



## **Business Management System Manual**

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On behalf of  
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On behalf of  
Stratton Products Ltd.

## Business Management Manual (BMS) - 2022-09-01.docx

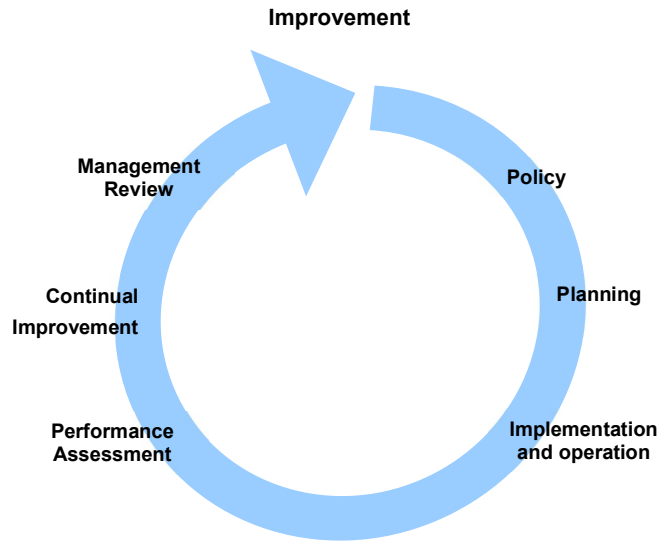
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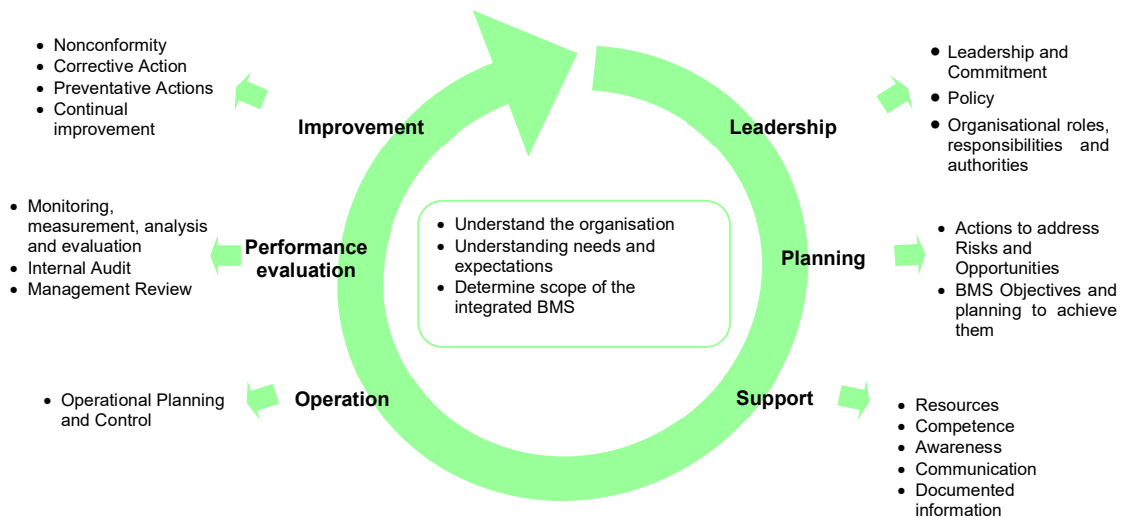
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## Preface

This Business Management System Manual (BMS) summarises how the BMS and its interrelationships work, either by flow/activity diagrams or text where appropriate. The BMS Manual, by design, points the reader to the relevant procedures used by the organisation, which in turn form the backbone of the BMS.



## Systems Integration



This document itself is subject to continual improvement, and any reader may suggest ways to make it better. Please forward your comments to the Director of Compliance.

