

Ultra Electronics SML Technologies

QUALITY MANUAL

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Prepared

Checked & Authorised

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1 Amendment record

To ensure the Quality Manual is kept up to date, any change will require a Re-issue and recovery of the previous version.

When revisions to documents are required:

- 1 Such revisions must be authorised by the QA Manager
- 2 Details of the revisions must be recorded on the Issue Record. The nature of the revision must be referred to in the comment, together with the revision number and date

Document Change History

Issue	Date	By	Authority to Change	Comment
1	26/1/99	G McCord	N/A	Issue 1
2	26/06/00	G Cheadle	CR#90	Changes to organisation chart
3	27/03/03	G Cheadle	CR#384	Change to 2000 model
4	10/07/03	G Cheadle	CR#425	Changes after external audit
5	03/01/06	A Wright	CR#717	Changes after internal audit

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CONTENTS

1	Amendment record	2
2	Distribution control	2
3	Company Profile.....	4
3.1.	Business Scope {ISO 9001: 2000}	4
3.2.	Mission Statement	4
3.3.	History Overview	4
3.4.	Growth Strategy	5
4	Statement of Authority	5
5	Quality Policy & Objectives	5
6	Quality Manual Purpose.....	6
7	Quality System Structure	7
8	Ultra Electronics SML Technologies Organisation	7
	Organisation Chart.....	7
8.1.	Management Responsibilities	9
8.2.	Individual Responsibilities.....	9
8.3.	Financial Control and Administration	10
8.4.	Marketing and Sales	10
8.5.	Development: Software	11
8.6.	Hardware Development	11
8.7.	Operations	13
8.8.	Quality Representatives.....	14
9	Compliance to BS EN ISO 9001:2000	15
9.1.	Introduction	15
9.2.	ISO9001:2000 Document Structure	15
9.3.	Exclusions:.....	16
9.4.	4: Quality Management System Principles.....	16
9.5.	5: Management Responsibility.....	18
9.6.	6: Resource Management	20
9.7.	7: Product Realisation.....	22
9.8.	8: Measurement, Analysis and Improvement	25
10	Ultra Electronics SML Technologies QMS2000 Structure	28

3 Company Profile

3.1 Business Scope {ISO 9001: 2000}

Provision of automatic radar vessel traffic surveillance (AVT's) and automatic collision risk early warning (ACREW) PC based systems to protect offshore platforms. Provision of mapping, charting and command and control software for commercial and defence applications. Assessed in accordance with TickIT procedures and ISO 9000-3 Guidelines.

3.2 Mission Statement

We seek to understand the business requirements of our customers and to provide and develop long term solutions to their needs.

Mr Mike Clayton Date
Managing Director

3.3 History Overview

SML Technologies was formed in October 1995 to provide RADAR Early Warning (REW) systems to protect offshore platforms. The SML philosophy was to develop electronic products and systems for the marine industry to improve safety and reduce customer costs.

Individual products developed as part of the original SML REW systems have been further enhanced to allow integration of other sensors to enable solutions to be provided to a wide variety of industries and challenges.

SML has developed individual market sectors using a standard product range but developed the capability to enhance or modify these to meet specific customer needs. To date this technology has been applied within the offshore oil and gas, coastal surveillance, military, ports/harbour and leisure markets.

Customers include the vast majority of the major oil companies, various Navies, Port Authorities, Ruling Governments, and a number of blue chip organisations.

In 2003, SML Technologies became part of the Ultra Electronics Group of specialist businesses designing, manufacturing and supporting electronic and electromechanical systems, sub-systems and products for defence, security and aerospace applications worldwide.

For further background information contact the Ultra Electronics SML Technologies Web Site at: www.ultra-sml.com

3.4 Growth Strategy

The company has based its R&D focus on technical capabilities to create innovative products and systems. Ultra Electronics SML Technologies have recognised that its capabilities are in software and hardware development and Systems integration. These capabilities extend to Project Management, installation and servicing of complicated systems. Ultra Electronics SML Technologies has developed relationships with suppliers to provide services, which support these capabilities.

- Develop partnerships to further expand into safety & security markets worldwide.
- Further develop outstanding corporate identity, culture and brand name and maintain superior marketing strength.
- Continue to enhance existing products and develop new products funded under contracts and always keep IPR.
- Continue to make extensive use of IT and further develop supplier and marketing partnerships to facilitate growth in the most economical way.
- To further enhance technical resource base and build on the reputation as a centre of excellence for software and hardware development and project management centred on the existing core technical capabilities.

