

# QUALITY MANUAL

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## 1: Introduction

*Welcome to the Almor Group...*

Almor is a group of specialist alloy fabricators and furnace engineers focussed on supporting the needs of the heat treatment industry and other process sectors where high temperatures or corrosive environments are encountered.

Almor's unique capability was formed by bringing together over 100 years of engineering history to create a company that is vibrant, agile and quality orientated.

This Manual details the foundations of the Almor Quality Management System. It can be used by customers, potential customers, Auditors and regulatory agencies to gain an insight into the way our QMS is structured and applied.

Quality is at the core of everything that we do here at Almor and this manual is the road map to our approach...



## 2: Scope

Almor has a large manufacturing facility and head office which is located in Nottingham.  
A further manufacturing facility is situated in the West Midlands; Almor Tipton.  
Wellman Furnaces which is a separate Design & Engineering hub is also located at Tipton.

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The Scope of Almor's Quality Management System is listed thus:

*MANUFACTURE AND REPAIR OF SPECIALIST FABRICATIONS IN NICKEL ALLOYS,  
STAINLESS STEELS AND OTHER CORROSION RESISTANT MATERIALS FOR THE  
PETROCHEMICAL, CHEMICAL PROCESS AND THERMAL PROCESS INDUSTRIES.*

*DESIGN, MANUFACTURE, INSTALL, COMMISSION AND SERVICE THERMAL PROCESS  
EQUIPMENT.*

This scope covers all the facilities detailed above.

Almor have determined that there are no exclusions from BS EN ISO 9001:2015



### 3: Quality Policy

Almor's Quality Policy is the foundation of our Quality Management System. It embodies the way we approach Quality and Business management on the whole.

#### QUALITY POLICY

Rev 4 September 2020

Almor is a group of highly skilled furnace engineers and specialist alloy fabricators. We are experts in heat treatment services- both atmosphere and vacuum. We excel in many other process sectors where high temperatures or corrosive environments are encountered.

Our primary objective as a business is to consistently meet and exceed the needs of the customer. To achieve this we seek to continuously improve our quality management system which is certified to BS EN ISO 9001:2015

Within our company we strive to create an open, honest and positive environment for every employee. We believe this creates a culture that empowers our employees and thus benefits ourselves and ultimately the customer.

This policy and Almor's quality objectives are discussed, established and reviewed periodically through our management review process. They include but are not limited to:

- Achieving ever increasing levels of customer satisfaction.
- Improving the quality and range of the products and services we provide.
- Complying with customer and legal requirements, including all relevant standards either implied or otherwise.
- Consolidating our current market position whilst adapting to fulfil the future needs of our customers.

We are the Almor Group, and with design, manufacture, installation, inspection, service and repair we provide the all-round capability that our customers rely on.



## 4: Context Of The Organisation

The Context of The Organisation is a term used to describe Almor's place in the market. It is the definition of who we are, what we sell and the challenges and opportunities that we face.

To keep ahead of the market and continue to serve our customers Almor senior management consider all internal and external issues as well as the needs and expectations of all interested parties.

A full and detailed list of interested parties, relevant issues and current Quality Objectives is maintained within Almor's internal COTO Log.

The interested parties deemed relevant to the QMS are:

- Owners & Shareholders
- Financial Institutions
  - Customers
  - Employees
  - Suppliers
- Trade Organisations

