**Registration Number:** NIxxxxxx

**QUALITY MANUAL**

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# Introduction

## Introduction

This document is the Quality Manual of Feature Creep Ltd. It describes the system of management in use to ensure we continually understand and meet the needs of our Customers. The Quality Manual is an approved document within the quality system and as such is authorised by the Chief Operating Officer.

The quality system is subject to regular Internal and External Audits.

The manual should be read by all employees.

## Scope

For the purposes of registering the Quality System, the scope of the company's operations is defined as:

"Specification, Design and Implementation of clever software and associated development, integration, test and monitoring tools" through:

* Products which are invented, designed and implemented by Feature Creep Ltd
* Products which are designed and implemented by Feature Creep Ltd in accordance with external customer specifications
* Services provided by Feature Creep Ltd to external customers on a consultancy basis

## Terms and Abbreviations

FS Functional Specification

IOT Interoperability Testing

MRD Marketing Requirements Document

PAC Performance and Capacity

PDT Product Delivery Team

PPG Product Planning Group

PRD Product Requirements Document

QA Quality Assurance

QMS Quality Management System

SIT System Integration Testing

IVV&T Integration, Validation, Verification & Test

## Health & Safety Standards

Feature Creep Ltd complies with the relevant requirements of the Health and Safety at Work (Nl) Order - 1978 and associated regulations. Full details are set out in the Feature Creep Health and Safety Policy.

No special health and safety requirements are currently needed for either the design or the development process.

## Quality System Standards

This Quality System is consistent with the internationally accepted standards for quality management systems, *BS EN ISO 9001:2000*

## Additional Standards and Guidelines

We will be work to additional standards and guidelines when so agreed by contract.

## Structure of the Quality System

Documentation of this Quality System is spread between this manual and a range of supporting forms, guidelines etc. The relationship between this manual and the work procedures and supporting forms is shown below,

Quality Manual

Quality Procedures

Quality Procedures

Quality Procedures  
(Handbooks)

Quality Procedures

Quality Procedures

Forms & Templates

Quality System

Quality Records

## Quality Manual

This manual provides an overview of the Quality Management System. It includes Feature Creep’s Quality Policy. It specifies responsibilities for Quality and sets out the Safety Instructions that apply across the company.

## Procedures

The key procedures in operation within Feature Creep Ltd are defined, using a standard pro forma, for each principal job function.

## Forms and Templates

For every deliverable defined within the Feature Creep Delivery Framework there will be either a corresponding Form/Template, or a “best practice” example of such a deliverable which can be used as the basis for any new work.

## Quality Records

Quality records are those records which document the achievement of the required product quality and are an integral part of the QMS. Examples of quality records are test results, document review findings, minutes and actions from meetings. The specific records to be retained may vary between development projects but in general those deliverables defined within the Feature Creep Delivery Framework are the minimum set of records required under the quality system.

All records shall be stored within the SharePoint site for the corresponding project.

## Structure of this Manual

Section 3 of the manual states the company's Quality Policy.

Section 4 contains an overview of the company and its organisation. It also identifies key roles and responsibilities.

Section 5 describes the Quality System.

Section 6 describes Management responsibilities.

Section 7 describes the management of company resources.

## Amendment Record

|  |  |  |
| --- | --- | --- |
| **Date** | **Issue Number** | **Reasons for change** |
| 14th July 2008 | 1.0 | First draft for review |
|  |  |  |

This Quality System is subject to continuous review and improvement. Note that updates to this manual since the previous version are shown by change bars.

# Quality Policy

## Introduction

Feature Creep Ltd is a Quality Company. We want to satisfy our Customers by delivering products that are fit for purpose in the timescales they need and at a price they can afford. To this end we have a clear Quality Policy.

It is the duty of directors and employees to adopt the following Quality Policy and to actively participate in this Quality System.

## Company Quality Policy

*Feature Creep is committed to ensuring optimum quality in its Product Development processes and procedures enabling the delivery of world class products and solutions.*

## Feature Creep Quality Objectives

* To meet our customer's expectations in terms of product quality and delivery to plans.
* To review and improve processes continually as the organisation, markets and technology change

The Quality Management System is documented, implemented and maintained through the use of experienced personnel and management using proven techniques and sources.