4 Statement of Authority

Ultra Electronics SML Technologies has recognised that in order to maintain current business levels and enhance future prospects, that progress can only be served by logical, methodical and common sense process controls. Such controls shall be stabilised and communicated for the benefit of management and customers via a documented Quality Management System [QMS].

It is the responsibility of management to learn the requirements of this QMS, together with the related documentation referred to. Furthermore, to ensure that staff within their responsibility, co-operate in fulfilling the tasks specified, in order to establish and maintain the Company Mission Statement.

Andy Wright Date
Production & Quality Manager

5 Quality Policy & Objectives

The quality objective of Ultra Electronics SML Technologies is to deliver products and services that meet the requirements, needs and expectations of all parties. In order to maintain our reputation as a supplier of good quality services, Ultra Electronics SML Technologies intends to work actively towards the following:

- Ensuring that the services supplied by Ultra Electronics SML Technologies are to clients' required specifications.

- Maintaining a Quality Management System that will promote sound quality practice as part of its normal business process.
- Providing an organisation structure, definitions of responsibility, resources and methods which ensure the Firm's capability to meet quality objectives.
- Listening to our Customers; complaints and comments from customers are valuable inputs for improvement and are treated accordingly.
- Measuring, evaluating and documenting Quality.
- Everyone in Ultra Electronics SML Technologies shall be trained and encouraged to contribute to the quality effort and empowered to pursue our quality interests.
- Providing products and services that anticipate and exceed the expectations of our customers.

The purpose of this document is to describe how Ultra Electronics SML Technologies gives instructions and guidance to employees whose actions affect service quality, through a hierarchical process of operating procedures, appropriate codes of practice and standards. Quality is a process of continual improvement and, as such, this manual will develop in line with changes to the company's activities and markets. This manual is produced in the knowledge that it will be updated to ensure a continuous improvement in Quality.

The nature of quality assurance makes it impossible for this document to be fully comprehensive. Consequently, Ultra Electronics SML Technologies publishes it in the full knowledge that, ultimately, the quality of the services supplied, together with its reputation depend upon the everyday actions of those in its employ.

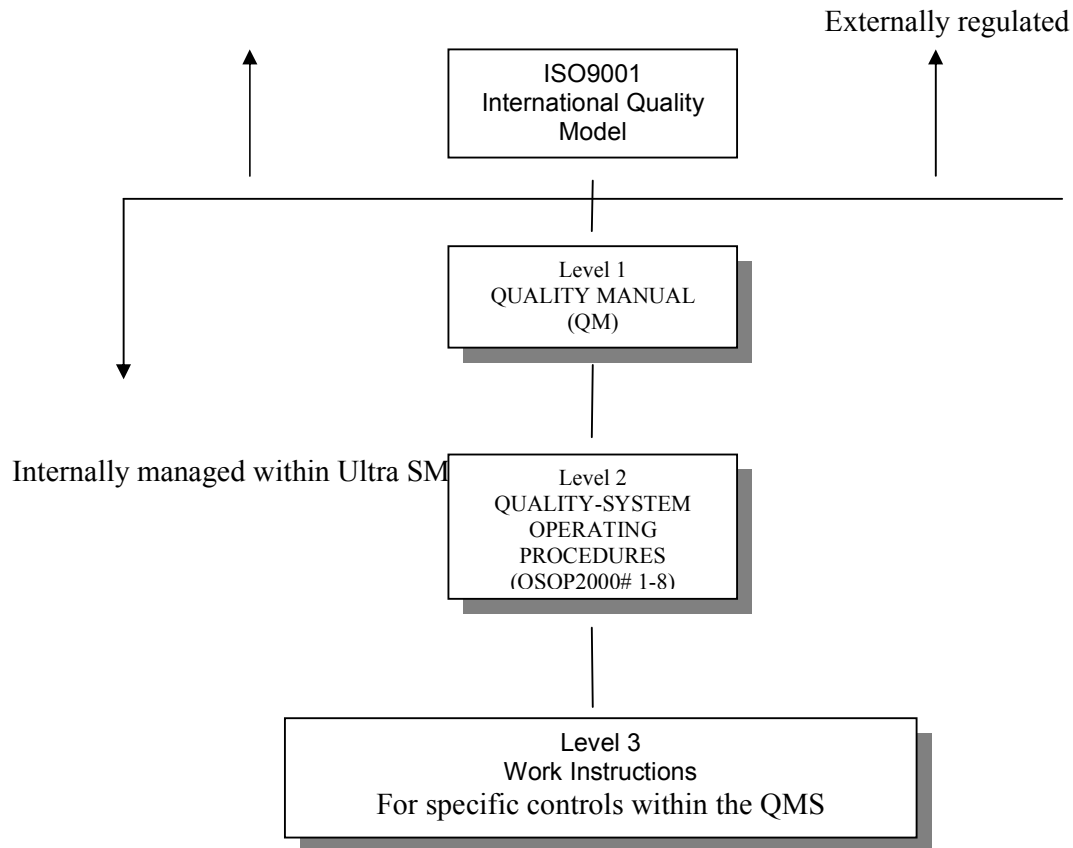
Ultra Electronics SML Technologies has adopted the underlying principle that "Quality is not a stage in the process, it is the way of the process". This manual describes the supporting procedures and disciplines as a reference for staff, and to demonstrate compliance with the requirements of the internationally recognised Quality Management System Standard ISO 9001: 2000.

