

Document No EUR-ADMIN-009

Issue 8

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Compiled by

F. Westphalen

And R. Surry

Approved by S Heley

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## EQ Manual



# ***EQ MANUAL***

**(Environmental and Quality)**

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**EQ Manual**



**Euroby Managing Director**

**Signature on file**

**Date**

*Stuart Heley*

01/02/2025

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Uncontrolled when printed

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## 0. Revision history

This Manual is reviewed annually and revised as required to address changes in operating specifications, Customer and Regulatory Authorities requirements. Printed versions of this manual are considered uncontrolled and not subject to change or update.

<b>REV. No.</b>	<b>CHANGE DESCRIPTION</b>	<b>REVISION DATE</b>	<b>APPROVED BY</b>
1	New Release based on International Standards ISO 9001:2015 & ISO 14001:2015	01/04/2017	Barry Ley
2	Updated in line with NCRs raised by BSI	01/10/2017	Barry Ley
3	Addition of Roles and Responsibilities	01/03/18	Barry Ley
4	Reorganisation of Roles and Responsibilities	01/01/2023	Barry Ley
5	Reorganisation of Roles and Responsibilities	01/05/2024	Barry Ley
6	New policy numbering system	03/09/2024	Stuart Heley
7	Addition of climate change to section 4.1 and 4.2	01/02/2025	Stuart Heley
8	Review of existing policy	06/02/2026	Stuart Heley

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## 1. EUROBY

**EUROBY LIMITED** was established in August 1996 as a private limited company in both England and Wales. It was established in response to a need for specialist independent expertise in the fields of power generation, by-product utilisation and disposal.

The company's client list includes nearly all UK water utilities and many industrial companies, as well as clients in mainland Europe and the Middle East.

**EUROBY LIMITED** offers its wide range of clients the supply, through both sales and hire, of mobile dewatering plants, storage and mixing systems for lime stabilisation, the supply of Polat decanter centrifuges (UK Distributor), TEFSA Filter presses and sludge drying equipment.

They also offer technical support, service, refurbishment and spares via genuine 24-hour maintenance and after-sales support for own and third-party equipment, as well as operational services to complete the fully co-operational systems of the provision of goods and services to the power and water industries and all other industries.

**EUROBY LIMITED** is based at New Dawn House, Gorse Lane, High Salvington, Worthing, West Sussex BN13 3BX and has a factory in the West Midlands.

Euroby has developed and implemented an EQ Management System that complies with International Standards ISO 9001:2015 & ISO 14001:2015, where EUROBY:

- will demonstrate its ability to consistently provide product that meets Customer and applicable Regulatory Authority requirements, and
- will enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to Customer and applicable Regulatory Authority requirements.
- will meet legal requirements as well as applicable requirements of the ISO 9001 and ISO 14001 Standards.

### 1.1. Organizational structure

Organisational chart kept separately

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## 1.2 Roles and Responsibilities

### MANAGING DIRECTOR

Has overall responsibility for HSQE. Responsible for the overall management of all processes relating to clients, staff, budget etc. Devises and implements **and rolls out business** and Company **strategy to senior management**, delegating tasks to Managers who report progress.

**The Managing Director also monitors commercial and installation performance, supply chain and procurement management and client liaison including business development**

### MANAGERS

Have an overview **and monitors** HSQE, commercial and construction performance, including monitoring **HSQE**, procurement and supply chain. Manages estimating facility including preparation and submission of critical tenders. Monitors **commercial and installation performance, supply chain and procurement management and client liaison including business development**

Liaises with **CEO and the MD** to implement business strategy.  
Reports to Managing Director.

### OFFICE MANAGER (BOOKKEEPER)

Manages and maintains sales and purchase ledgers, collating and passing invoices to Commercial Managers for sign-off. Collates weekly timesheets and processes payments to operatives and staff. Compiles and submits VAT returns and liaises with the company's Chartered Accountant. Reports to Managing Director.

### SITE MANAGER / SUPERVISOR

Responsible for the co-ordination of installation across multiple sites, managing site operatives, liaison with client site management and implementation of HSQE policy including production of Method Statements and Risk Assessments. Recruits and places new operatives as required to suit client requirements. Monitors quality of installation and ensures expectations are surpassed. Carries out visual HSQE inspections during site visits. Reports to Operations Manager and Director. Deputises for Site Supervisor.

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### **HSQE CONSULTANT**

Conducts frequent site HSQE inspections and issues reports to Main Contractor, Site Supervisor and Head Office. Provides regular updates on new HSQE legislation and advises in instances where site or senior management have queries on correct or good practice. Reports to Managing Director, Director and Operations Manager.

### **SITE OPERATIVES**

Review, sign to confirm understanding of, and adhere to, Method Statements and Risk Assessments during execution of site installation. Take instruction and direction from Site Supervisor. Ensure quality of installation is of the highest standard. Report to Site Supervisor and Contracts Manager.

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## 2. Purpose, scope and users

The EQ Manual documents the management system of Euroby and demonstrates the capability of Euroby to continuously provide products that address customer requirements.

### 2.1. Applicability

Design is not undertaken by Euroby Limited and does not therefore form part of our BS EN ISO 14001:2015 and BS EN ISO 9001:2015 certifications.

## 3. Terms and definitions

The following terms and definitions will apply at Euroby

Supplier             $\longrightarrow$             Organization             $\longrightarrow$             Customer

Supplier = Euroby suppliers  
 Organization = Euroby  
 Customer = Euroby customers

As well as Terms and Definitions identified and used (copies of which are retained within Euroby) in the following Standards;

BS EN ISO 9001 : 2015

BS EN ISO 14001 : 2015

### 4.1. Understanding the organization and its context

Euroby determine external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended result(s) of its quality management system which are continuously being monitored and reviewed by the Board of Directors.

