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	Quality Manual	Section: 4.0	
Title: Quality Policy	Approved:	Date:	Revision:

1. The Engine Fix UK Quality Policy is our total commitment to provide Customer satisfaction and Quality in all products and services supplied by Engine Fix UK.
2. We will meet our Quality objectives through individual and group leadership, continuous improvement, information analysis, employee training and involvement on all levels
3. This policy ensures that all Engine Fix UK purchased, and shipped products meet or exceed the specifications and requirements of our Customers, using a well-defined and implemented Quality Program as described in the Engine Fix UK Quality Manual.
4. No deviation to an approved procedure will be permitted. If a change to a procedure is desired, the procedure must be revised according to Item 5 before the change can be implemented.
5. All Engine Fix UK Quality Procedures, Documents, Specifications, Process Sheets, Work Instructions, and Manuals have been approved by the General Manager or his designate according to **Section 4.5 – Document and Data Control** and cannot be changed without the appropriate approvals listed in that section to insure the effectiveness and integrity of the Quality Program and the ultimate satisfaction of our customers.

General Manager

Date

	Quality Manual	Section: 4.1	
Title: Management Responsibility	Approved:	Date:	Revision:

4.1.1 Quality Policy


It is Engine Fix UK's policy that Quality is the responsibility of all Engine Fix UK employees

4.1.2 Organization

Engine Fix UK has a Managing Director, a Financial Controller, Sales Director and Engineering/Quality Assurance Manager and General Manager. These managers have employees reporting to them as required. The company structure is as per the attached organization chart

4.1.3 Responsibility and Authority

The responsibility for execution of the Quality Program is delegated to all managers, not only the Quality Assurance Manager. Any changes to the Quality Program and Corporate Documentation must be approved by the Managing Director, the Engineering/Quality Assurance Manager and the General Managers.


	Quality Manual	Section: 4.2	
Title: Quality System	Approved:	Date:	Revision:

4.2.1 General

Engine Fix UK's quality program is on establishing specifications for each of the products it distributes, selecting qualified suppliers to produce this product and auditing the product for conformance to specifications.

This is be accomplished by:

1. Developing Engine Fix UK specifications for each of the critical products. These specifications are engineering drawings and/or specifications based on OEM samples and specifications.
2. Selecting suppliers with expertise in producing these types of products or similar products.
3. Utilizing their supplier specifications, standards and drawings where applicable & appropriate
4. Auditing their production capabilities and quality programs.
5. Assisting the supplier with developing new product where applicable.
6. Insuring new products meet Engine Fix UK specifications.
7. Insuring that the product meets the customer's expectations.

	Quality Manual	Section: 4.3	
Title: Contract Review	Approved:	Date:	Revision:

4.3.1 General


Engine Fix UK's system for contract (sales order) review insures that customers receive what they've ordered and receive it on time. Further, the system is designed so customer requirements are understood up front to insure a correct and quality order fulfillment.

4.3.2 Review System

The Sales representative(s) process sales orders from both verbal and written sources. Each order is reviewed for correctness of part number, product description, catalog, cross-references, unit prices, quantities, stock availability and total order cost. Also determined at this time are any special billing, packaging, or shipping requirements that are different from standard specified terms. . Any discrepancies or problems are to be resolved with the customer at this time. When the customer is satisfied with the order, the order is entered.

4.3.3 Discrepancy Resolution

If, at any time, any discrepancies are noticed with the order, the sales representative must be notified and contact the customer for clarification and/or direction. This will give the customer the opportunity to modify or cancel the order. The customer may also request a modification of the order at any time before the order is shipped. When total confirmation exists, the sales order is finalized and released into the order entry system for shipment and payment processing

	Quality Manual	Section: 4.4	
Title: Design Control	Approved:	Date:	Revision:


Engine Fix UK, being an aftermarket components supplier, does not, in itself, design it's own products. It does, however, control the content of the product it distributes and has a comprehensive program for new product introduction.

