	2
1st July 2010	44	1	Removed reference to supplier review	2
1st July 2010	50	Various	Removed reference to quotation and order form	2

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FOREWORD

This Quality Manual is the means by which Interpak (the 'Organisation') satisfies the requirements of its customers, particularly with regard to management responsibility.

The Organisation is obliged to ensure that its Quality Policy is fully and completely understood by its employees, and that its procedures are implemented and maintained at all times. This Quality Manual is in accordance with the requirements of **BS EN ISO 9001: 2008**. All of the components of the Quality Management System shall be periodically and systematically reviewed by both internal and external Quality Audit procedures.

The Management Representative/Quality Manager, appointed by the Organisation's Partners , is responsible for the control of all matters relating to the implementation of these procedures.

The assurance of quality is fundamental to all the work undertaken by the Organisation. All personnel at every level in the Organisation's structure shall practise the procedures established.

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PROFILE

Interpak was founded in 1986 to manufacture and supply packaging materials.

The Company established a reputation throughout the United Kingdom establishing several multi nationals, and Major Companies. The Company's success was, and remains, attributable to a firm commitment to quality.

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QUALITY POLICY

Interpak (the 'Organisation') aims to provide defect free products to its customers on time and within budget.

The Organisation operates a Quality Management System that has gained BS EN ISO 9001: 2008 certification, including aspects specific to design, manufacture and supply of packaging materials.

The management is committed to:

1. Develop and improve the Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of customer satisfaction

The management has a continuing commitment to:

1. Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
2. Communicate throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements.
3. Establish the Quality Policy and its objectives
4. Ensure that the Management Reviews set and review the quality objectives, and reports on the Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
5. Ensure the availability of resources

The structure of the Quality Management System is defined in this Quality Manual.

All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual.

The Organisation complies with all relevant statutory and regulatory requirements.

The Organisation constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability.

Copies of the Quality Policy are made available to all members of staff. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.

Signed:_____ **Name:**_____ **Date:**_____.

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QUALITY STRUCTURE CHART

JD Williams | S Williams | V Williams
Director | Director | Director

Maureen Morris
Sales Representative

Elaine Cooper
Accounts

S Hussain
Warehouse Manager

Assembly Line

K Williams | T Pugh | S Lyford |

I Ahmed
Bandknife Operator

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This chart establishes responsibilities and lines of internal communication within the Quality Management System and does not necessarily portray other management structures.

1 - SCOPE

This Quality Manual demonstrates the Organisation's:

1. Ability to consistently provide products and/or services that meet customer and applicable regulatory requirements, and
2. Aims to enhance customer satisfaction through the effective application of the Quality Management System, including processes for continual improvement of the System and the assurance of conformity to customer and applicable regulatory requirements.

Whenever any requirement(s) of this International Standard cannot be applied they are excluded. The rationale for all such exclusions is clearly set out in this Quality Manual.

Such exclusions do not affect the Organisation's ability, or responsibility, to provide products that meet customer and applicable regulatory requirements.

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2 - NORMATIVE REFERENCES

At the time that this Quality Manual was prepared the entire fundamentals and vocabulary relating and applied to the International Standard are set out in the document titled:

ISO 9000:2008, Quality Management Systems — Fundamentals and Vocabulary.

Parties to agreements based on this International Standard are encouraged to adopt the amendments contained in any subsequent editions of the International Standard that may be published. Members of ISO and IEC maintain registers of currently valid International Standards.

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3 - TERMS AND DEFINITIONS

The International Organisation for Standardisation (ISO) has specified the following definitions for use in Quality Management Systems:

A **product** is defined as the "result of a process" and may include any services or advice, provided to a client as well as physical goods.

A **customer** is an "organisation or person that receives a product" and may include clients, purchasers, partners, stakeholders, or any other party having a quality related relationship with you and your Organisation.

A **supplier** is an "organisation or person that provides a product". A supplier can be internal or external to the Organisation. In a contractual situation a supplier may be referred to as a contractor.

A **process** is "a set of interrelated or interacting activities, that transforms inputs into outputs." In simple terms, what you do to get something.

A **document** is "information and its supporting medium". The medium can be paper, magnetic, electronic or optical computer disk, photograph or master sample, or a combination thereof.

A **record** is a "document stating the results achieved or providing evidence of activities performed".

Quotation marks on this page denote direct quotations from the Standard.

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4 - QUALITY MANAGEMENT SYSTEM

4.1	General requirements
Summary of Requirements	The ISO 9001 Standard requires that the Organisation establishes and maintains a Quality Management System. In addition to its conventional management disciplines the Organisation must recognise and address quality management. The Quality Management System must provide: a) Management with a reference for the administration of the Organisation b) A benchmark for the performance of management c) A reference against which the performance of the Organisation can be measured The Quality Management System must establish the goals on which the quality management is based. Amongst other things goals must be established for ensuring that the Organisation's processes are clearly identified, regularly monitored and recorded, and remain effective. The Organisation's management must establish and implement a policy of on-going improvement in the quality of all of its activities. The requirements set out above must, if possible, be recognised, adhered to and controlled whenever the Organisation outsources any of its quality-related requirements.

	STATEMENT/PROCEDURE
1.	As part of the implementation of this Quality Management System the Organisation has identified and documented in this Manual: 1. The processes needed for the Quality Management System 2. The sequence and interaction of these processes 3. The criteria and methods used to ensure the effective operation and control of these processes 4. The means to ensure the availability of the resources and the information necessary to support the operation and monitoring of these processes 5. The processes used to measure, monitor and analyse these processes and implement action necessary to achieve planned results and monitor continual improvement