Euroby recognises that climate change has a profound effect for the organisation and we are taken steps to help reversing this through measuring and setting targets for minimising our carbon footprint'

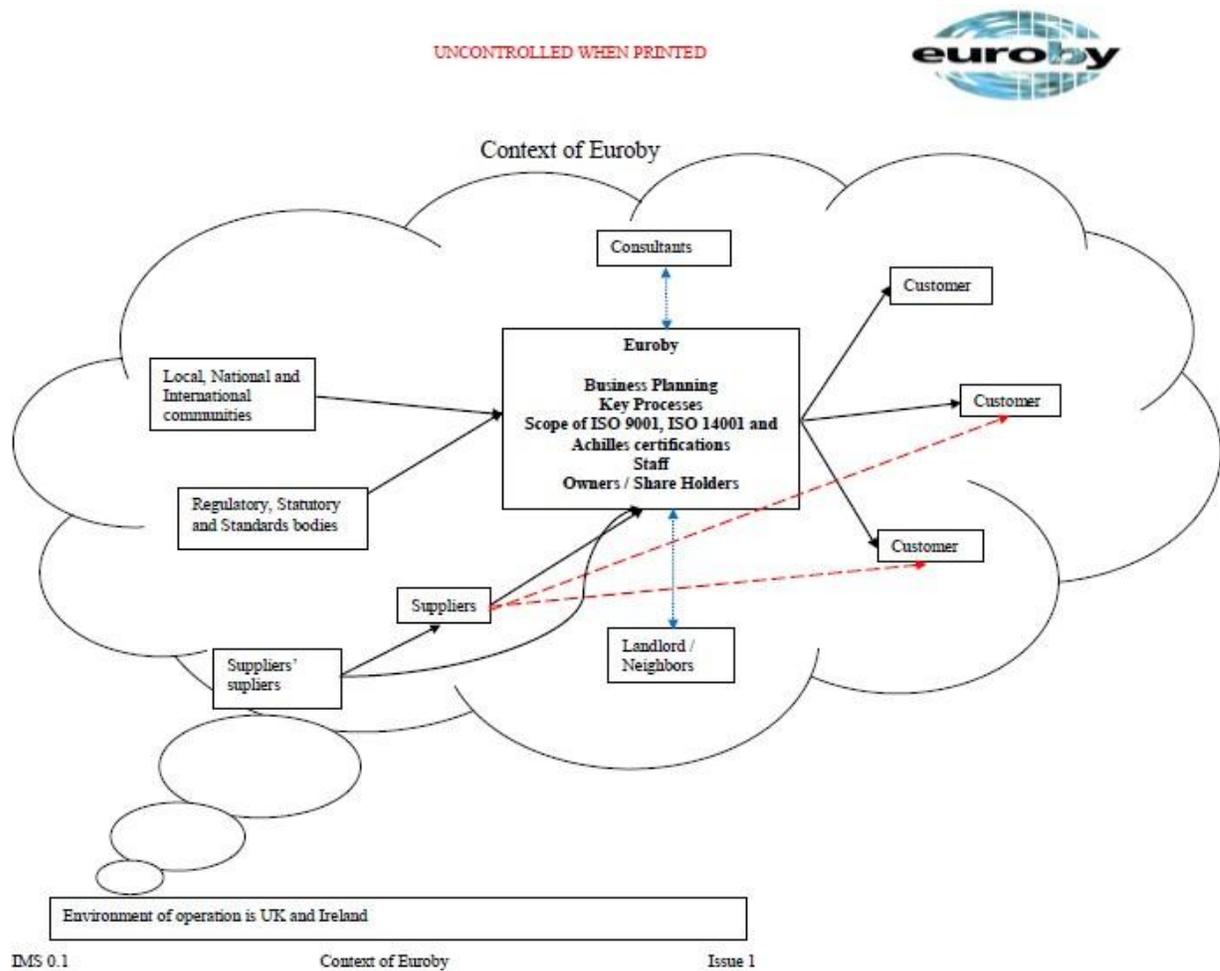


Figure 1: Context of the Organisation

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## **4.2- Understanding the needs and expectations of interested parties**

Euroby has determined the interested parties who are relevant to the Euroby's EQ management system and the requirement of the interested parties in order to prevent the potential effect on the organization's ability to consistently provide products and services which meet the customer and applicable statutory and regulatory requirements.

Euroby is fully aware of climate change requirements from our interested parties and part of this is ensuring that we cater to these needs and expectations through product and services we provide as well as measuring and setting targets for our carbon footprint'

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Interested parties	Requirements	Monitoring & Review mechanism
External providers	1) Specification communication 2) Payment as agreed 3) On time Supply of Input material (if any) 4) Technology support	1) Defined in Documented information of External providers control 2) Review in Management review meetings
Customer	1) EQ of product & Service 2) Delivery of product on time 3) Response to complaint 4) Proper Communication channel	1) Defined in documented information of Marketing & Sales process 2) Review in Management review meetings
Employees	Management Support, Payments on time	Accounting Control of management
Competitors	Ensuring business is product/service/price competitive to stay in business	Through trade magazines and talking to customers. Reviewed as part of monthly management review
Neighbours / landlord	Adopt 'being a good neighbour' as well as ensuring that all site requirements are met	As part of CAR procedure
Statutory, Regulatory and Standards Body	Complying with the statutory, regulatory and standards requirements as defined from time to time and as applicable.	1) Defined in documented information of Leadership 2) Review in Management review meetings
Bankers / Financiers	Updating of changes in the organization whenever it happened	Review in Management review meetings
Insurances	Meeting legal and business requirements	Reviewed as part of annual insurance reviews
Emergency services	Emergency preparedness	Review in Management review meetings

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#### 4.3. Determining the scope of the EQ Management System

Euroby has determined the boundaries and applicability of the EQ Management System as;

***Configuration, supply, hire, installation and maintenance of thickening, dewatering and complementary technologies including lime stabilisation and effluent treatment processes, throughout the UK and Ireland***

***Applicability as identified in 2.1***

#### 4.4. EQ Management System and its processes

Euroby has established and implemented the EQ, which is maintained and continually improved according to the requirements of the ISO 9001:2015 and ISO 14001:2015 standards including processes needed and their interactions. Euroby determined the processes needed for the EQ and their application through the organization.