6 Quality Manual Purpose

- This Manual describes the Quality Management System implemented by Ultra Electronics SML Technologies to achieve the Mission Statement.
- The Manual is the prime reference document for all-major functions and management activities undertaken by the Company and shall be used for the purposes of auditing the effectiveness of the Quality Management System and as a training document for Company Management.
- The Manual is structured on requirements of ISO 9001:2000 & ISO 9000-3: 1997.
- The operating requirements applicable to the scope of registration are addressed in the

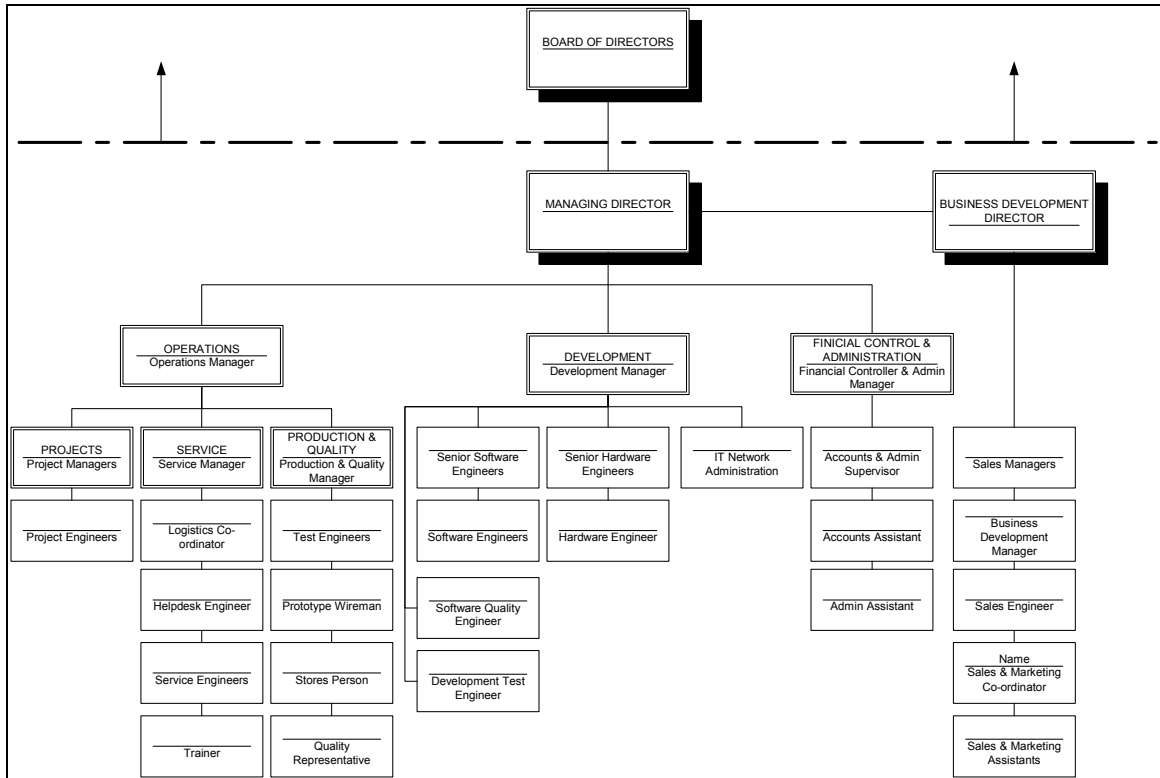
Level 2 QMS, called Quality System Operating Procedures.

7 Quality System Structure



8 Ultra Electronics SML Technologies Organisation

Organisation Chart



This Quality Manual has been designed to identify the overall company organisation. General responsibilities of the senior management team from the Managing Director through to department managers follow this illustrative organisation chart. Internal auditor details are held with the Quality Manager.