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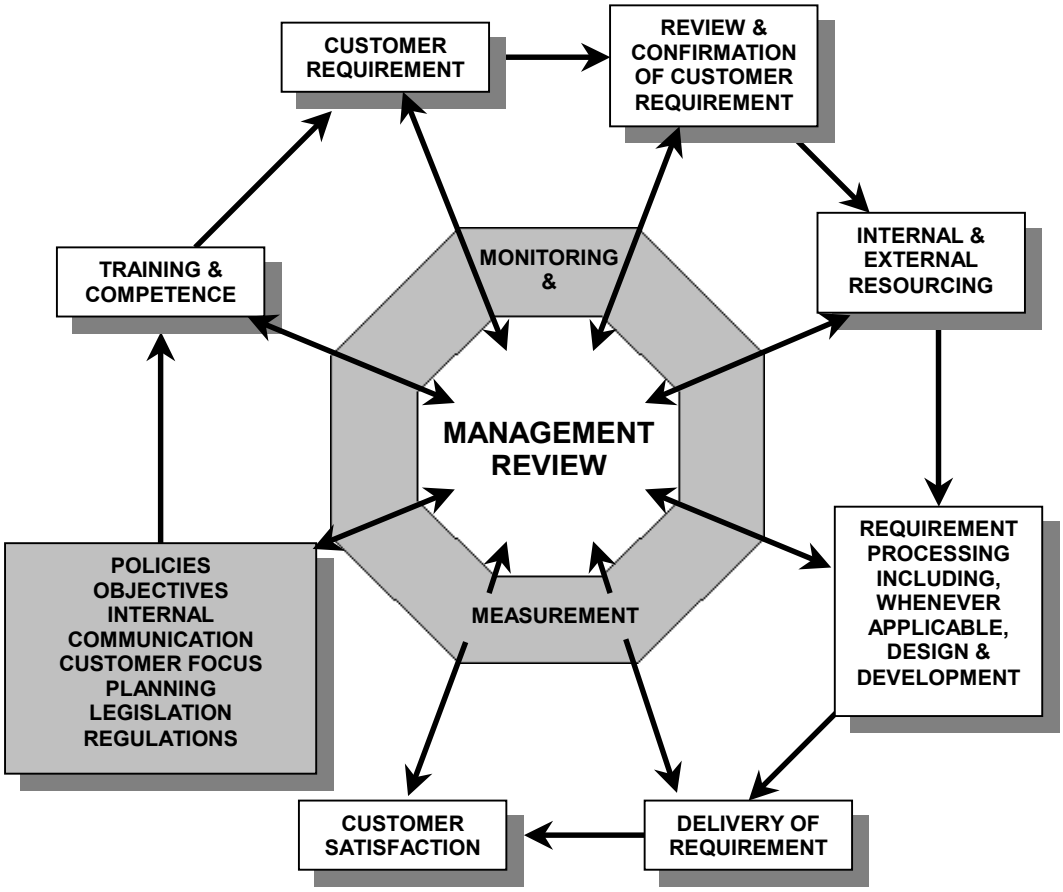
4 - QUALITY MANAGEMENT SYSTEM

4.1	**General requirements (Continued)**
2.	The Quality Management System is based on the following process model: 
3.	As part of the Management Review process, the Organisation reviews the Quality Management System and, when required, makes changes in order to ensure that it continues to meet management requirements and market conditions.

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4 - QUALITY MANAGEMENT SYSTEM

4.2	**Documentation requirements**
4.2 1	**General**
Summary of Requirements	The International Standard recognises that the extent of the requirements for documented procedures differs according to the characteristics of the individual organisation. However as a minimum, in order to satisfy the requirements of the International Standard a formal written Quality Policy and a Quality Manual are generally considered essential.

	STATEMENT/PROCEDURE
1.	The following documents together define the Organisation's Quality Management System and ensure the effective operation and control of its procedures: 1. The Quality Policy 2. This Quality Manual

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4 - QUALITY MANAGEMENT SYSTEM

4.2	**Documentation requirements (Continued)**
4.2.2	**Quality Manual**
Summary of Requirements	The Quality Manual contains a description of all of the components and requirements of the Quality Management System. It also identifies and justifies all exclusions from the requirements of the International Standard. It must also provide a description of how, within the Organisation's activities, the sequence and interaction of processes takes place.

	STATEMENT/PROCEDURE
1.	Management ensures that this Quality Manual includes: 1. The defined scope of the Quality Management System with any exclusions identified and justified 2. Documented procedures or reference to them within other documents 3. A description of the interaction of processes
2.	Effective implementation of the Quality Management System is monitored on an informal basis, as part of the Organisation's day to day operations.
3.	The Quality Manager deals with instances when the Quality Management System is not correctly implemented.
4.	Persistent breaches of the Quality Management System are dealt with in accordance with the Organisation's disciplinary procedures.
5.	Such breaches are taken into account when reviewing: 1. The overall operation of the Organisation's Quality Management System 2. The Quality Manual, to ensure that it is up to date and accurately reflects the working practices of the Organisation 3. Staff training requirements

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4 - QUALITY MANAGEMENT SYSTEM

4.2	**Documentation requirements (Continued)**
4.2.3	**Control of documents**
Summary of Requirements	There must be documented procedures for: a) Document approval b) Review and update of documents c) Identifying a document's status d) Ensuring document availability e) Ensuring document legibility and identification f) Identifying and distributing documents of external origin g) Preventing the unintended use of obsolete documents

	STATEMENT/PROCEDURE
	Quality Manual:
1.	The Partners have approved this Quality Manual and will approve all subsequent issues.
2.	The only controlled copy of the Quality Manual is that held and maintained by the Management Representative/Quality Manager.
3.	Proposed changes to the Quality Manual are identified during the day to day activities as well as more formally during the Management Review process described in Section 5.6.
4.	Proposed changes are reviewed and, if appropriate, adopted by Quality Manager after taking into account all of the relevant information.
5.	When adopted, changes are made to the controlled copy of the Quality Manual and the appropriate personnel are notified of the change.

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4 - QUALITY MANAGEMENT SYSTEM

4.2	**Documentation requirements (Continued)**
	Other controlled documents:
6.	Health and Safety documents and COSHH data sheets are maintained by the Organisation.

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4 - QUALITY MANAGEMENT SYSTEM

4.2	**Documentation requirements (Continued)**
4.2.4	**Control of records**
Summary of Requirements	A schedule of records addressed within the Quality Management System must be prepared and maintained. The schedule must include minimum periods of retention and establish standards for their identification, storage and disposition.

	STATEMENT/PROCEDURE
1.	The Management Representative/Quality Manager is responsible for keeping the following records for a minimum period of 12 months or as required by statutory, regulatory and/or contractual requirements, which ever is the longer, in order to demonstrate conformity to the requirements and effective operation of the Quality Management System: 1. Previous Management Review records 2. Quality Audit Reports 3. Management Information records 4. Staff suggestions 5. Staff training records 6. Non-conformance records including customer complaints 7. Customer satisfaction records
2.	The Management Representative/Quality Manager is responsible for: 1. Identifying and specifying the records that are subject to control 2. Nominating individuals responsible and accountable for every record 3. Specifying the contents of records (through procedures) 4. Record disposal

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4 - QUALITY MANAGEMENT SYSTEM

4.2	**Documentation requirements (Continued)**
3.	The storage system ensures that records are adequately protected, remain legible and are readily identifiable. Records are stored and maintained in a manner to make them readily retrievable, in facilities that provide an environment to minimise deterioration or damage and prevent loss.
4.	The Management Representative/Quality Manager maintains a Record Control Schedule with document specific requirements (as appropriate) for the identification, collating, indexing, filing, storage and maintenance of records.
5.	Quality records are reviewed annually by the Management Representative/Quality Manager and those retained in excess of the specified retention period are disposed of.