The purpose of Engine Fix UK engineering is to develop product specifications for Engine Fix UK products to insure that the products are comparable to the Original Equipment component that it is replacing and to develop Quality Assurance procedures to insure that the products meet these parameters. This is done by:

1. Making complete engineering drawings of the product based on OEM specifications where applicable. These will include material and process specifications and manufacturing and test standards where applicable.
2. Comparing already existing product to the OEM product and checking the product for conformance to applicable acceptable design and quality parameters. These will be done on written reports.
3. Working with suppliers to further develop the products.
4. Audit and certify suppliers for conformance to acceptable production and quality standards

Related Documents:

- 4.4.1 Changes to Engineering Specifications
- 4.4.2 New Product Development
- 4.4.3 New Product Developed at a Customer's Request


	Quality Manual	Section: 4.4.1.1	
Title: Changes to Engineering Specifications:	Approved:	Date:	Revision:

4.4.1.1 General:

On occasion, changes are required to specifications for Engine Fix UK products. These changes can be requested by a supplier, customer or by Engine Fix UK personnel. No changes can be made to processes, procedures or specifications for Engine Fix UK products without written approval.

4.4.1.2 Supplier/Customer requested changes:

1. All changes requested by a customer or a supplier shall be made in writing.
2. All changes will be submitted to Engine Fix UK engineering for evaluation.
3. If the changes are not approved, the Supplier/Customer will be informed in writing of the reason for the decision.
4. If the changes are approved, the appropriate documentation will be revised. This change will be noticed on the documentation with a change letter, reason and date.
5. For an approved customer requested change, the revised documentation will be forwarded to the customer for approval. Approvals will be retained by Engine Fix UK engineering. After approval, the revised documentation will be sent to the supplier.

	Quality Manual	Section: 4.4.2	
Title: New Product Development	Approved:	Date:	Revision:

4.4.2.1 General

The purpose of this procedure is to insure that all new product that is added to the Engine Fix UK product line meets both Engine Fix UK and OEM specifications.

4.4.2.2 Procedure:

New products are added to the Engine Fix UK product in three different ways. Each of these ways will be addressed.

1. Product produced to Engine Fix UK drawings.


When new product is produced to Engine Fix UK drawings (which are drawn from OEM samples), a pre-production sample will be submitted for approval and compared to the drawing before a production run is started. In addition, an appropriate number of samples from the production run will be submitted for approval with an agreed Part Submission warrant and PPAP approval documents and compared to the print before shipment of the part.

2. New product produced from OEM samples given to the Supplier.

A pre-production sample must be submitted to compare with an OEM part before production begins. In addition, an appropriate number of samples from the production run will be submitted for approval with an agreed Part Submission warrant and PPAP approval documents and compared to the OEM sample before shipment of the part.

3. Product already being produced and marketed by a supplier.

A sample(s) will be submitted together with agreed part submission warrant and PPAP documents and compared to an OEM part for approval before shipment of an order.

	Quality Manual	Section: 4.4.3	
Title: New Product Developed at a Customer's Request	Approved:	Date:	Revision:


. Procedure.

4.4.3.1 General Purpose:

The purpose of this procedure is to insure that product supplied at a customer's request meets their specifications.

4.4.3.2 Procedure:

1. The customer will forward a sample of the desired part to Engine Fix UK.
2. The customer must supply a description of the part use.
3. Details and/or samples of all mating parts must be supplied to insure that critical areas are identified.
4. When drawing(s) are complete, they will be forwarded to the customer for approval.
5. When drawing(s) are approved, they will be released for the production of a pre-production sample.
6. The pre-production sample, when complete, will be inspected to the drawing by Engine Fix UK to insure conformity to the drawing.
7. After inspection and approval by Engine Fix UK, the sample will be forwarded to the customer for their approval.
8. The customer is to evaluate the part and any required changes to the drawing(s) will be made at that time. Customer approval of any changed drawings will be required.
9. After the customer's approval of the sample, the part will be released for production and follow normal Power-All procurement procedures.
10. A production sample will be sent to Power-All for approval before the initial production shipment is made. This will be checked against the customer approved drawing before the shipment is released to the customer.