Euroby determined required inputs and desired outputs of the processes, criteria and methods needed for effective operation and control of these processes, as well as resources needed and responsibilities and authorities for processes in the **Business Processes**. Sequences and interactions within Euroby are described in Figure 1: Business Flowchart. During management review, top management of Euroby evaluates processes and makes changes needed in order to ensure that the processes achieve intended results and improve processes and the EQ.

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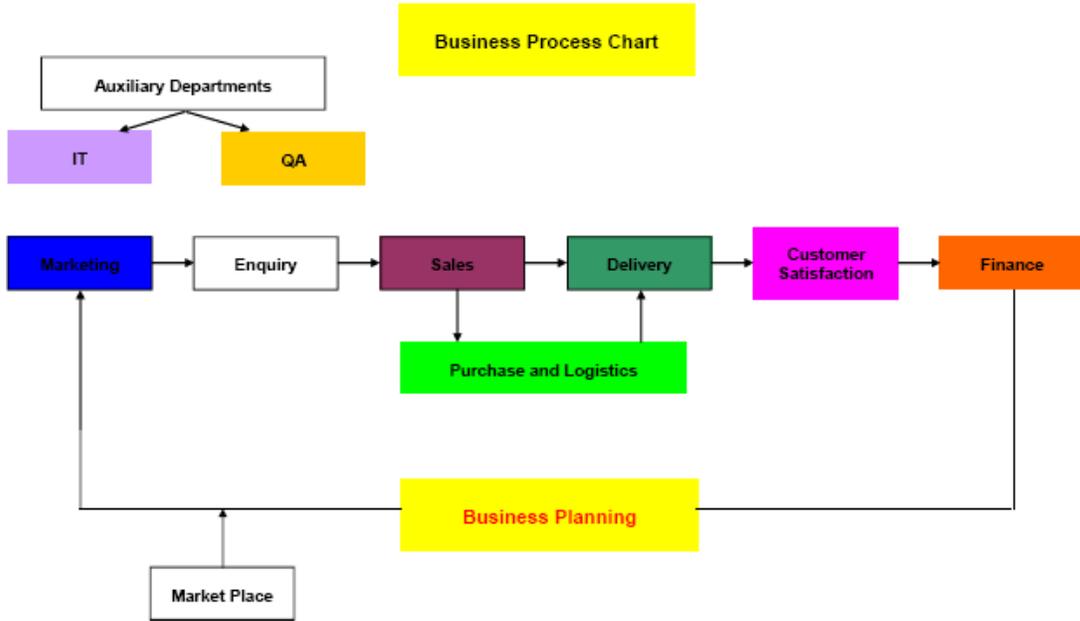


Figure 2: Process Map

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## 5. Leadership

### 5.1. Leadership and commitment

#### 5.1.1. General

Top management of Euroby is taking accountability for the effectiveness of the EQ and providing resources to ensure that the [EQ Policy and Business Objectives](#) are compatible with the strategic direction and the context of the organization.

Top management ensures that EQ requirements are integrated into Euroby's business processes, and that the EQ is achieving the intended results.

Top management communicates the importance of an effective EQ, promotes continual improvement, a process approach, and risk-based thinking, and supports relevant management roles to demonstrate leadership to their areas of responsibility.

#### 5.1.2. Customer focus

Top management of Euroby demonstrates leadership and commitment with respect to customer focus through ensuring:

- that customer and statutory and regulatory requirements are defined, understood, and consistently met
- the risks and opportunities that can affect conformity of products and the ability to enhance customer satisfaction are determined and addressed
- the focus on enhancing customer satisfaction is maintained

### 5.2. EQ Policy

- Euroby is committed to the principles and structure of BS OHSAS 18001:2007, ISO 14001:2015 and ISO 9001:2015.
- Our EQ Management Systems, Procedures, and, where appropriate, Work Instructions are maintained on-line, any hard copies are considered "**uncontrolled**".
- Customers are encouraged to provide feedback at any time about service, delivery, and performance of any of our services. Records are kept in our customer file.
- The EQ Management Systems in place at Euroby ensures that all employees and subcontractors have an understanding of both the company and customer EQ requirements.
- The management of Euroby has played an active role in the development of the Management Systems and supports the policies described in this manual.
- Euroby is committed to ensure systems are in place to ensure the health, safety and

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welfare of all employees and others who might be affected by our activities as well as ensuring the risk of ill health from our activities are minimised and controlled.