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### Revision History

Date	Incorporated by
2009-01-29	J. Cripps
2013-04-28	J. Cripps
2013-11-14	J. Cripps
2015-02-16	J. Cripps
2017-03-20	J. Cripps
2022-09-01	J. Cripps

### Related Documents

[BMS Index](#)

Reviewed

## Introduction

Stratton Products Ltd. (SPL) has established an integrated Business Management System (BMS) forth outlined in this document, which is designed to meet or exceed the requirements of our customers

## Scope

These activities include:

- Transference of customer requirements to ISO9001 certified “Manufacturing Facilities” (MF) in the Far East
  - Manufacture, Testing, Quality Records Storage and Packaging of the product are being conducted by the (MF)
- Obtaining customer approval of samples provided by the (MF), before order acceptance
- Importation
- Storage
- Distribution

Products supplied: Are either manufacturers' standard products or 'Customer Designs' with Product Part Approval.

Stratton Products Ltd. actively encourage the use of environmentally responsible practices on the part of all its employees (whether permanent or temporary), sub-contractors, suppliers of goods and services and end users of its products.

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### Business Policy

Stratton Products Ltd. management unreservedly commits to the Business Policy and Objectives

As a responsible Distributor, we are committed to maintaining the highest standard of product, service and environmental management by continual improvement and operating manner responsible, meeting the requirements of our policies & objectives, the company shall:

#### General

- Plan, promote and develop management systems to improve the satisfaction levels of customers, employees, suppliers, and all other interested bodies.
- Promote continual review and improvement activities in every aspect of the business.
- To set realistic and achievable objectives and targets to develop and monitor company KPIs.
- Ensure compliance with applicable Legal, Statutory, Regulatory, and Other requirements subscribed to.
  - And maintain knowledge and understanding of its compliance status.
- Ensure all employees and contractors are trained and their competence is subject to routine assessment.

#### Health and Safety

- To assure the safety and well-being of all people on our site.

#### Environment

- To protect the environment from all negative impacts
- Monitor and control waste and continually strive to reduce both to the lowest practicable levels.

#### Quality

- Provide high-quality, on-time products and services that satisfy our customers' needs.

#### Efficiency

- Identify and implement areas for improvement using all the means available to the Company.
- Assuring everything we do, is done in the most effective manner possible

#### Regulatory

- To comply with all relevant Legal or Regulatory requirements, including but not limited to, REACH, RoHS, CE,

#### Social & Ethical

- To assure Stratton Products Ltd and their Manufacturing Facilities are compliant in meeting their obligations regarding:
  - Conflict Minerals Reporting, as defined by the Dodd-Frank Act, section 1502 on Conflict Minerals
  - Corporate Social Responsibility, at least the following principles:
    - Prevention of Child Labour
    - Prevention of forced, bonded or involuntary prison labour
    - Working Hours
    - Remuneration
    - Safe and Healthy Working Environment
    - Prevention of discrimination and harassment
    - Ensuring freedom of association and collective bargaining
    - Ethics and human rights

### Business Objectives and Targets

The management review team establishes and routinely reviews the business objectives, and targets, and plans the continual improvement of the company's performance and management system.

Progress toward targets are routinely monitored during Business Management Review meetings

This statement forms part of Stratton Products Ltd.'s Business Management System

Copies of this statement are available to the public

Signed:

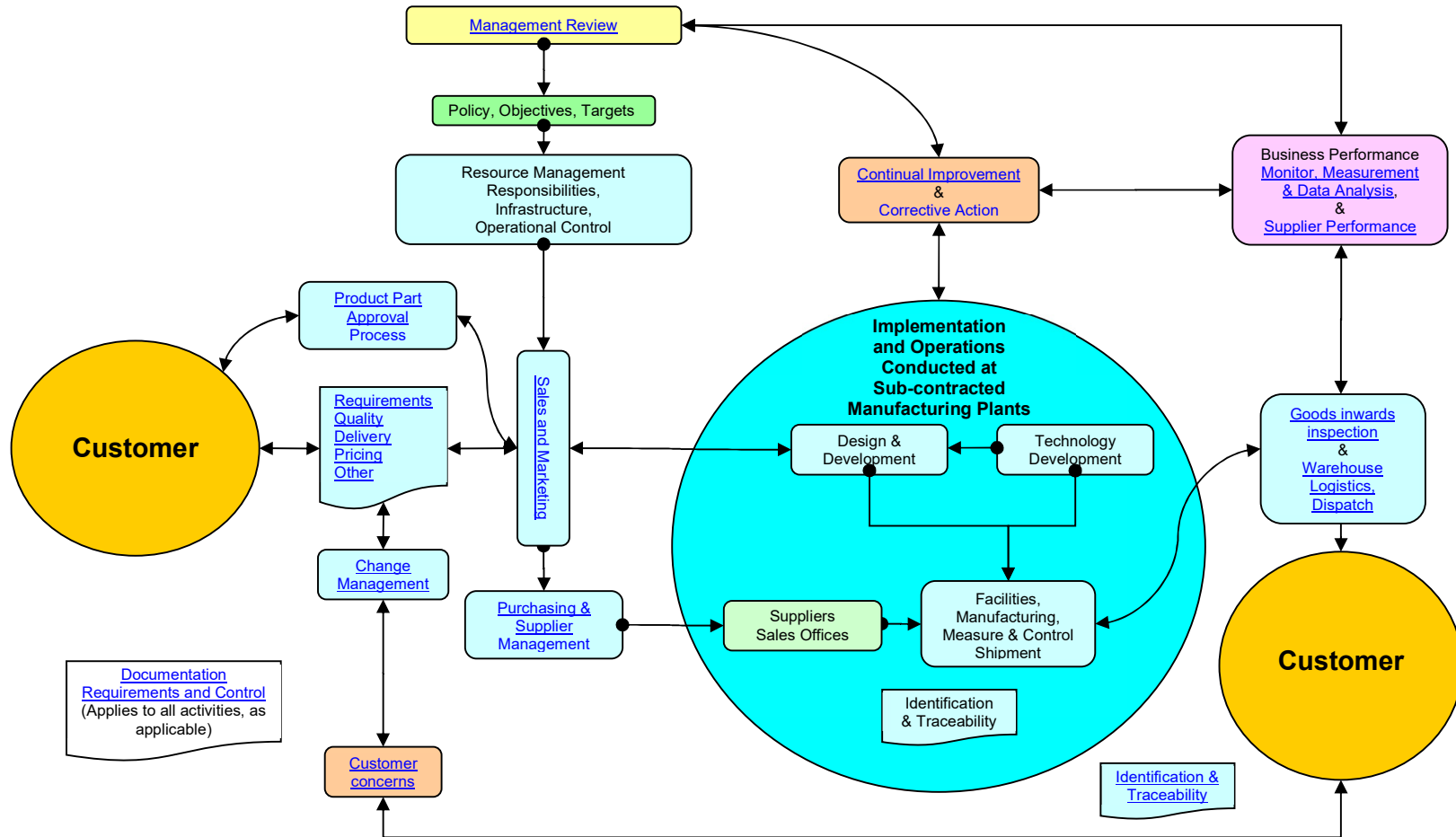
  
Stratton Products Ltd.

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### Business Management System (BMS)

#### General Requirements

To ensure the implementation and achievement of the Company Policy Statement and Objectives



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### Management Responsibility and Authority



#### Management Commitment:

Top Management defines and communicates the business objectives, and provides the resources and dedicated infrastructure necessary to accomplish those objectives, and monitors the performance of the organization's effectiveness and efficiency in meeting these objectives. This is done to ensure consistency in product and process quality and enable it to meet current and evolving customer requirements.

#### Customer Focus:

Management ensures that customer requirements are understood and met.

#### Organisation and Responsibilities

The following job descriptions and definitions are not exhaustive but define the core job requirements.