	Quality Manual	Section: 4.5	
Title: Document Control	Approved:	Date:	Revision:

4.5.1 Controlled Documents:

The following written Geomar Documents

- Quality Control Manual +
- Power-All Corporate Document
- Power-All Corporate Procedures
- Power-All Specifications

are **Corporate Controlled Documents** and be cannot be changed, revised, edited, issued or altered in any way without the approval of the Managing Director.

The following written Engine Fix UK Documents

- Inspection Process Sheets
- Engineering Drawings
- Engineering Specifications:

are **Department Controlled Documents** and cannot be changed, revised, edited, issued or altered in any way without permission of the appropriate Department Manager.

4.5.2 Document Change Procedure

Any employee may request a new procedure or a change to an existing procedure.

Requests to change Corporate Controlled Documents must be made in writing listing the changes proposed and the reason for requesting the change. The proposal will be reviewed by the President, and any other necessary individuals. .

Requests to change or add a Department Controlled Document will be made directly to the appropriate Department Head who will be responsible for insuring a proper review of the proposal is conducted and, if approved, distribute the new/revised document to the appropriate personnel.

4.5.3 Revision Control Responsibility

It is the responsibility of each employee and their supervisor to make sure they are using the latest revision of any of the Engine Fix UK Documentation. The Master Copy of all Documentation is maintained in the office of the appropriate manager.


4.5.4 Outside Document Distribution

No **Corporate Controlled Document** may be distributed outside of Engine Fix UK without the permission of the Managing Director.

No **Department Controlled Document** may be distributed outside of Engine Fix UK without permission of the appropriate Department Head.

4.5.5 Confidentiality

Each person is responsible for maintaining the confidentiality of the information that the have access to. Where appropriate the company will enter into Confidentiality agreements with selected Customers, Suppliers and Employees


	Quality Manual	Section: 4.6	
Title: Purchasing	Approved:	Date:	Revision:

General:

Geomar relies on its suppliers to produce a quality product with on-time delivery at a reasonable price. In order to insure that the suppliers adhere to these qualities, a comprehensive supplier qualification procedure has been developed. For more detailed guidelines please refer to Power Source Supplier Guidelines Document

Procedure:

1. Prospective suppliers will complete the Engine Fix UK Supplier Quality Survey (attached) and forward it, along with the required information to Engine Fix UK.
2. The completed survey, along with all required documentation, is to be forwarded to Engine Fix UK for review by the Engineering/Quality Assurance department. This information must contain their Quality Manual, production equipment list and inspection equipment list. While an internationally recognized quality accreditation is desirable, it alone is not sufficient for approval.
3. Engine Fix UK Engineering will evaluate the documentation to determine if the supplier has the capabilities to effectively produce their products and are sufficiently aware of practical modern quality control procedures to monitor its quality
4. If the submitted information is acceptable, proceed to step 7.
5. If the submitted information shows the supplier is not capable of producing the product, it is rejected immediately.
6. If explanations are required, the supplier will be contacted for an explanation. If acceptable, proceed to step 7.
7. If the supplier appears to be capable of producing and inspecting the product but does not have a well-documented Quality Process, the supplier can be approved by a plant visit by Engine Fix UK personnel.
8. A preliminary approved supplier will submit a sample(s) of their current product for evaluation of their overall production capabilities and the level of their quality expectations.
9. On approval of the sample product, the customer will be approved for limited procurement and be eligible to compete for Engine Fix UK business.
10. Final approval will depend on the supplier successfully completing a Engine Fix UK product development cycle (with either new or existing product).