Precise organisation and job responsibilities for members of staff are maintained by the Heads of Departments (HoDs). The Company skill base is identified by a fully maintained skills matrix for each individual held by the HoDs. Skills gaps or shortages are discussed at regular management reviews.

8.1 Management Responsibilities

The managers identified above have operational and financial responsibility for their departments, reporting to the Financial Controller & Operations Managers. They are required to work within prescribed budgets, using highly skilled labour to maximum efficiency and productivity. The needs of the customer are paramount at all times.

8.2 Individual Responsibilities

Ultra Electronics SML Technologies has a reputation for providing their customers with a high level of service including rapid flexible response to their requirements. It is the policy of Ultra Electronics SML Technologies to ensure that each Contract is executed from original negotiation to completion in a manner that sets and maintains a level of reliability and service, consistent with the requirements and expectations of customers.

The aim of Ultra Electronics SML Technologies is to be known as one of the leading forces in the UK and then globally in terms of service and reliability with a minimum of customer complaints.

Implementation of this policy is the responsibility of every member of staff, starting with the Managing Director who approves policy decisions which enable the correct action to be implemented throughout the Company.

The Quality Manual, Quality Assurance Procedures and Work Instructions are dynamic documents which describe in the appropriate level of detail the policies, procedures and operating practices, to be followed. Every member of staff is familiar with the policy, detailed procedures and practices, applicable to their area of work within the Company.

All staff are encouraged to make positive suggestions for improvement.

The Quality Manual has full support of the Directors and together with the supporting procedures and work instructions ensures that the activities are controlled in a manner compatible with achieving contractual obligations effectively. It is mandatory that all staff adhere to the documented procedures in order to achieve a consistent approach to Quality Assurance.

8.3 Financial Control and Administration

8.3.1 Group Function

1. Reception
2. Processing of personnel documents
3. Processing of invoices
4. Processing of Purchase Orders
5. Processing of daily accounts
6. Contract Control and Review

8.3.2 Group Leader: The Financial Controller

The Financial Controller reports to the company Board of Directors and Managing Director with responsibilities as follows:

1. Day to day running of financial control and administration group
2. Purchase Order approvals
3. Day to day line management of other group managers

8.4 Marketing and Sales

8.4.1 Group Function

1. Assessing potential markets and customers.
2. Preparing marketing material and proposals.
3. Preparing costings and quotes.
4. Preparing sales forecasts.
5. Preparing customer deliverable documentation.
6. Providing initial project start-up information to project group.

8.4.2 Group Leader: Director (Marketing)

The Business Development Director reports to the company Board of Directors with responsibilities as follows:

1. Day to day running of Marketing group
2. Purchase Order approvals
3. If required, liaison with project customers.
4. Documentation approvals.

8.5 Development: Software

8.5.1 Group Function

1. Designing and implementing code for Ultra SML projects
2. Documenting code to Ultra SML agreed standards.
3. Providing traceability and control of development.
4. Providing regular development system archiving.
5. Testing code to Ultra SML test procedures

8.5.2 Group Leader: Development Manager

The Development Manager reports to the Managing Director of the Company with responsibilities as follows:

1. Day to day running of software group
2. Responsible for software design
3. Planning software projects, time scales, resources
4. Software staff recruitment
5. Specification of software purchases
6. Implementing software quality control
7. Implementing software documentation system
8. Implementing software test procedures
9. Control of software sub-contractors
10. Network Administration and security

8.6 Hardware Development

8.6.1 Group function

1. To write Product Definition Documents and Specifications.
2. Designing and implementing hardware for Ultra SML projects
3. Providing traceability and control of the design life cycle.
4. To liaise with suppliers and customers representatives.

8.6.2 Group Leader: Development Manager

The Development Manager reports to the General Manager of the Company with job responsibilities as follows:

1. Day to day running of Hardware Development Group
2. Hardware design authority
3. Preparation of design feasibility studies
4. To approve Product Definition Documents and Specifications.
5. To approve Engineering drawings
6. Preparation of design output package for manufacture
7. Preparation of prototype equipment

8. Hardware Development group staff recruitment

8.7 Operations

8.7.1 Group Function:

1. Production
2. Control of Sub-Contract manufacturing
3. Project Management and implementation
4. Documentation and drawing control
5. Production and factory acceptance tests
6. Control of test equipment
7. Installation
8. Commissioning and site acceptance tests.
9. Liaison with customers' representatives both on and offshore.
10. Carrying out site surveys
11. Assisting with product development activities
12. On site maintenance
13. Carrying out repairs of returned equipment
14. Customer services and customer helpdesk