#### Managing Director:

To ensure that; Stratton Products Ltd. operates in a reputable and efficient manner.

The M.D. is responsible for:

- The Business Policy
- Human Resources and Training. Assuring the company management team has defined training needs and has trained resources for the performance of work and verification activities.
- Procurement activities

#### Compliance:

The Director of Compliance (DC): Is responsible for all aspects of Quality and Environmental System maintenance, awareness and reporting (internal & external), and has the authority to suspend any suspect or non-conforming product or processes. The DC represents the Customer and Interested Parties.

#### Finance Manager:

Responsible to the M.D. for the administration of the company accounts

#### Account Managers:

Responsible for representing their customers within Stratton Products Ltd. including contract review and the setting of quality objectives related to those customers, including the determination of customer satisfaction.

- The acquisition and promotion of new business activity.

#### Technical Manager(s):

The respective manufacturers provide comprehensive technical support to Stratton Products Ltd.

#### Production Facilities

Production is performed by sub-contracted companies in the Far East, and all responsibilities for site activities are wholly owned by the relevant supplier. Stratton Products Ltd. actively seeks ISO9001 certified manufacturing facilities.

#### Quality Control Managers:

The respective sub-contracted manufacturing facilities have their quality control managers for all aspects of product quality control following ISO 9001

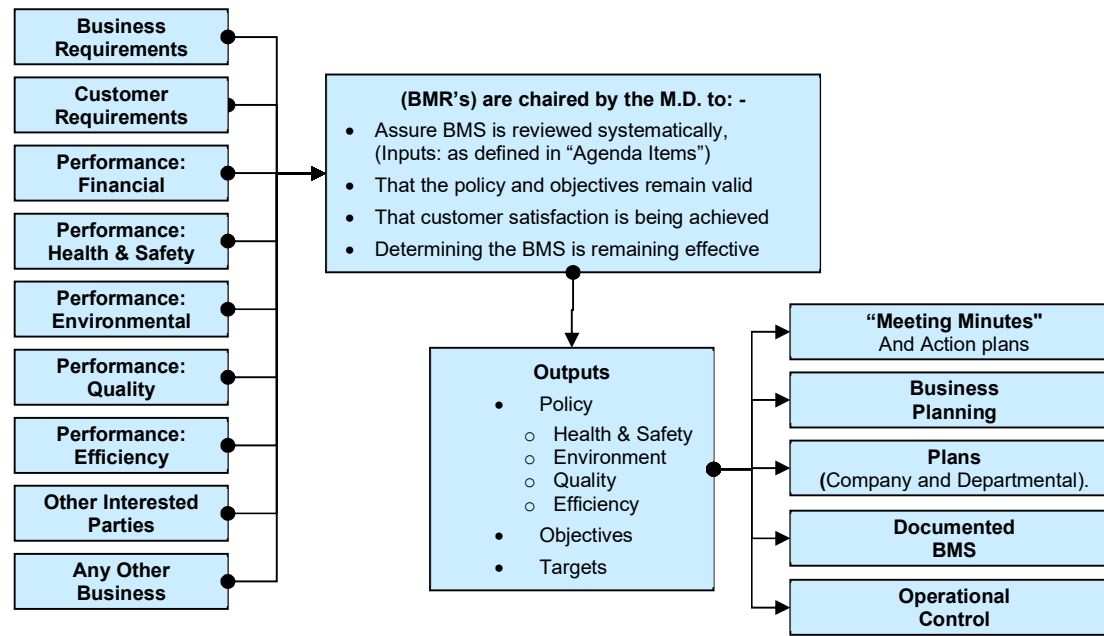
#### Employees:

It is the duty of every member of staff whether permanent, temporary or sub-contract, too;

- To be made fully aware of the [\[Employee Handbook\]](#) and the [\[Quality Awareness Handbook\]](#), also including all aspects of documents, processes and activities that they are detailed to carry out.
- Always act following the requirements of any applicable instructions, whether verbal or written, given to them by a competent authority.
- To report to their supervisor any occurrence that they consider may damage or present a threat to the environment, or business management system.