	Quality Manual	Section: 4.7	
Title: Control of Customer Supplied Product	Approved:	Date:	Revision:

4.7.1 Control Procedure

Any customer provided material or product for use in product will be controlled in the same manner as any other sub-contracted or purchased product or material. It is the warehouse's responsibility to provide any tracking or evaluation of customer supplied.

4.7.2 Non conforming material disposition

The customer shall be notified if any supplied product is lost, damaged, defective or not suitable for production use.

	Quality Manual	Section: 4.8	
Title: Product Identification and Traceability	Approved:	Date:	Revision:

4.8.1 General

Geomar insures the identification and traceability of all its products by assigning all products a Engine Fix UK part number. A company-wide database is maintained that displays this Engine Fix UK product number with cross-references to any dealer (customer), vendor, or Engine Fix UK engineering drawing number.

4.8.2 Part Number Identification


Engine Fix UK product part numbers are the OEM designation with a G identifiable prefix.. An Engineering part number (drawing number) may be assigned where a detail or inspection drawing of the part exists.

4.8.3 Part Identification Control


All Engine Fix UK products in warehouse inventory are shelved and arranged by the Engine Fix UK part number. All products are either stamped, labeled or tagged with the Engine Fix UK part number.

4.8.4 Critical Item Identification

Critical items such as water pumps, oil pumps etc. have lot numbers assigned for identification purposes. These lot numbers are marked on the product where practical and/or on the outside of the packaging for easy identification. Agreed products will also carry manufacturing date codes and serialization associated with functional test performance to allow traceability into the Suppliers manufacturing and quality records

	Quality Manual	Section: 4.9	
Title: Process Control	Approved:	Date:	Revision:

Engine Fix UK, as a distributor, does not manufacture it's own product. This section does not apply.

	Quality Manual	Section: 4.10	
Title: Inspection and Testing	Approved:	Date:	Revision:

4.10.1 General

Engine Fix UK relies on its' joint venture partners and suppliers to produce quality products and only inspects and tests accordingly according to the following procedures.

4.10.2 Product received at Engine Fix UK Warehouse

Procedure:

1. All products will be compared to existing product in inventory to insure conformity.
2. Parts with critical areas that require checking will be identified in the inventory system as such.
3. A folder will be established for these parts giving the information as to what is to be inspected and how it is to be inspected. This folder will be kept in a filing cabinet in the warehouse.
4. When a part that is received is identified as requiring inspection, it will be inspected to the information shown in the folder.
5. A record of results of the inspection showing the date, dimension(s) checked, actual dimension(s) obtained and the disposition of the part will be kept in the folder.

4.10.2 Product Shipped to the Directly to the Customer:


Procedure:

Existing Product from an approved Supplier.

1. Product being currently received without quality/reliability problems from an approved, proven supplier can be direct shipped to directly to a customer

New Product from an approved Supplier

1. The supplier will submit a preproduction sample for evaluation by Engine Fix UK and the Customer.
2. After Engine Fix UK and the Customer approves the pre-production sample, production can be authorized.
3. Before shipment, a production sample(s) must be submitted for both Engine Fix UK and Customer approval. Written customer approval must be obtained.
4. On approval of this sample(s), shipments directly to the customer can be authorized.

	Quality Manual	Section: 4.11	
Title: Inspection, Measuring and Test Equipment	Approved:	Date:	Revision:

4.11.1 General

In order to insure product quality, Engine Fix UK uses a system to insure that all measurement and test equipment undergo scheduled calibration. This system is administered by the Engineering Department.

4.11.2 Gage Calibration

Calibration is internally performed periodically on Engine Fix UK's measuring instruments, gages, and test equipment using a set of standard certified gage blocks. This insures correctness each time an instrument is used as well as of accuracy to a known and nationally recognized standard. The calibration schedule and results are kept by the Engineering Department which is responsible for calibration. Any gages that fail calibration are taken out of service, fixed or replaced, and then recalibrated. Any non-calibrated instruments can also be found on a list in the Engineering Department, which is in charge of all calibration activities.

