

Quality Manual

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1.1 Quality Policy Statement

It is the policy of Graffiti Design International to provide bespoke signage and displays to a high product and service level, competitively and to defined timelines.

How we will do this:

- 1) We will use high quality materials in order to meet provided specifications or to ensure that the product is fit for purpose.
- 2) We will maintain our costing structure in order to ensure that we remain competitive in the market place and provide good value for money.
- 3) We will manage each project efficiently and professionally in order to deliver on our time and budget promises.

Signed:

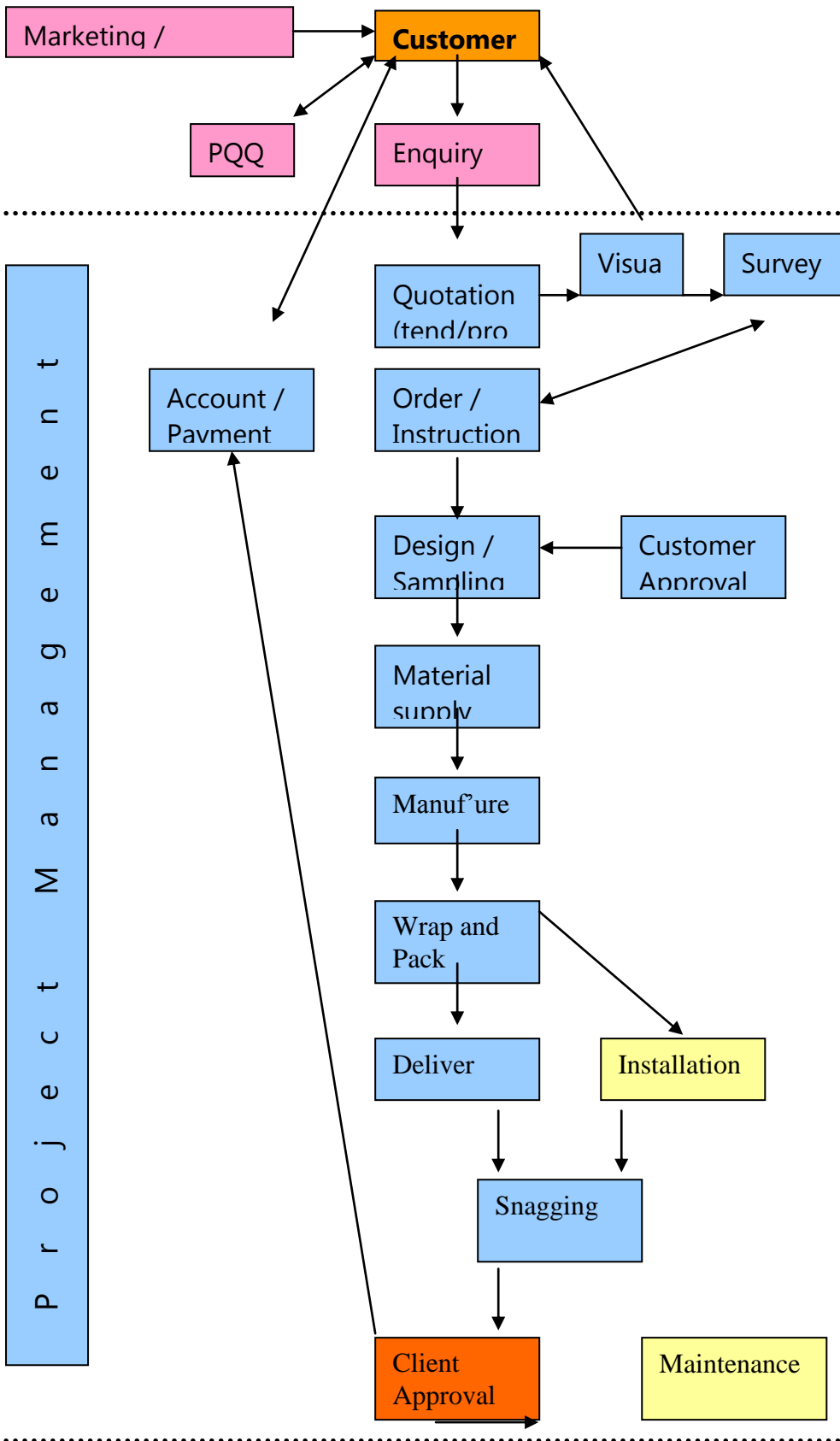
A handwritten signature in black ink, appearing to read 'Nur', enclosed within a simple circular outline.