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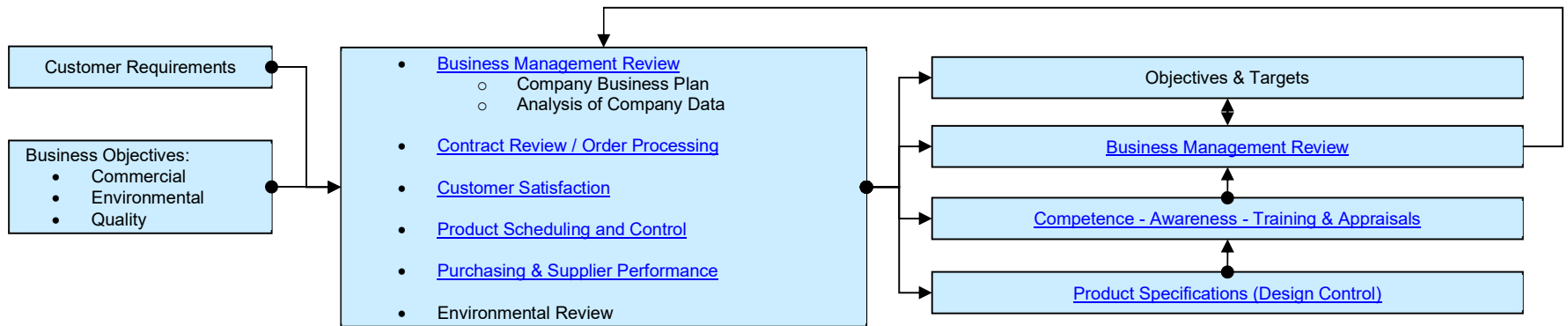
### Business Management Review (BMR)





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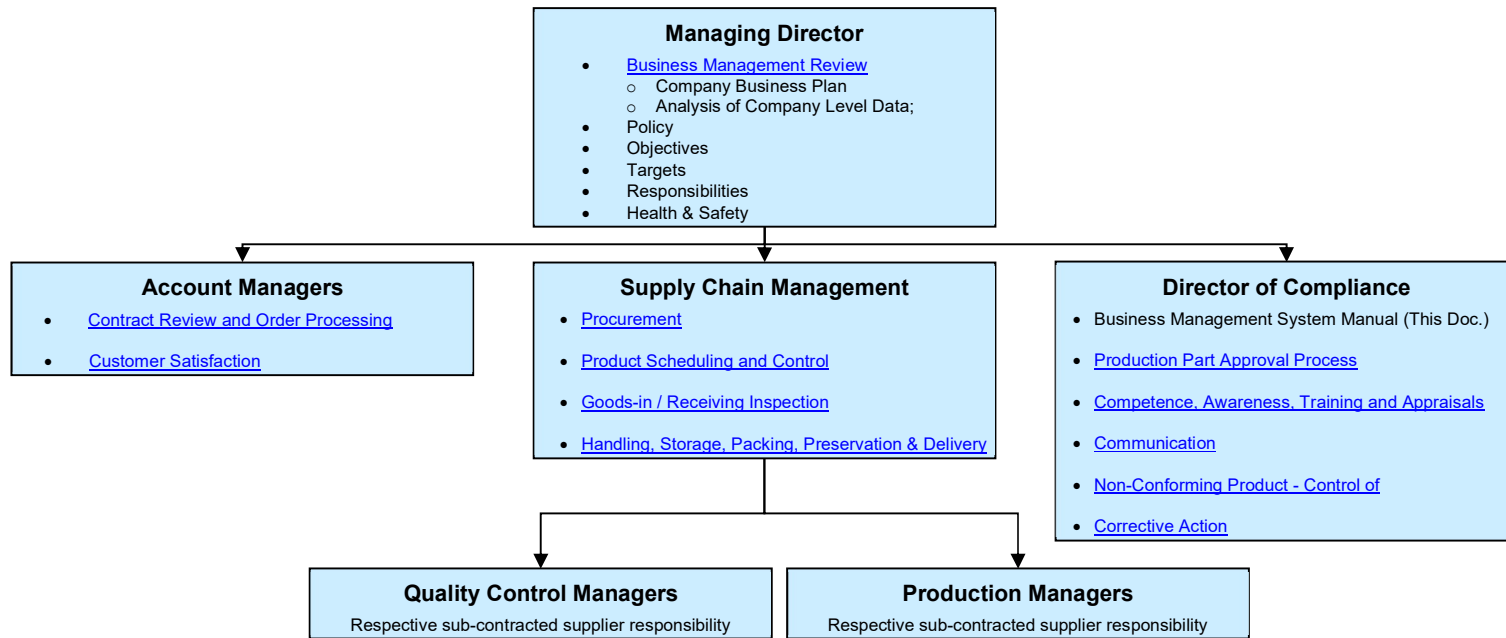
### Business Planning