4.11.3 Training

All employees using gaging, testing or measuring equipment are adequately trained in their usage as part of the overall quality program.



Quality Manual

Section:
4.11.1


Title: Measuring and Test Equipment

Approved:

Date:

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Instrument	Manufacturer	Location	Calibration Interval
82 piece Certified Gage Block set	Fowler	Engine Fix UK	Certified
6" digital calipers	Mititoyo	Engine Fix UK	Every Use
12" digital calipers	Mititoyo	Engine Fix UK	Every Use
24" height gage	Fowler	Engine Fix UK	6 months
0"-6" Micrometer Set	Speed Mike	Engine Fix UK	6 months
0"-6" depth Micrometer Set	Fowler	Engine Fix UK	6 months
1.4-6" Dial Bore Set	Fowler	Engine Fix UK	Every Use
O-ring Gauge	National	Engine Fix UK	Not Required
O-Ring material Tester	American Seal	Engine Fix UK	Not Required
Hardness Files HRC40-HRC65	Turbosan	Engine Fix UK	Not Required
Surface Roughness Gage	Unknown	Engine Fix UK	Not Required
Feeler Gage	Unknown	Engine Fix UK	Not Required
Angle protractor	General	Engine Fix UK	Not Required
English Thread Gages	Various	Engine Fix UK	Not Required
Metric Thread Gages	Various	Engine Fix UK	Not Required
Telescoping Gages	MHC	Engine Fix UK	Every Use
0-150mms Digital calipers	Mititoyo	Engine Fix UK	Every Use
Hardness Files HRC40-HRC65	Turbosan	Engine Fix UK	Not Required
Surface Roughness Gage	Unknown	Engine Fix UK	Not Required
Feeler Gage	Unknown	Engine Fix UK	Not Required
English Thread Gages	Unknown	Engine Fix UK	Not Required
Metric Thread Gages	Unknown	Engine Fix UK	Not Required
6" Engineers Square	Unknown	Engine Fix UK	Not Required
Rockwell Hardness Tester		Engine Fix UK	3 months

	Quality Manual	Section: 4.12	
Title: Inspection and Test Status	Approved:	Date:	Revision:

4.12.1 General

All incoming material is held in a separate holding area until inspection and release of the shipment. Any non-conforming parts are segregated and tagged appropriately if found to be non-conforming, and returned to the supplier, discarded or reworked and re-inspected according to the in-process and final inspection procedures.

4.12.2 Product Release

The appropriate final inspector has the authority to release product to the warehouse or for immediate shipment to the customer. All final inspected product results are recorded in a permanent record file.

	Quality Manual	Section: 4.13	
Title: Control of Non Conforming Product	Approved:	Date:	Revision:

4.12.1 General


All incoming material is held in a separate holding area until inspection and release of the shipment. In-process and finished material are subject to inspection according to criteria specified in the in-process inspection procedures and final inspection procedures appropriate to the part or operation. Any non-conforming parts, sub-assemblies, or final assemblies are segregated and tagged appropriately if found to be non-conforming, and returned to the supplier, discarded or reworked and re-inspected according to the in-process and final inspection procedures.

4.12.2 Rework of Non-conforming material

It will be the responsibility of the Engineering Department to determine if a non-conforming product can be reworked to Engine Fix UK specifications. The Engineering Department will issue rework instructions and verify the results of the rework.

4.12.3 Use of Non-Conforming Material

Non-Conforming material can only be used "as is" with approval of the Managing Director and the Engineering Department.

	Quality Manual	Section: 4.14	
Title: Corrective Action	Approved:	Date:	Revision:

4.14.1 Supplier Corrective Action

A report is issued by the Engineering Department on any Quality problem, both non-conforming material and field related problems. This report is sent to the supplier for evaluation and comment. The supplier is to document what corrective action is required and submit it to Power-Engine Fix UK in writing for approval.