- Establishing objectives and targets at different levels of the business which are measured, monitored and reviewed to ensure their aims are being met.
- Protecting the environment, by improving technical installation efficiency, reducing energy usage thereby reducing harmful emissions and preventing pollution.
- Management Review of our EQ Management System is carried out at least yearly.
- Euroby is committed to ensure that the company complies with all relevant legislations, regulations and any other requirements applicable to the company and its activities.
- Euroby is committed to continual improvements of its management systems and processes.
- Auditing processes, sites and offices to determine the effectiveness of our Management Systems, implementing effective corrective and preventative action where identified.
- All records will be maintained.
- This Policy is communicated to all staff
- This Policy is available to all interested parties, through request to our Office

### 5.2.1 EQ Policy Statement

**“At EUROBY, our ethos is to deliver the right component at the right time, every time. To achieve a consistently high level of service, we are committed to continual improvement and investment in EQ, Human Resources, Training, IT and Health & Safety, as outlined in our EQ Manual and Procedures. Our constant aim is to exceed Customer expectation.”**

This Policy represents the framework for planning and improving the EQ, and setting general and specific EQ objectives.

### 5.3. Organizational roles and responsibilities

Responsibilities and authorities for relevant roles are assigned by top management and communicated within Euroby. Top management assigns roles and responsibilities for ensuring that the EQ conforms to ISO 9001:2015 & ISO 14001;2015 and reporting on the performance of the EQ, including the EQ performance, to top management.

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## 6. Planning

### 6.1. Actions to address risks and opportunities

Euroby has identified objectives that ensure product requirements are met, are relevant at all functional levels of the organization, is measurable and consistent with the EQ policy.

Euroby's EQ objectives are:

- Due to the potential confidential nature, targets, objectives and KPI set on a yearly basis are kept as a separate document, which also identifies timescale and responsibilities.
- Generally to minimise packaging purchasing through implementation of 'REDUCE – REUSE – RECYCLE' packaging throughout the organisation.
- Generally to minimise the risk of incidents taking place and to ensure that where incidents do happen they are fully investigated and where applicable corrective actions are taken, and this covers:
  - Health and Safety
  - Environment
  - Quality Assurance
- Generally to ensure we consistently meet or exceed customer requirements and thereby ensuring customer complaints are kept to a minimum;
  - We define a customer complaint as; 'a written letter or email from a customer saying they are complaining'

Additionally Euroby has developed the following commitments in support of our policy and objectives:

- Euroby is committed to development and training of employees in order to make them a more productive member of the Euroby team.
- Euroby is committed to improving our processes in order to better manage our system and produce a more consistent EQ product.
- Euroby is committed to maintaining focus on our customers in order to effectively continue to meet and exceed their needs.

### 6.2. EQ objectives and planning to achieve them

The Managing Director continuously defines measurable and timed EQ objectives for the relevant functions and levels within the organization. The objectives are monitored by The Managing Director in the context of monitoring and measurement and management review.

EQ objectives are consistent with the EQ Policy and prescribed to all levels and functions in Euroby, taking into account applicable requirements, relevance to conformity of products, and enhancement of customer satisfaction.

Realization of the objective results is regularly reviewed by The General Manager in order to



monitor realization and to include new or modified situations during regular production manager and management review meetings at a minimum.

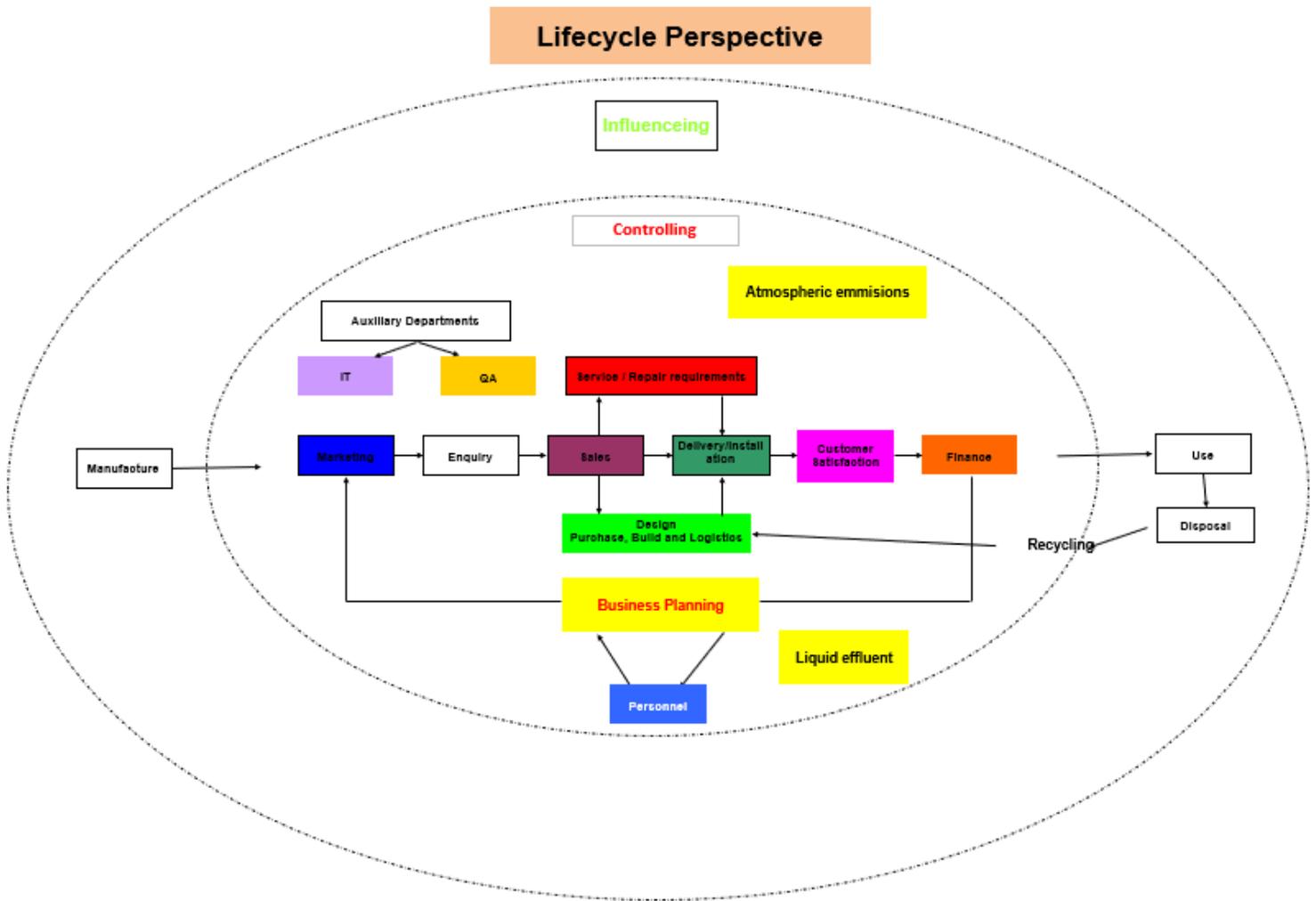


Figure 3: Lifecycle Perspective

### 6.3. Planning changes

When the organization determines a need for changes to the EQ Management System, The Managing Director takes responsibility to carry them out in a planned manner. The General Manager plans changes to the EQ considering the purpose of the changes & potential consequences, integrity of the EQ and allocation or relocation of responsibilities & authorities.



Changes within the organisation will follow the PDCA cycle, as per below illustration.

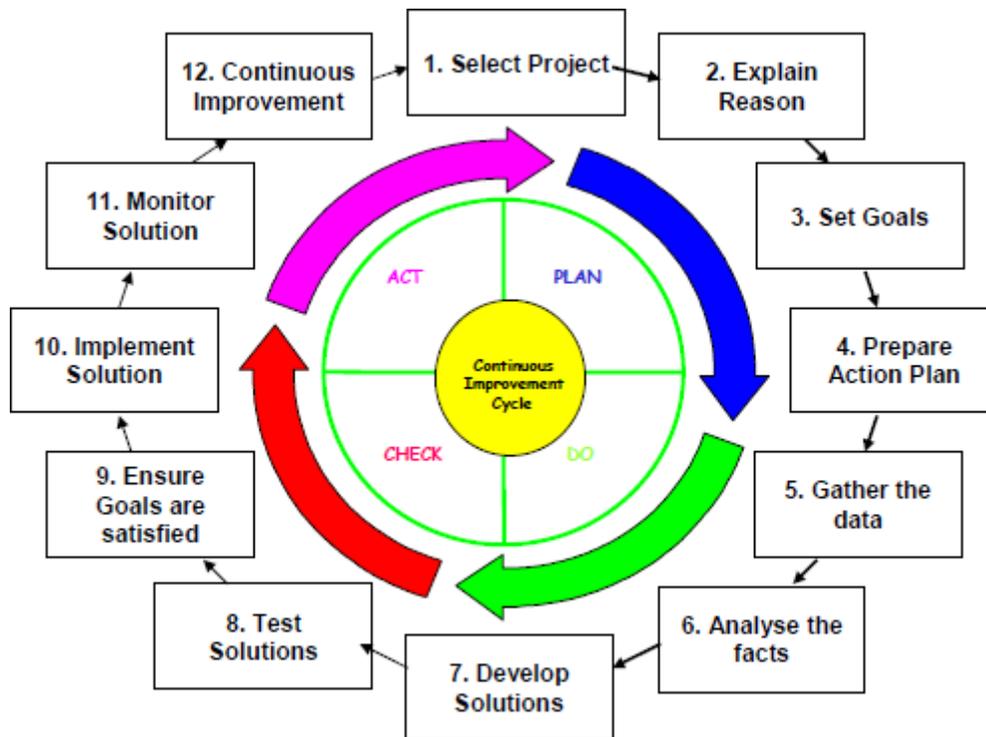


Figure 4: Change Management (PDCA Cycle)

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## 7. Resources

### 7.1. Resources

Euroby determines and provides resources needed for establishment, implementation, maintenance, and continual improvement of the EQ Management System.

### 7.2. Competence

Euroby is committed to develop its employees through training and reviews of their progress, needs, and the effectiveness of training. Training will be carried out against needs that have been identified and this training will be recorded in accordance with section 4.2.4. Also any tasks which are identified as requiring specific skills, training, education, or qualifications will be provided for.

#### Reference

**HSQE6 - Training Process**

### 7.3. Awareness

Euroby ensures that persons doing work under its control are aware of the [EQ Policy](#), relevant [Business Objectives](#), their contribution to the effectiveness of the EQ, and implications of nonconformance with the EQ requirements.

### 7.4. Communication

Top Management is responsible for determining internal and external communications relevant to the EQ, including subject, timing, method of communication, as well as who and with whom will communicate.

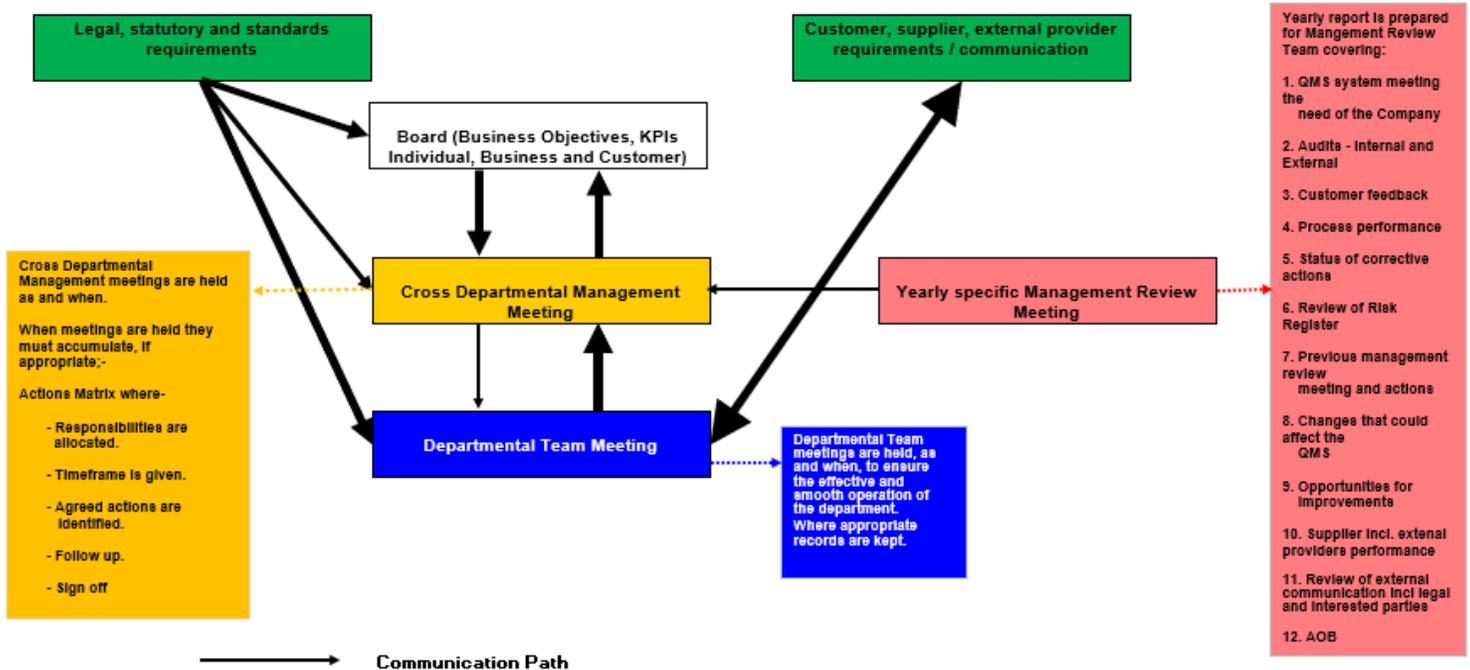


Figure 5: Communication Flowchart

## 7.5. Documented information

Documented information of the EQ Management System is carried out through the following documents:

- [EQ Policy and Business Objectives](#)
- [EQ Manual](#)
  - [Control of Documents](#)
  - Documents, including records, required by ISO 9001 and ISO 14001, are listed in the [Controlled Documents - EQ Records Log](#).
  - Documents, including records, which Euroby has determined to be necessary, are also listed in the [Controlled Documents - EQ Records Log](#).

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## 8. Operation

### 8.1. Organizational planning and control

Euroby will plan, control, approve, monitor and set standards so as to prevent problems which may arise during order processing, material receipt, material storage, and shipping. This will include determination of EQ objectives and product requirements, as appropriate. These processes will be scheduled, planned and carried out under controlled conditions and will include:

- Work Instructions (where applicable),
- Suitable working environment & reference to any standards applicable.
- Scheduling Inspection & checks and acceptance criteria
- Keeping records to support conformity of the processes.
- Identify resources needed for support of product and processes

#### 8.1.2 Configuration Management

Euroby has an established configuration management process appropriate to the product, when applicable.

#### Reference

**HSQE1 – Document and Record Control**

#### 8.1.2 Control of Work Transfers

When planning to temporarily transfer work to a location outside Euroby's facilities, Euroby will define the process to control and validate the EQ of the work.

#### Reference

**Business Processes – Purchasing**

**Business Processes – Receiving Inspection**

### 8.2. Requirements for products and services

As part of our contract review process Euroby will determine what requirements are needed to fulfill the customers needs. These requirements will include:

- All delivery activities,
- Processes and requirements necessary to meet intended use of product though not specified by the customer,
- Statutory and Regulatory requirements,
- And any additional requirements determined by Euroby.

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### 8.3. Design and development of products

Euroby do not undertake Design so this clause is not applicable

### 8.4. Control of externally provided processes, products and services

Euroby have processes in place to ensure the control of all products and services provided/offered.

### 8.5. Production and service provision

#### 8.5.1 Control of Production and Service Provision

Euroby have processes in place to ensure the control of all products and services provided/offered.

#### 8.5.2 Identification and Traceability

Euroby maintains a detailed identification and traceability system starting from receipt of procured material and through to final delivery to the customer.

Purchased material is uniquely identified with a receiving tag that is linked to the applicable purchase or and customer order, when applicable. Each receiving tag is identified with its own unique number. This number is used throughout the order processing system.

Material traceability is maintained by recording the serial number for the material received, where applicable. This number is used throughout the life of the material. Additional traceability requirements are in accordance with customer and/or regulatory authority, when applicable.

#### Reference

**Business Processes – Product Identification and Traceability**

**Business Processes – Inspection and Test Status**

#### 8.5.3 Property belonging to Customers or External Providers

Customer property is processed and controlled in the same manner as other supplied product within Euroby EQ Management System. Customer furnished property found to be unsuitable will be documented and reported to the customer. Records pertaining to customer property will be maintained per 7.5.3.

#### Reference

**Business Processes – Control of Customer Supplied Product**

#### 8.5.4 Preservation

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All products are handled in a manner that prevents damage or deterioration from handling and environmental effects. If standard handling methods are not sufficient, specific handling instructions are generated.

Designated storage areas are used for product pending use or delivery. Appropriate methods for authorizing receipt and delivery from these areas are defined and documented. An inventory system is established to continuously optimize inventory turns over time, assure stockrotation and minimize inventory levels.

Euroby will preserve the conformity of product during internal processing and delivery to the intended destination. This preservation will include identification, handling, packaging, storage and protection. Preservation will also apply to the constituent parts of a product.

Preservation of a product will also include, where applicable in accordance with product specifications and/or applicable regulations, provisions for:

- cleaning;
- preservation, detection and removal of foreign objects;
- special handling for sensitive products;
- marking and labeling including safety warnings;
- shelf life control and stock rotation;
- special handling for hazardous materials.

Documents required by the contract/order to accompany the product are present at delivery and are protected against loss and deterioration.

## Reference

### Business Processes – Handling, Storage, Packaging, Preservation & Delivery

#### 8.5.6 Control of Changes

Euroby have processes in place to control changes

## Reference

### HSQE1 – Document Control

#### 8.6. Release of products and services

Euroby has implemented planned arrangements, at appropriate stages, to verify that the product and service requirements are met, according to the [Business Processes](#).

#### 8.7. Control of nonconforming outputs

Euroby maintains a formal system for identifying, reporting, segregating, and controlling

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nonconforming material. This includes material returned from customer. The system includes the generation of a Non-Conformance Material Report (NCFMR) for non-conformance occurrence, a review of the occurrence to determine appropriate action, notification of concerned party, and disposition to appropriate action required.

The EQ Manager is responsible for coordinating actions resulting from nonconforming material by one or more of the following ways:

- take action to eliminate the detected nonconformity,
- authorize its use, release or acceptance under concession by a relevant authority and, where applicable, by the customer,
- take action to preclude its original intended use or application,
- take action to contain nonconformity on other material.

Euroby will not use dispositions of use-as-is, rework, or repair, unless specifically authorized by the customer, if:

- the product is produced to customer design, or
- the nonconformity results in a departure from the contract requirements.

Material disposition for scrap will be conspicuously and permanently marked, or positively controlled, until physically rendered unusable, unless otherwise instructed by the customer.

Products repaired and/or reworked, including related characteristics that may be affected, will be re-inspected in accordance with EQ plan and/or documented procedures.

As applicable, Euroby will notify internal organizations, suppliers, customers, and regulatory authorities, after identification of nonconforming product. This will include timely reporting of nonconformities that may affect product already delivered, including product that may affect reliability or safety. Notification will include a clear description of the nonconformance, which includes as necessary parts affected, customer and/or EUROBY part numbers, quantity, and date(s) delivered.

When applicable, the customer has final approval/disapproval authority. Any material dispositioned for rework, or 100% sort, is resubmitted for re-inspection.

Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained, will be maintained (see 4.2.4).

## Reference

### HSQE5 – Control of Nonconforming Products

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## 9. Performance evaluation

### 9.1. Monitoring, measurement, analysis and evaluation

#### 9.1.1. General

All material will be inspected as it is received and prior to shipping to assure conformity to customer requirements. All processes will be continually reviewed to improve effectiveness and assure conformity to the EQ. If statistical techniques are identified to monitor these activities these will be provided for.

#### 9.1.2. Customer satisfaction

Euroby has a system to monitor customer feedback and perception. Information and data pertaining to customer satisfaction are collected as customer surveys and product returns. This information will be reviewed as part of the management review.

#### Reference

**Customer Feedback sheet**

**CAR spreadsheet**

**Customer Retention**

#### 9.1.3. Analysis and evaluation

All material received, inspected, stored, packaged and shipped from Euroby will be inspected to procedures, drawings, material specifications, and/or customer specification and a record of the results will be kept.

Material will not be processed in the system until all inspections have been satisfactorily completed unless the relevant authority or customer, where applicable, approves otherwise.

Euroby will monitor and measure the characteristics, including key characteristics of the product to verify that product requirements have been met, This will be carried out at appropriate stages of the product realization process in accordance with the planned arrangements (see 7.1).

Euroby has a documented system for recording material measurement and acceptance requirements. The procedure used in this process, includes but is not limited to the following:

- criteria for acceptance and/or rejection,
- where the measurement operation was performed,
- a record of measurement results, and
- type of measurement instruments required and any specific instructions associated with their use.

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When sampling inspection is used as a means of product acceptance, the plan will be statistically valid and appropriate for use. The plan will preclude the acceptance of known nonconformities in a lot, and when required, the plan will be submitted for customer approval.

Test records/reports obtained from Euroby suppliers" show the actual test results data when required by the material specification or per customer requirement. Where required, qualification data is also provided by Euroby suppliers who provide evidence that the material meets defined requirements.

All inspection and certification documentation will indicate the appropriate approvals for release of material for delivery. Material will not be released for delivery until all applicable processes have been completed, unless approved by The EQ Manager and, where applicable, by the customer.

*Euroby has established processes, as appropriate, for the inspection, verification, and documentation of a representative item from the first production run / supply of new part, or following any subsequent change that invalidates the previous first article inspection result. These processes are applicable when required by the customer.*

Euroby has a system in place to collect and analyze data from our EQ management system. This data includes:

- Customer satisfaction
- Material conformity to requirements
- Corrective and Preventive action results
- Supplier product data

EUROBY will then use this data to make improvements to the EQ system.

## Reference

**Business Processes – Receiving Inspection**  
**Business Processes – Final Inspection**  
**Business Processes – Inspection and Test Status**  
**Management Review Meeting minutes**  
**HSQE6 – Training**

## 9.2. Internal audit

To verify the effectiveness of our EQ system and implement any improvements, Euroby has documented procedures to ensure:

- Audits will be carried out against procedures and a set schedule
- Detailed tools and techniques are developed and are measured against the effectiveness of the audit process.

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- The schedule has also been set based on importance of areas to be audited
- Follow up action and the results of these audits will be documented and reported
- Records will be maintained of the audit in accordance with clause 4.2.4
- All auditors have been trained and will be objective and impartial of the area to be audited

## Reference

### HSQE2– Internal Audit

## 9.3. Management review

To measure the continued suitability & effectiveness of our EQ system, management on an annual basis will review our EQ system. EQ will chair the review and record minutes from this meeting. Records will be kept, including any actions resulting from this review.

### 9.3.2 Review Input

Inputs have been identified as part of our set agenda for the Management review. These inputs include all of the requirements of the standard and other areas, as needed.

### 9.3.3 Review Output

The output from the Management review will be recorded in the form of minutes and a list of action items. The list of action items will show:

- Objective(s) and policy changes
- Improvements of the effectiveness of the EQ Management System and processes
- Improvement of product related to customer requirements
- Resource needs

## Reference

### Management Review meeting minutes

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## 10. Improvement

### 10.1. General

Euroby empower it's staff to identify and report any areas for improvements

### 10.2. Nonconformity and corrective action

A documented procedure is established at Euroby for taking corrective action to eliminate causes of nonconformance, the action that is taken is also to a degree depended on the impact of the problem. The corrective action process has been designed to eliminate causes of non-conformances in order to prevent reoccurrence. The implementation and verification of the corrective action is performed to the degree that is appropriate to the effects of the nonconformance. Below is described the process steps for corrective action at Euroby:

- The nonconformance is identified, reviewed, and documented (including customer complaints),
- The cause of the nonconformance is investigated and documented,
- An action will be taken as appropriate to prevent the recurrence of the problem and documented,
- Follow up on the effectiveness of the action taken will be completed,
- Recording the results of the action and reviewing the effectiveness of the action taken,
- Flow down of the corrective action requirement to suppliers, when it is determined that the supplier is responsible, and
- Specific actions where timely and/or effective correct actions are not achieved,
- Determine if additional nonconforming product exist and resolve as appropriate.

#### Reference

#### HSQE3 – Corrective Action

### 10.3. Continual improvement

Euroby has a process in place, which uses a planned approach to solving problems and implementing continual improvement. This continual improvement is tracked, documented and measured to the EQ policy and it"s objectives. Continual improvement is one of the agenda items at the management review.

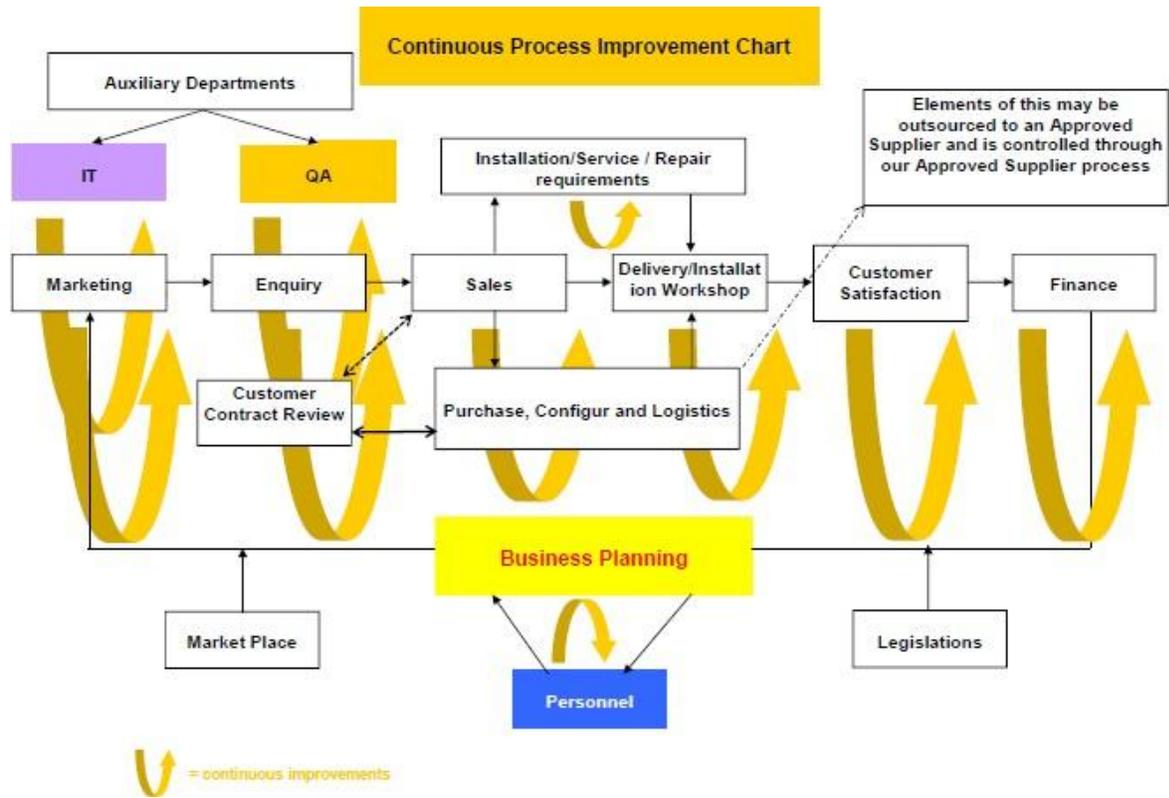


Figure 6: Continual Process Improvement Flowchart

**Reference**  
**Management Review Meeting minutes**

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