



DALAIR LIMITED

QUALITY MANUAL



In consideration of **BS EN ISO 9001:2008** Dalair Limited by way of this document seek to demonstrate the continuing commitment towards Quality Assurance and describe how the company manage and maintain an established quality management system.

This document provides an overview of the processes and interfaces necessary to achieve the Company's objectives and also the means by which they will be monitored, reviewed, maintained and improved.

SCOPE

The Wednesbury based headquarters is the recognised centre for application, design, contracts and manufacture of air handling units for air conditioning and ventilation systems. It is supported by two satellite offices, based in London and Manchester, which have been established solely for the support of sales functions within the company to provide Dalair with a presence within these areas. We also have another premises named, Dalair Technical Centre, based close to HQ with the function of being a stand-alone test facility and further London sales support.

We as a company specialise in the design, manufacture, delivery, installation, service, maintenance, testing and commissioning of Air Handling Equipment. Our products consists 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 both the industry trends and the needs of our customers.

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 and regulatory requirements, and international standards that are supported by a system which meets the requirements of BS EN ISO 9001:2008. They are also committed to the continual improvement of the effectiveness of our quality management system.

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.

The Quality Policy of the Company is set, monitored and reviewed by Top Management on a six monthly basis to ensure the effectiveness of our systems.

The policy is maintained by the continuous monitoring and measuring of all company pre-set objectives, such as, achieving customer satisfaction, reducing non-conformity, reducing customer complaints, carrying out improvement notices, seeing through corrective and preventive actions.

These objectives are reviewed periodically during Design and Management Review meetings for their effectiveness through market trends, customer satisfaction, company targets and process records.

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 documentation.

The Directors of the company have given the Quality Manager, 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 Manual and the associated processes are approved by the undersigned as are all the authorities documents relating to our Quality System within the Company.