### Implementation and Operational Control (Process Ownership)

Day-to-day operational control is achieved by the use of formal procedures, work instructions, and process flow charts as necessary. These documents are detailed as part of the company's documented BMS, and roles and responsibilities are defined in the relevant BMS procedure.

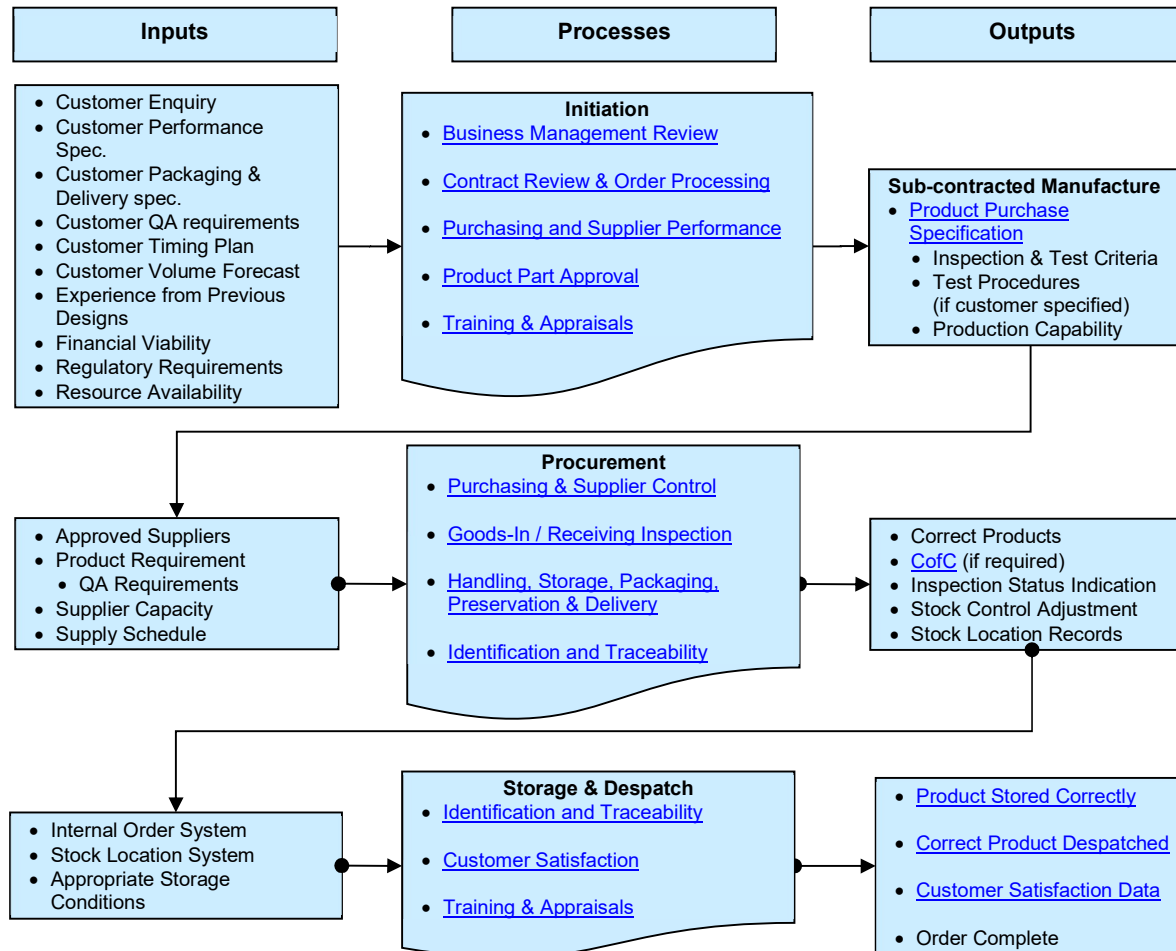
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### Product Realisation Process