The Quality Management System gives Feature Creep Ltd a focal point for promoting best practice and continuous improvement in line with Feature Creep Quality Policy.

Specific responsibilities arising from this policy are set out in Section 4.

# Organisation, Roles and Responsibilities

## Introduction

This section provides an overview of Feature Creep’s organisation and describes the key roles and responsibilities of all employees. Some individuals may have more than one role within the Quality System and in a small organisation such as this one, are capable of carrying out more than one job, should the need arise.

The essence of this business is flexibility and the ability to respond to immediate customer requirements with a friendly and courteous manner.

Feature Creep Ltd operates a just in time system and will produce additional process and procedure definitions as and when required.

## The Company

Feature Creep Ltd is a limited company registered in Northern Ireland.

|  |  |
| --- | --- |
| Registered Number: | NI070126 |
| Registered Office: | 24 Pembridge Court Belfast BT4 2RW |
| Telephone: | 028 90xxxxxxx |
| Email: | contact@Feature-Creep.com |
| World wide web: | www.Feature-Creep.com |

Feature Creep Ltd specialises in the research design, development and supply ofa range of expensive but useless software products and associated tools to rich customers with little discernment. The core focus is on whichever sector is currently booming but the company will enter other markets as and when the opportunities emerge.

## Product Development

The life cycle of a product from initial proposal to final delivery is described in the Feature Creep Delivery Framework document.

## High Level Development Process

Feature Creep is responsible for taking the initial marketing requirements for a product, in the form of a Marketing Requirements Document (MRD), and producing a technical requirements document for the product, called a Product Requirements Definition (PRD).

This PRD is reviewed and approved, with input being provided by Engineering teams.

The development team uses the approved PRD to design and implement the software components of the product.

The development teams also use the approved PRD to design and execute test cases to verify that the software components fulfil all the requirements specified within the PRD document.

## Product Requirements Document (PRD) Production

The process of producing the PRD involves examining the approved MRD document. Occasionally, no MRD document will exist and therefore any marketing requirements should be included in the PRD, normally as use-cases. The author of the PRD must specify and record all the technical requirements that must be implemented to fulfil the marketing requirements, with reference to relevant standards documentation and performance requirements.

The PRD **must** be formally reviewed with review input from the CTO, Sales & Marketing and Engineering. These groups accept the PRD document and then it is put forward for formal approval. The document will be marked as approved when all the reviewers of the document express themselves to be satisfied with the content.

## Product Development (Engineering)

The responsibility of the development team is to implement the requirements specified in the PRD into product software code. The process will involve either implementing additional requirements on an existing product or creating a new software product from scratch. In either case the process followed is the same.

This is achieved by the production of

* Functional Specifications
* Code
* Design Documentation
* Engineering Notes

When all functionality has been implemented, the engineering team is responsible for the hand-over of the product code for verification

The full engineering process is defined in the Engineering Handbook

## Verification, Validation and Test

The verification, validation and test function are responsible for ensuring that the code produced by Engineering meets the requirements expressed in the PRD.

This is achieved by the production of

* Test Specifications
* Test Plans
* Test Cases
* Test Results
* Test Scripts
* Test Tools

The test process also involves the highlighting of bugs which are then assigned to engineers for fixing. It is the responsibility of the verification teams to certify whether the product code is of sufficient quality to be released with reference to the Release Criteria established at the beginning of the development cycle which define criteria on bug levels and functionality depending on the type of release.

The full verification process is defined in the IVV&T Handbook.

## QMS Management

The COO is responsible for the implementation, improvement and measurement of the Feature Creep QMS.

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## Feature Creep Organisation Chart

Management

Team

## Partners and Employees

The Board meets under the chairmanship of A Plank.

The company has a deliberate policy of maintaining its operating flexibility by working with its directors and employees as a single team. New employees are selected by members of the Management Team on the basis of his or her competence, willingness to comply with the company’s Quality policies and to work within this Quality System.