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5 - MANAGEMENT RESPONSIBILITY

5.1	**Management commitment**
Summary of Requirements	Senior management must: a) Define quality related responsibilities b) Ensure the implementation of the Quality Management System c) Ensure that the customer's quality requirements are reflected in the goods and services provided Clear evidence of the management's commitment to the Quality Management System, including its development and improvement must be made available. The ability to demonstrate that the importance of meeting all relevant statutory and regulatory requirements coupled with those of the Organisation's customers has been communicated throughout the Organisation, together with the provision of evidence of regular Management Reviews shall satisfy this requirement.

	STATEMENT/PROCEDURE
1.	The Organisation's Quality Policy includes a commitment from management to develop and improve the Quality Management System by: 1. Communicating throughout the Organisation the importance of meeting customers' requirements 2. Communicating throughout the Organisation the importance of meeting all relevant statutory and regulatory requirements 3. Establishing the Quality Policy and its objectives 4. Conducting Management Reviews 5. Ensuring the availability of resources

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5 - MANAGEMENT RESPONSIBILITY

5.2	**Customer focus**
Summary of Requirements	The ability to determine and meet customers' requirements is a prime requirement of the International Standard. (see 7.2.1 and 8.2.1)

	STATEMENT/PROCEDURE
1.	Customer focus is ensured by the implementation of the contract review processes set out in Section 7.2, (Customer-related processes).
2.	Feedback from customer monitoring actively undertaken and detailed in Section 8.2.1 is reviewed during Management Review.

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5 - MANAGEMENT RESPONSIBILITY

5.3	**Quality Policy**
Summary of Requirements	The Quality Policy must: a) Be appropriate b) Include a commitment to comply with the Quality Management System c) Include a commitment to continually improve the Quality Management System d) Provide a framework for establishing and reviewing quality objectives e) Be communicated and understood within the Organisation f) Be reviewed for continuing suitability.

	STATEMENT/PROCEDURE
1.	In order to provide evidence of the Organisation's commitment to the Quality Policy, the Policy is regularly reviewed and any changes approved as part of the formal Management Review proceedings. These reviews and all approved changes are recorded in the minutes of the Management Reviews.
2.	Copies of the Quality Policy are made available to all members of staff. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.

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5 - MANAGEMENT RESPONSIBILITY

5.4	**Planning**
5.4.1	**Quality objectives**
Summary of Requirements	Quality objectives must be established that are measurable, in accord with the Quality Policy and include a commitment to continual improvement. These objectives must also address product requirements.

	STATEMENT/PROCEDURE
1.	Quality objectives are established as part of the day to day management and are more fully defined by the application of the procedures set out in Section 7.1, (Planning of product realisation).

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5 - MANAGEMENT RESPONSIBILITY

5.4	**Planning (Continued)**
5.4.2	**Quality Management System planning**
Summary of Requirements	Senior management must understand and accept their responsibility to ensure that all quality planning meets with the requirements of 5.4.2 of this Quality Manual and that any changes to the Quality Management System, however brought about, do not detract from its integrity.

	STATEMENT/PROCEDURE
1.	Quality Management System planning forms part of the Management Review process described in Section 5.6.

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5 - MANAGEMENT RESPONSIBILITY

5.5	**Responsibility, authority and communication**
5.5.1	**Responsibility and authority**
Summary of Requirements	Senior management must ensure that responsibilities and authorities are properly defined and effectively communicated throughout the Organisation.

	STATEMENT/PROCEDURE
1.	Responsibilities and authorities, together with the identity of those responsible for communicating them throughout the Organisation, are illustrated on the Quality Structure Chart in the introduction to this Manual.

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5 - MANAGEMENT RESPONSIBILITY

5.5	**Responsibility, authority and communication (Continued)**
5.5.2	**Management representative**
Summary of Requirements	A member of management must be appointed as the Management Representative /Quality Manager (QM). Except in large organisations this is not necessarily a full time role. On a day to day basis the QM is responsible for the Quality Management System. The QM must ensure that effective Quality Management System processes are implemented and maintained. Another of the QM's responsibilities is to regularly report on the progress and improvement of the Quality Management System to senior management, in particular at Management Reviews. The QM promotes awareness of the level of customer satisfaction and monitors and analyses the feedback from customers.

	STATEMENT/PROCEDURE
1.	The Partners ensure that, at all times, a nominated member of management has responsibility for promoting customer awareness by implementing and ultimately overseeing all aspects of the Quality Management System.

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5 - MANAGEMENT RESPONSIBILITY

5.5	**Responsibility, authority and communication (Continued)**
5.5.3	**Internal communication**
Summary of Requirements	Effective communications must be established and maintained in order to ensure that all those who are in any way responsible for processes relating to the Quality Management System are aware of those quality processes that have been approved by the Organisation's management.

	STATEMENT/PROCEDURE
1.	The effectiveness of the Quality Management System is communicated throughout the Organisation by providing copies of the minutes of Management Reviews, or extracts thereof, to individual members of staff in accordance with their role and responsibilities.
2.	Appropriate methods for internal communication are used according to the nature and required distribution of the information.

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5 - MANAGEMENT RESPONSIBILITY

5.6	**Management Review**
5.6.1	**General**
Summary of Requirements	The Standard places a prime requirement on senior management to review all aspects of its Quality Management System at regular, pre-determined intervals. In particular these reviews must address the on-going effectiveness and suitability of the Quality Management System. All such Management Reviews must be recorded and the records kept in accordance with the procedures set out in this Manual. (See 4.2.4).

	STATEMENT/PROCEDURE
1.	As part of the initial implementation of the Quality Management System, a Management Review was held during the first two months of its adoption in accordance with the procedures set out this Section.
2.	A Management Review is carried out at not greater than once per annum and addresses, in addition to general matters, the following: 1. Non-conformance records 2. Status of preventive and corrective actions 3. Management Information trend analysis 4. Follow up actions from earlier Management Reviews 5. Changes in the Organisation's operational environment that could affect the Quality Management System, including requirements for additional or revised resources 6. The Organisation's Quality Policy, objectives and goals in order to determine whether they remain relevant to the requirements of customers and management 7. The overall operation of the Organisation's Quality Management System in order to determine its continuing suitability and effectiveness 8. Plans for continual improvement 9. The performance of suppliers and sub-contractors, including any required actions resulting from unsatisfactory performance 10. Staff training and competence requirements 11. Customer satisfaction levels

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5 - MANAGEMENT RESPONSIBILITY

5.6	**Management Review (Continued)**
5.6.2	**Review input**
Summary of Requirements	The Management Review must consider: a) Results of Quality Audits b) Customer feedback c) Process performance d) Product/Service conformity e) Status of preventive and corrective actions f) Follow-up actions from previous Management Reviews g) Changes that could affect the Quality Management System h) Recommendations for improvement

	STATEMENT/PROCEDURE
1.	Records made available in order to facilitate the Management Review include, but are not limited to: 1. Previous Management Review records 2. Quality Audit Reports 3. Management Information records 4. Staff suggestions 5. Staff training and competency records 6. Non-conformance records including customer complaints 7. Customer satisfaction records
2.	The Management Representative/Quality Manager reviews and summarises quality record trends and highlights areas of concern to be addressed during Management Reviews.

