



THORWORLD INDUSTRIES LTD		Ref: Policy / Scope
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QUALITY ASSURANCE POLICY / SCOPE

This Quality Assurance Manual establishes the policy of THORWORLD INDUSTRIES LTD. in its approach to the systematic control of the Quality of its operations.

The document contains the procedures operated by the Company to meet the requirements of ISO 9001 (2015). The requirements of this Manual are mandatory on the personnel of the THORWORLD INDUSTRIES LTD.

The following scope is defined by top level management, taking into account the market sector demands, industry requirements, needs and expectations of customers and interested parties.

"The design, manufacture and supply of materials handling and loading dock equipment to catalogue specifications or to specific requirements for sale or for rental and the servicing, repair and maintenance of these items."

To achieve this:

1. The Company will determine the requirements of interested parties of the business.
2. The Company will determine the internal and external issues and associated risks affecting the business.
3. Top level management will implement and review the strategic direction of the business.
4. The Company maintains an effective system of controls to ensure that its operations fully meet the requirements of ISO 9001(2015).
5. These controls are documented in the Quality Assurance Manual.
6. The system of controls is administered by the Quality Controller, who is directly responsible to the Managing Director for all matters affecting the Quality of the operations.
7. The Quality Controller has access to all the relevant contracts, drawings, specifications, and trade literature required to ensure satisfactory fulfilment of customer order requirements.
8. The Company holds a comprehensive up-to-date collection of standards and trade literature relating to the processes and materials used.
9. The Company will provide relevant Quality Assurance Representatives with accommodation and facilities to accomplish evaluation and surveillance of the systems described in the manual. These representatives will be allowed unrestricted access to all relevant premises to enable evaluation and surveillance to be accomplished.
10. Amendments to the Quality Assurance Manual may be issued only by the Quality Controller, having been previously authorised by the Managing Director these amendments shall be made by circulation of official amendment sheets and new pages.
11. The performance of the Quality Assurance System is subject to a formal documented annual review, which will establish and review Objectives and Targets with a view to continually improving the performance of the system.
12. It is the responsibility of all employees to ensure that they fully understand and support the Company's policy for and commitment to Quality.
13. Where the objective of this Policy is not met, where Customer requirements are not fulfilled or where adverse trends are observed, a full investigation is carried out and where appropriate corrective and preventative action taken.

This document is reviewed at Management Review (minimum annually) or in the light of significant change.

John Meale,
Managing Director 