



**Extronics Ltd**

I Dalton Way  
Midpoint 18  
Middlewich  
CW10 0HU  
United Kingdom

Tel: 0044 (0)1260 297274

Fax: 0044 (0)1260 297280

Email: [info@extronics.com](mailto:info@extronics.com)

[www.extronics.com](http://www.extronics.com)

**CONTENTS:**

Introduction	Page 2
Extronics' Quality Policy	Page 2
Scope of the Quality Management System	Page 2
Company Structure, Responsibility & Authority	Pages 3-4
Quality Management System Processes	Page 5
Operational Processes	Page 5

## 1. INTRODUCTION

Extronics is a leading global supplier and manufacturer of intrinsically safe and explosion proof equipment with headquarters based in the UK. We serve customers that work in potentially explosive environments especially in the chemical, pharmaceutical, petrochemical, oil and gas industries.

This Quality Manual references the procedures and processes used in the control of product and service quality by Extronics. Its purpose is to enable personnel, customers, suppliers and others to understand the essential processes required to maintain the appropriate quality standards, which are necessary to ensure that the organisation's products and services conform to customer requirements.

It is the responsibility of all employees to make the procedures and processes described in this manual and other quality system documentation effective.

## 2. EXTRONICS' QUALITY POLICY

Quality is the foundation on which Extronics is based. Our commitment to quality products and services is derived from our desire to achieve business excellence and strive to exhibit this in all the products and services we deliver. We have implemented a quality management system that complies with the requirements of ISO9001:2008 and other standards. This quality policy, the quality management system, and the company's objectives for quality, are regularly under review and provide the basis for continual improvement.

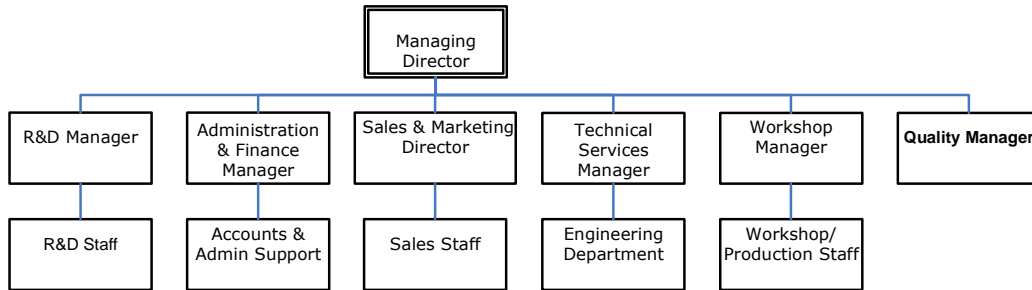
(A copy of this Quality Policy, signed by the Managing Director, is displayed in the company offices.)

## 3. SCOPE OF THE QUALITY MANAGEMENT SYSTEM

The quality management system described in this quality manual and the associated procedures applies to the system integration, design and related manufacture of components for application in hazardous areas, and the distribution of process monitoring and control, test and calibration instruments including hazardous area instruments.

The quality management system complies with the international standard ISO9001:2008, The Atex Directive 94/9/EC, and IECEx and FM Approvals Standards, and is regularly audited by approved bodies against these standards.

## 4. COMPANY STRUCTURE, RESPONSIBILITY & AUTHORITY



### Responsibilities of Key Extronics Managers

#### MANAGING DIRECTOR

- Formulates company strategy, policies and objectives.
- Allocates necessary resources to maintain and improve quality system.
- Ensures that the quality management system is regularly reviewed.
- Plans and implements changes to improve quality.
- Identifies suppliers and negotiates terms.
- Has an overview of the management of non-conformity.
- Financial management

#### ADMINISTRATION & FINANCE MANAGER

- Accounts control.
- Sales and purchase order processing & stock control.
- Receipt of purchased goods
- General office administration.
- Building facilities management

#### SALES/MARKETING DIRECTOR –

- Conducts market research to anticipate customer expectations.
- Advertises and promotes company's products.
- Management of sales team.
- Assists MD in implementing quality improvement plans relating to Sales of Products and Services.

