Sun Mark Limited

Quality Manual

Revision 4

Issued April 2022

Conforms to ISO 9001:2015

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0.0   Revision History and Approval

Rev.	Nature of changes	Approval	Date
1	Original release.	David Bradley	31st August 2020
2	General update following risk assessments etc.	David Bradley	30th November 2020
3	Update following Stage 1 External Audit	David Bradley	12th May 2021
4	Annual Update 2022	David Bradley	22nd April 2022

1.0 Welcome to SUN MARK LIMITED

A family business committed to making a difference in the world.

WORKING WITH BRANDS

We build partnerships for growth with leading brands and the 'who's who' of the FMCG industry on an understanding of the markets that we are selling into. We are completely transparent with regards to sharing markets we work in & our ethical approach and way of doing business has made us the company that we are today.

We export, distribute & market brands from companies such as Nestlé, Mondelēz, Unilever, to name but a few, along with our own brands including Pure Heaven, Laser & Royalty, which have become household names in over 130 countries in just 23 years.

OUR MOTTO & BUSINESS PHILOSOPHY

Our motto is 'we only succeed if our customers succeed'. At Sun Mark, our customers' success is vital to us and we look after and support every customer's growth, no matter how big or small.

This business philosophy has helped our group become a powerful force in the world and our company has been awarded the highest honor from Her Majesty the Queen, The Queen's Award for Enterprise in International Trade, for an unprecedented 5 consecutive years (2009-2013).

QUALITY, QUALITY, QUALITY

Our products under our own brands are designed to be on par with, if not, better quality than market leaders but at a 30-40% lesser price. For example, under our own brands of English Breeze & Flower Garden, our air fresheners are made with 2% perfume as opposed to the industry norm of 1%.

Our Pure Heaven juices are made from 100% concentrate and if you break our Royalty biscuits and those of other brands, you will find less holes in ours demonstrating a higher biscuit content.

From biscuits & hand gels to baby care & household goods, we will provide you with the products that you need at competitive prices. We guarantee availability, reliability & good service.

IN HOUSE LOGISTICS- SEA, AIR & LAND FORWARDING

Our in-house logistics company, Sea, Air & Land Forwarding (SALF) allows us to be a one stop shop for buying any FMCG product abroad. We handle all the stress so that you do not need to.

2.0 About the Sun Mark Ltd Quality Manual

This manual is prepared for the purpose of defining the company's interpretations of the ISO 9001:2015 international standard, as well as to demonstrate how the company complies with that standard.

This manual presents "Notes" which are used to define how Sun Mark Ltd has tailored its management system to suit its purposes. These are intended to clarify implementation approaches and interpretations for concepts which are not otherwise clearly defined in ISO 9001:2015.

Notes appear in italics, with gray background.

Where subordinate or supporting documentation is reference in this manual, these are indicated by ***bold italics***.

3.0 Terms and Definitions

Sun Mark Ltd adopts the following terms and definitions within its Quality Management System. Where no definition is provided, the company typically adopts the definitions provided in *ISO 9000: Quality Management – Fundamentals and Vocabulary*. In some cases, specific procedures or documentation may provide a different definition to be used in the context of that document; in such cases, the definition will supersede those provided for in this Quality Manual or ISO 9000.

General Terminology

Short Company Name – SUN MARK LTD

Document – written information used to describe how an activity is done.

Record – captured evidence of an activity having been done.

Risk-Based Thinking Terminology

Risk – Negative effect of uncertainty

Opportunity – Positive effect of uncertainty

Uncertainty - A deficiency of information related to understanding or knowledge of an event, its consequence, or likelihood. (Not to be confused with measurement uncertainty.)

Nonconforming Product Terminology

Rework: Efforts to bring nonconforming product into conformance through additional operations that *do not* alter the original design of the product.

Repair: Efforts to bring nonconforming product into conformance through additional operations that alter the original design of the product; this may be through the addition of material no specified in the original design, or through altering pre-existing design features.

Scrap: The discard of nonconforming product in lieu of reworks or repair.

4.0 Context of the Organization

4.1 Understanding the Organization and Its Context

Sun Mark Ltd has reviewed and analyzed key aspects of itself and its stakeholders to determine the strategic direction of the company. This requires understanding internal and external issues that are of concern to Sun Mark Ltd and its interested parties (per 4.2 below); the interested parties are identified.

Such issues are monitored and updated as appropriate and discussed as part of management reviews.

4.2 Understanding the Needs and Expectations of Interested Parties

The issues determined per 4.1 above are identified through an analysis of risks facing Sun Mark Ltd and its interested parties. "Interested parties" are those stakeholders who receive our Products or who may be impacted by them, or those parties who may otherwise have a significant interest in our company. These parties are identified.

This information is then used by senior management to determine the company's strategic direction. This is defined in records of management review, and periodically updated as conditions and situations change.

4.3 Determining the Scope of the Quality Management System

Based on an analysis of the above issues of concern, interests of stakeholders, and in consideration of its products and services, Sun Mark Ltd has determined the scope of the management system as follows:

Storage, distribution & wholesale of prepacked / loose ambient, chilled, and frozen food products.

The quality system applies to all processes, activities, and employees within the company. The facility is located at:

428 Long Drive, Greenford UB6 8UH

Web: www.Sunmark.co.uk

The company claims no exclusions from the ISO 9001 standard.

4.4 Quality Management System and Its Processes

4.4.1 Process Identification

Sun Mark Ltd has adopted a process approach for its management system. By identifying the top-level processes within the company, and then managing each of these discretely, this reduces the potential for nonconforming Product discovered during final processes or after delivery. Instead, nonconformities and risks are identified in real time, by actions taken within each of the top-level processes.

Note: not all activities are considered "processes" – the term "process" in this context indicates the activity has been elevated to a higher level of control and management oversight. The controls indicated herein are applicable only to the top-level processes identified.

The following top-level processes have been identified for Sun Mark Ltd:

- Delivery of Ambient, Chilled and Frozen products.
- Storage of Ambient, Chilled and Frozen products.

Each process may be supported by other activities, such as tasks or sub-processes. Monitoring and control of top-level processes ensures effective implementation and control of all subordinate tasks or sub-processes.

Each top-level process has a document which defines:

- applicable inputs and outputs
- process owner(s)
- applicable responsibilities and authorities
- applicable risks and opportunities
- critical and supporting resources
- criteria and methods employed to ensure the effectiveness of the process
- quality objectives related to that process

4.4.2 Process Controls & Objectives

Each process has at least one objective established for it; this is a statement of the intent of the process. Each objective is then supported by at least one "metric" or key performance indicator (KPI) which is then measured to determine the process' ability to meet the quality objective.

Note: some processes have multiple objectives and multiple metrics. This is determined by the nature of the process, it's impact on Products and associated risks.

Note: Whereas ISO 9001 discusses process measurements and "quality objectives" as separate concepts, Sun Mark Ltd combines them; i.e., quality objectives are used to control the processes.

Additional objectives for Products may be assigned, but these will also be used to measure process effectiveness.

Throughout the year, metrics data is measured and gathered by process owners or other assigned managers, to present the data to the Senior Management Team. The data is then analyzed by Senior Management Team in order that the Senior Management Team Name may set goals and adjust for the purposes of long-term continual improvement.

The specific quality objectives for each process are defined.

Metrics, along with current standings and goals for each objective, are recorded in records of management review.

When a process does not meet a goal, or an unexpected problem is encountered with a process, the corrective and preventive action process is implemented to research and resolve the issue. In addition, opportunities for improvement are sought and implemented, for the identified processes.

4.4.3   Outsourced Processes

Any process performed by a third party is considered an "outsourced process" and must be controlled, as well. The company's outsourced processes, and the control methods implemented for each, are defined.

The type and extent of control to be applied to the outsourced process take into consideration:

a) the potential impact of the outsourced process on the company's capability to provide product that conforms to requirements,

b) the degree to which the control for the process is shared,

c) the capability of achieving the necessary control through the purchasing contract requirements.

5.0   Leadership

5.1   Leadership & Commitment

5.1.1   General

The Senior Management Team Name of Sun Mark Ltd provides evidence of its leadership and commitment to the development and implementation of the management system and continually improving its effectiveness by:

a) taking accountability of the effectiveness of the management system;

b) ensuring that the **Quality Policy** and quality objectives are established for the management system and are compatible with the strategic direction and the context of the organization;

c) ensuring the integration of the management system   requirements into the organization's other business processes, as deemed appropriate (see note);

d) promoting awareness of the process approach;

e) ensuring that the resources needed for the management system are available;

f) communicating the importance of effective quality management and of conforming to the management system requirements;

g) ensuring that the management system achieves its intended results;

h) engaging, directing, and supporting persons to contribute to the effectiveness of the management system;

i) promoting continual improvement;

j) supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

Note: "business processes" such as accounting, employee benefits management and legal activities are out of scope of the QMS.

5.1.2 Customer focus

The Senior Management Team Name of Sun Mark Ltd adopts a customer-first approach which ensures that customer needs and expectations are determined, converted into requirements, and are met with the aim of enhancing customer satisfaction.

This is accomplished by assuring:

a) customer and applicable statutory and regulatory requirements are determined, understood, and consistently met;

b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;

c) the focus on enhancing customer satisfaction is maintained.

5.2 Policy

The Senior Management Team Name has developed the Quality Policy, defined in section 3.0 above, that governs day-to-day operations to ensure quality.

The Quality Policy is released as a standalone document as well and is communicated and implemented throughout the organization.

The Quality Policy of Sun Mark Ltd is as defined in the system.

5.3 Organizational Roles Responsibilities and Authorities

The Senior Management Team Name has assigned responsibilities and authorities for all relevant roles in the company. These are communicated through the combination of the Organization Chart and relevant roles.

6.0 Planning

6.1 Actions to Address Risks and Opportunities

Note: Sun Mark Ltd deviates slightly from the approach towards risk and opportunity presented in ISO 9001. Instead, Sun Mark Ltd views "uncertainty" as neutral but defines "risk" as a negative effect of uncertainty, and "opportunity" as a positive effect of uncertainty. Sun Mark Ltd has elected to manage risks and opportunities separately, except where they may overlap. Formal risk management may not be utilized in all instances; instead, the level of risk assessment, analysis, treatment, and recordkeeping will be performed to the level deemed appropriate for each circumstance or application.

Sun Mark Ltd considers risks and opportunities when taking actions within the management system, as well as when implementing or improving the management system; likewise, these are considered relative to products and services. Risks and opportunities are identified as part of the "Context of the Organization Exercise" defined in the company documentation, as well as throughout all other activities of the QMS.

Risks and opportunities are managed in accordance with procedures. This procedure defines how risks are managed to minimize their likelihood and impact, and how opportunities are managed to improve their likelihood and benefit.

6.2   Quality Objectives and Planning to Achieve Them

As part of the adoption of the process approach, Sun Mark Ltd utilizes its process objectives, as discussed in 4.4 above, as the main quality objectives for the QMS. These include overall product-related quality objectives; additional product-related quality objectives may be defined in work instructions or customer requirements.

The process objectives have been developed in consideration that they:

    a)   be consistent with the quality policy;

    b)   be measurable;

    c)   consider applicable requirements;

    d)   be relevant to conformity of products and services and to enhancement of customer satisfaction;

    e)   be monitored;

    f)   be communicated;

    g)   be updated as appropriate.

Process quality objectives are defined in the minutes of management review per section 9.3 below.

The planning of process quality objectives is defined in section 4.4. above.

6.3   Planning of Changes

Changes to the quality management system and its processes are carried out in a planned manner per the procedure.

7.0   Support

7.1   Resources

7.1.1   General

Sun Mark Ltd determines and provides the resources needed:

    a)   to implement and maintain the management system and continually improve its effectiveness

    b)   to enhance customer satisfaction by meeting customer requirements

Resource allocation is done with consideration of the capability and constraints on existing internal resources, as well as needs related to supplier expectations.

Resources and resource allocation are assessed during management reviews.

7.1.2   People

Senior management ensures that it provides enough staffing for the effective operation of the management system, as well its identified processes.

7.1.3   Infrastructure

Sun Mark Ltd determines, provides, and maintains the infrastructure needed to achieve conformity to product requirements. Infrastructure includes, as applicable:

    a)   buildings, workspace, and associated facilities;

    b)   process equipment, hardware, and software;

    c)   supporting services such as transport;

d) information and communication technology.

Equipment is validated and maintained as per procedure

7.1.4 Environment for the Operation of Processes

Sun Mark Ltd provides a clean, safe, and well-lit working environment. The Senior Management Team of Sun Mark Ltd manages the work environment needed to achieve conformity to product requirements. Specific environmental requirements for products are determined during quality planning and are documented in subordinate procedures, work instructions, or job documentation. Where special work environments have been implemented, these shall also be maintained per 6.3 above.

Human factors are considered to the extent that they directly impact on the quality of Products.

Note: Social, psychological and safety aspects of the work environment are managed through activities outside of the scope of the management system. Only work environment aspects which can directly affect process efficiency or product and service quality are managed through the management system.

7.1.5 Monitoring and Measuring Resources

Where equipment is used for critical measurement activities, such as inspection and testing, these shall be subject to control and either calibration or verification.

Note: Calibration and measurement traceability is not employed for all measurement devices. Instead, Sun Mark Ltd determines which devices will be subject to calibration based on its processes, products, and services, or in order to comply with specifications or requirements. These decisions are also based on the importance of a measurement, and considerations of risk.

7.1.6 Organizational Knowledge

Sun Mark Ltd also determines the knowledge necessary for the operation of its processes and to achieve conformity of products and services. This may include knowledge and information obtained from:

a) internal sources, such as lessons learned, feedback from subject matter experts, and/or intellectual property;

b) external sources such as standards, academia, conferences, and/or information gathered from customers or suppliers.

This knowledge shall be maintained and made available to the extent necessary.

When addressing changing needs and trends, Sun Mark Ltd shall consider its current knowledge and determine how to acquire or access the necessary additional knowledge.

7.2 Competence

Staff members performing work affecting product quality are competent based on appropriate education, training, skills, and experience. The documented procedure defines these activities in detail.

Note: the management system does not include other aspects of Human Resources management, such as payroll, benefits, insurance, labor relations or disciplinary actions.

7.3 Awareness

Training and subsequent communication ensure that staff are aware of:

a) the quality policy;

b) relevant quality objectives;

c) their contribution to the effectiveness of the management system, including the benefits of improved performance;

d) the implications of not conforming with the management system requirements.

7.4 Communication

The Senior Management Team of Sun Mark Ltd ensures internal communication takes place regarding the effectiveness of the management system. Internal communication methods include;

a) use of corrective and preventive action processes to report nonconformities or suggestions for improvement

b) use of the results of analysis of data

c) meetings (periodic, scheduled and/or unscheduled) to discuss aspects of the QMS

d) use of the results of the internal audit process

e) regular company meetings with all employees

f) internal emails

g) memos to employees

h) Sun Mark Ltd.'s "open door" policy which allows any employee access to Senior Management for discussions on improving the quality system

7.5 Documented Information

The management system documentation includes both documents and records.

Note: the ISO 9001:2015 standard uses the term "documented information"; Sun Mark Ltd does not use this term, but instead relies on the terms "document" and "record" to avoid confusion. In this context the terms are defined by Sun Mark Ltd as provided for in section 3.0 above. Documents and records undergo different controls as defined herein.

The extent of the management system documentation has been developed based on the following:

a) The size of Sun Mark Ltd

b) Complexity and interaction of the processes

c) Risks and opportunities

d) Competence of personnel

Documents required for the management system are controlled in accordance with procedure. The purpose of document control is to ensure that staff have access to the latest, approved information, and to restrict the use of obsolete information. All documented procedures are established, documented, implemented, and maintained.

A documented procedure has been established to define the controls needed for the identification, storage, retrieval, protection, retention time, and disposition of quality records. This procedure also defines the methods for controlling records that are created by and/or retained by suppliers.

These controls are applicable to those records which provide evidence of conformance to requirements; this may be evidence of Product requirements, contractual requirements, procedural requirements, or statutory/regulatory compliance. In addition, quality records include any records which provide evidence of the effective operation of the management system.

8.0 Operation

8.1 Operational Planning and Control

Sun Mark Ltd plans and develops the processes needed for realization of its Products. Planning of Service realization is consistent with the requirements of the other processes of the management system. Such planning considers the information related to the context of the organization (see section 2.0 above), current resources and capabilities, as well as Product or Service requirements.

Such planning is accomplished through:

a) determining the requirements for the Products or Service;

b) establishing criteria for the processes and the acceptance of Products or Services;

c) determining the resources needed to achieve conformity to the Product or Service requirements;

d) implementing control of the processes in accordance with the criteria;

e) determining, maintaining, and retaining documented information to the extent necessary to have confidence that the processes have been carried out as planned and to demonstrate the conformity of Products or Services to their requirements.

Changes to operational processes are done in accordance with Change Management.

Outsourced processes and how Sun Mark Ltd controls them are defined in the documented procedures.

8.2 Requirements for Products and Services

8.2.1 Customer Communication

Sun Mark Ltd has implemented effective communication with customers in relation to:

a) providing information relating to Products or Services;

b) handling enquiries, contracts, or orders, including changes;

c) obtaining customer feedback relating to products and services, including customer complaints;

d) handling or controlling customer property;

e) establishing specific requirements for contingency actions, when relevant.

8.2.2 Determining the Requirements Related to Products and Services

During the intake of new business Sun Mark Ltd captures:

a) requirements specified by the customer, including the requirements for delivery and post-delivery activities;

b) requirements not stated by the customer but necessary for specified or intended use, where known

c) statutory and regulatory requirements related to Products or Services;

d) any additional requirements determined by Sun Mark Ltd.

These activities are defined in greater detail in procedures.

8.2.3   Review of Requirements Related to Products and Services

Once requirements are captured, Sun Mark Ltd reviews the requirements prior to its commitment to supply the Product or Service. This review ensures that Sun Mark Ltd has the capability and capacity to:

a)   meet all requirements specified by the customer, including requirements for delivery and post-delivery activities;

b)   meet any requirements not stated by the customer, but which Sun Mark Ltd knows as being necessary;

c)   meet all requirements determined necessary by Sun Mark Ltd itself;

d)   meet all related statutory and regulatory requirements;

e)   meet any contract or order requirements differing from those previously expressed (i.e., from a previous Sun Mark Ltd quote).

These activities are defined in greater detail in the procedures*.*

8.2.4   Changes to Requirements for Products and Services

Sun Mark Ltd updates all relevant requirements and documents when the requirements are changed and ensures that all appropriate staff are notified; see the documented procedures.

8.3   Design and Development of Products and Services

Design and development are seen as a key aspect of the Devon Ceramics business.

8.3.1 General

There is a development procedure in place through NPD.

8.3.2 Design and Development Planning

Design and development is controlled through the NPD process.

This includes;

- the nature etc. of the design process

- the required process stages

- verification and validation

- responsibilities and authorities

- internal and external resources

- control interfaces

- involvement of the customer

- requirements for provision of services

- level of control

- documents etc.

8.3.3 Design and Development Inputs

The organization has considered;

- Functional and performance criteria

- Information from previous designs

- Statutory and legal requirements

- Standards and codes of practice

- Consequences of failure

8.3.4 Design and Development Controls

The organization has ensured that (in conjunction with the customer);

- Results to be achieved are defined

- Reviews are conducted for suitability

- Verification activities are carried out as required

- Validation activities are carried out as required

- Necessary actions are taken upon finding issues

- Documented evidence is retained

8.3.5 Design and Development Changes

All changes made during design and development are agreed with the customer and the rationales retained.

This includes changes to;

- Design and development

- The results of reviews

- Authorization for changes

- Actions taken to mitigate adverse impacts

8.4   Control of Externally Provided Processes, Products and Services

Sun Mark Ltd ensures that purchased Product or Service conform to specified purchase requirements. The type and extent of control applied to the supplier and the purchased products or services are dependent on the effect on subsequent Product or Service realization or the final product.

Sun Mark Ltd evaluates and selects suppliers based on their ability to supply products and services in accordance with the organization's requirements. Criteria for selection, evaluation and re-evaluation are established.

Purchases are made via the release of formal purchase orders and/or contracts which clearly describe what is being purchased. Received products or services are then verified against requirements to ensure satisfaction of requirements. Suppliers who do not providing conforming products or services may be requested to conduct formal corrective action.

8.5   Production and Service Provision

8.5.1   Control of Production and Service Provision

To control its provision of Products Sun Mark Ltd considers, as applicable, the following:

a) the availability of documents or records that define the characteristics of the Products or Services as well as the results to be achieved;

b) the availability and use of suitable monitoring and measuring resources;

c) the implementation of monitoring and measurement activities;

d) the use of suitable infrastructure and environment;

e) the appointment of competent persons, including any required qualifications;

f) the validation and revalidation of special processes if applicable (see below);

g) the implementation of actions to prevent human error;

h) the implementation of release, delivery, and post-delivery activities.

8.5.2   Identification and Traceability

Where appropriate, Sun Mark Ltd identifies its Product or Service or other critical process outputs by suitable means. Such identification includes the status of the Product or Service with respect to monitoring and measurement requirements. Unless otherwise indicated as nonconforming, pending inspection or disposition, or some other similar identifier, all Products or Services shall be considered conforming and suitable for use.

If unique traceability is required by contract, regulatory, or other established requirement, Sun Mark Ltd controls and records the unique identification of the Products or Services

The documented procedure defines these methods in detail.

8.5.3   Property Belonging to Customers or External Providers

Sun Mark Ltd exercises care with customer or supplier property while it is under the organization's control or being used by the organization. Upon receipt, such property is identified, verified, protected, and safeguarded.   If any such property is lost, damaged, or otherwise found to be unsuitable for use, this is reported to the customer or supplier and records maintained.

For customer intellectual property, including customer furnished data used for design, production and / or inspection, this is identified by customer and maintained and preserved to prevent accidental loss, damage, or inappropriate use.

8.5.4   Preservation

Sun Mark Ltd preserves conformity of product or other process outputs during internal processing and delivery. This preservation includes identification, handling, packaging, storage, and protection. Preservation also applies to the constituent parts of a product.

8.5.5   Post-Delivery Activities

As applicable, Sun Mark Ltd conducts the following activities which are considered "post-delivery activities":

Post-delivery activities are conducted in compliance with the management system defined herein. In determining the extent of post-delivery activities that are required, Sun Mark Ltd considers:

a) statutory and regulatory requirements;

b) the potential undesired consequences associated with its of Products or Services;

c) the nature, use and intended lifetime of its of Products or Services;

d) customer requirements;

e) customer feedback.

8.5.6   Control of Changes

Sun Mark Ltd reviews and controls both planned and unplanned changes to processes to the extent necessary to ensure continuing conformity with all requirements.

Process change management is defined in the relevant document.

Documents are changed in accordance with procedure.

8.6 Release of Products and Services

Acceptance criteria for Products or Services are defined in appropriate subordinate documentation. Reviews, inspections, and tests are conducted at appropriate stages to verify that the requirements have been met. This is done before Products or Services are released or services are delivered.

Each process utilizes different methods for measuring and releasing Products or Services. These methods are defined.

8.7 Control of Nonconforming Outputs

Sun Mark Ltd ensures that Products or Services or other process outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

The controls for such nonconformances are defined.

9.0 Performance Evaluation

9.1 Monitoring, Measurement, Analysis and Evaluation

9.1.1 General

Sun Mark Ltd has determined which aspects of its quality management system must be monitored and measured, as well as the methods to utilize and records to maintain, within this Quality Manual and subordinate documentation.

Monitoring and measurement of the processes, as defined in 4.4 above, ensure that the Senior Management Team evaluates the performance and effectiveness of the quality management system itself.

9.1.2 Customer Satisfaction

As one of the measurements of the performance of the management system, Sun Mark Ltd monitors information relating to customer perception as to whether the organization has met customer requirements. The methods for obtaining and using this information include:

- recording customer complaints
- product rejections or returns
- repeat orders for product
- changing volume of orders for product
- trends in on-time delivery

The corrective and preventive action system shall be used to develop and implement plans for customer satisfaction improvement that address deficiencies identified by these evaluations and assess the effectiveness of the results.

9.1.3 Analysis and Evaluation

Sun Mark Ltd analyzes and evaluates the data and information arising from monitoring and measurement to evaluate:

a) conformity of Products or Services;

b) the degree of customer satisfaction;

c) the performance and effectiveness of the quality management system;

d) if planning has been implemented effectively;

e) the effectiveness of actions taken to address risks and opportunities;

f) the performance of external providers;

g) the need for improvements to the quality management system.

Statistical techniques used may be defined in appropriate documented procedures; in all cases, the methods are based on established standards or are otherwise determined to be statistically valid.

9.2   Internal Audit

Sun Mark Ltd conducts internal audits at planned intervals to determine whether the management system conforms to contractual and regulatory requirements, to the requirements of ISO 9001, and to management system requirements. Audits also seek to ensure that the management system has been effectively implemented and is maintained.

These activities are defined.

9.3   Management Review

The Senior Management Team Name reviews the management system, at planned intervals, to ensure its continuing suitability, adequacy, and effectiveness. The review includes assessing opportunities for improvement, and the need for changes to the management system, including the **Quality Policy** and quality objectives.

Management review frequency, agenda (inputs), outputs, required members, actions taken, and other review requirements are defined in the documented procedure.

Records from management reviews are maintained.

10.0   Improvement

10.1   General

Sun Mark Ltd uses the management system to improve its processes, products, and services. Such improvements aim to address the needs and expectations of customers as well as other interested parties, to the extent possible.

Improvement shall be driven by an analysis of data related to:

The results of analysis shall be used to evaluate:

h) conformity of products and services;

i) the degree of customer satisfaction;

j) the performance and effectiveness of the management system;

k) the effectiveness of planning;

l) the effectiveness of actions taken to address risks and opportunities;

m) the performance of external providers;

n) other improvements to the management system.

10.2   Nonconformity and Corrective Action

Sun Mark Ltd takes corrective action to eliminate the cause of nonconformity to prevent recurrence. Likewise, the company takes preventive action to eliminate the causes of potential nonconformities to prevent their occurrence.

These activities are done using the formal Corrective Action system and are defined.

10.3   Continual Improvement

Through the process effectiveness reviews, done as part of Management Review, Sun Mark Ltd works to continually improve the suitability, adequacy, and effectiveness of the quality management system. This includes seeking opportunities for improvement.