8.7.2 Group Leader: Operation Manager

The Operations Manager reports to the Managing Director of the company with responsibilities as follows:

1. Day to day running of the Project, Service and Production Departments
2. Preparation of project scheduling and budget for customer projects
3. Overall management of all customer related projects
4. Setting up and managing production of post-prototype products
5. Liaison with project customers
6. Installation of equipment where required
7. Manufacturing of equipment where required
8. Conducting trials, factory acceptance tests and site acceptance tests as required
9. Management of all staff and contract labour involved in production and installation
10. Technical appraisal of all production, project and installation staff applications
11. Responsible for implementation and maintenance of quality management system

8.8 Quality Representatives

8.8.1 Group Leader: Production & Quality Manager

The overall responsibility for the Ultra Electronics SML Technologies Quality Management System (QMS) lies with both company Directors who will ensure adequate resource is allocated for the identification, implementation and maintenance of the QMS.

The more practical aspects of maintaining the QMS are entrusted to the Production & Quality Manager, who for all purposes of Quality is the Ultra Electronics SML Technologies Management Representative. The Quality Manager has overall daily responsibility for ensuring that all company personnel, including any sub-contractors working on the premises or from their own offices, fully understand the requirements for Quality Control. This will apply during the Design, Development, Validation, Modification and Changes to any Ultra Electronics SML Technologies product whether software, hardware, firmware, instructions or technical literature.

The Quality Manager will ensure established procedures are practised, records raised and maintained, product validated before advancement to next phase or stage and total customer's requirements formally satisfied before product release. He will arrange for a full traceability of all product development from customer's order acknowledgement through release and for the contractually agreed period of product support and maintenance.

8.8.2 Quality Representative

A nominated Quality Representative will when requested, assist the Quality Manager with the daily responsibility for ensuring that all company personnel, including any sub-contractors working on the premises or from their own offices, fully understand the requirements for Quality Control. This will apply during the Design, Development, Validation, Modification and Changes to any Ultra Electronics SML Technologies product whether software, hardware, firmware, instructions or technical literature.

The Quality Representative reports directly to the Quality Manager on all aspects of quality.

The Quality Representative will assist the Quality Manager to ensure that established procedures are practised, records raised and maintained, product validated before advancement to next phase or stage and total customer's requirements formally satisfied before product release. He will arrange for a full traceability of all product development from customer's order acknowledgement through release and for the contractually agreed period of product support and maintenance.

9 Compliance to BS EN ISO 9001:2000

9.1 Introduction

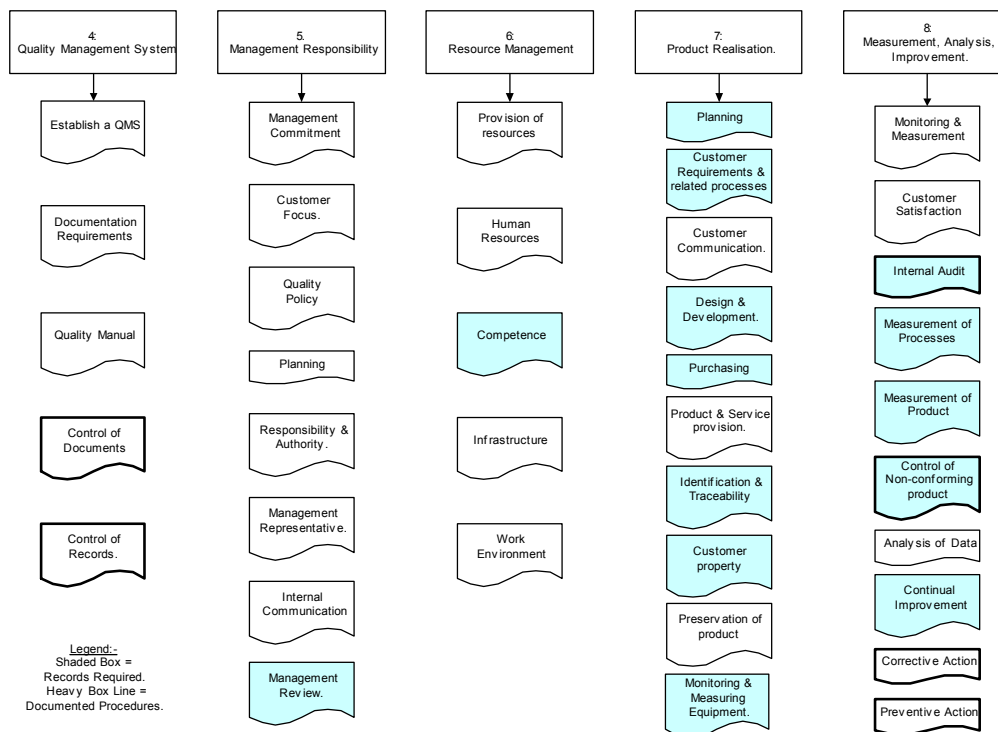
Ultra Electronics SML Technologies are registered through SGS (ICS) Ltd. and have designed their QMS to address the ISO 9001: 2000 requirements. The business operations within the Company are processed-based. This Quality Manual therefore defines the major business operations as generic activities.

