



**HepcoMotion®**  
ADVANCED LINEAR SOLUTIONS

## **Quality Manual** **ISO9001:2015**

We are passionate  
about quality

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



ISO9001:2015

REVISION 2.04

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This Quality Manual is approved for  
issue on behalf of HepcoMotion

**Steve Ball** CQP MCQI

Group Quality Manager



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#### Revision

This has been designated Revision 2.03 after updates to the organisation chart and the inclusion of Chairman to roles and responsibilities.

#### Administration

The Group Quality Manager is responsible for the QMS and has the authority to ensure that the quality system is:

A/ established, implemented and maintained.

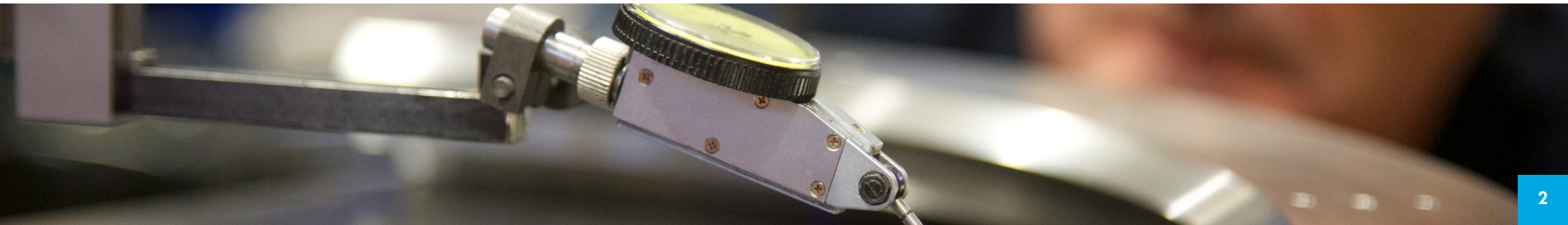
B/ performance is reviewed and improved as required.

C/ promoting awareness of customer requirements.

He has unrestricted access to senior management to resolve quality issues, and holds frequent meetings with Directors and Senior Managers to ensure that the organisation is performing as expected.

He will approve the Quality Manual and Procedures and any revisions to ensure that they are in compliance with the ISO9001 and any other customer requirements.

The controlled copies of the Quality Manual and Procedures can only be accessed via the company intranet or from the Quality Assurance Department. The Electronic version should always be considered as the controlled copy. Any paper versions are for information only and will not be automatically updated. A copy is posted onto the group website for information, and this is also an uncontrolled copy.



## 'MACHINED PRODUCTS & SERVICES'

Hepco Slide Systems Ltd (trading as HepcoMotion®) is a well established Group of Companies providing precision machined products, automation products and components for Linear Motion.

The Group is equipped with a wide range of special purpose CNC, grinding and gear cutting machines, in addition the Tiverton manufacturing plant includes exclusive hardening and blackfast treatment processes.

The Group produces a wide range of products to provide linear motion solutions and associated products to a wide customer base, serving many engineering markets

including Nuclear, Packaging, Automotive, Aerospace, Machine Tools, Medical and Construction Industries.

The Group has customers across the globe, and has agents and distributors in most continents.

This manual describes the processes in place at the Tiverton Global Headquarters, which is the manufacturing centre. It also covers the activities of Braintree Precision Components Ltd (BPC) which has been designated as a satellite site of the Tiverton operation. BPC manufactures a range of precision bearings and other products for the Hepco Group. BPC operates a range of turning, grinding and

milling equipment and has a dedicated assembly building for the assembly of bearings, as well as specialised measuring equipment necessary for accurately checking bearing components.

A further site, HepcoAutomation, based in Telford, is a design and build centre dedicated to providing bespoke automation solutions to all sectors of industry, using a combination of HepcoMotion and out sourced components.