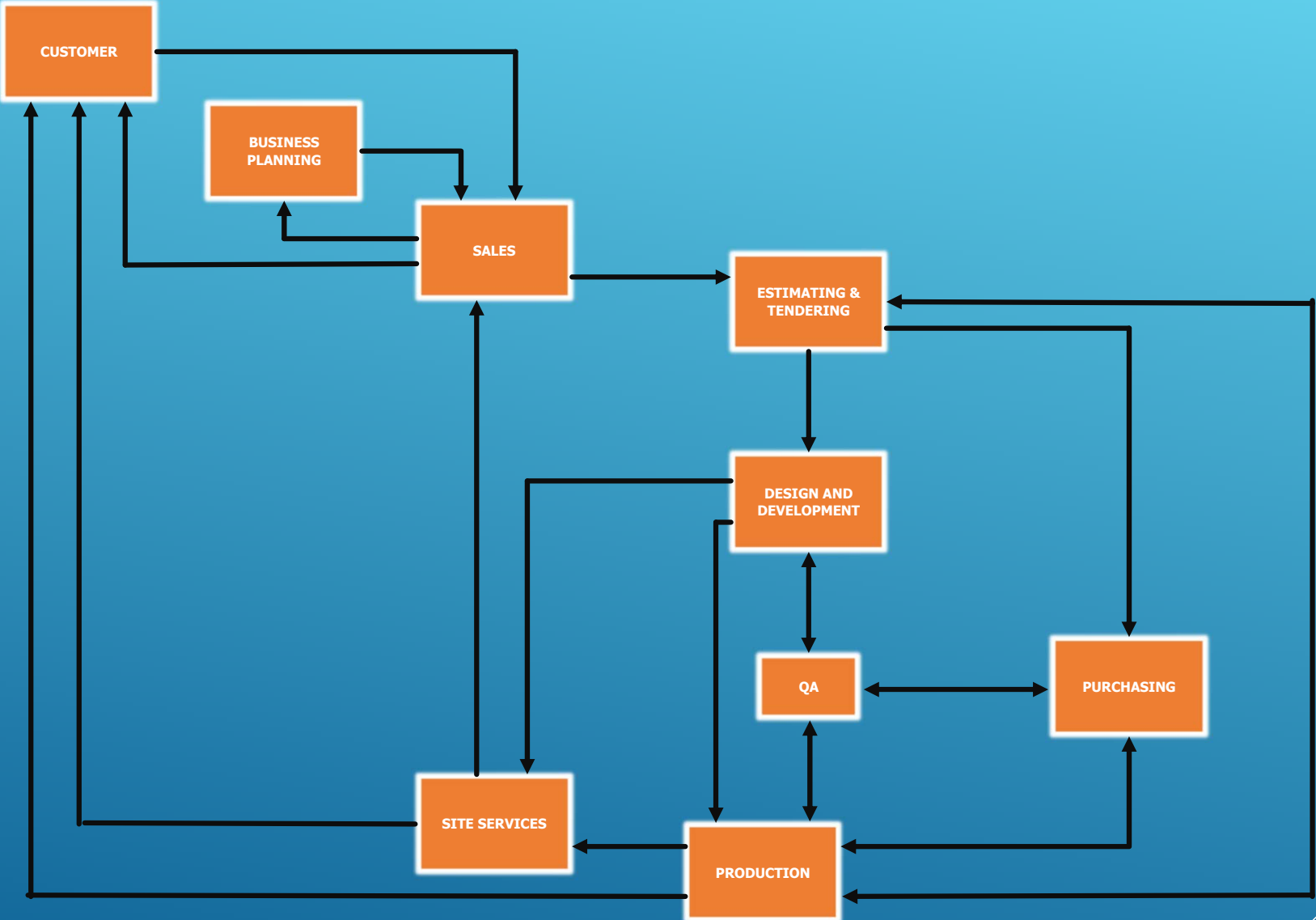
The Quality Management System at Almor is designed to ensure we constantly meet the needs and requirements of these interested parties.

Almor are currently enjoying record levels of customer satisfaction as well as historically low levels of customer complaints.