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5 - MANAGEMENT RESPONSIBILITY

5.6	**Management Review (Continued)**
5.6.3	**Review output**
Summary of Requirements	The Management Review output must address: a) Any identified changes in product/service and/or process performance b) Meeting the requirements of the market place c) Levels of customer satisfaction d) Requirements of, and compliance with, any new legislation and regulations

	STATEMENT/PROCEDURE
1.	The findings of every Management Review are recorded and kept in accordance with the procedures set out in Section 4.2.4 and include details of: 1. Actions agreed to improve the Quality Management System and its processes 2. Actions agreed to improve the service that the Organisation provides to its customers 3. Actions agreed to meet revised resource requirements 4. Corrective and preventive actions taken and planned 5. Targets and responsibilities for implementing any agreed action

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6 - RESOURCE MANAGEMENT

6.1	**Provision of resources**
Summary of Requirements	Senior management must ensure that adequate resources are provided: a) For the on-going implementation of the Quality Management System b) To ensure that training requirements are met c) To maximise the opportunities for the enhancement of customer satisfaction

	STATEMENT/PROCEDURE
1.	The identification of revised or additional resources required to implement and improve the processes of the Quality Management System takes place as part of day to day management as well as part of the Management Review procedures described in Section 5.6.
2.	In addition to Management Reviews, regular informal meetings take place. Significant issues are discussed and appropriate action is agreed and implemented, as necessary.

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6 - RESOURCE MANAGEMENT

6.2	**Human resources**
6.2.1	**General**
Summary of Requirements	Senior management must ensure that all personnel whose work has a direct or indirect effect on any aspect of quality are competent to perform their tasks. Such competency may be based on education, experience, training and skills.
6.2.2	**Competence, awareness and training**
Summary of Requirements	Senior management must, on an on-going basis, be aware of, and react to the training requirements of all personnel whose work has a direct or indirect effect on any aspect of quality. All staff training undertaken must undergo a process of evaluation and be recorded. Refer to Section 4.2.4 of this Quality Manual.

	STATEMENT/PROCEDURE
1.	All new members of staff receive appropriate induction training during their probationary period. This includes an introduction to the Quality Policy and their individual role in the operation of the Quality Management System.
2.	Staff training and competence is assessed taking into account each individual's education, skills and experience.
3.	Requirements for further training are identified as part of day to day management and as part of the Management Review process set out in Section 5.6.
4.	Training and competence requirements may be identified as a result of: 1. Performance reviews 2. New personnel 3. New equipment and/or technology 4. Revised statutory and/or regulatory requirements (e.g. Health & Safety) 5. Revised industry standards 6. Employee request

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6 - RESOURCE MANAGEMENT

6.2	**Human resources (Continued)**
5.	Appropriate training methods are used that may include: 1. Internal training by suitably trained staff 2. External training by an approved training provider 3. Videos 4. Technical manuals 5. Demonstrations
6.	A record of staff training and competence is kept including such details as: 1. Level of competence attained 2. Date of training or event 3. Training and/or activities undertaken 4. Duration 5. Qualifications and/or certificates attained 6. Ongoing and/or future training and/or re-certification requirements

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6 - RESOURCE MANAGEMENT

6.3	Infrastructure
Summary of Requirements	Senior management is responsible for identifying, providing and maintaining an adequate infrastructure to achieve conformity to product requirements. The components of the infrastructure may include buildings, workspace and associated utilities, process equipment (both hardware and software), transport equipment and communication systems.

	STATEMENT/PROCEDURE
1.	For the purposes of this Quality Management System, each element of the infrastructure is treated as a resource and provided, maintained, checked and replaced accordingly. This is administered by the application of the relevant procedures set out in Sections 7.5.1 (Control of production and service provision) and 7.6 (Control of monitoring and measuring devices).

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6 - RESOURCE MANAGEMENT

6.4	**Work environment**
Summary of Requirements	The Organisation shall identify, determine and manage all aspects of the work environment needed to achieve conformity to product requirements.

	STATEMENT/PROCEDURE
1.	Senior management ensures that a suitable environment is maintained that provides for safe systems of work and the ability to achieve conformity to product and/or service requirements.
2.	Staff facilities and the workplace are maintained in an acceptable condition in order to ensure that all staff can carry out their duties effectively and efficiently.
3.	First aid kits and fire extinguishers are provided and maintained throughout the Organisation.

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7 - PRODUCT REALISATION

7.1	**Planning of product realisation**
Summary of Requirements	Planning of product realisation is needed to ensure: a) Efficient delivery of the goods and services offered b) Effective communication with customers c) Proper management of any design or development processes The Organisation shall plan and develop the processes needed for product realisation. Planning of product realisation shall be consistent with the requirements of the other processes of the Quality Management System. Refer to Section 4.1 of this Quality Manual. In planning product realisation, the Organisation shall determine the following, as appropriate: a) Quality objectives and requirements for the product b) The need to establish processes, documents, and provide resources specific to the product c) Required verification, validation, monitoring, inspection and test activities specific to the product and the criteria for product acceptance d) Records needed to provide evidence that the realisation processes and resulting product meet requirements (see 4.2.4) The output of this planning shall be in a form suited to the Organisation's method of operations. NOTE 1 A document specifying the processes of the Quality Management System (including the product realisation processes) and the resources to be applied to a specific product, project or contract, can be referred to as a quality plan. NOTE 2 The Organisation may also apply the requirements given in 7.3 to the development of product realisation processes.

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7 - PRODUCT REALISATION

7.1	Planning of product realisation (Continued)
	STATEMENT/PROCEDURE
1.	The work planning process involves determining and taking into account the Quality Policy, objectives and the requirements of the product and/or service requirements. This is achieved by the application of the documented Quality Management System and related processes and includes the provision of any necessary resources and validation and verification methods.

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7 - PRODUCT REALISATION

7.2	**Customer related processes**
7.2.1	**Determination of requirements related to the product**
Summary of Requirements	Prior to an order being accepted by the Organisation, and during the continuance of its processing, the Organisation must determine all of the product requirements, whether or not specified by the customer. Such requirements may include legal and/or regulatory constraints and may include delivery and post delivery stipulations.
7.2.2	**Review of requirements related to the product**
Summary of Requirements	Prior to entering into a contract, whether formal or informal, or the submission of a Tender, the Organisation must fully investigate and ensure that all of the product and contract requirements have been fully established and can be met. In the event of changes to the original requirements the Contract or Tender must be reviewed in order to ascertain that the Organisation remains capable and willing to accommodate the requirements. Records of the initial and any on-going reviews must be recorded. Refer to Section 4.2.4 of this Quality Manual.
7.2.3	**Customer communication**
Summary of Requirements	Effective communications links with customers must be established and maintained. These links may be required to deal with product information, negotiating contract conditions and the efficient conveyance and review of similar matters. The need to encourage customer feedback, including complaints, must be a prime factor when planning the Organisation's communications.

	STATEMENT/PROCEDURE
1.	Enquiries can be received by telephone, letter, fax, e-mail or Customer visit.

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7 - PRODUCT REALISATION

7.2	**Customer related processes (Continued)**
2.	Appropriate details are recorded: 1. Date 2. Customer name 3. Customer address 4. Customer contact names 5. Customer telephone numbers 6. Required delivery arrangements 7. Required delivery date 8. Delivery address (if not already on database) 9. Quantities 10.Materials 11.Dimensions 12.Weights 13.Nature of product 14.Requirements for prototypes 15.Requirements for materials certification 16.Any special details
3.	The customer may supply a product sample or drawing to fully define the enquiry specification. Where the sample or drawings is referenced, the reference number is recorded on the quotation order form.
4.	Where appropriate the customer is asked further questions to fully define the enquiry specification .
5.	The customer's enquiry is reviewed to establish the Company's ability to fulfil the customer requirements.
6.	Any queries are passed to senior management for decisions.
7.	A written or verbal quotation is given according to the customer requirements and the size, complexity and nature of the enquiry.
8.	Pricing is based on market conditions prevailing at the time.

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7 - PRODUCT REALISATION

7.2	**Customer related processes (Continued)**
9.	Where a written quotation is not provided the enquiry details, as well as a price, are read back to the customer.
10.	The customer accepts the quotation by appropriate means and may provide their own order reference.
11.	The customer order is reviewed to establish the Company's ability to fulfil the customer's requirements.
12.	Where the customers order is new the customer provides a sample of their product or a drawing.

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7 - PRODUCT REALISATION

7.3	**Design and development**
7.3.1	**Design and development planning**
Summary of Requirements	Whenever the Organisation undertakes any activity falling within this category it must ensure that there is effective management control of all aspects and stages of the work. Such controls must determine and address: a) Stage reviews b) The identification of authorities and responsibilities c) Product and planning review procedures d) The establishment of effective communications
7.3.2	**Design and development inputs**
Summary of Requirements	All product inputs must be defined, recorded (see 4.2.4) and reviewed. Product inputs must be clear and unambiguous and may relate to some or all of the following: a) Functional and performance requirements b) All relevant statutory and regulatory requirements c) Information derived from previous similar designs d) All other requirements essential for design and development
7.3.3	**Design and development outputs**
Summary of Requirements	Prior to its release to production, the customer or any third party, all design and development must fulfil the following stringent criteria in order to ensure that: a) The design output meets the input requirements b) Product acceptance criteria has been met c) The design output provides sufficient information for manufacturing and service procedures d) The characteristics of the product that are essential for its safe and proper use are specified

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7 - PRODUCT REALISATION

7.3	**Design and development (Continued)**
7.3.4	**Design and development review**
Summary of Requirements	Throughout the design and development processes the Organisation must ensure that systematic reviews are carried out and documented. These reviews must address the ability of the output to meet the established performance criteria, identify any problem areas and propose appropriate follow-up actions to the management and/or the customer.
7.3.5	**Design and development verification**
Summary of Requirements	Formal verification that the design and development output meets the input requirements must be carried out and documented. Refer to Sections 7.3.1 and 4.2.4 of this Quality Manual.
7.3.6	**Design and development validation**
Summary of Requirements	Formal validation that the product meets the requirements relating to its intended use must be carried out and documented.
7.3.7	**Control of design and development changes**
Summary of Requirements	All changes to the design and development, initiated or resulting from whatsoever source must be controlled, evaluated and approved prior to their implementation. Records of all such activities must be kept.

	STATEMENT/PROCEDURE
1.	This section is not generic to the nature of the Organisation's current business activities or processes. Should this situation change, by customer demand or any other reason, appropriate procedures will be developed and introduced. The Management Review process continuously monitors this situation.

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7 - PRODUCT REALISATION

7.4	**Purchasing**
7.4.1	**Purchasing process**
Summary of Requirements	The Organisation must ensure that the quality of purchased products and materials that have a bearing, or in any way, contribute to the quality of the output is strictly controlled. Therefore the suppliers of all such products and materials must undergo an approval process and their performance must be regularly monitored. Evidence of these activities must be kept.
7.4.2	**Purchasing information**
Summary of Requirements	Care must be taken to ensure that when orders are placed for quality critical products and materials such orders include a full description of the requirements. This requirement may be discharged by the provision of drawings, technical specifications, qualifications and other Quality Management System based criteria.
7.4.3	**Verification of purchased product**
Summary of Requirements	A protocol shall be established for making recorded inspections of all purchased products and materials in order to ensure that they are fit for their intended purpose and that they comply with the order qualifications and specification.

	STATEMENT/PROCEDURE
1.	Supplier records are regularly maintained. These records are available to all members of staff who hold the authority to purchase thus ensuring that only suppliers meeting the Organisation's quality criteria are used.