### Work Assignment

Persons assigning work must ensure the assignees are competent to make necessary decisions and do the required work. This includes ensuring that each employee has adequate learning to undertake the tasks assigned and that relevant procedures and safety instructions are understood. Persons being assigned work must ensure they understand what is expected of them. They must also ensure they are competent and have the necessary information and resources to do the work safely and to the specification and time budget.

### Working Practices

In undertaking work on behalf of the company, directors and employees must:

1. Implement relevant work procedures,
2. Use specified means and equipment for the job.
3. Avoid improvising and taking short-cuts that involve taking unnecessary risks.
4. Contribute to the continuous improvement of work procedures, whilst not stifling creativity and innovation.

### Learning

Specific learning needs of each employee are identified by their manager. A record is kept of identified learning needs and relevant learning received. Learning will be provided on matters of Health and Safety as well as those relating to specific work activities.

### Property

It is the responsibility of employees to protect all property belonging to Feature Creep Ltd and its customers, and entrusted into their care, from loss, damage or misuse. Known cases of loss, damage or misuse must be reported to the owner and/or custodian of the property concerned as soon as practicable.

### Receiving of Goods

When a product needs to be checked the relevant engineer is to carry out a check where needed.

If an employee is asked to receive materials on behalf of Feature Creep Ltd, that person must:

* Ensure they are competent to be involved in the delivery and receiving process.
* Ensure adequate facilities are available to take delivery and store the goods and other materials.
* Ensure these goods and materials appear to be of the type and in the quantity recorded on the invoice or delivery notes.
* Ensure these goods and materials appear to be in good condition and have not been damaged in transit.

In the event of any doubt, the employee must notify their Manager of the situation. In the event that a doubtful delivery is accepted, all receipts and delivery notes must be endorsed "NOT CHECKED" prior to signing.

All invoices or delivery notes and other documents provided by the supplier must be returned to the Administrative Assistant where they will be matched with original purchase orders.

### Software Licences

In general Feature Creep’s computing platforms will have been procured with operating system licences. Additional products, e.g. the Microsoft Office suite, for which licenses need to be specifically procured, will only be installed with the approval of the COO and the Administrative Assistant will be notified (be email) whenever such applications are installed or de-installed so that she can update the software licensing records.

### Employee Responsibilities

A brief summary of these are shown below.

### The Board of Directors

The Board of Directors represents the Founders and other shareholders of the Company.

The Team is responsible for setting company direction and for regularly reviewing the company's performance. When necessary, the Team will facilitate corrective actions and other improvements. Decisions of the Board are recorded in the minutes of its meetings. These minutes are maintained by the COO.

### The Management Team

The Management Team is accountable for all aspects of the company's business including the provision of sufficient resources to maintain, implement and continuously improve the Quality System.

This Quality System is reviewed at least annually at the beginning of each year. This management review is recorded and filed in the Quality System Files.

The Management Team have joint and direct responsibility for understanding customer needs, entering into contracts, ensuring adequate resources and confirming commitments are met.

### Chief Executive Officer (CEO)

The main functions of the CEO are:

* To manage and lead the management team and our people to deliver the company's business objectives.
* To report to the Board of Directors on all aspects of the Company's business.
* With the Directors to define and adjust the Company's Strategy in accordance with market needs, competitor activity, technological developments in accordance with the Business Plan.
* To advise the Board on investment needs, including capital expenditure, and on recruitment.
* With the Board to decide on the Company's investment in new competencies.
* To ensure that the Company complies with all regulatory and statutory requirements.
* To represent the Company to its various constituencies - clients, suppliers, statutory bodies etc.

### Chief Operating Officer (COO)

The main function of the COO is to;

* Design and introduce all necessary Business and HR processes required within Feature Creep Ltd.
* Arrange and facilitate the Team, Management and Board Meetings and monitor actions arising.
* Be a point of contact for Feature Creep Ltd.