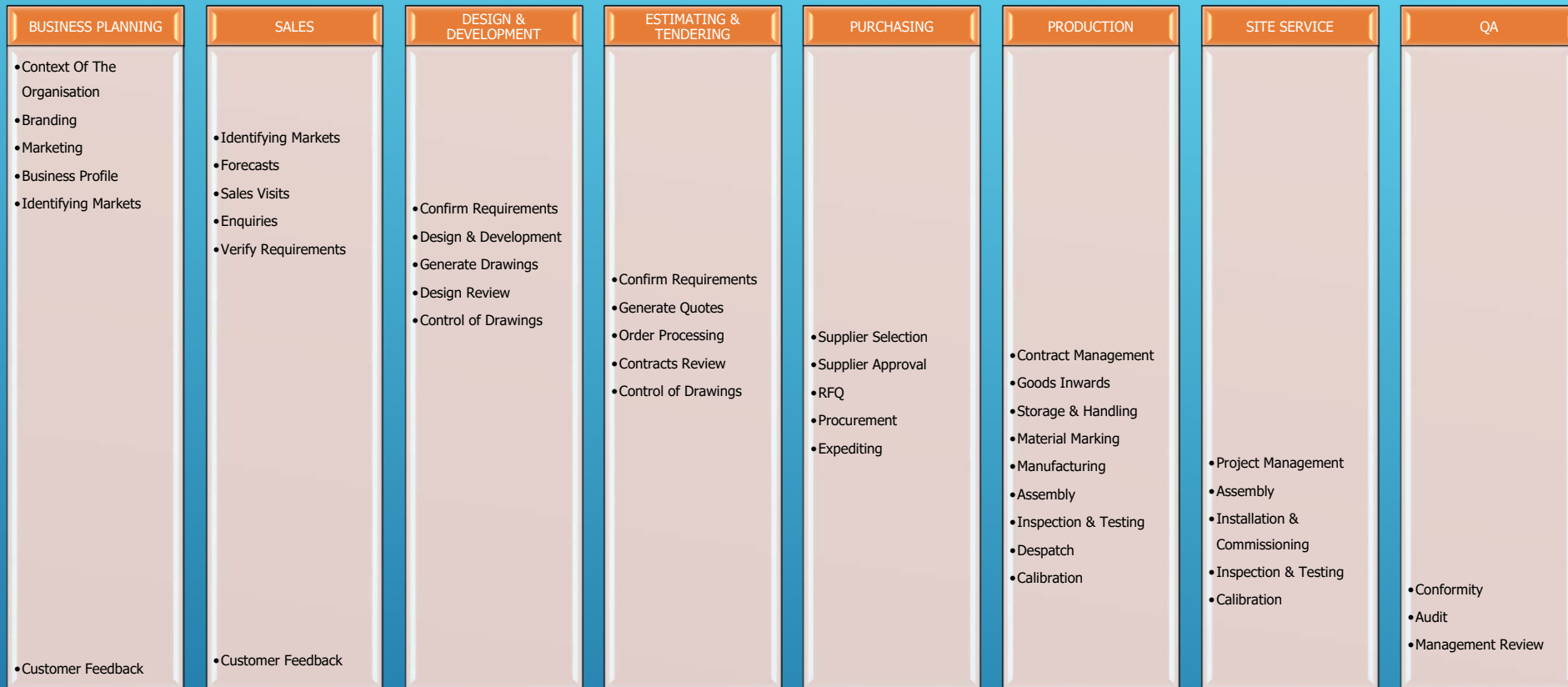
5 Core Processes

a) This Process Map shows the sequence and interactions between the Core Processes within Almor.



## 5 Core Processes

b) This flow map defines the Responsibilities & Authorities within Almor.



### Responsibilities for the Core Processes are as follows:

- ▶ BUSINESS PLANNING: Managing Director.
- ▶ SALES: Wellman/Tipton Director, Wild Barfield/Huthwaite Director, Sales Manager.
- ▶ DESIGN & DEVELOPMENT: : Wellman/Tipton Director, Wild Barfield/Huthwaite Director.
- ▶ ESTIMATING & TENDERING: : Wellman/Tipton Director, Wild Barfield/Huthwaite Director, Operations Director, Commercial Manager.
- ▶ PURCHASING: : Wellman/Tipton Director, Wild Barfield/Huthwaite Director, Commercial Manager.
- ▶ PRODUCTION: Operations Director, : Wellman/Tipton Director, Wild Barfield/Huthwaite Director
- ▶ SITE SERVICE: : Wellman/Tipton Director, Wild Barfield/Huthwaite Director.
- ▶ QA: Senior Management.



## 5 Core Processes

### c) Core Processes, Sub Processes and supporting Procedures.

#### CORE PROCESSES & CORE PROCEDURES

BUSINESS PLANNING	SALES	DESIGN & DEVELOPMENT	ESTIMATING & TENDERING	PURCHASING	PRODUCTION	SITE SERVICE	QA
<ul style="list-style-type: none"> <li>• QMP-01</li> <li>• QMP-02</li> <li>• QMP-03</li> <li>• QMP-04</li> <li>• QMP-05</li> </ul>	<ul style="list-style-type: none"> <li>• QMP-01</li> <li>• QMP-02</li> <li>• QMP-03</li> <li>• QMP-04</li> <li>• QMP-05</li> </ul>	<ul style="list-style-type: none"> <li>• QMP-01</li> <li>• QMP-02</li> <li>• QMP-03</li> <li>• QMP-04</li> <li>• QMP-05</li> </ul>	<ul style="list-style-type: none"> <li>• QMP-01</li> <li>• QMP-02</li> <li>• QMP-03</li> <li>• QMP-04</li> <li>• QMP-05</li> </ul>	<ul style="list-style-type: none"> <li>• QMP-01</li> <li>• QMP-02</li> <li>• QMP-03</li> <li>• QMP-04</li> <li>• QMP-05</li> </ul>	<ul style="list-style-type: none"> <li>• QMP-01</li> <li>• QMP-02</li> <li>• QMP-03</li> <li>• QMP-04</li> <li>• QMP-05</li> </ul>	<ul style="list-style-type: none"> <li>• QMP-01</li> <li>• QMP-02</li> <li>• QMP-03</li> <li>• QMP-04</li> <li>• QMP-05</li> </ul>	<ul style="list-style-type: none"> <li>• QMP-01</li> <li>• QMP-02</li> <li>• QMP-03</li> <li>• QMP-04</li> <li>• QMP-05</li> </ul>

#### SUB PROCESSES & SUPPORTING PROCEDURES

BUSINESS PLANNING	SALES	DESIGN & DEVELOPMENT	ESTIMATING & TENDERING	PURCHASING	PRODUCTION	SITE SERVICE	QA
<ul style="list-style-type: none"> <li>• QMP-24</li> <li>• QMP-25</li> </ul>	<ul style="list-style-type: none"> <li>• QMP-24</li> <li>• QMP-25</li> </ul>	<ul style="list-style-type: none"> <li>• QMP-07</li> <li>• QMP-08</li> </ul>	<ul style="list-style-type: none"> <li>• QMP-06</li> <li>• QMP-08</li> <li>• QMP-09</li> </ul>	<ul style="list-style-type: none"> <li>• QMP-10</li> </ul>	<ul style="list-style-type: none"> <li>• QMP-11</li> <li>• QMP-12</li> <li>• QMP-13</li> <li>• QMP-14</li> <li>• QMP-15</li> <li>• QMP-16</li> <li>• QMP-18</li> <li>• QMP-19</li> <li>• QMP-23</li> <li>• SOP-01 to 12</li> </ul>	<ul style="list-style-type: none"> <li>• QMP-16</li> <li>• QMP-17</li> <li>• QMP-18</li> <li>• QMP-20</li> </ul>	<ul style="list-style-type: none"> <li>• QMP-20</li> <li>• QMP-21</li> <li>• QMP-22</li> <li>• QMP-24</li> <li>• QMP-25</li> </ul>

The Company Procedures referenced above are listed on the following page.





## 5: Core Processes

d) List of Quality Management Procedures.

- QMP-00:** Index of Company Procedures
- QMP-01:** Administration of QMS
- QMP-02:** Control of Documents
- QMP-03:** Control of Records
- QMP-04:** Risk Analysis & Preventive Action
- QMP-05:** Training
- QMP-06:** Tendering
- QMP-07:** Design & Development
- QMP-08:** Control of Drawings
- QMP-09:** Order Processing
- QMP-10:** Purchasing
- QMP-11:** Contracts Management
- QMP-12:** Goods Inwards
- QMP-13:** Material Markings
- QMP-14:** Storage & Handling
- QMP-15:** Fabrication
- QMP-16:** Furnace Assembly
- QMP-17:** Furnace Installation & Commissioning
- QMP-18:** Inspection & Testing
- QMP-19:** Despatch
- QMP-20:** Control of Non-Conforming Product
- QMP-21:** Internal Audit & Corrective Action
- QMP-22:** Calibration
- QMP-23:** Preventive Maintenance
- QMP-24:** Context Of The Organisation
- QMP-25:** Management Review

List of Standard Operating Procedures which support the Fabrication Process.

- SOP-01:** Fabrication Tolerances
- SOP-02:** Control of Welding Consumable
- SOP-03:** Welding
- SOP-04:** Weld Inspection & Criteria
- SOP-05:** Dye-Penetrant Procedure
- SOP-06:** Dye Penetrant Leak Test
- SOP-07:** Hydrostatic Test
- SOP-08:** Pneumatic Test
- SOP-09:** Proof Load Test
- SOP-10:** Weighing
- SOP-11:** Packing & Preservation
- SOP-12:** Vacuum Leak Test



## 6: Management Review

Almor's Management Review Process is based on the Plan, Do, Check and Act method:



Departmental Management Review Meetings are held monthly, these are crucial for planning what we do and how we are doing it.

Key Performance Indicators are set and monitored at various levels within each process, a rigorous Audit Schedule also ensures we maintain the high standards we have come to expect from ourselves.

Senior management also attend an Annual Management Review Meeting which is held to review and set Quality Objectives.

The outputs of the Management Review are what shape the QMS and keep it relevant to the strategic direction of the business.

We are The Almorgroup and we provide

*Support You Can Rely On.*

