



**DALAIR LIMITED**

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**QUALITY MANUAL**



In consideration of **BS EN ISO 9001:2015** Dalair Limited by way of this document and its management systems seek to demonstrate the continuing commitment towards Quality and describe how the company manage and maintain an established quality management system certified to the standard.

This document provides an overview of the management processes and interfaces necessary to achieve the Company's objectives and how they will be monitored, measured, reviewed, maintained and improved.

### **SCOPE (see LRQA certificate no.: 10466196)**

The Wednesbury based headquarters is the recognised centre for Midlands and Northern Area Applications, Commercial, Design, Contracts and Manufacture of air handling units for air conditioning and ventilation systems.

A further premise named the Dalair Technical Centre, based close to HQ with the function of being a Test facility, Storage facility for raw materials / plant items, Despatch department and accommodates London and Southwest sales support, and the Dalair Site / Service department.

HQ and the Technical Centre are supported by a satellite sales office, based in Central London, and a Manchester sales contact, which have been established solely for the support of sales functions within the company to provide Dalair with a presence within these areas. The London sales office is within the scope of certification. At this location, Dalair will work in accordance with the respective building infrastructure practices.

Office based controls of our Site / Service activities are covered within our scope of approval. All on site located activities are carried out under the respective client's controls.

We as a company specialise in the design, manufacture, delivery, installation, service, maintenance, testing and commissioning of Air Handling Equipment. Our products consist of the building of an acoustic housing that incorporates various items of pre-selected equipment, normally fans, motors and filters along with various types of heating, cooling and humidification equipment, that subject to effective control strategies, will enable the final product to deliver an air-conditioned environment to the space being served.

Since its conception in the early 1980's the Company has developed the product in line with industry standards, legislation requirements, manufacturing improvements / technologies, modern architectural design and the fundamental requirements of our customers.

Dalair understand it is external and internal issues that relate to the effectiveness of the management system and its purpose and responsibility within the manufacturing industry. We control these through several aspects of our systems, in compliance to the standard, and our identified legal, statutory, regulatory, and other compliance obligations.

We endeavour to exercise our authority and ability to control and influence our customers and suppliers, to make positive quality choices, when designing, purchasing and manufacturing our air handling units, and procuring goods throughout the company.

By implementing compliance of our quality management system, we look to take care of our interested parties needs and expectations. These are identified in our 'Needs and Expectations of Interested Parties' register within our management system.

## **QUALITY POLICY**

Dalair Limited as a company specialise in the application, design, manufacture, control of installation, testing, commissioning and site service of air handling units for air conditioning and ventilation systems.

Top Management of Dalair Limited are committed towards a Quality Policy that ensures that all company activities are aimed at producing products and services that satisfy the specific contractual, statutory, regulatory and other compliance obligations, and international standards that are supported by a system which meets the requirements of **BS EN ISO 9001:2015**. They are also committed to the continual improvement of the effectiveness of our quality management system, the quality of product we manufacture, and after sale service we provide.

It is the policy of the Company to market only products of high quality that will merit and earn customer satisfaction by meeting our customer requirements and producing a product that is highly reliably and effective within the air handling equipment manufacturing industry.

The Quality Policy and its objectives are set, monitored and reviewed by Top Management on a six-monthly basis to ensure the effectiveness of our management systems.

To achieve this policy commitment, we will:

- Strive to achieve company set objectives and targets.
- Establish the organisational context in line with our strategic direction.
- Identify and record our internal / external needs and expectations of interested parties.
- Evaluate company risk and opportunities.
- Provide support, resource and necessary infrastructure when required.
- Achieve customer satisfaction, reduce non-conformity, reduce customer complaints.
- Complete internal / external audits, improvement notices & corrective / preventive actions.
- Monitor and measure supplier performance.
- Comply to our contractual, and other compliance obligations.

To secure these objectives we will:

- Monitor, measure, manage and review all company pre-set objectives and targets.
- Consistently review the organisational business context by Top Management.
- Periodically review our internal / external needs and expectations of interested parties.
- Realise and take actions to address risk and opportunities.
- Top Management action to supply necessary resource, support and infrastructure where required.
- Monitor, measure, manage and review records to show customer satisfaction, root cause analysis, effectiveness of corrective / preventive action and process performance.
- Record supplier performance and evaluate data. Supplier questionnaire information.
- Identify, manage and review our compliance obligations in line with our interested parties.

All staff and shop floor operatives throughout the company are responsible for quality. This is to be achieved by complying with the above quality policy and following procedures stated within our company's quality management system documentation.

The Directors of the company have given the Quality Director, full authority to carry out circulation of the Quality Policy.

The Quality Policy is communicated to the company via department notice boards and if amendments are made to the policy, they will be circulated to all employees by attaching a copy to their pay slip. The policy is also available to all external interested parties via our website [www.dalair.co.uk](http://www.dalair.co.uk)

The Manual and the associated processes / documentation relating to our Quality Management System within the Company are approved by the undersigned.

Signed: Darren Moseley  
**Managing Director**

Signed: Mark Rose  
**Managing Director**

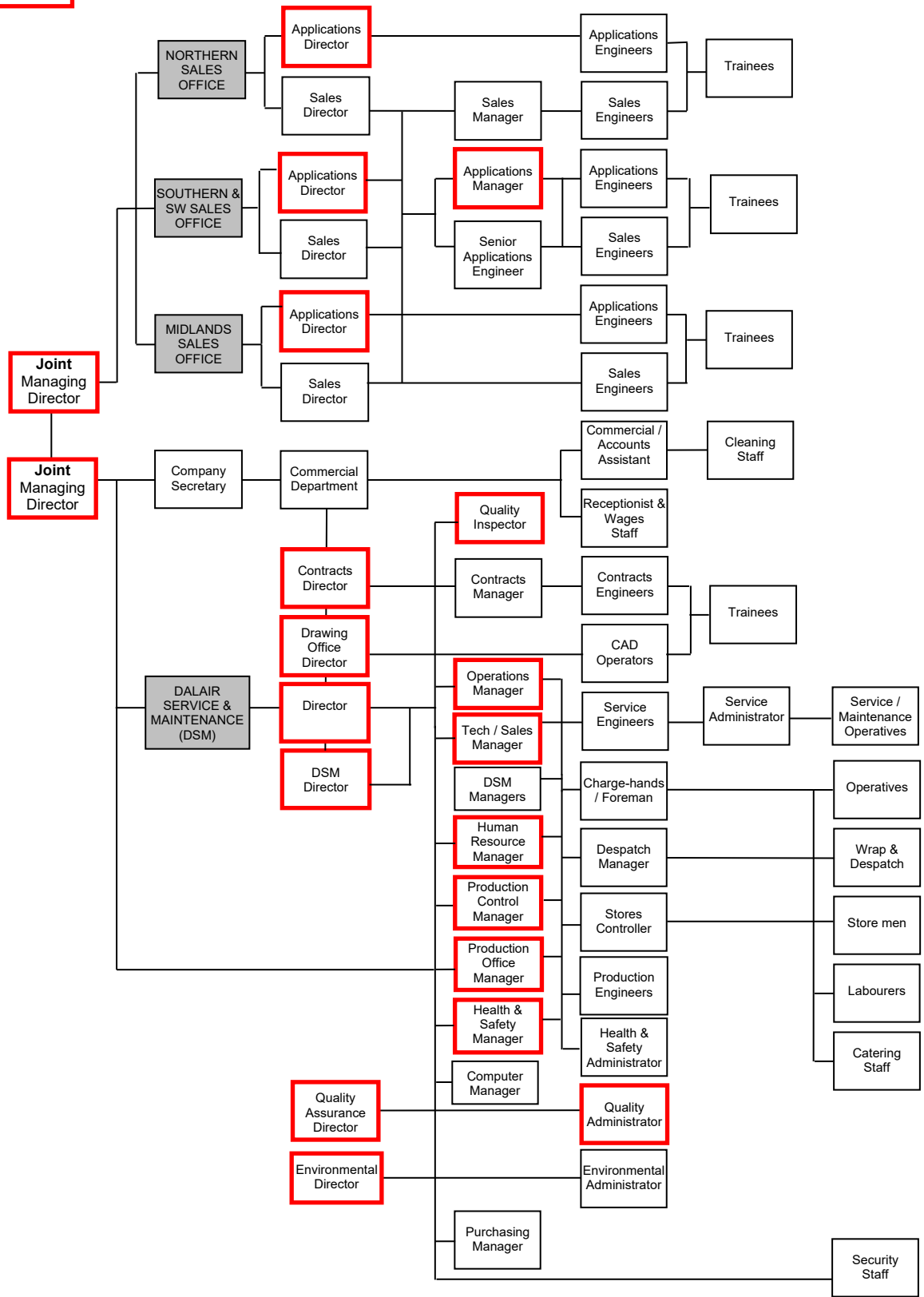
Signed: Michael Butler  
**Quality Director**

Dated: 8/1/24

# ORGANISATION CHART (Family Tree)



Quality Team



## Quality Roles and Responsibilities

**Joint Managing Directors:** Top Management hold ultimate responsibility for the company's quality management systems. They will lead the company to identify its risk and opportunities and ensure availability of support and resources to establish, implement, maintain and continually improve a quality management system to **BS EN ISO 9001:2015**. They will lead the company to ensure its objectives, targets and programmes are achieved.

**Director:** Director is to ensure compliance to procedures, collect, monitor and measurement data and feed back into management review. He is responsible for the company's objectives, targets and programmes. Has the responsibility for the review and recording of their staff training.

**Applications, Contracts, Drawing Office Director:** Company Directors are to ensure compliance to procedures, collect, monitor and measurement data and feed back into management review. They are also responsible for the company's objectives, targets and programmes. Has the responsibility for the review and recording of staff training.

**Applications Manager:** To assist the Applications Directors with-in their roles to complete all quality related activities. Will monitor and measure company pre-set objectives and targets, and report back to their head of department / management review.

**Technical / Sales Manager:** Works in line with both the Sales departments and DSM technical support. Offers technical knowledge and solutions to issues arising and feeds back into Design Review. Is responsible for highlighting areas of improvement and weakness within the field.

**Production Control Manager:** Is responsible for ensuring that shop floor staff are fully aware of the quality systems in place during the manufacturing processes and adherence is applied. He holds full responsibility for the control of all works activities and is to feed back data into management review ultimately for the company's objectives, targets and programmes. He is responsible for the scheduling of all maintenance and upkeep of associated records. The Production Control Manager will maintain all shop floor training records in accordance with a joint review along side the Human Resource Manager.

**Production Office Manager:** Is responsible for all manufacturing office-based systems and issuing of works instructions that ensure product realisation is achieved. Holds responsibility for the requisition of raw materials to complete manufacturing processes. Monitor's information relating to non-compliance, production hours, in-process inspection and final inspection documentation. Will feed back any anomalies regarding these activities into management review.

**Health & Safety Manager:** He is responsible for ensuring compliance to all relevant health and safety legislation. He will ensure that company activities are carried out in accordance with health and safety procedures. The Health and Safety Manager will identify risks, create safe systems of work and manage emergency preparedness and response procedures. He is responsible for ensuring that maintenance activities are carried out safely and are compliant to legal requirements. These responsibilities are upheld at HQ and the Technical Centre, respectively.

**Human Resource Manager:** Is to provide confidential counsel and assistance to employees at all levels on matters arising, company policies and procedures, and relevant legislation. Has the responsibility to control, manage and administrate disciplinary actions within the workplace. He, along side the Production Control Manager shall carry out the review of shop floor training needs. Will also be required to feed back into management review.

**Site / Service Director:** To lead the site / service team in accordance with set quality policy and procedures, legal and customer requirements. Sub-contractors on site acting for or on behalf of the company are under his control. All testing activities carried out at the Technical Centre are also under his control.

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## Quality Roles and Responsibilities

**Operations Manager:** Is responsible for the general maintenance and housekeeping of the Technical Centre. He is solely responsible for the management of stores and inspection of equipment / plant / vehicles operated from these premises. Ultimately will report back to the Joint Managing Directors or Health & Safety Manager with non-conformity. His activities will follow procedure.

**Quality Director:** Has been given full responsibility to establish, document, implement, maintain and continually improve a quality management system to **BS EN ISO 9001:2015**. He has the authority to amend quality procedure and processes as and when required. Analysis of data shall be under his guidance, with review fed back to Top Management. He will lead the management systems in accordance with the company's objectives, targets and programmes, and encourage the use of process approach and risk-based thinking.

**Quality Administrator:** To carry out all administration of the management systems under the guidance of the Quality Director. The administrator shall over see the collection and analysis of data relating back to the systems. He will also play a role in all third-party approval audits.

**Quality Inspector:** Is responsible for completing daily in-process and final inspections in accordance with company quality procedures. These inspections will be along side those carried out by the Production Control Manager and Contracts Director / Engineers. Record retention of work complete shall fall under the scope of the contract's files. Anomalies found shall be reported to top departmental managers accordingly for appropriate actions / remedy. This information will be fed back at management review.

**Lead Auditors:** The Quality Director and Quality Administrator are defined as lead auditors of the systems. They will be qualified to a recognised standard and competent to carry out audits alone.

**Auditors:** All auditors shall receive in-house training given by lead auditors. When a level of competence has been achieved, they will be able to carry out audits under the supervision of lead auditors.

**Staff & Shop Floor Operatives:** All staff and operatives are responsible for carrying out their day-to-day activities in accordance with quality management systems and procedures. They are under guidance from the Heads of Department and Quality Team.

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