The Business Manager is responsible for:

1. Setting up business and administration systems as required.
2. Carrying out all administration tasks involved in above.
3. Managing Grant Application Process and Claims
4. Setting up HR processes that conform to the regulations.
5. Carrying out all administration, learning and development tasks involved in above.
6. Attending external events and workshops as required.
7. Preparing business plan overviews and drafts as required.
8. Producing all documentation necessary to format required for various fund-raising activities.
9. Arranging and facilitating meetings up to and including Board level.
10. Working appropriately with and communicating progress to the customer as agreed in project plan.
11. Assisting in evolving, suggesting, documenting and implementing processes.
12. Taking a full part in meetings and organisational activities.
13. Assisting, understanding, and promoting the organisation as it develops.
14. Taking on other duties as may reasonably be requested.
15. Designing and implementing a personal development plan in line with the organisation's strategy and direction.

### Chief Technical Officer (CTO)

The main function of the CTO is to;

1. Establish the technical strategy for delivery of Feature Creep’s products
2. Own/drive top level architectural framework
3. Act as an ambassador and promoter for the Feature Creep technology brand and signature
4. To stay aware of industry and technology trends, relevant standards and customer needs
5. Stimulate innovation and create culture of learning and technical excitement
6. Provide technical and personal leadership and mentoring for the Engineers
7. Work with customers to communicate the Feature Creep value proposition, gather requirements and close deals
8. Specify, design and implement key product elements as necessary
9. To advise the Board on technical and product strategy, issues and progress
10. Communicate clear and constantly refreshed 12-24 month view of our product/technology space

### Chief Marketing Office (CMO)

The main function of the Director Sales and Marketing is to:

1. Develop and manage a commercially driven sales and marketing strategy that delivers objectives in line with agreed company values.
2. Create and manage a sales and marketing team in line with agreed growth projections and selling expense metrics.
3. Regular reporting to senior management on the marketplace, customers and competitors.
4. Development of promotional, advertising and brand/technology awareness programmes.
5. Contributing to the setting of and achieving sales revenue budgets and forecasts.
6. Working closely with Engineering teams on technology transfer and new product development.
7. Exhibition and Conference Management.
8. As part of the senior team contribute to the ongoing review of business strategy.
9. Assist in building and maintaining strategic customer relationships commensurate with winning and retaining business and giving the company insight into potential new and lucrative markets.
10. Assist in developing a product roadmap that differentiates the company, builds value, matches customer needs and focuses on underserved outcome.
11. Based on a differentiated pricing strategy, develop product pricing to maximize revenue and operating income.
12. Provide market intelligence and engage in debate with the board of directors and the senior management team that positively contributes to shaping future company strategy.
13. Drive and manage the company’s sales and marketing collateral, promotional activities and brand image to achieve agreed objectives and portray agreed values.
14. Provide expert knowledge and advice to the board of directors and senior management team to guide individual business decisions.

### Product Delivery Manager

The main function of the Project Delivery Team Leader is the management of technical resources in the implementation of the Company's Business Plan. The Product Delivery Manager is responsible for:

1. Implementing the Feature Creep Delivery framework and ensuring that product development follows the defined lifecycle.
2. Agreeing detail of new product development projects
3. Communication with clients on project progress and on engineering changes
4. Design, draw up and implement technical plan for implementation of Company's contracts
5. Monitor and report on progress to agreed Company standards
6. Manpower and task analysis
7. Managing compliance with the Quality Management system and any other quality initiatives
8. Assisting in evolving, suggesting, documenting and implementing processes including those necessary for all quality initiatives within the organisation
9. Taking a full part in meetings and organisational activities
10. Where capabilities match, being willing to cover main duties of other people when necessary, e.g. leave / sickness cover
11. Assisting, understanding, and promoting the organisation as it develops
12. Taking on other duties as may reasonably be requested
13. Designing and implementing a personal development plan in line with the organisation's strategy and direction

### Engineers (all grades)

Job descriptions for the Engineering roles can be found in the Engineering Job Descriptions document.

### Administrative Assistant

The main function of the Administrative Assistant is to support the Company's Administration activities. The Admin is responsible for:

1. Reception duties.
2. Managing ordering, inventory and stock control,
3. Facilities management at the Company's office site.
4. Supporting the Company's general administrative activities support.
5. Assisting in evolving, suggesting, documenting and implementing processes.
6. Monitoring Health and Safety
7. Maintaining training records
8. Maintaining software licensing records

### Delegation

Delegation of Authority (DoA) during planned absences by a person in a position of authority e.g. during vacation, is normally declared by circulation of an email specifically naming the delegate. The Outlook Out of Office (OOTO) message should also name the person(s) holding DoA for any areas of responsibility.