9.2 ISO9001:2000 Document Structure

Ultra Electronics SML Technologies QMS addresses the following sections described in ISO 9001: 2000 Quality Management Systems Requirements:

- Sect 4 Quality Management Principles
- Sect 5 Management Responsibility
- Sect 6 Resource Management
- Sect 7 Product Realisation
- Sect 8 Measurement, Analysis and Improvement

The subject matter of these sections has sub-headings as shown in the diagram below:



9.3 Exclusions:

ISO 9001: 2000 para 7.5.2: Validation of processes and service provision.
There are none throughout the business that cannot be subsequently validated.

9.4 4: Quality Management System Principles

These quality management principles as identified in ISO9001: 2000, are a comprehensive and fundamental belief for leading and operating Ultra Electronics SML Technologies.

Principle 1 — Customer-Focused Organisation

Ultra Electronics SML Technologies depend on customers and therefore will understand current and future customer needs, their requirements and strive to exceed their expectations.

Principle 2 — Leadership

Senior management will establish unity of purpose and direction. They create and maintain the internal environment in which people can become fully involved in achieving objectives.

Principle 3 — Involvement of People

People at all levels are the essence of any organisation and their full involvement enables their abilities to be used for the benefit of Ultra Electronics SML Technologies.

Principle 4 — Process Approach

A desired result is achieved more efficiently when related resources and activities are managed as a process. This philosophy is adopted in Ultra Electronics SML Technologies.

Principle 5 — System Approach to Management

Identifying, understanding and managing a system of interrelated processes for a given objective improve effectiveness and efficiency.

Principle 6 — Continual Improvement

Continual improvement is a permanent objective in Ultra Electronics SML Technologies.

Principle 7 — Factual approach to decision making

Effective decisions are based on the analysis of data and information.

Principle 8 — Mutually beneficial supplier relationships

Ultra Electronics SML Technologies and our suppliers are interdependent and a mutually beneficial relationship enhances the ability of both to create value.

9.4.1 Quality Management System

The requirements identified in the QMS raised in response to the requirements of ISO9001: 2000, are mandatory upon all staff. Company management shall regularly review the controls identified in the QMS and introduce change, as required. Documents are controlled in keeping with operational and customer requirements to accurately reflect current trade and business practices, including this Quality Manual. Records are raised as identified, to provide objective evidence of operational control and accountability for actions by company staff.

9.4.2 Control of Documents

Documents required for the operation of the quality management system are formally controlled and maintained at all times to ensure documents are:

- Approved for adequacy prior to release;
- Reviewed, updated as necessary and re-approved;
- When obsolete, removed from all points of use, or controlled to prevent unintended use and retained for legal or knowledge-preservation purposes.

9.4.3 Control of Records

Quality records appropriate to the organisation are maintained to demonstrate conformance to the requirements and the effective operation of the quality management system and contractual requirements. Controls ensure the identification, storage, retrieval, protection, retention time, and disposition of quality records.

9.5 5: Management Responsibility.

9.5.1 Management Commitment & Customer Focus

Starting with a formally declared commitment from the Managing Director and the Board of Directors to the mandatory status of the QMS. Ultra Electronics SML Technologies ensure that customer needs and expectations are converted into requirements with the aim of achieving customer confidence.

9.5.2 Legal Requirements

Ultra Electronics SML Technologies have established procedures to access legal requirements that are applicable to quality aspects of its product and services.

9.5.3 Policy & Planning

The quality objectives are consistent with the commitment to continual improvement. Ultra Electronics SML Technologies has declared these at each relevant function and operating level.

9.5.4 Responsibility and Authority

Roles, interrelations, responsibilities and authorities are defined in order to facilitate effective quality management and are communicated to relevant levels of the organisation. Organisational freedom necessary to perform tasks that affect quality, are defined.