Level 2: Procedures may have multiple occurrences, Level 4: Instructions are not listed.



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### Infrastructure

The business planning process determines, provides and maintains the infrastructure needed to achieve conformity to product requirements. Infrastructure includes:

- Buildings, workspace, equipment and associated utilities
- Supporting services (such as transport or communication).

### Plant, facility and Equipment Planning

A multidisciplinary approach is used for developing facility and equipment plans. Where possible, layouts optimise material travel, handling and value-added use of floor space.

### Work Environment

Working environments are suitable for all employees and are kept in a state of order, cleanliness, and repair with appropriate environmental control of workspace, equipment and materials

### Personnel Safety

Safety and the means to minimize potential risks to employees are addressed especially in the storage of products.

### Confidentiality

All details of customer contracted developments, products and associated documentation and Information shall be treated with the strictest confidentiality and may only be passed to a third party with the prior written agreement of the customer.

### Continual Improvement

Continual improvement is used in all activities as part of company culture; this is achieved by the constant application and monitoring of the documented BMS, the analysis of company-level data, and customer satisfaction reviews. The Company makes every effort to improve its continuous improvement methodologies and to disseminate this knowledge to all members of staff.

### List of BMS Documents

Note, this list is subject to change at any time and is correct when printed: 11 October 2022

For the latest issue, refer to the original on the server:

Business Management System - Documents Master List	
Level 1 & 2	
Title	Rev.
Business Management System Manual (BMS)	01-Sep-22
BMS Organisation Chart	24-Jan-11
Procedure - Business Management Review (BMR)	19-Apr-13
Procedure - Calibration	31-Jan-08
Procedure - Communication	17-Feb-22
Procedure - Competence, Awareness, Training and Appraisals	31-Jan-08
Procedure - Continuity Planning	21-Dec-09
Procedure - Contract Review/Order Processing	31-Jan-08
Procedure - Contractor Control	10-Feb-22
Procedure - Corrective Action (CA)	05-Oct-15
Procedure - Customer Property (Control of)	31-Jan-08
Procedure - Customer Satisfaction	31-Jan-08
Procedure - Design Control	18-Apr-09
Procedure - Documentation Requirements and Control	12-Feb-08
Procedure - Emergency Plan	11-May-18
Procedure - Goods-in / Receiving Inspection	21-Apr-11
Procedure - Handling, Storage, Packaging, Preservation & Delivery	25-Jan-10
Procedure - Inspection and Test Status	17-Jan-10
Procedure - Internal Audit	20-Jan-09
Procedure - Non-Conforming Product (Control of)	10-Jan-09
Procedure - Process Control and Operator Instructions	23-Jan-09