## Approved Suppliers

The receipt of quality tested goods is paramount to the success of the company. Therefore the Company maintains an Approved Supplier list on its "Sage" system. All suppliers on this list, where possible, are ISO 9001 accredited. In addition the Company may chose to audit their suppliers for compliance to the specific terms of the contract.

Feature Creep Ltd provides a high degree of expertise to its customers and, as such, is an Approved Supplier in its own right.

## Risk Management

Risk Management is a key element of Feature Creep’s Product Delivery Framework and risk is assessed and actively managed at each of the product delivery quality gates. This risk assessment will cover a statement of all significant risks identified with impact and probability. Owners and mitigating actions will be assigned for all non-trivial risks and the existence of any high-probability high-impact risks will be a barrier to passing any quality gate.

# The Quality System

## Quality Management System

## General Requirements

This section describes the system of management weuse to ensure that we consistently achieve high standards in everything we do. The system is documented in a set of Quality System Documents**.** Each being referenced directly, or indirectly, from this Quality Manual.

Each Quality System Document is subjected to the Document Control process described below. Quality System documents are available for reference by Feature Creep Ltd Employees and customers.

## Documentation requirements

### General

The Quality Management System of Feature Creep Ltd consists of:

* A Quality Policy as defined in this document
* A set of Quality Objectives as defined in this document
* The Feature Creep Delivery Framework document, which describes the Feature Creep delivery mechanism for a product at the corporate level.
* A Quality Manual (this document), which outlines how Feature Creep fulfils its responsibilities within the Delivery Framework
* The Engineering Handbook, which describes the processes used by the Feature Creep Engineering teams define the requirements for, and to develop product code.
* The IVV&T Handbook which describes the processes used by the Feature Creep Engineering teams to verify and test code against these requirements.
* A set of processes and procedures, e.g. Configuration Management, Review and Inspection
* A number of templates and forms for frequently produced documentation and forms to provide the quality records from the procedures.
* A set of Quality records (These are referenced from the appropriate documented procedure}
* Backup of Electronically Stored Data. The custodian of electronically stored data is responsible for ensuring that backup copies of the data are made, at intervals not exceeding one week, and stored in a safe place.

### Quality Manual

This document is the Quality Manualof Feature Creep Ltd. It describes the system of management in use to ensure we continually understand and meet the needs of our Customers. The Quality Manual is an approved document within the quality system and as such is authorised by the COO.

The quality system is subject to regular reviews – principally at the conclusion of each product delivery cycle. Improvements will be fed back into the system at this point.

### Control of Documents

All documents are controlled using the Document Control Procedure outlined below.Once released, controlled documents can only be changed in accordance with the Document Change Procedure outlined in 5.3.4.1 below.

All documents within the Quality Management System are controlled as follows:

1. Held on the company Quality SharePoint site
2. Cover page, showing title of document, Issue number and date
3. Authority for issue lies with the COO.
4. All copies of documentation including external documents that become obsolete shall be promptly removed from use.

All quality documents will be held on SharePoint with versioning and the current version will be used in all cases.

Control of external documents such as standards, regulations and directives are maintained and up-dated as required by the CTO.

### Control of Quality Records

#### Approval of Quality System Documents

The Quality Manual is reviewed and approved by the COO prior to release.

Approved amendments will be held electronically in draft format until such times as sufficient changes merit the release of a new revision into the system.

The COO is authorised to issue and revise documents, referenced in the approved Quality Manual without the need for further approval.

#### Controlled Copies of Quality System Documents

Users are responsible for ensuring they use the latest versions of Quality System Documents. If they are unsure then they should check the Quality SharePoint site.

#### Identification of Changes

Significant changes made to Quality System documents, other than forms, will be shown by a vertical change-bar to the side of the paragraph containing the change.