## **TECHNICAL SERVICES MANAGER**

- Management of product and project development through the engineering team.
- Management of the engineering function, including design & development, job costing and quotations, quality plans and planning, and the provision of technical support.
- Is the 'Authorised Person' in relation to the Atex Directive 94/9 EC.
- Developing the technical capabilities of the company (including training), product range and solutions in conjunction with the Managing Director and Sales Director.

## **WORKSHOP MANAGER**

- Production and workshop activity through the processing of works orders.
- Maintenance of workshop and production facilities.

## **R&D MANAGER**

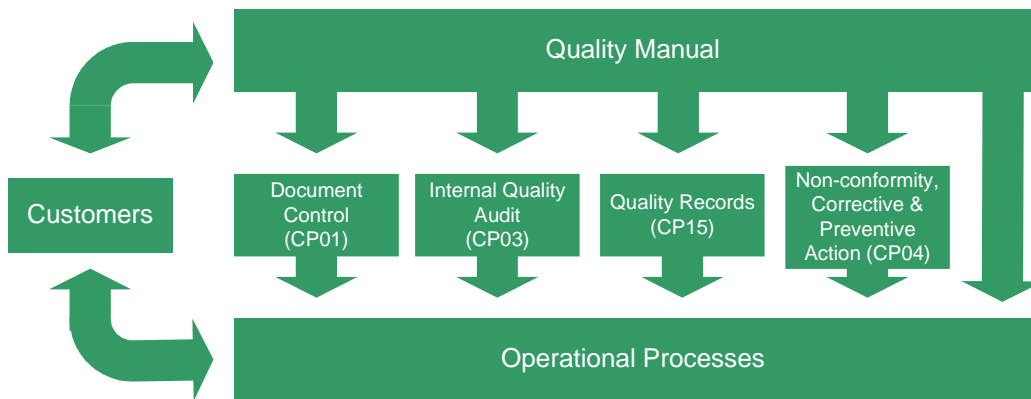
- Keeping aware of new technologies and standards in the appropriate field.
- Development of new products.
- Support for the Technical Services department.
- Consultancy to third parties.

## **QUALITY MANAGER**

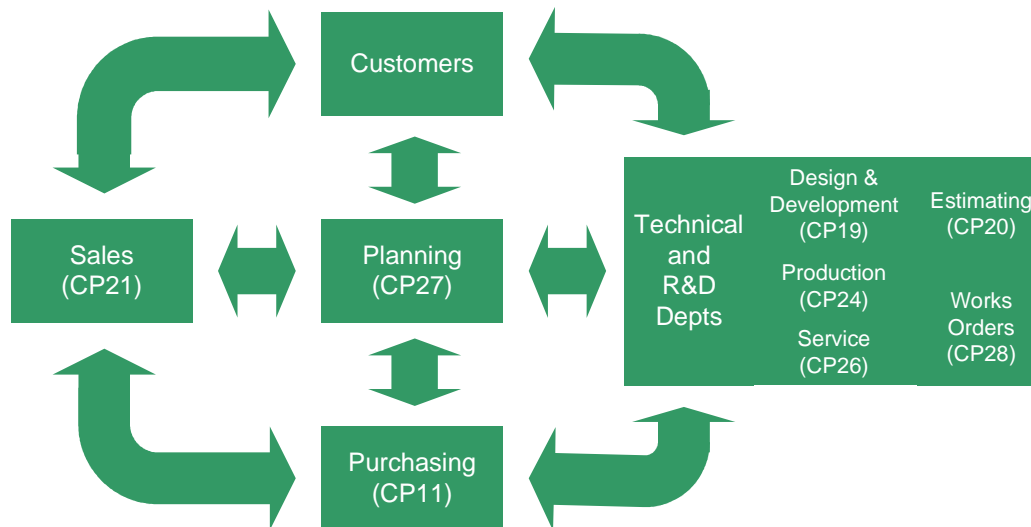
- Internal and external auditing
- Maintenance & development of quality management system
- Staff training on procedures and quality issues
- Acting as the Management Representative as defined in ISO9001.



## 5. QUALITY MANAGEMENT SYSTEM PROCESSES



## 6. OPERATIONAL PROCESSES



**Note:** The above diagrams identify the principal processes. Additional procedures and instructions are referenced within these processes as indicated. All relevant process information, processes, instructions and other documentation are available to all staff via the Company intranet.