Signed: Darren Moseley

Managing Director

Signed: Mark Rose

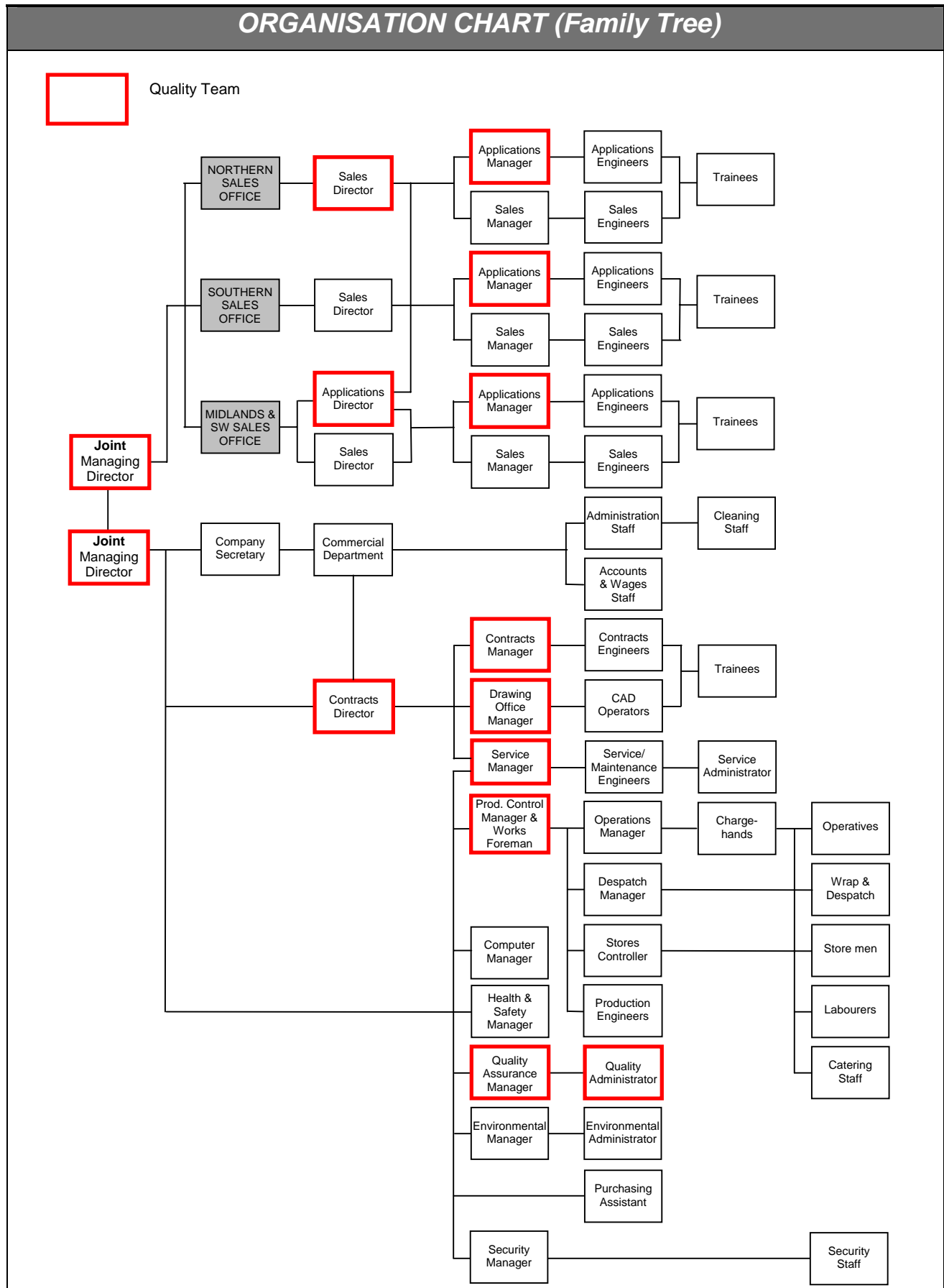
Managing Director

Signed: Michael Butler

Quality Manager

Date: 26.8.11

ORGANISATION CHART (Family Tree)



Quality Roles and Responsibilities

Joint Managing Directors: Top Management hold ultimate responsibility for the company's quality management systems. They will ensure availability of resources to establish, implement, maintain and continually improve a quality management system to BS EN ISO 9001:2008. They will lead the company to ensure objectives targets and programmes are achieved.

Applications / Contracts / Sales Directors: Company Directors roles are to lead their respective departments through the quality management systems created by the quality team. It is their responsibility to ensure procedure compliance and input / see through the company's objectives, targets and programmes.

Applications, Contracts, Drawing Office Managers: Company Managers are to ensure compliance to procedure, collect monitor and measurement data and feed back into management review. They are also responsible for the company's objectives targets and programmes.

Production Control Manager & Works Foreman: 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. They hold full responsibility for the control of all works activities and are to feed back data into management review ultimately for the company's objectives targets and programmes.

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. These responsibilities are upheld at HQ and the Technical Centre respectively.

Site / Service Manager: To manage the site / service team in accordance with set quality policy and procedures. 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.

Operations Manager: Is responsible for the upkeep and maintenance of the Technical Centre. He is solely responsible for the management of stores and maintenance of equipment held on this premises. Ultimately will report back to the Joint Managing Directors, Production Control Manager or Works Foreman with non-conformity. His activities will be in compliance with procedure.

Quality Manager: Has been given full responsibility to establish, document, implement, maintain and continually improve a quality management system to BS EN ISO 9001:2008. He has the authority to amend quality procedure and processes. 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.

Quality Administrator: To carry out all administration of the management systems under the guidance of the Quality Manager. 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.

Lead Auditors: The Quality Manager 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.

QUALITY PROCEDURES INDEX

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CERTIFICATE OF APPROVAL

This is to certify that the Quality Management System of:

**Dalair Limited
Wednesbury, West Midlands
United Kingdom**

has been approved by Lloyd's Register Quality Assurance
to the following Quality Management System Standards:

ISO 9001:2008

The Quality Management System is applicable to:

**Application design and manufacture of air handling units
for air conditioning and ventilation systems.
Office based systems for the control of installation,
testing, commissioning and service.**

This certificate is valid only in association with the certificate schedule bearing the same
number on which the locations applicable to this approval are listed.

Approval
Certificate No: LRQ 0890217

Original Approval: 15 November 1989

Current Certificate: 1 December 2010

Certificate Expiry: 30 November 2013

RT Medcraft

Issued by: Lloyd's Register Quality Assurance Limited



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This document is subject to the provision on the reverse
71 Fenchurch Street, London EC3M 4BS United Kingdom. Registration number 1879370
This approval is carried out in accordance with the LRQA assessment and certification procedures and monitored by LRQA.
The use of the UKAS Accreditation Mark indicates Accreditation in respect of those activities covered by the Accreditation Certificate Number 001
Macro Revision 1.3



CERTIFICATE SCHEDULE

Dalair Limited Wednesbury, West Midlands United Kingdom

Head Office

Wednesbury, West Midlands
United Kingdom

Activities

Application design and manufacture of air handling units for air conditioning and ventilation systems. Office based systems for the control of installation, testing, commissioning and service.

Locations

Tipton, West Midlands
United Kingdom

Technical Centre - Sales support and unit test facility.

London
United Kingdom

Sales support office.

Manchester
United Kingdom

Sales support office.

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Macro Revision 13