1.2 The Scope of Our Quality Management System

The scope of the Quality Management System covers the following activities:

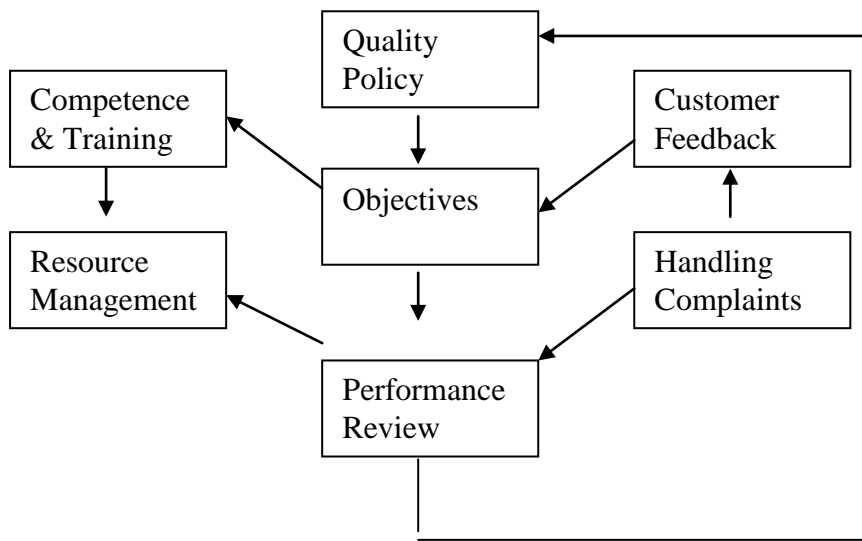
The design, manufacture and installation of bespoke signage solutions.

