
Quality, Health, Safety, Environmental & Energy Manual:

Document No: SM-71

Quality Assurance Inspections

To monitor the quality of all work carried out by the After Sales Group's technicians and Hand Pallet Truck (HPT) Specialists.

Procedure

- 1.0 In order to monitor our performance as a supplier there will be, on a continual basis, random inspections of technicians and HPT specialists' work.
- 1.1 The Quality, Health, Safety & Environmental (QHSE) Manager has the responsibility and authority to initiate Quality Assurance Inspections at their discretion and in accordance with the detail below.
- 1.2 Quality assurance inspections are to be conducted by;
 - The Service Support Manager (SSM) and/or Engineering Support Manager (ESM)
 - Senior Specialist
 - HPT Regional Manager
- 1.3 Under normal circumstances one quality assurance inspection per field technician, resident site and HPT specialist will be considered adequate during a 12 month period. Additional inspections are only necessary if the assessor or QHSE manager suspects there may be a trend of poor workmanship or standards.

Quality Assurance Inspection & Reports

- 2.0 The assessor will observe the technicians/specialists process and ability, checking each element off against the headings listed on form Q014/Q014-1 and record comments in the appropriate sections on the form.
- 2.1 In addition to the above, a machine inspection must be carried out, checking each element off against the headings listed on forms Q014A to G, dependant on the truck model. A 5S vehicle inspection must also be completed for all HPT specialists using form Q014F.
- 2.2 The assessor has the responsibility and the authority to initiate any corrective actions they feel are necessary. If in the assessor's judgement, no corrective action is required, they must sign, date and submit the forms.
- 2.3 If corrective actions are considered necessary, all details must be recorded on form Q043 and submitted.

Review

- 3.0 The QHSE Manager will present a report on the results of Quality Assurance Inspections for consideration at Management Review Meetings.
- 3.1 The After Sales Director, Service Managers and National HPT Manager have the responsibility and authority to initiate any Preventive Actions decided at Management Review Meetings.

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