



## Quality Management System Manual



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CONTENTS	
SECTION	HEADINGS
1.0	Company Profile
2.0	Scope and Exclusions of the Quality Management System
3.0	Statement of Top Management Commitment
4.0	Organisational Structure and Key Responsibilities
5.0	Quality Policy
6.0	Management System Processes
7.0	Management System Structure
8.0	Procedures and Standard Operating Procedures
9.0	Resource and Facilities
10.0	Measurement and Continual Improvement

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-------------------------	---	-------------------------------



## 1.0 Company Profile

Hendry Hydraulics Ltd have been manufacturing hydraulic cylinders since the mid 1960's. Its initial focus market was the agricultural market, however the company founder Jimmy Hendry, soon realised that the industrial market was growing strongly and so positioned the company to satisfy both market sectors.

The ability to design and manufacture its own product has been at the forefront of Hendry Hydraulics philosophy, but it also caters for the manufacture of customer designed products. A large proportion of staff at Hendry Hydraulics have been with the company for over 10 years enabling a wealth of knowledge and experience that its customers have come to rely on when developing new products, as well as continuing to supply high quality existing products.

Mike Hendry's vision for the company to embrace technological advances in manufacturing, has meant that the company can now boast both state of the art robotic and CNC machining, as well as robotic welding capability. This has enabled Hendry's to offer bespoke precision Engineering of Hydraulic Cylinders to the highest possible standard, as well as keeping costs to the customer very competitive.

Hendry Hydraulics expanded its operations to include a manufacturing and assembly plant in Ashington, Northumberland in January 2004, trading as Hendry Eurohoist Cylinders.

Hendry Hydraulics Ltd and Hendry Eurohoist Cylinders are committed to empowering its staff through continual training and re investment in modern technologies, in order to ensure its customers receive the highest quality product, at the most economical rate and in a timely manner.

## 2.0 Scope and Exclusions of the Quality Management System

Hendry Hydraulic Cylinders Ltd Quality Management System covers the Design, Manufacture, Assembly, Test, Painting and Repair of Hydraulic Cylinders and Associated Ancillary Equipment

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-------------------------	---	-------------------------------



### 3.0 Statement of Senior Management Commitment

The Senior Management team of Hendry Hydraulics includes the Managing Director, Quality Manager, Operations Manager and Financial Manager. The Quality Manager has been appointed by the Managing Director as the Management Representative and as such has the responsibility and authority for ensuring that:

- The Quality Management System processes are implemented and maintained
- For reporting on the systems' performance to top management
- Highlighting improvements needed
- Promoting awareness of customer requirements throughout the organisation
- Liaising with external bodies on quality management system matters

As conveyed in the following Quality Policy statement, the top management team is committed to consistently meeting all customer, statutory and regulatory requirements and to the continual improvement of our management system. The following policies have been communicated to, and are available to, all personnel within the organisation. Ongoing communication between the management team and other personnel assesses the effectiveness of our management systems.

In developing our management systems, top management have ensured that clear and appropriate Quality Objectives and Key Performance Indicators have been established at relevant functions and levels within the organisation. Performance against such objectives is regularly measured and reported upon through the quality reports and management review reports.

The suitability, adequacy and effectiveness of our systems are tested through an ongoing Management Review process, which uses various forums and considers:

- Status of actions from previous meetings
- Changes that effect the QMS
- Context of the Organisation
- Customer feedback
- Quality Objectives
- Process performance and conformity of products and services
- Nonconformities and corrective actions
- Monitoring and measuring results
- Audit reports
- The performance of external providers
- Effectiveness of actions taken to address risks and opportunities
- Opportunities for improvement
- Adequacy of resources