4.14.2 Employee Involvement

Every Engine Fix UK employee-owner is encouraged and asked to report problem areas whenever a non-conformance to product and service quality is observed to their supervisor or the appropriate department head, whether the problem be internal at Engine Fix UK or externally with a customer or supplier.

	Quality Manual	Section: 4.15	
Title: Handling, Storage, Packaging & Delivery	Approved:	Date:	Revision:

4.15.1 General

Through procedures and documentation, Engine Fix UK insures that its parts, materials, and finished goods are kept in secure segregated storage to prevent damage and provide for accuracy in the delivery process in conformance to its Customers requirements and contracts. In addition, specialized packaging and shipping containers further insure product quality and such packaging is checked regularly for integrity and completeness. Spacious and adequate shelving is provided to allow for proper spacing and identification of all stored product. .

4.15.2 Product Identification

Each product is identified with a unique product number.

4.15.3 Material Handling Equipment


The Warehouse personnel are responsible for the proper handing, storage, packing and delivery of all Engine Fix UK products. They have in place many mechanical implements such as pallet jacks, forklifts, and other lifting and moving apparatus to prevent damage and insure proper product handling.

4.15.4 Product Preservation

Parts requiring long-term storage will have special protective coatings (internal or external) to guarantee long shelf-life quality.

4.15.5 Final Delivery

Final delivery is made by the common carrier specified in the customer contract or, when not specified, by the quality carrier of Engine Fix UK's choosing


	Quality Manual	Section: 4.16	
Title: Quality Records	Approved:	Date:	Revision:

4.16.1 General

Engine Fix UK retains all quality records that demonstrate the product compliance to customer requirements and the effectiveness of our Quality system operation. The documents and records to be stored are those required by the ISO 9002 Standard. All records whether stored electronically or in hard copy format are legible and identify the department or employee involved and may contain signatures where relevant. Records are filed by the department that issues or controls the document or record. All storage locations of quality records are appropriately marked to indicate their contents.


4.16.2 Record Retention

All Engine Fix UK Quality records are kept a minimum of ten years

	Quality Manual	Section: 4.17	
Title: Internal Quality Audits	Approved:	Date:	Revision:

4.17.1 General

Internal auditing of Engine Fix UK's Quality Program and other areas of operations will be done by the Managing Director as he sees fit. Discrepancies will be resolved with the President and the applicable personnel.


	Quality Manual	Section: 4.18	
Title: Training	Approved:	Date:	Revision:

4.18.1 General

Engine Fix UK will provide training to its employees as required to enable them to perform or improve the performance of their functions.

4.18.2 Position Requirements

All previous work experience, training and education is reviewed to verify that employees are qualified to perform a specific job function. For new employees, these qualifications are to be determined during the initial interview.

	Quality Manual	Section: 4.19	
Title: Servicing	Approved:	Date:	Revision:

4.19.1 General


It is Engine Fix UK' responsibility to insure that customer satisfaction extends beyond the procurement and shipment of the correct quality parts in a timely manner. To this extent, designated personnel familiar with the various products are designated as technical resources to answer customer questions concerning the product they purchased. In addition, installation instructions are provided where the installation procedures differ from common practices or the original equipment manufacturer's instructions are not clear.

4.19.2 Return/Warranty

If a customer does not receive the correct product due to either his or Engine Fix UK's error, there is a returns program to insure he does receive the correct product. There is also a warranty procedure in place to insure customer satisfaction in case a customer receives a defective product.

4.19.3 Customer Feedback

Finally, through the use of customer feedback, Power-All strives for continuous customer service improvements.

	Quality Manual	Section: 4.20	
Title: Statistical Techniques	Approved:	Date:	Revision:

Although Engine Fix UK relies on competent suppliers to manufacture their products, where necessary, it will require its supplier base to use appropriate statistical procedures in critical areas where appropriate.

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