1.3 Our Processes

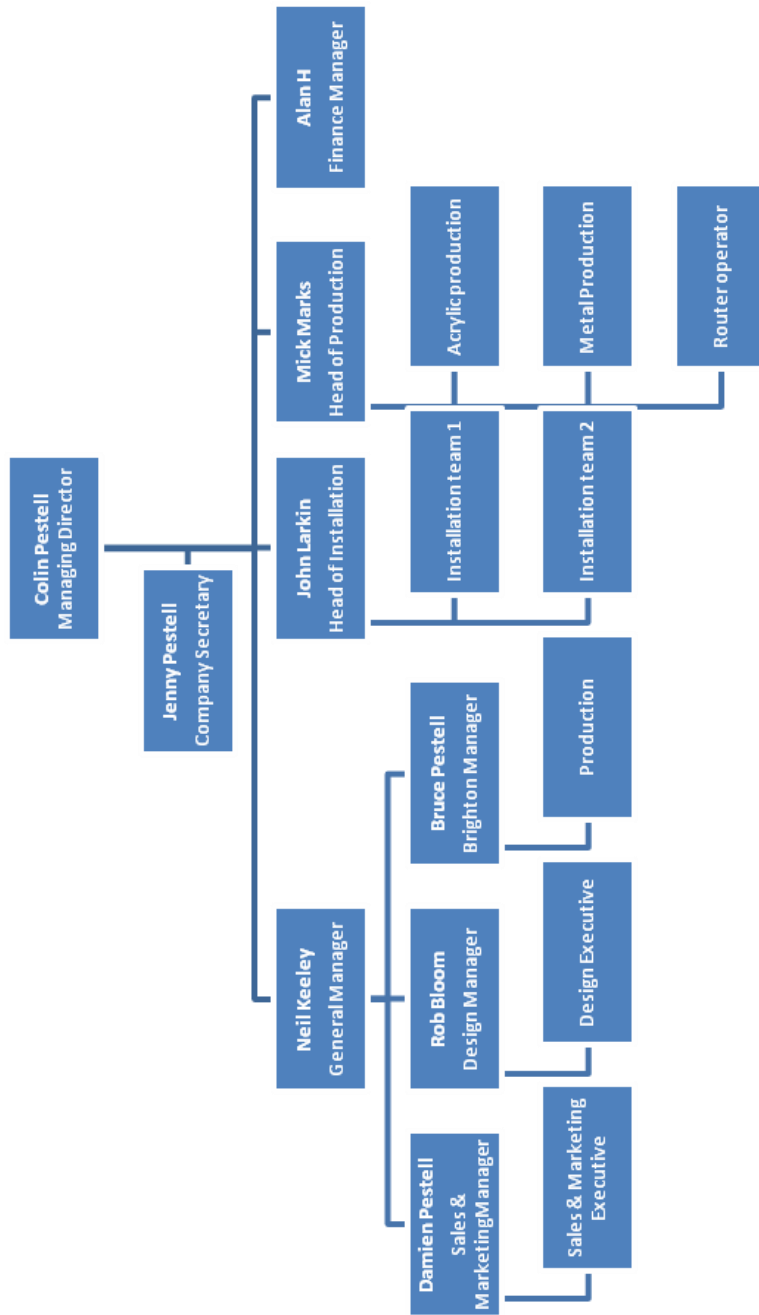




1.4 Our Management Processes:



2.1 Our Organisation:



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3.1 Our Quality Plan:

Process	Process Inputs	Process Outputs	Controls	Records Maintained	Special Tools etc.	Planned Improvements
Marketing / Telesales	Customer Database / Planning Portal / Media Generally	Increased awareness of Graffiti / Increase sales	Self Checking / Market research / Sales order book	Databases kept on 'Highrise' / Excel / MYOB databases	PC access to database	
Pre Qualification Questionnaire	Customer Request for PQQ	Completion of PQQ to provide satisfactory answers	Specific question asked / Self control	All PQQs saved for further use.	PC specific PQQ requirements	
Quotation	Customer Enquiry / Sales Lead	Quotation / Proposal / Tender	Self Check / 3 rd Party Check / Automatic System	Copy of quotation – Electronic & Hard Copy	Quote Spreadsheet / Database / Client Database	
Visualisation	Customer / PM Request	Approval visual	Self and 3 rd Party check / Spell check	Copy retained – Electronic / Hard	PC / Various programmes / Artwork / Survey / Spec	

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3.1 Our Quality Plan:

Process	Process Inputs	Process Outputs	Controls	Records Maintained	Special Tools etc.	Planned Improvements
Survey	Customer Request / Address / Spec and detail	Full detail of site conditions / sizes / site restrictions / photographs	Self Checking / Cross check with apx measures and photos	Photos retained electronically / survey hard copy kept /	Vehicle / Sat Nav / Access Equip / Measures / Camera	
Order / Instruction	Customer Request	Production schedule set / Order Acknowledged / Value	Account checks / Schedule limits set / Self checking	Order hard copy kept / Invoice raised / Sales order database	Account profiling / Schedule database	
Account Set up / Check	Customer Order	Account approval / Payment	Financial check / Terms agreed / Business Restrictions	Accounts / Credit card statement / secure details / Invoice copy	Bank checking system / Credit card system / MYOB	
Design / Sampling	Customer / PM request	Design drawing / sample product	Self and 3 rd party check	Copy retained electronically and hard / sample left with client or	PC / Various programmes / Artwork / Spec details / Survey detail	

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3.1 Our Quality Plan:

Process	Process Inputs	Process Outputs	Controls	Records Maintained	Special Tools etc.	Planned Improvements
Material Supply (or service)	Client / Stock order	Purchase order / delivery	Approved suppliers	Purchase order / delivery note	Suppliers quote	
Manufacture	PM Request	Finished product	Self and 3 rd Part checked / Final quality assessed by PM	Where possible photo of completed item / despatch note	Materials / Spec / Details / All plant and machinery	
Wrap and Pack	Finished product	Delivery to client / site	Carrier controls / Sign off docket	Carrier invoice record / Electronic and hard copy of sign off docket	Carrier vehicles / Own vehicles / Hired in caouriers	
Installation	Finished product	Completed installation	Risk assessment / Method statement / Sign off	Photographs of completed install where possible / Signed docket	Vehicles / Access plant / Hand and general tools	

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3.1 Our Quality Plan:

Process	Process Inputs	Process Outputs	Controls	Records Maintained	Special Tools etc.	Planned Improvements
Snagging	Snag list from client or client rep or from PM	Completion of all snagging to clients satisfaction	Self check / Client or client rep or PM check	Copy of install docket (completed) retention of snagging list	Installation equipment and plant / tools	
Maintenance	Customer Request	Maintenance of sign unit to increase life expectancy	Self check / client sign off	Copy of sign off docket retained / invoice submission	General installation tools and access / cleaning equip	
Project Management	Customer or Stock Order / instruction	Full management of project to achieve on time on budget	Self Check / Full check throughout process /Auto checking	Works & purchase orders kept / schedule / sales order	PC for works orders / Order system / H&S system	