A further site, HepcoMotion, based in Veghel, Netherlands, includes storage facilities and conducts manufacturing activities such as, but not limited to cutting and drilling of slides

### Scope

"The Design, Manufacture, Supply and Distribution of Precision Slide Systems and Automation Products including journals, associated products and assemblies in both standard ranges and for special applications."

### Exclusions

There are no exclusions to ISO9001:2015.





## 'OUR GOAL IS TO ACHIEVE TOTAL QUALITY'

This company's goal is to achieve **TOTAL QUALITY** and to be committed to provide our customer's, in the most cost effective way, the products that they require in a timely fashion with every order. To achieve this we require everyone within HepcoMotion and its selected suppliers to strive constantly to improve the quality of our products and service. We shall actively encourage and facilitate training of all personnel in order to ensure that we continue to offer our customers the levels of service that they expect.

### In order to do this we shall:

- Set challenging targets (KPI's) which are regularly reviewed and analysed.
  - Ensure our manufacturing processes are robust in respect of skills, equipment and documentation.
  - Create opportunities for cost reductions with continual improvement projects and the adoption of LEAN manufacturing processes.
  - Provide a high level of service to our customers and minimise complaints.
  - Understand our markets and customer needs and expectations to facilitate growth.
- Continually comply with the statutory and regulatory requirements of ISO9001, our customers, health and safety and environmental requirements.
  - Provide training for our employees to ensure that they have the correct levels of skills to perform and maintain the processes correctly.
  - Review this policy for its continued suitability and to revise it as appropriate at regular intervals.
  - Ensure that adequate resources are available to reach these goals.
- By implementing effective controls we shall be able to monitor the

entire sales, purchasing and manufacturing process, and identify opportunities for improvement.

**Peter Fanshawe**  
Group Managing Director



Enquiries are received and the requirements analysed by the sales team. Enquiries may come directly from clients or via the network of agents and distributors around the globe. The sales team will assess the requirements, and decide if a standard item or a specially manufactured item will be offered. When necessary a project team will be formed to offer design control for large bespoke systems.

Once the order is placed it will be processed and reviewed by the production planning team, who will review the requirements, and once satisfied will produce the production control paperwork for the works. If the items can be supplied from the large stocks of finished products, the order will be sent to the stores for packing and despatch. Should manufacture be required, the products will be manufactured by the works in accordance with the control paperwork, with any process inspections being documented as part of the production process.

Any requirements for journals will be passed to BPC, Veghel who will

service our European Market with the supply of standard products or HepcoAutomation who will manufacture these in accordance with their procedures. All sites share a common MRP system SYSPRO with the group and so can see forward demand for their products.

Once the parts are completed they will undergo inspection before being packed and despatched. In order to support the manufacturing process the company purchases raw materials and other items in accordance with documented procedures from suppliers who have been assessed and proved to be capable of meeting the quality requirements.

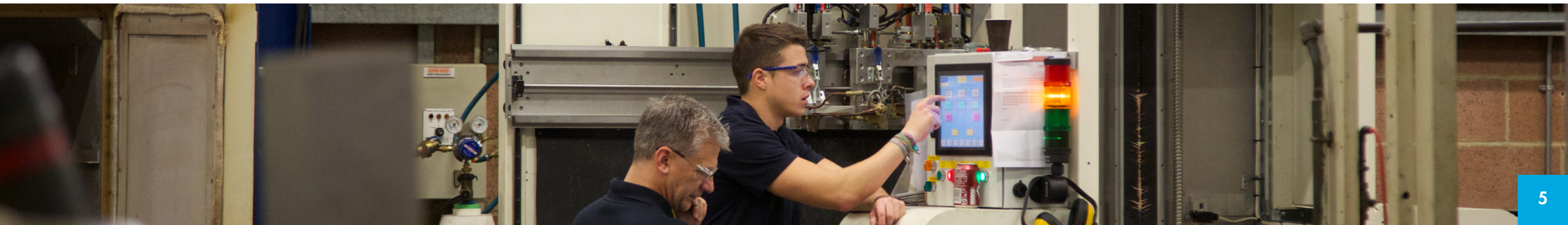
The QMS allows for analysis of many different areas, including: delivery performance, quality (compliance of parts), supplier performance, customer satisfaction, problems reporting, staff skills and training needs.

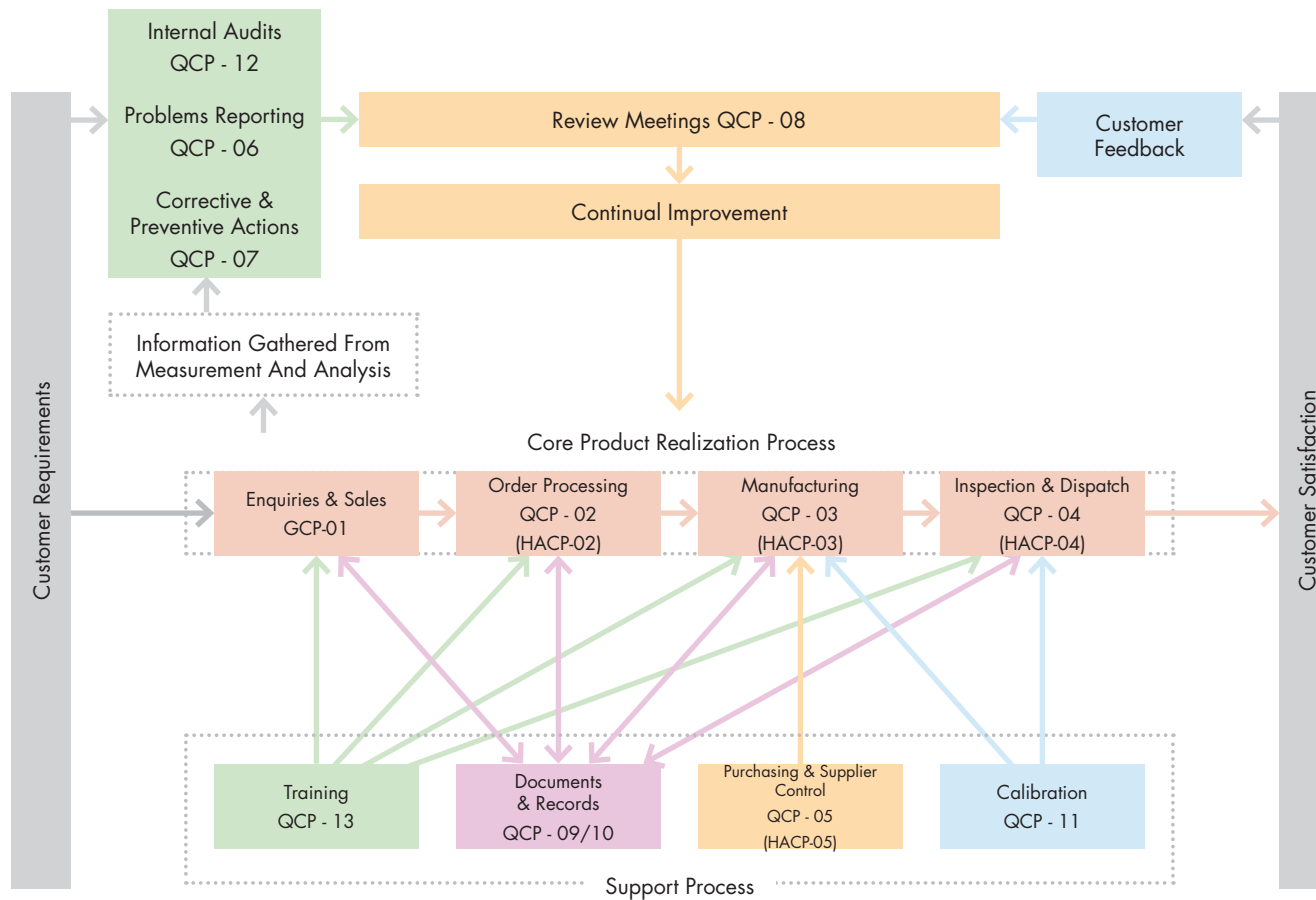
To monitor the QMS and product compliance a system of internal

audits has been established, which examines all areas of the system on a planned basis. There is a robust system for reporting problems from all sources and these are documented and monitored, root causes are identified and corrective and preventive actions agreed and implemented.

The Group operates the Q-Pulse software system which allows digital reporting and analysis of Quality, Environmental and Health & Safety issues from all sites. It also provides controls for document issue and review and internal auditing.

Regular corrective action meetings are held to discuss results and to look for improvements. The process map on the following page shows how the 4 core processes (sales/enquiries, order processing, manufacturing and inspection/despatch) are supported by the other processes, such as purchasing, and how information is gathered, analysed and used to drive improvements. The number shown under each process refers to the procedure within the QMS which controls it.

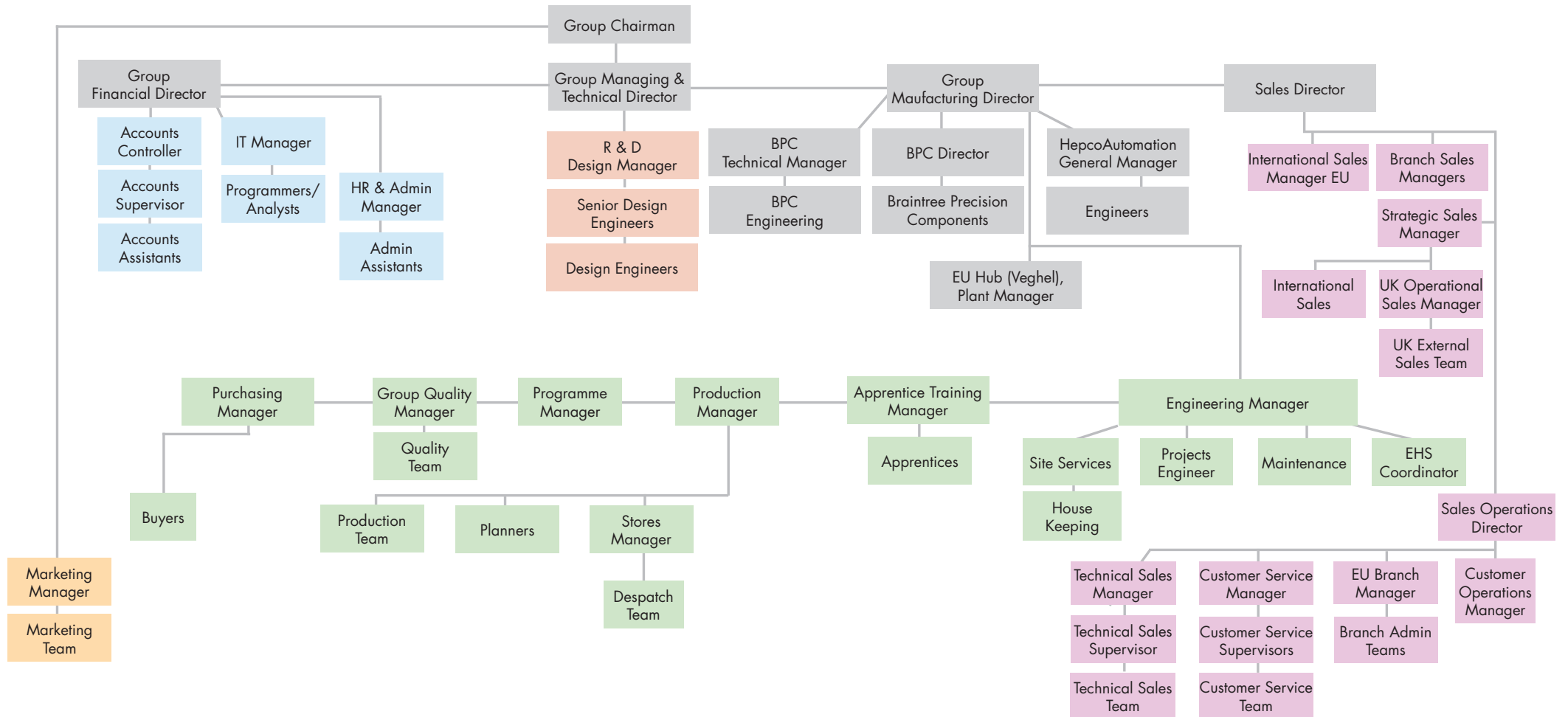




GCP procedures are for all sites.  
 BPC procedures are prefixed with 'BPC', not 'QCP'.  
 HepcoAutomation procedures are prefixed with 'HACP', where different from 'QCP' procedures.  
 Veghel procedures follow the "QCP" prefix



## MANAGEMENT PROCESS





## The Chairman is responsible for:

Setting the organisational objectives and managing The Board of Directors to achieve these objectives.

## The Managing Director is responsible for:

Ensuring that the policies of the Chairman and Board of Directors are implemented in a profitable, speedy and effective manner, and in planning the future expansion of the company.

## The Sales Director is responsible for:

Maintaining the organisation growth objectives by developing agreed pro-active sales initiatives across all markets. Ensuring that the world wide sales force, including distributors, are properly trained and equipped to identify the customer's needs through consultation with Hepco's field sales engineers in terms of product improvements, new product development and communicating these needs to the organisation's research & development department.

Day to day customer care including technical support, quotations and sales engineers site visits.

## The Marketing Director is responsible for:

He is responsible for quality, discipline, motivation, training and the development of the company's pro-active marketing activities with the

## The Manufacturing Director is responsible for:

All activities associated with the production of company products, from receipt of customers' orders through the despatch of goods, including the purchasing function.

The development and maintenance of the manufacturing structure and organisation to ensure:

- The achievement of targeted sales and profit levels.
- Costs are kept within budget.
- Lead times are kept to a minimum.
- High quality standards are met and maintained.

e) Health and Safety.

## The Technical Director is responsible for:

The design and development of new products for the Hepco Group which includes the production and control of drawings and other product information, ensuring product compliance and providing technical support to the Group. He is responsible for the management of the research & development department and its personnel.

## The Financial Director is responsible for:

All commercial aspects of Organisation's business including:

- Financial and Accounting.
- Information Technology.
- Human Resources.
- Training.
- Policy and Administration.

## The Group Quality Manager is:

The management representative for the organisation and is responsible for the maintenance and continual monitoring of the quality

management system in accordance with the ISO 9001 standard. objective of achieving growth and customer satisfaction.

## '98% OF ORDERS DISPATCHED ON TIME'

Each site has it's own specific objectives which are monitored and reviewed. The list below shows the objectives that are monitored as part of the QMS

### KEY OBJECTIVES:

#### Delivery

Objective for each site on delivery performance.

#### Quality

Whilst we aspire to deliver 100% fault free products, we set targets for each site to achieve fault free products.

#### Resolution

Targets are set for the resolution of customer issues.

### PROCESS OBJECTIVES:

#### Order Processing

Targets are set for the accuracy of information entered from which products are manufactured.

#### Manufacturing

Targets are set for both delivery performance and fault free products delivered.

#### Stores

Targets are set for both picking accuracy and the suitability of packing.

#### Purchasing

Suppliers are monitored and their performance assessed, both for delivery and fault free performance

#### Calibration

Where test equipment is used to determine product compliance targets are set for the calibration of such equipment.

#### Document Control

A group wide document control system is in place and we set targets to ensure that documents are fit for

purpose and are reviewed regularly to ensure that they meet ongoing requirements.

#### Training

All staff should have an appraisal every 12 months. Each department should have a Versatility Matrix. Each department should maintain a training plan.



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