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7 - PRODUCT REALISATION

7.4	**Purchasing (Continued)**
2.	Selection is based on a number of criteria. These may include: 1. Quality of service provided 2. Competitive pricing 3. Track record 4. Customer's requirements 5. Availability 6. Technical competence 7. Project location 8. Relevant sub-contractor qualification 9. Supplier expertise 10. Ability to meet relevant statutory and regulatory requirements
3.	All suppliers are selected from the list of approved suppliers.
4.	Orders are raised for both specific requirements and to maintain stock holding levels.
5.	A uniquely referenced Purchase Order is raised including details such as: 1. Date 2. Unique purchase order number 3. Supplier name 4. Supplier address 5. Originators name 6. Required delivery arrangements 7. Required delivery date 8. Delivery address 9. Quantities 10. Materials 11. Dimensions 12. Weights 13. Requirements for materials certification (if applicable) 14. Sub-contract works specifications 15. Any special details

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7 - PRODUCT REALISATION

7.4	**Purchasing (Continued)**
6.	The supplier is delivered, faxed or posted a copy of the purchase order according to the urgency of the order.
7.	Where appropriate drawings or samples may accompany the Purchase Order.
8.	A copy of the Purchase Order is held with the customers order or in the stock order pending tray as appropriate, whilst awaiting delivery.
9.	Incoming goods and materials are checked against the supplier delivery documents, the original Purchase Order and for transit damage and conformity marked on the Purchase Order.

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7 - PRODUCT REALISATION

7.5	**Production and service provision**
7.5.1	**Control of production and service provision**
Summary of Requirements	Throughout the production processes the Organisation must ensure the availability of sufficient and suitable information concerning product characteristics together with related work instructions. The Organisation must also ensure the availability of suitable production equipment, including measuring and monitoring equipment. Release, delivery and post-delivery requirements must also be addressed.

	STATEMENT/PROCEDURE
1.	All staff carry out their work reflecting: 1. Agreements with customers 2. Their skills, training, qualifications and experience 3. Further instructions from more senior management 4. Further instructions from customers
2.	Therefore documented generic work instructions are not considered appropriate.
3.	All work is undertaken in a controlled manner, and planning conducted in accordance with the relevant procedures set out in Section 7 of this Manual.
4.	**PRODUCTION** Where the customer's equipment is new the customer provides a sample of their product or a drawing.
5.	Samples are made based upon the sample of the customer product or a drawing.
6.	The sample is passed to senior management for approval.
7.	A sample is passed to the customer for approval which may be provided verbally or in writing as appropriate.

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QUALITY MANUAL

7 - PRODUCT REALISATION

7.5	**Production and service provision (Continued)**
8.	When an order is received, a job sheet is raised detailing as appropriate: 1. Date of approval 2. Customers name 3. Job reference 4. Materials 5. Fabrications process 6. Dimensions 7. Any particular production instructions 8. Any special details
9.	Where appropriate, dies are ordered based upon the sample and/or customers drawings, using Section 7 Purchasing Procedures.
10.	Materials are purchased using Section 7 Purchasing Procedures.
11.	Work is scheduled taking into account: 1. The agreement with the customer 2. Materials availability 3. Production staff availability 4. Machine availability 5. Die availability
12.	Production staff are appointed taking into account: 1. The agreement with the customer 2. Availability 3. Specialist skills, training and experience
13.	Materials, job sheet and verbal instructions are issued to production staff.

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7 - PRODUCT REALISATION

7.5	**Production and service provision (Continued)**
14.	All production is carried out reflecting: 1. The agreement with the customer reflected in the job sheet 2. The written quality policy 3. Appropriate legislate 4. The skills, training, experience and qualification of the work force
15.	Any work queries are referred to senior management and ultimately the customer.
16.	In process check are carried out from time to time with any apparent problems being rectified prior to packing taking place.
17.	Supervisory checks are carried out from time to time and documented as appropriate.
18.	**SALES** All work is carried out reflecting: 1. The agreement with the customer 2. The written quality policy 3. Appropriate legalisation 4. The skills, training, experience and qualifications of the work force
19.	Any work queries are referred to senior management and ultimately the customer.
20.	Supervisory checks are carried out from time to time and documented as appropriate.
21.	The customer accepts the quotation by appropriate means and may provide their own order reference.

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7 - PRODUCT REALISATION

7.5	**Production and service provision (Continued)**
22.	A uniquely referenced Invoice/Delivery Note is raised based upon the customer written orders confirmation, including appropriate details such as: 1. Date 2. Unique invoice, delivery note number 3. Customers order reference 4. Customer name 5. Customers address 6. Customers contact names 7. Delivery arrangements 8. Delivery address 9. Quantities 10.Description 11.Materials certifications enclosures 12.Any special details
23.	The Invoice/Delivery Note is checked against the customer written order .
24.	Any Certificates of Conformity are attached to the invoice and despatched to the Customer by hand of by post.
25.	Copies of the Invoice/Delivery Note are passed to warehouse staff.
26.	The goods defined on the invoice/delivery note are taken from stock checked and loaded stock to the Invoice/Delivery Note specification.
27.	As each item is loaded approval is registered on the Invoice/Delivery Note with the checkers signature against the item.
28.	The customer goods are despatched together with a copy of the Invoice, Delivery Note according to the agreement with the customer.

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7 - PRODUCT REALISATION

7.5	**Production and service provision (Continued)**
7.5.2	**Validation of processes for production and service provision**
Summary of Requirements	If the product cannot be checked before being released to the customer, the production or service process should be checked to ensure that the customer gets what they ordered.

	STATEMENT/PROCEDURE
1.	Continuing process validity is monitored as part of day to day management and is not considered a separate process.

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7 - PRODUCT REALISATION

7.5	**Production and service provision (Continued)**
7.5.3	**Identification and traceability**
Summary of Requirements	Whenever appropriate, the status of the product within the process should be identifiable. If required by customers, the product and its component parts should be identifiable and traceable.

	STATEMENT/PROCEDURE
1.	All quality related items and materials provide their own unique identify by way of design, manufacturers packing and/or labelling.
2.	Forms are marked with the customer name and/or reference and/or part number of the goods supplied, as appropriate on receipt. If a drawing is supplied, it will carry the name of customer and reference number, if applicable.

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7 - PRODUCT REALISATION

7.5	**Production and service provision (Continued)**
7.5.4	**Customer property**
Summary of Requirements	Procedures must be established and maintained in order to ensure that the receipt of all customer provided material and other property, including intellectual property, is properly recorded. Procedures are also required to provide suitable protection and security for such property whilst it is in the Organisation's possession.

	STATEMENT/PROCEDURE
1.	On its receipt by the Organisation customer property is clearly identified and subsequently processed in accordance with the relevant procedures set out in Section 7.5.5.
2.	All data and information provided by customers is treated as confidential in accordance with the requirements of the Data Protection Act 1998 and is protected using suitable physical and electronic protection methods.
3.	Customers are notified of any loss, corruption, or other damage to their data, information or property.

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7 - PRODUCT REALISATION

7.5	**Production and service provision (Continued)**
7.5.5	**Preservation of product**
Summary of Requirements	Procedures must be established and maintained in order to ensure that adequate and suitable materials are available to identify, handle, protect and store products, during their manufacture and subsequent storage and delivery.