9.5.5 Management Representative

The Operations Manager irrespective of other responsibilities, has defined authority for:

- Ensuring that a quality management system is implemented and maintained in accordance with the requirements of ISO 9001 : 2000;
- Liaising with his senior management colleagues on the performance of the quality management system, including the need for improvement;
- Ensuring awareness of customer requirements throughout the organisation.
- Liaison with external parties on matters relating to the quality management system.

9.5.6 Internal Communication

Ultra Electronics SML Technologies has established systems for internal communication between the various levels and functions regarding the quality management system and its effectiveness.

This is achieved through internal memos, face-to-face meetings and e-mails.

9.5.7 Management Review

Ultra Electronics SML Technologies have established a system level procedure for management review. The Operations Manager periodically reviews the

quality management system to ensure its continuing suitability, adequacy and effectiveness. The review shall evaluate the need for changes to the organisation's quality management system, including policy and objectives.

9.6 6: Resource Management

9.6.1 Operational & Human Resources

Ultra Electronics SML Technologies have provisioned for required equipment and facilities. Assigned staff with responsibilities defined in the quality management system are competent on the basis of applicable education, training, skills and experience.

9.6.2 Competence, Training, Qualification and Awareness

Ultra Electronics SML Technologies have established system level procedures to:

- Determine competency and training needs;
- Provide training to address identified needs;
- Evaluate the effectiveness of training at defined intervals;
- Maintain appropriate records of education, training, skills, and experience.

9.6.3 Employees Awareness

The organisation's employees at each relevant function and level are aware of:

- The importance of conformance with the quality management system;
- The significant impact of their work activities on quality, actual or potential;
- The benefits of improved personal performance;
- The potential consequences of departure from specified procedures.

9.6.4 Information availability

Ultra Electronics SML Technologies shall determine the information necessary for control of processes and to ensure conformity of Product and/or service. System level procedures for managing information shall ensure access to and protection of information.

9.6.5 Infrastructure

Ultra Electronics SML Technologies have defined the infrastructure needed to achieve the conformity of Product and/or service. This includes:

- workspace and associated facilities;
- equipment, hardware and software;
- suitable maintenance;
- supporting services.

9.6.6 Work environment

Ultra Electronics SML Technologies control the human and physical factors of the work environment needed to achieve conformity of Product and/or service. This includes:

- Health and safety conditions;
- Work methods;
- Work ethics;
- Ambient working conditions.

9.7 7: Product Realisation

Processes necessary to realise the required Product and/or service and the sequence and interaction are determined, planned and implemented.

Ultra Electronics SML Technologies:

- Establish methods and practices for these processes to achieve consistent operation;
- Implement the criteria and methods to control processes to achieve Product and/or
- service conformity with the customer requirements;
- Verify that processes can be operated to achieve customer requirements;
- Implement arrangements for measurement, monitoring and follow-up actions, to ensure processes continue to operate to achieve planned results and outputs.
- Ensure the availability of the information and data necessary to support the effective operation and monitoring of the processes;
- Maintain as quality records the results of process control measures, to provide evidence of effective operation and monitoring of the processes.

9.7.1 Customer-Related Processes

Ultra Electronics SML Technologies have established processes for identifying customer requirements. These address:

- Completeness of the customer's Product and/or service requirements;
- Requirements not specified by the customer but necessary for fitness for purpose;
- Obligations related to Product , including regulatory and legal requirements;
- Customer requirements for availability, delivery and support of Product and/or service.

9.7.2 Review of Customer Requirements

Customer requirements, including requested changes, are reviewed before a commitment to supply is provided. (e.g. submission of a tender, acceptance of a contract) to ensure:

- Customer requirements are clearly defined for Product and/or service;
- Where the customer provides no written statement of requirement, the customer requirements are confirmed before acceptance;
- Contract or order requirements differing from those previously expressed, are resolved;
- The organisation has the ability to meet the customer requirements.

The results of the review and subsequent follow-up actions shall be recorded.

9.7.3 Customer Communication

The organisation shall implement arrangements for communication with customers, with the aim of meeting customer requirements.

9.7.4 Design & Development

Ultra Electronics SML Technologies have established processes for design of hardware and software systems. The software design and development life cycle and management controls are based on the ISO 9000-3: 1997 [TickIT] Guidelines.

9.7.5 Purchasing

The organisation shall control its purchasing processes to ensure purchased Product and/or service conforms to the organisation's requirements. The organisation shall evaluate and select suppliers based on their ability to supply in accordance with Ultra Electronics SML Technologies' requirements. Evaluation, re-evaluation and selection criteria for suppliers are established.