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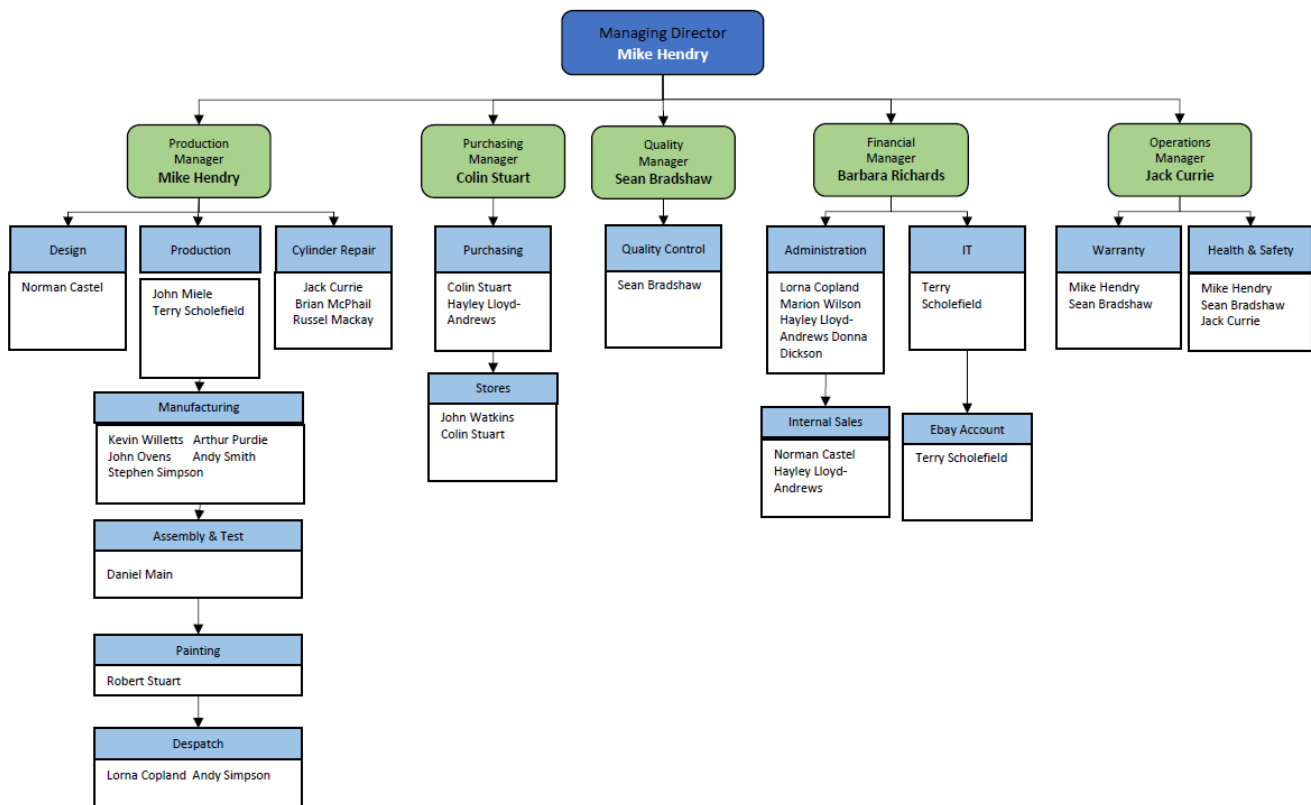
Actions arising from Management Review shall be followed up through the corrective action system.

#### 4.0 Organisational Structure and Key Responsibilities

The organisation structure along with key responsibilities can be found on form HHF 05-7  
An example of this document is shown below:

HHF 05-7 Organisational Chart

**HENDRY HYDRAULICS LTD**



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-------------------------	---	-------------------------------



## 5.0 Quality Policy [HQP 01]

The following policy statement is appropriate to the nature, scale and impact of activities, products, services and associated risks carried out by Hendry Hydraulics Ltd & Hendry Eurohoist Cylinders). It will be reviewed annually and communicated to all employees, other persons working under the control of the company and made available to other interested parties on request.

**Hendry Hydraulics Ltd & Hendry Eurohoist Cylinders aim not only to satisfy but also Exceed customers' expectations by providing them with a first class Quality Product or Service.**

Our aims are to:

- Develop and utilise an Integrated Management System that complies with or exceeds requirements and drives continuous improvement in all areas of our business.
- We are fully committed to establishing, implementing, developing, maintaining, and continually improving a Quality Management System that meets the requirements and recommendations of ISO 9001: 2015.
- To manage our business activities in a controlled, proactive and efficient manner that ensures the customer's requirements are satisfied in full.
- Train and develop the competence of our people to the standard required for delivery of first class quality products and services to clients while demonstrating our commitment to Health, Safety and the Environment.
- Identify and comply with all relevant legislative requirements to which we subscribe.
- By careful selection and use of materials and resources, reduce waste to a minimum with a focus on striving to prevent pollution.
- The company will provide all necessary resources, training, support and encouragement to staff in order to maintain competence, develop skills and to provide a stimulating work environment.
- Provide a safe and healthy working environment for all personnel, including Employees, Sub-Contractors and visitors with a commitment to preventing injury and avoiding ill health.
- Actively promote the involvement of staff in all QHSE related matters.
- Provide sufficient resources to ensure QHSE objectives can be achieved.
- Approve and quantify objectives and targets set by Senior Management.
- Guarantee Senior Management and QHSE will review and evaluate performance against these targets to identify progress, facilitate and promote continuous improvement.

Hendry Hydraulics and Hendry Eurohoist Cylinders will achieve these aims, and meet our Quality objectives, through a robust Integrated Management System, clear internal communication, involved and engaged supervision and the continuous training and development of all our personnel.



Michael Hendry,  
Managing Director

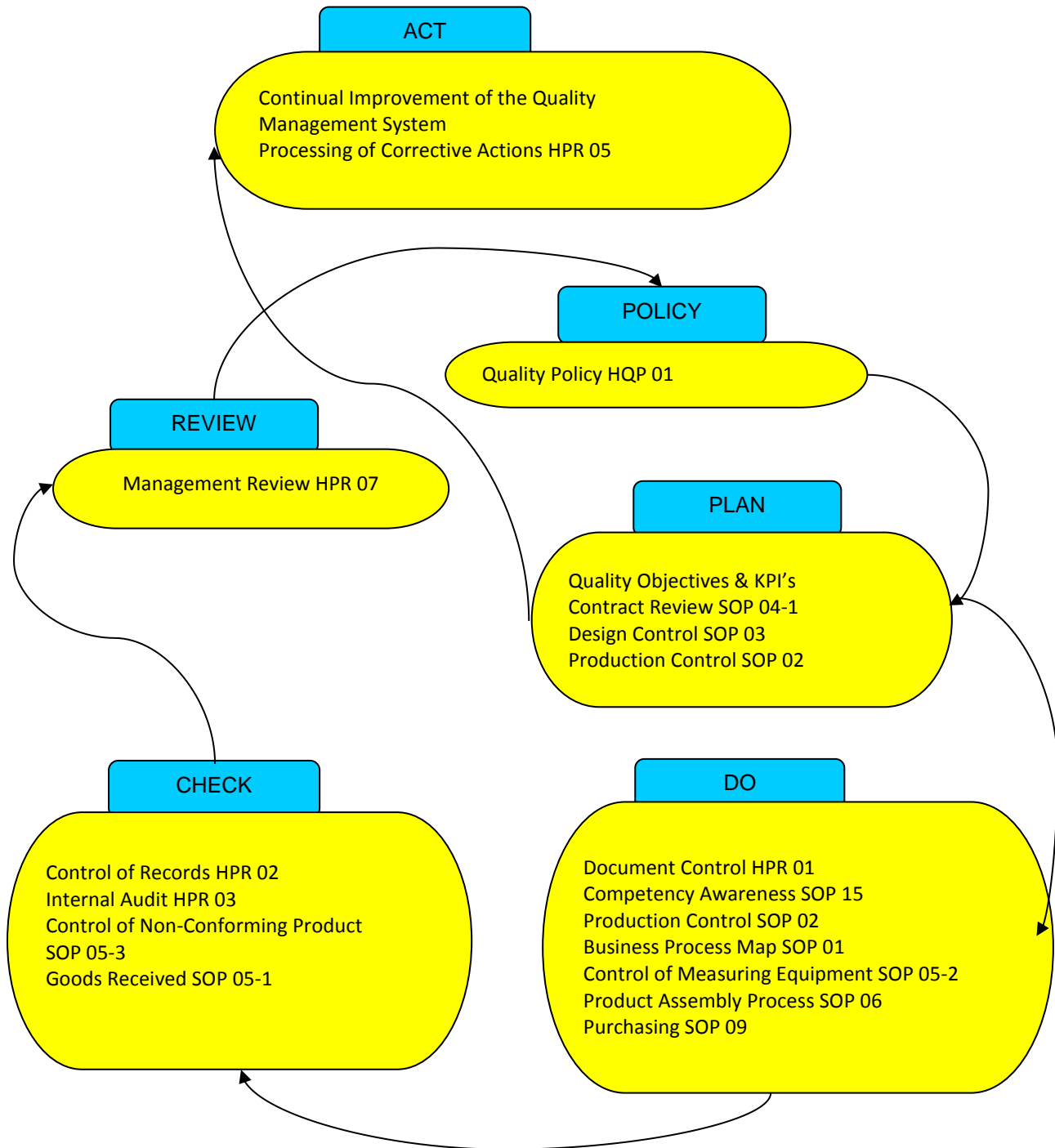


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## 6.0 Management System Processes

Hendry Hydraulic Cylinders manage the quality elements of their business through the application of a system of processes and their interactions - based on the Plan Do Check Act methodology. These are outlined in the diagram below:



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-------------------------	---	-------------------------------





## 7.0 Management System Structure

The Quality Management System is presented in four main areas.