	STATEMENT/PROCEDURE
	Identification:
1.	The Organisation shall ensure that all products and materials are identified by means which are identifiable by all staff, and where applicable to the customer.
	Protection:
2.	The Organisation ensures that all products held, and within their jurisdiction are subject to conditions, that prevents deterioration, contamination and damage. These conditions may be relevant to handling, storage and packaging as addressed above.
	Handling:
3.	The Organisation takes all precautions in order to ensure the safe handling of product, parts, materials or process equipment in accordance with: 1. Manufacturer's guidelines 2. Supplied Data Sheets (COSHH) (when applicable) 3. All statutory and regulatory requirements relating to the product or the activities of the Organisation 4. Individual/Personal training or qualification 5. Relevant site regulations

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7 - PRODUCT REALISATION

7.5	**Production and service provision (Continued)**
	Storage:
4.	The Organisation ensures that all product, parts, materials or process equipment, including those supplied by customers, is stored in accordance with the relevant: 1. Manufacturers guidelines 2. Relevant statutory and regulative requirements 3. Safety requirements for the product/equipment etc.

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7 - PRODUCT REALISATION

7.6	Control of monitoring and measuring devices
Summary of Requirements	If fine tolerance monitoring or measurement is required, the equipment used must be checked before use. If fine tolerance monitoring or measurement equipment is used to establish product conformity it must be calibrated or verified at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards. Where no such standards exist, the basis used for calibration or verification must be recorded. Records of all calibrations, including the degree of error detected, must be kept.

	STATEMENT/PROCEDURE
1.	The Organisation does not use any equipment that requires any accurate measuring/monitoring requirements. Therefore, this section is not generic to the nature of the Organisation's current activities. The Management Review process monitors this situation.
2.	Should these circumstances change any equipment used for final verification would be calibrated and traceable to National Standards or, if not possible, the methods of calibration defined.

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QUALITY MANUAL

8 - MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.1	**General**
Summary of Requirements	Procedures are required to provide management with the feedback required to ensure continual improvement in the Quality Management System and to provide an auditable record of its implementation. The Organisation must formally define the activities needed to measure and monitor product improvement and conformity. This shall include the determination of applicable methods, including statistical techniques, and the extent of their use.

	STATEMENT/PROCEDURE
1.	The Organisation monitors, measures, analyses and improves its processes in order to: 1. Demonstrate conformity of its activities 2. Ensure conformity to the Quality Management System 3. Continually improve the effectiveness of the Quality Management System

INTERPAK

QUALITY MANUAL

8 - MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.2	**Monitoring and measurement**
8.2.1	**Customer satisfaction**
Summary of Requirements	Levels of customer satisfaction must be monitored and considered during Management Review.

	STATEMENT/PROCEDURE
1	All personnel monitor levels of customer satisfaction by one or more of the following methods: 1. Maintenance of close relationships with each customer 2. Independent monitoring by BenchmarQ® an independent specialist organisation 3. Other appropriate methods selected by senior management
2	The maintaining of close working relationship and ongoing contact with customers together with the analysis of order placement, is the Company's preferred method of monitoring customer satisfaction

INTERPAK

QUALITY MANUAL

8 - MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.2	**Monitoring and measurement (Continued)**
8.2.2	**Internal audit**
Summary of Requirements	Internal Quality Audits are a fundamental requirement of this International Standard. They must be conducted at regular pre-determined intervals and, as a minimum, address the: a) Degree to which the Organisation conforms to the requirements of the Standard b) Level of conformance of the Organisation's activities to the Quality Management System as set out in this Quality Manual Documented procedures must be maintained covering all of the procedures relating to Internal Quality Audits. Follow-up activities shall include the verification of the actions taken and the reporting of verification results. Refer to Section 8.5.2 of this Quality Manual.

	STATEMENT/PROCEDURE
1.	A Quality Audit programme is maintained by the Quality Manager ensuring that every section of the Quality Management System is verified at least annually.
2.	More frequent Quality Audits may be organised by the Quality Manager depending on the importance of the activities being audited.
3.	Internal Quality Audits are carried out according to the following procedures:
4.	At the beginning of every month, the Quality Manager consults the Quality Audit programme and establishes which, if any, parts of the Quality Management System are to be audited during the coming month.
5.	A member of staff, wherever possible independent of the activity to be audited, is appointed by the Quality Manager.

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8 - MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.2	**Monitoring and measurement (Continued)**
6.	The auditor refers to the Quality Manual and determines the activities to be audited.
7.	The auditor selects a representative number of records to be audited on a random basis.
8.	The auditor advises any personnel concerned that a Quality Audit is being undertaken and answers any questions they may have regarding the audit.
9.	The auditor examines the records selected in order to determine whether the activities identified above have been carried out correctly.
10.	The auditor keeps a record of the process and the findings of the Quality Audit.
11.	The Quality Audit record and all other documents relating to internal audits are passed to the Quality Manager.
12.	The Quality Audit record and all other documents relating to internal Quality Audits are retained for inspection by QMS Quality Management Systems at the annual external Quality Audit.
13.	All issues arising from the internal Quality Audit requiring immediate attention are discussed with the appropriate personnel and a record kept on a Quality Audit Report or Management Information Report as appropriate.
14.	The Quality Manager ensures that the Quality Audit results are discussed at the next Management Review.

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8 - MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.2	**Monitoring and measurement (Continued)**
8.2.3	**Monitoring and measurement of processes**
Summary of Requirements	Procedures must be established and maintained to measure and monitor the Quality Management System processes in order to ascertain the extent to which they meet customer requirements and satisfy their intended purpose.

	STATEMENT/PROCEDURE
1.	Monitoring and measurement of processes is achieved by implementation of the procedures set out in Sections 8.2.2, (Internal Audit) and 5.6 (Management Review).
2.	Documents used to facilitate the monitoring and measurement of processes include but are not limited to: 1. Quality Audit records 2. Customer feedback records 3. Non-conformance records

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QUALITY MANUAL

8 - MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.2	**Monitoring and measurement (Continued)**
8.2.4	**Monitoring and measurement of product**
Summary of Requirements	Procedures must be established and maintained to monitor and measure the characteristics of the product against the acceptance criteria and these activities must be documented. Control procedures must ensure that product is not released until the acceptance criteria have been met.

