

SCOPE

1.1. The **Böhler Uddeholm UK Limited** Quality Manual provides general policies and procedures for the handling, packaging, testing, storage, and distribution of **Böhler Uddeholm UK Limited** engineering, tool steel & associated products and/or services. The **Böhler Uddeholm UK Limited** Quality Manual is the top-tier quality document for **Böhler Uddeholm UK Limited** located at European Business Park, OLDBURY, West Midlands, B69 2BN.

1.2. **Exclusions**

The **Böhler Uddeholm UK Limited** quality management system is relevant to the nature of our organisation and products, and to customer and regulatory requirements. Requirements of ISO 9001 standard that do not apply are excluded from the scope of our quality system.

The Management Representative is responsible for identifying those requirements of ISO 9001 that do not apply to **Böhler Uddeholm UK Limited** products and services.

Section 7.3, Design and/or Development Design Controls - **Böhler Uddeholm UK Limited** does not design or develop products. Instead, customers specify all product characteristics.

Section 7.5.2 Validation of processes for production and service provision – All products supplied by **Böhler Uddeholm UK Limited** can be verified dimensionally, chemically and metallurgically before despatch.

Section 7.5.4 Customer property – is not applicable to **Böhler Uddeholm UK Limited** activities. Customers do not supply their own products.

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BÖHLER UDDEHOLM Shared Values

- **HEALTH COMES FROM WEALTH**
BÖHLER-UDDEHOLM regards profitability and financial stability as a sound basis for growth and business development, and as a means of establishing long-term partnerships with our customers.
- **WE ARE THE LEADERS IN QUALITY**
BÖHLER-UDDEHOLM anticipates and identifies the needs of its customers and provides materials, products and services that demand consistent leadership in quality. This goal requires superior knowledge of processes; products and applications based on state-of-the-art technology. Quality leadership means continuous improvement across the entire value chain.
- **CUSTOMERS ARE AT THE CENTRE OF OUR ATTENTION**
At BÖHLER-UDDEHOLM, our primary target is to help customers achieve maximum benefits by providing optimal solutions based on a long-term partnership. We can only achieve this goal by identifying customers’ needs and providing solutions that improve their competitive position.
- **OUR BRANDS MAKE US STRONGER**
BÖHLER-UDDEHOLM’s success is based on strong brand. They are identifiers for our customers and our employees. The brand-orientation helps us meet the diverse needs of our customers in the best possible way.
- **WE TAKE RESPONSIBILITY**
BÖHLER-UDDEHOLM has a responsibility to its stakeholders (customers, employees, suppliers, shareholders, and society) that is not limited to economic performance. We fully support the protection of the environment and strive to improve the social welfare of our employees.
- **OUR REPUTATION IS OUR COMMITMENT**
BÖHLER-UDDEHOLM’s outstanding international reputation is based on the professionalism of its employees, products and services.
We will not be satisfied until:
 - All our customers throughout the world receive optimal solutions for the problems.
 - All our potential customers worldwide are certain to place their next order with us.
 - All our employees are convinced they are living in the best of all possible worlds.
 - All our investors are sure to receive the highest possible return on their investment.
- **NO FUTURE WITHOUT CHANGE**
BÖHLER-UDDEHOLM regards change as a positive challenge. Our behaviour and decisions are based on anticipating and evaluating future market demands and on the inherent opportunities and risks of change.
- **WE DO WHAT WE SAY**
BÖHLER-UDDEHOLM’s internal procedures are based on the following principles:
 - We encourage open and controversial discussions on and between all levels of the organisation.
 - Once a decision is made, we expect everyone to share this target, no matter if it coincides with his or her personal opinion.
 - We understand mistakes are an inherent element of progress. We therefore accept them as long as they are analysed openly, and the same mistakes are not made twice.
- **WE ARE UNITED IN OUR DIVERSITY**
BÖHLER-UDDEHOLM is an international group. This requires mutual respect for the ethnic and social characteristics and attributes of our customers and employees.
- **OUR EMPLOYEES ARE THE KEY TO OUR SUCCESS**
BÖHLER-UDDEHOLM is a social organism.
 - With regard our employees as our key asset.
 - We encourage and promote their development.
 - We respect the individuality of our employees.
 - We are committed to treat them in a fair and honest way.
 - Success can only be achieved by working together; our common targets define the extent of individual freedom.

Neil Kite
Managing Director

REVISION HISTORY			
Revision	Description of Change	Authorised	Effective Date
0	New Quality Manual – ISO 9001:2000	Christine Nicholls	15/02/02
1	Updated Process Overview	Christine Nicholls	29/07/02
2	Updated Process Overview	Christine Nicholls	25/03/03

CONTROLLED COPY HOLDERS		
Copy	Holder	Date Issued
1	Christine Nicholls – Quality Manager	25/03/03
2	Company Intranet Site – All employees	25/03/03

DOCUMENTED PROCEDURES
Calibration
Corrective & Preventative Action
Despatch
Document Control
Goods Inwards
Internal Audits
Management Review
Non Conforming Products
Organisation Chart
Picking / Cutting
Product Identification & Traceability
Purchasing
Quality Records
Sales Order Processing
Training
Warehouse Stock Control

MANAGEMENT RESPONSIBILITY
 - Quality Policy
 - Quality Objectives
 - Management Review
 - Internal Communication

QUALITY MANUAL

RESOURCE MANAGEMENT
 - Infrastructure
 - Resource
 - Awareness
 - Competence
 - Training
 - Work Environment

MEASURE, ANALYSIS & IMPROVE
 - Corrective Action
 - Preventative Action
 - Customer Satisfaction
 - Internal Audits
 - Analysis of Data
 - Measurement & monitoring of processes
 - Complaints Management