### 7.1 Quality Manual

The Quality Manual sets out the scope of Hendry Hydraulics quality management system and sets policies which are fully supported by the senior management, and provide an effective framework for establishing and reviewing quality and process objectives at relevant functions and levels in the organisation.

A selection of the organisations core and support processes are identified and their sequence and interaction illustrated in Section 6.0 of this manual.

The Managing Director approves the Quality Manual.

### 7.2 Documented Procedures, Work Instructions and Flowcharts

The documented procedures describe the key core and support processes; the procedures are contained within this manual and form part of the system structure (see Section 8.0).

Documents within this section may be made available in hard copy or in electronic medium to all users; suitable systems have been established and implemented for the effective approval, issue and control of these documents as detailed in documented procedure HPR 01.

### 7.3 Externally Published Documents

Other documents required by Hendry Hydraulics in order to ensure the effective planning, operation and control of its operations are held at this level; examples of such documents include ISO standards, legislative standards and industry standards e.g. Codes of Practice and relevant client documentation.

### 7.4 Forms and Records

Standard forms and documents used within the Hendry Hydraulics management system are listed and controlled in accordance with documented procedure HPR 01. Quality records are identified and their identification, storage, retention periods and ultimate disposition are defined in documented procedure HPR 01.

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-------------------------	---	-------------------------------



## 8.0 Procedures and Standard Operating Procedures

The full list of latest revision Procedures, Standard Operating Procedures, Work Instructions, Forms, Documents and Record Sheets are available on the form HHF 07-1. Key procedures and their document number are listed below

- Document Control HPR 01
- Control of Records HPR 02
- Internal Audit HPR 03
- Control of Non-Conforming Product SOP 05-3
- Corrective Actions HPR 05
- Management Review HPR 07
- Contract Review SOP 04-1
- Competency and Awareness SOP 15
- Production Control SOP 02
- Design Control SOP 03
- Business Process Map SOP 01

## 9.0 Resource and Facilities

### 9.1 Competency and Awareness

Hendry hydraulics ensures that all personnel are competent to undertake all tasks assigned to them and maintain records of all in-house and external training undertaken. It is the responsibility of the Managing Director, in association with the quality representative, to ensure that all personnel are properly and effectively trained, relevant to the tasks they are to perform. The ongoing requirement for training and the effectiveness of training or other activities undertaken is evaluated during planned management reviews.

### 9.2 Infrastructure and Work Environment

Adequate provision has been made for the necessary buildings, workspace and associated facilities necessary to ensure the acceptability of our services and protect the environment. Suitable process equipment including IT and communications equipment have been provided and are regularly maintained or updated as appropriate.

## 10.0 Measurement and Continual Improvement

### 10.1 Measurement

Provision has been made for the measurement and analysis of Hendry Hydraulics processes in order to demonstrate conformity to our customer’s product and service

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-------------------------	---	-------------------------------



## 10.2 Customer Satisfaction

Measurements include information relating to customer satisfaction that is gathered through the close contact with customers and the use of regular customer feedback opportunities and through regular meetings.

## 10.3 Internal Audits

A programme of Internal Auditing has been established, and is based on the status and importance of the areas to be audited. A detailed procedure addressing the planning, conducting and reporting of Internal Audits has been established. Detailed records of Internal Audits are maintained. Auditors are suitably trained and competent to conduct internal audits.

## 10.4 Non-Conformance

All non-conformances are reported through the process improvement note system (PIN) The system addresses the means of reporting non-conformities and / or potential non-conformities along with the subsequent initiation of corrective actions or further measures as appropriate. A documented procedure for processing nonconforming results has been established.

## 10.5 Analysis of Data

Data relevant to the suitability and effectiveness of the Quality system is gathered and presented to senior management for evaluation and the identification of opportunities for improvement.

## 10.6 Corrective Actions

Corrective actions are addressed in accordance with documented procedures. Risk based process management has been developed to help identify any preventative actions so that mitigating measures can successfully be implemented.

Corrective actions, which may arise as a result of production or system non-conformities or a customer complaint, shall be introduced to eliminate the root cause of an identified non-conformity.

Risk Management will be documented within the company's Risk Register to help identify foreseeable inconsistencies that may arise from the result of pro-active activities such as management reviews, audit observations, contract reviews, staff training, analysis of data etc, shall be taken to eliminate the cause of an identified potential non-conformity.

Corrective or preventive actions shall only be taken to a degree appropriate to the effects of the non-conformity or potential non-conformity identified.

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## 10.7 Continual Improvement

Continual improvement of the Quality Management System is achieved through the review and analysis of all the above data along with the use of the Quality Policy and objectives, audit results, corrective and preventive actions and through the management review process

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