#### Reviews

Reviews are crucial to the operation of the quality management system. The aim of reviews is to find the defects in an item at the earliest possible stage in the life-cycle in order to minimise the cost of rework. A review should answer the questions:

* Will the item do the job it is supposed to do?
* Can it be understood in an unambiguous way?
* Is it accurate, complete, clear and consistent?
* Does the item conform to its related standards?
* Can the next stage in the development cycle commence with acceptable risk?

Reviews shall concentrate on identifying and recording issues; it is not their purpose to solve them unless the resolution is immediately apparent.

Reviews will have the minimum of formality consistent with effectiveness and efficiency.

Review attendees will be selected either for their relevant knowledge, or for the opportunity for them to learn. Review items will be circulated sufficiently in advance of any review meeting, or review deadline, to give reviewers the opportunity to do their job.

Review comments can be solicited in email or mark-up comments, or via a review meeting with all reviewers present

Review meetings should be chaired and the review comments captured, but it is sufficient for the author(s) of the review item to log the comments themselves and/or make updates to the item during the course of the meeting.

It is the responsibility of the item approver to assure himself that the item has been given an adequate review and any necessary changes implemented before granting approval.

An item approver may approve an item by inspection if they deem a review (or a further review) unnecessary.

Default approval will apply if two weeks elapse from the deadline for approval without the Approver granting approval or giving valid reasons not to approve.

An Approver may not unreasonably withhold approval.

For some items there may be review checklists e.g. coding standards, FPGA implementation rules etc. and these should be used.

Code inspection is a form of review within the terms of this quality manual.

#### Record Storage Protection and Disposition

All QMS records held electronically protected and back-ups are made on a weekly basis and held off-site by the COO.

Electronic records which require to be archived are transferred by the COO to an 'Archived Folder' under the QMS shared folder and are held as per Appendix A.

Hard copy archived documents are held in a secure area by the Business Manager.

The retention period for archived documents is as per Appendix A - Document Retention Period Chart.

The methods to be used for disposition of archived documents after the required retention period (Appendix A) are:-

• Hard copies to be shredded

• Electronic copies to be purged off the system by means of deleting.

## Product Realisation

### Planning of Product Realisation

The Feature Creep methodology for the scheduling of the product realisation process is described in the Feature Creep Delivery Framework.

Projects **must** follow the Delivery Framework processes during the lifetime of the project. The Product Delivery Team will provide the day to day project management including agreeing and communicating project changes. Significant deviations from the plans and objectives set out at the previous Delivery Framework gate must be reviewed and agreed at a further meeting of the Product Planning Group as defined in the Framework.

Customer feedback will be elicited via the Customer Satisfaction Process and the Customer Satisfaction Survey Form

### Customer Related Processes

The process of eliciting customer product requirements is described in the guidelines contained within the PRD template.

The process of review of product requirements is handled via the approval of PRD documentation through the Review and Inspection Process. The Product Delivery Team will be used to manage changes to these requirements once they are approved.

### Design and Development

The Software Design and Implementation process within Feature Creep, and the procedures used in conjunction with this process, is described in the Engineering Handbook.

The Software Verification, Validation and Test process within Feature Creep which verifies the product against customer requirements, and the procedures used in conjunction with this process, is described in the IVV&T Handbook.

# Management Responsibility

## Management Commitment

The management have produced and implemented a system containing procedures and processes, which ensure that Feature Creep Ltd operates under controlled conditions while meeting customer requirements and specifications. These procedures and processes are implemented throughout the quality management system and monitoring of this quality management system is carried out at defined intervals.

The general management responsibilities include:

* Defining principal responsibilities and activities for the organisation.
* Providing the necessary resources, disciplines, procedures and work instructions to ensure that the required quality is achieved, including implementation of any additional quality criteria agreed with customers.
* Ensuring that roles, responsibilities and objectives are clearly defined and agreed with all our people.
* Ensuring that our people are adequately trained to be able to perform safely and effectively.
* Reviewing all activities regularly and implementing timely and effective corrective action to ensure that product commitments are met.

## Customer Focus

The quality policy and objectives defined by the Feature Creep Management includes a commitment to enhancing customer satisfaction by meeting their expectations in terms of product quality and delivery to plans.

The QMS includes processes for eliciting customer requirements (in the form of PRDs), for reviewing and approving requirements and subsequent deliverables at all stages in the process, and also mechanisms for both tracing of customer requirements and monitoring customer satisfaction.

## Company Quality Policy

It is the responsibility of management to ensure adoption, promotion and compliance to the company quality policy as set out in Section 3.

### Scope of the Quality System

The scope of the quality system is as set out in Section 2.2

## Planning

Quality planning will exist at all levels within Feature Creep.

The COO will plan and measure the success of the QMS against the Quality objectives listed in this document.

### Quality Objectives

Quality is foremost concerning all matters of the system procedures and processes. It must be implemented and approved on all matters concerning the operation of Feature Creep and must conform to the company quality policy. The objectives of Feature Creep are to ensure that customer needs and requirements are met within the system. Objective measures regarding clients and internal process measures form an integral part of the Company's business objectives.

The quality objectives for the project will be drawn from:

* The Product Requirements Definition (PRD)
* The Feature Creep Delivery Framework, which specifies the process outputs
* The Openwave QMS process and guideline documents that specify the outputs of all the processes used within the project team, e.g. Review and Approval.

### Quality Management System Planning

The management team plan for any necessary requirements needed to carry out and meet the quality system. This includes how, who, where and what documentation is required to achieve the results. Resources, skills, learning and equipment are identified along with procedures, which state how the process shall be carried out. Quality planning shall also highlight which standards are applicable to the process and use these standards to judge the process. Any requirements for test results or verification of equipment or process shall be identified in the quality planning.

## Responsibility, Authority and Communication

### Responsibility and Authority

The roles, responsibilities and authority are identified and an organisation chart depicting who is responsible for what and to whom can be seen in Section 3.

### Management Representative

Management have appointed the COO (see 4.10.10*)* as the representative who ensures that there is a quality management system and that it is fully implemented, with responsibility for:

* Reports to top management on the operation of the system and any improvements which may be needed.
* The customer needs and requirements are met and sustained and communicates between the company and the customer to monitor the acceptance of the quality levels performed.
* Monitoring post production experience and reporting adverse events.
* Promoting awareness of customer and regulatory requirements throughout the organisation.

### Internal Communication

This is carried out by regular review meetings (monthly Board, weekly Team, meetings as required), record of meetings maintained, emails and by verbal communication (by telephone or face-to-face).

## Management Review

### General

We consider regular ***Management Review*** tobe akey feature of our Quality System.

The ***Management Review*** process has the following steps:

|  |  |
| --- | --- |
| Establish the *Desired State* | This part combines business objectives, minuted decisions, new requirements (inc. Health and Safety and Learning) and the requirements of the Quality System Standard. (Section 2.4) |
| Establish the ***Current Reality*** | This part combines business results, customer feedback, corrective action requests, internal audit reports and external audit reports |
| Identify the ***Gap*** | This part identifies undesirable differences between ***Desired State* and *Current Reality.*** |
| *Minute* decisions and raise ***Corrective Action Requests*** | This part records the decisions to change. |
| Take **Actions *for Change*** | This alters the current reality and hence closes the GAP. |
| Close the ***Corrective Action Requests.*** | This part records changes to the Quality System. |

Management Reviews take place annually. Additional reviews may take place on completion of each Internal and External review/audit of the Quality System, or as a follow up from previous reviews, or as a result of the introduction of new/revised regulatory requirements.

### Review Input

* Internal and external reviews and audit reports.
* Customer feedback - formal and informal.
* Performance of the processes and other records.
* Regulatory Matters.
* Status of preventive and corrective actions.
* Business organisational changes.

### Review Output

What decisions and actions related to improvement of the process, improvement of the product and general resource needs. These decisions and actions are documented appropriately at the Review meetings.

# Resource Management

## Provision of Resources

Feature Creep will identify and provide adequate resources for management and performance of work in support of meeting customer requirements.

The resources for each development project are identified during planning – specifically during the Definition and Planning Phase of the Feature Creep Delivery Framework. Feature Creep organises for the allocation of resources to ensure the operation of the quality management system. These resources may include managing departments (people), processes (procedures, forms etc.) and projects (plant, machinery, equipment etc.).

Feature Creep will identify and provide adequate resource and appoint an individual to maintain the Feature Creep QMS. This will be primarily achieved by Post-release reviews and by the Management Review.

## Human Resources

### General

Human resources are to be assessed upon the requirements of the process against the personnel needed to perform the task and their education, experience and learning. Feature Creep shall determine the needs for personnel to be trained for the delivery of a product or service and shall provide this training. An evaluation of learning and future needs is conducted annually and as required for each project. All records used for learning shall be stored in the learning file belonging to the person trained. Feature Creep recruitment policy states that a review of any required or desirable qualifications or experience necessary to obtain the highest quality and performance from an employee for a specific task is to be carried out prior to advertising and interviewing for any position in the company.

With regard to training in the area of the QMS and Quality Awareness, the COO will be responsible for the provision of this training and the effectiveness of the training will be monitored via the QMS Management Review.

## Infrastructure and Work Environment

Feature Creep Ltd is located within the Contaminated Radioactive Asbestos Processing (CRAP) Facility approximately 5 miles from Belfast City centre. The building is well serviced by road and bus, with parking facilities provided. Major shopping outlets and leisure facilities are within a 2 mile radius of the premises. Within the building there is a small kitchen with cooking and washing facilities and a rest area for use by our people. The building is fully serviced and maintained by the Company as required. The building meets all current needs.

# Appendix A DOCUMENT RETENTION POLICY

**Purpose of Retention Policy**: Retention of documents can become expensive. Therefore, it is desirable to cull documents as much as possible yet retain those essential documents in a safe and orderly manner.

In general, there are three reasons to retain documents: (1) for future reference for similar projects, (2) expansion or modification of the original project, (2) for reference should a claim be filed.

**Types of Records to be Retained**: Records may be retained in one location or a designated location. A single person may be charged with the responsibility for the retention of all records or different types of records may be maintained by different individuals.

Note this policy deals only with items within the scope of the Quality Management System; other record types are listed below along with the responsible individual for com pleteness only.

|  |  |  |
| --- | --- | --- |
| **Record Type** | **Group Normally Responsible for Preparation** | **Individual Responsible for Retention of Records** |
| Financial Records | Accounting Department | Financial Controller |
| Corporate Records | Chief Executive Officer | Chief Executive Officer |
| Personnel Records | Human Resource Department | Human Resource Department |
| Project Records | Product Development | VP Development |

In general all project documentation will be held on the appropriate SharePoint team site in MS office and/or PDF format. Drawings and specifications should be maintained in hard copy format if possible as electronic data can sometimes be difficult to access when the programs utilized to create the drawings/specifications become outdated or obsolete.

**Document Retention Schedule.** Document files should be purged to remove duplicate and/or unimportant material. Documents should be retained according to the following schedule.

|  |  |
| --- | --- |
| **Document or Record** | **Retention Period** |
| Product Specification and Design Documentation | Permanent |
| Product user documentation | End of Life of product plus 5 years |
| Test Specifications, test results | Completion of project plus 10 years |
| Responses to RFPs, RFIs, and other customer engagement records | Completion of project plus 10 years |
| Marketing Material, Brochures, etc. | Update plus 3 years |
| Design/Drawings/Specifications/Design Calculations, etc. (abandoned projects) | 10 years |
| Correspondence (primarily email, but also written and fax) | Completion of Assignment plus 10 years |
| Design/Drawings/Specifications/Design Calculations, etc. (completed projects) | Permanent |
| Design/Drawings/Specifications/Design Calculations, etc. (preliminary) | Destroy upon completion of project |
| Design/Drawings/Specifications/Design Calculations, etc. (review/mark up prints) | Destroy upon completion of project |
| Studies and Investigations (abandoned assignments) | 10 years |
| Studies and Investigations (completed assignments) | Permanent |
| Published Studies and Reports | Permanent |
| Computer Software | Permanent |
| Testing, Inspection, Laboratory Reports | 10 years |

**Destroying Documents**: All confidential documents shall be shredded and recycled. Non-confidential documents shall be recycled.