9.7.6 Verification

Where Ultra Electronics SML Technologies or its customer proposes to perform verification activities at the supplier's premises, Ultra Electronics SML Technologies will specify the required verification arrangements and method of Product and/or service release.

9.7.7 Product and Service Operations

Ultra Electronics SML Technologies plan and control all operations, including those undertaken after initial delivery, through:

- The availability of specifications that define the characteristics of the Product and/or services that are to be achieved;
- The availability of clearly understandable work instructions for those activities where they are necessary for the achievement of conformity of Product and/or services;
- The provision of suitable working environments.
- The implementation of suitable monitoring or verification activities.

9.7.8 Identification and Traceability

Ultra Electronics SML Technologies make provision for identifying status of all contracted work undertaken, at all times. This shall apply to the process path stages of the service where interaction affects conformity with requirements.

9.7.9 Handling, Packaging, Storage, Preservation and Delivery

Product release and/or service delivery shall not proceed until all the specified activities have been satisfactorily completed and the related documentation is available and authorised.

9.8 8: Measurement, Analysis and Improvement

Ultra Electronics SML Technologies have defined and implemented measurement, monitoring, analysis and improvement processes, to ensure that the quality management system, processes and Product and/or services, conform to requirements.

9.8.1 Measurement and Monitoring of System Performance

Ultra Electronics SML Technologies have established processes for measurement of quality management system performance.

9.8.2 Measurement and Monitoring of Customer Satisfaction

The organisation will monitor information on customer satisfaction/dissatisfaction. Methods and measures for obtaining and utilising such information and data are defined.

9.8.3 Internal Audit

Ultra Electronics SML Technologies carry out objective audits in order to determine if the quality management system has been effectively implemented, maintained and conforms to ISO 9001: 2000. In addition, the organisation may carry out audits to identify potential opportunities for improvement.

9.8.4 Measurement and Monitoring of Processes, Product and/or Service

The organisation shall apply suitable methods for measurement and monitoring of processes necessary to meet customer requirements and to demonstrate the process's continuing ability to satisfy its intended purpose. Measurement results shall be used to maintain and/or improve those processes.

9.8.5 Control of Nonconformity

The organisation shall ensure that Product and/or service that does not conform to requirements is controlled to prevent unintended use or delivery.

9.8.6 Nonconformity Review and Disposition

The organisation shall review non-conformities and determine the action to be taken.

9.8.7 Analysis of Data for Improvement

A system level procedure for the analysis of applicable data is established to determine the effectiveness of the quality management system and for identifying where improvements can be made. Ultra Electronics SML Technologies collect data generated by measuring and monitoring activities.

Ultra Electronics SML Technologies analyse applicable data to provide information on:

- The suitability, effectiveness and adequacy of the quality management system;
- Process operation trends;
- Customer satisfaction and/or dissatisfaction;
- Conformance to customer requirements
- Characteristics of processes, product and/or services.

9.8.8 Improvement

Ultra Electronics SML Technologies continually improve the quality management system through a system level procedure that describes quality policy, objectives, internal audit results, analysis of data, corrective, preventive action and management review to facilitate continual improvement. KPI's are identified by the Operations Manager and Heads of Department.

9.8.9 Corrective Action

The organisation has established a process for reducing or eliminating the causes of nonconformity in order to prevent recurrence. This involves;

- identification of non-conformities (including customer complaints);
- determination of the causes of non-conformities;
- evaluation of the need for actions to ensure that non-conformities do not recur;
- implementing actions necessary to ensure that non-conformities do not recur;
- recording the results of actions taken;
- Reviewing that corrective action taken is effective and recorded.

9.8.10 Preventive Action

The organisation has established a process for attempting to eliminate the causes of potential non-conformities to prevent occurrence. Quality management system records and results from the analysis of data shall be used as inputs for preventive action, as applicable. The system level procedure for the preventive action process shall address:

- identification of potential non-conformities;
- determination of the causes of the identified potential non-conformities and recording the results;
- determination of preventive action needed to eliminate causes of potential non-conformities;

- implementation of preventive action; reviewing that preventive action taken is effective and recorded.

10 Ultra Electronics SML Technologies QMS2000 Structure

Ultra Electronics SML Technologies QMS2000 structure has three levels:

- Level 1 is the Quality Manual
- Level 2 consists of eight Quality System Operating Procedures (QSOPs) to address ISO90001:2000 requirements
- Level 3 consists of work instructions and operating procedures for selected topics where detailed instruction is considered necessary

The eight QSOPs which address ISO90001:2000 requirements are summarised below:

