

KEISON INTERNATIONAL LTD & VoIPon SOLUTIONS
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QUALITY MANAGEMENT DOCUMENT

This document sets out the quality management policy and objectives of the Company.

KEISON INTERNATIONAL LTD

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QMD-01

APPROVAL

Signed: Date:
Managing Director

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0.0 Introduction

Keison International Ltd provides a worldwide procurement and distribution service on behalf of its customers. To achieve this, the company has developed an integrated business process that controls the fulfillment of customer requirements from the initial enquiry to the finally delivered product.

This document has been developed to meet the requirements as described in ISO9001:2008 paragraph 4.2.2, and includes:

- a) The scope of the quality management system, including details of and justification for any exclusion.
- b) The documented procedures established for the quality management system, or reference to them.
- c) A description of the interaction between the processes of the quality management system.

1.0 Scope

Keison International Ltd distribute and supply a wide range of Industrial and Laboratory products throughout the world. These products are specified by ourselves, end-user's and / or intermediaries and are sourced from a large database of suppliers.

VoIPon Solutions a division of Keison International Ltd distribute and supply a wide range of VoIP equipment throughout the world. These products are specified by ourselves, end-user's and / or intermediaries and are sourced from a large database of suppliers.

Keison International Ltd does not carry out work that can be described as formal design, development or manufacture. Accordingly, we seek exclusion to design and development and control of monitoring and measuring devices requirements as described in clauses **7.3** and **7.6**.

2.0 Reference publications

In developing this quality management system, the company has worked to the most recent revision of the relevant ISO standards, as follows:

ISO 9000: 2008. Quality Management Systems - Fundamentals and vocabulary

ISO 9001: 2008. Quality Management Systems - Requirements

ISO 9004: 2008. Quality Management systems - Guidelines for performance improvement

3.0 Terms and definitions

All terms and definitions used in this Quality Manual and associated procedures, processes and records shall be in accordance with ISO9000:2008. Quality Management Systems – Fundamentals and vocabulary. Where the term 'product' is used, this is also includes 'services'.

4.0 Quality Management System

The Quality system is based on the *Plan-Do-Check-Act* (PDCA) methodology. PDCA can be briefly described as follows and its operation is represented on page 6.

- **Plan:** establish the objectives and processes necessary to deliver results in accordance with the organisation's Quality policy
- **Do:** implement the processes.
- **Check:** monitor and measure processes against Quality policy, objectives, legal and other requirements, and report the results.
- **Act:** take actions to continually improve Operational performance.

Quality Policy

"To develop long term profitable Client relationships, through meeting Client requirements whilst seeking to continually improve our service and products we sell"

To achieve this we will always aim to:

Meet product **Quality** requirements

- Fully understand requirements.
- Thoroughly brief and communicate these requirements.
- Meet product quality standards / specifications.

Provide excellent **Service**

- Be pro-active in all our dealings with Clients.
- Do things right, first time, every time.
- Keep Clients informed of any problems.
- Be polite and courteous at all times.
- Be flexible to meet Clients changing requirements.
- Continually review our performance and implement actions to improve.

Ensure timely **Delivery**

- Meet agreed deadlines.
- Support our Clients to meet their goals when they are struggling to do so themselves.

All employees have been trained to understand the objective and commitment required to maintain an effective quality system, with all new employees being trained as part of the company induction process. This Policy and quality objectives will be reviewed annually to ensure compliance and continuous improvement.

In addition to this policy document, the following system procedures have been prepared and implemented.

MP01 Documents, Data & Record Control
MP02 Continuous Business Improvement
MP03 Internal quality audits
MP04 Management Review

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MP05 Purchasing
MP06 Account Management
MP07 Competence, Awareness & Training
MP08 Warehouse

5.0 Management responsibility

Senior management is totally committed to ensuring that customers' needs and expectations are fully addressed. In order to facilitate effective management, all roles, responsibilities and authorities will be defined throughout the procedures. A management organisation chart is included as page 10.

6.0 Resource management

The Company shall ensure that it fully utilises its resources, both physical and human, in the provision of an effective infrastructure geared to achieve the highest possible level of Customer satisfaction.

The company will determine training needs and review the effectiveness of the training via the appraisal system and all training both internal and external will be recorded.

7.0 Product realisation

Management has developed this series of processes and procedures in order to provide a controlled and documented means of achieving effective and efficient methods of working.

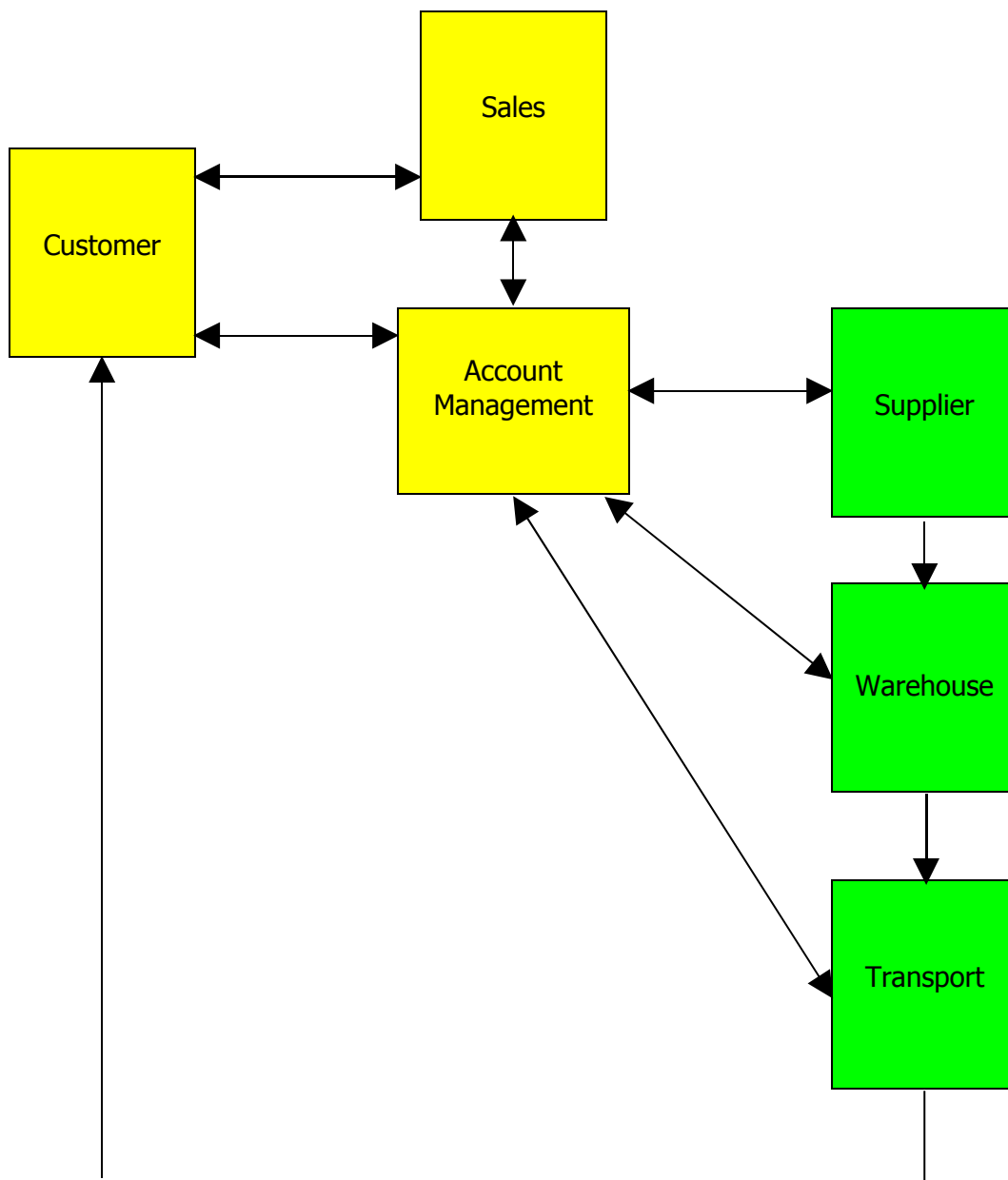
The diagram on page 5 represents the core business activities of the company with page 6 providing a diagrammatic representation of the interactions of the processes company encompassed by the Quality Management System.

8.0 Measurement, analysis and improvement

The company will carry out measurements and analysis of its service and processes with a view to establishing evidence of a programme of continual improvements. These measurements and analysis shall include external information from customers and also internal quality audits, corrective and preventive actions identified and undertaken and the results of periodic management reviews.

The company will also maintain records of any nonconformities and subsequent actions taken, including any concessions obtained. In addition, the company will make appropriate arrangements should nonconformity be identified after delivery for recall and replacement of product.

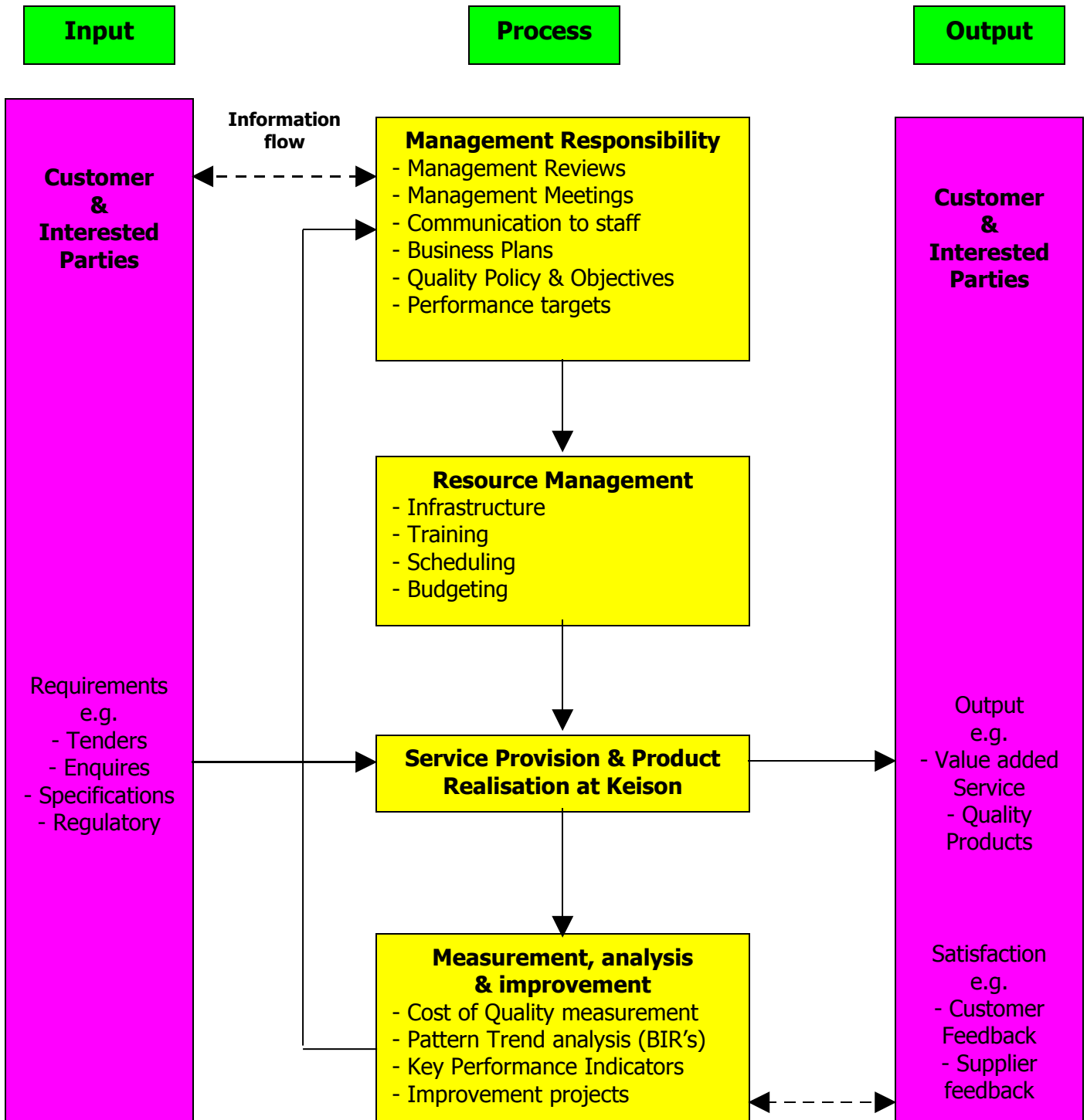
Core Business Process



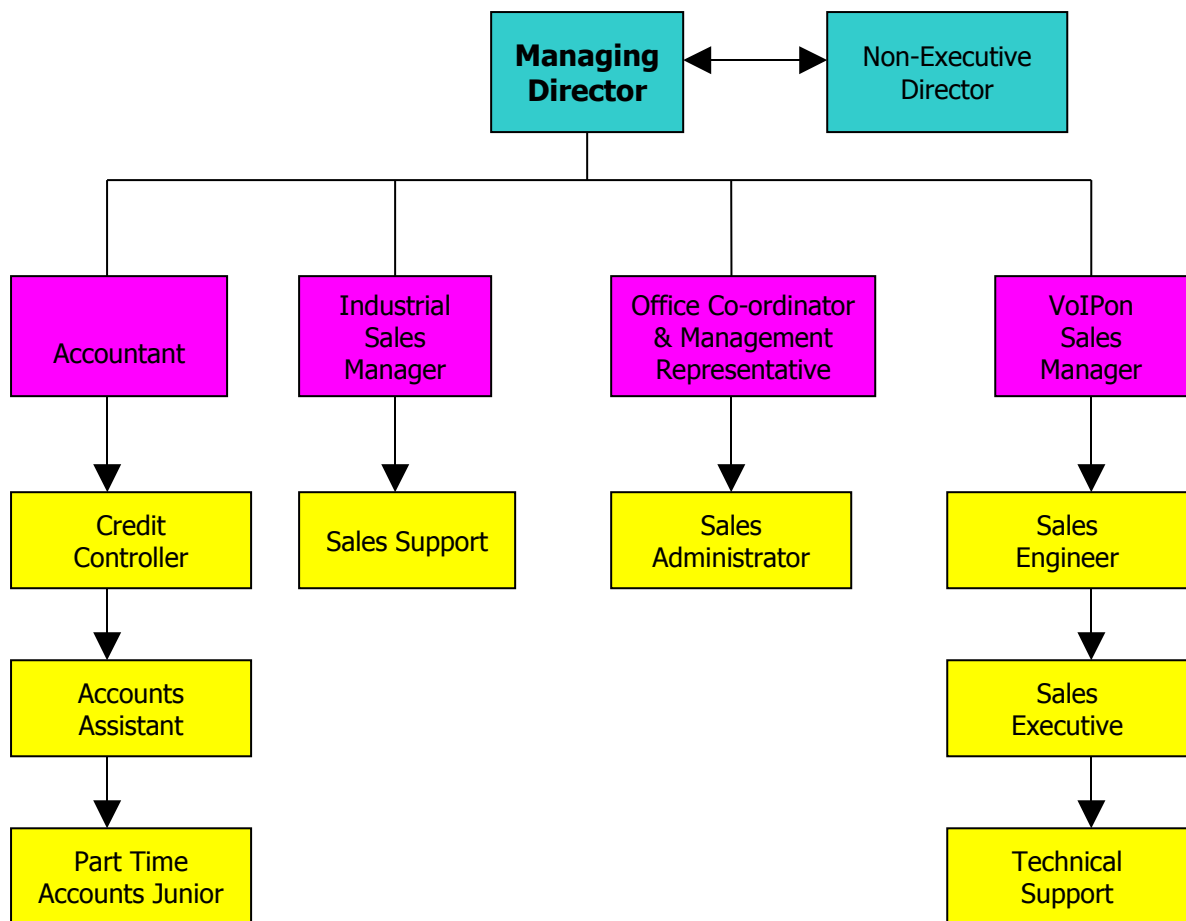
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Process based Quality Management System Model For continuous improvement



Company Organisation Chart - Management Structure



Faye Hawkins is the appointed Management Representative. The Managing Director will deputise when she is absent.

The duties of the MR shall include:

- Ensuring that processes needed for the quality management system are established, implemented and maintained.
- Reporting to the MD on the performance of the quality management system and any need for improvement, and
- Ensuring the promotion of customer awareness throughout the organisation

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COMPARISON MATRIX OF ISO 9001 ELEMENTS TO PROCEDURES

ISO 9001 Clause No.	Quality Management System Procedure KIL Reference	ISO 9001 Standard headings
4.2,	QMD-01	Documentation Requirements
4.2.2	QMD-01	Quality Manual
4.2.3	MP-01	Control of Documents
4.2.4	MP-01	Control of Records
5.1	QMD-01	Management Commitment
5.2	QMD-01	Customer Focus
5.3	QP-00	Quality Policy
5.4	QMD-01	Planning
5.5	QMD-01	Responsibility, Authority & Communication
5.6,	MP-04	Management Review
6.0	QMD-01	Resource Management
7.0	MP-06 & MP-08	Product Realization
7.3	N/A	Design and Development
7.4	MP-05	Purchasing
7.5	MP-07	Product and Service provision
7.6	N/A	Control of monitoring and measuring devices
8.0	MP-02	Measurement, Analysis & Improvement
8.3	MP-02	Control of non-conforming product
8.4	MP-02	Analysis of data
8.5.1	MP-02	Continual improvement
8.5.2	MP-02	Corrective action
8.5.3	MP-02	Preventive action