	STATEMENT/PROCEDURE
1.	The customer's enquiry is reviewed to establish the Company's ability to fulfil the customer's requirements.
2.	The customers order is reviewed to establish the Company's ability to fulfil the customer's requirements.
3.	Incoming goods and materials are checked against the supplier's delivery documents, the original purchase order and for transit damage and conformity marked on the purchase order. The order is then crossed through and attached to the relevant delivery note.
4.	As the goods defined on the invoice/delivery note are taken from stock and loaded they are checked against the Invoice/Delivery Note specification and registered on the Invoice/Delivery Note with the checkers signature against the item.
5.	All records are retained in order to provide evidence of conformity to the customer's requirements.

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8 - MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.3	**Control of non-conforming product**
Summary of Requirements	Procedures are required to ensure that non-conforming products are identified and segregated in order to prevent their unintentional delivery, issue or use. Procedures must also address their disposal.

	STATEMENT/PROCEDURE
1.	All activities not meeting the requirements of the Quality Management System or agreements with customers are suspended pending appropriate action.
2.	All materials, products, services and sub-contractor performance not meeting the required specification are clearly identified and/or segregated pending a decision regarding their further processing.
3.	All activities not meeting the requirements of the Quality Management System or agreements with customers are suspended pending appropriate action.
4.	The occurrence is investigated in order to establish its cause.
5.	A record is kept on a Customer Complaint Form or Non-conformance Report of the occurrence and its cause.
6.	All consequences of the occurrence are similarly recorded.
7.	Product or materials, once identified as being non-conforming are segregated from existing stocks in order to prevent accidental delivery, issue or usage.
8.	Investigations are conducted in order to determine the outcome, which may include: 1. Disposal 2. Re-working 3. Return to supplier 4. Concession

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8 - MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.4	**Analysis of data**
Summary of Requirements	Data received and held by the Organisation relating to customer satisfaction levels, product conformance requirements and any trends that may introduce opportunities for preventive action must be securely held and analysed for consideration during Management Review.

	STATEMENT/PROCEDURE
1.	The following data is analysed in order to identify trends and opportunities for preventive and/or improvement actions: 1. Customer satisfaction records 2. Product and/or service conformity records 3. Product and/or service trends 4. Results of internal Quality Audits as a measurement of the effectiveness of the Quality Management System 5. Non-conformance records
2.	The analysed data is presented as critical input into the Management Review process set out in Section 5.6.

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8 - MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.5	**Improvement**
8.5.1	**Continual improvement**
Summary of Requirements	The Organisation shall plan, manage and do everything in its power to ensure the continual improvement of the Quality Management System.

	STATEMENT/PROCEDURE
1.	The effectiveness of the Quality Management System is continually reviewed and improved through the Management Review process set out in Section 5.6 and by: 1. The application of the Quality Policy 2. The application of the Quality objectives 3. Quality Audits 4. Analysis of data 5. Corrective and preventive actions 6. Circulation of Management Review Minutes

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8 - MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.5	**Improvement (Continued)**
8.5.2	**Corrective action**
Summary of Requirements	Documented procedures must be established and maintained to address: a) Identifying non-conformities b) Determining their cause c) Evaluating the requirement for the introduction of preventive action(s) d) Implementing any such action e) Reviewing and recording all such activities
8.5.3	**Preventive action**
Summary of Requirements	Documented procedures must be established and maintained to address: a) Identifying potential non-conformities b) Implementing appropriate preventive action c) Recording and reviewing all such activities

	STATEMENT/PROCEDURE
1.	As a fundamental component of their role, senior management is responsible for identifying situations within the Organisation's activities that may create non-conformances.
2.	Whenever such a situation is identified preventive action is formulated and applied.
3.	All such action is recorded on a Customer Complaint/Non-Conformance Report and its cause and effect is subject to Management Review in addition to routine monitoring.
4.	The action taken to correct any non-conformances is recorded on the Customer Complaint/Non-Conformance Report.
5.	An investigation is undertaken to determine the cause of the non-conformance.

8 - MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.5	Improvement (Continued)
6.	The preventive action taken in order to prevent recurrence of any such activities is similarly recorded.
7.	The collective actions taken to prevent recurrence of non-conformances, and those records and reports generated, are regularly reviewed at Management Reviews in order to identify any trends and to determine the effectiveness of preventive measures taken.
8.	Revised procedures are developed and implemented as considered appropriate and are reviewed accordingly.

9 - STATEMENT OF OPERATION MAIN MACHINERY

Operation of Samco Presses

To operate the Samco Presses in our Workshop – Procedure is as follows

Turn on the press using the green “ON” button

The head of the press will raise up.

Lay the Die Forme on the bed of the press.

Select the button on the right of the press labelled “Adjust “ and turn it to adjust

Press both handle buttons located on the front tray and slowly the head will come down until it meets the Die forme – when it will stop and the Green Set light will come on.

When it stops wind the adjusting handle on the press to raise the head of the press UP very slowly until the Green light goes off.

The press is now ready to use. Place the foam on the Die forme and press the 2 handles simultaneously until the head comes down – clicks through and cuts the foam and then returns to the “Up“ position. The put in the next piece and contonue pressing until the job is finished.

To turn off the press – set the head to Adjust again and bring the head slowly down onto the die forme until it rests on the top of the die forme. Once resting – turn off the power button

Operation of Vertical Bandknives

Please your block of foam onto the table and up against the stop of the bandknife

Adjust the Height guide automatically by press the “Lower and Raise“ button until the guide comes to rest just above the block of foam – leaving the MINIMUM of exposed blade possible.

Keeping away from the blade AT ALL TIMES – adjust the left and right roller to set the stop at the correct distance away from the blade that you want to cut.

Turn on the Green “ON “ button to start the saw working.

To use the ratchet for multiple cuts – adjust the ratchet with an allen key to the setting you need (for example 20mm) and then each time you ratchet back and forward on the turn wheel – the stop will move in 20mm for each ratchet

To turn off the machine – press the Red Stop Button

Operation of Heat Guns

Select the two pieces of Stratocell that you wish to weld together

Turn on the Steinel Heat Gun and wait for it to warm up

Fold back the piece of foam you want too weld onto the other piece of foam and in a smooth motion wave the heat gun Wide Slit Nozzle in between the 2 pieces of foam for a few seconds – and then remove the gun and quickly press the foam together until it welds.

Place the heat gun down on the stand and turn it off

GO CAREFUL NOT TO TOUCH THE TOP OF THE GUN AFTER USE AS IT STAYS HOT FOR SOME TIME

Operation of Spray Gun

Fill up the spray gun with the adhesive in our tub.

Turn on the Compressor and wait until the cylinder Is fully charged and the compressor switches off.

Fold back the foam and spray both pieces of foam

Leave them for around 10 seconds to tack

Press together and hold until stuck.

After use – clean out with thinners and leave the gun to dry out.

Turn off the compressor and put it away