

# MP10 Policies

## Document information

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Author: -- M Ellis-Mather

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## **1.0 Quality Policy**

### **QUALITY POLICY**

Magnet Expert supplies, distributes and manufactures high performance neodymium-iron-boron, ferrite, alnico, samarium cobalt and flexible magnetic sheets across the United Kingdom and Europe. We have proudly built up a reputation for providing excellent customer care and high quality.

It is Magnet Expert's policy to develop, implement and maintain an integrated quality management system that meets the requirement of and is certified to ISO 9001:2015

We will continually review the suitability of our management system, procedures, technological advances and working practices in conjunction with demands and expectations from our clients, employees and any person(s) working under the company's control, to ensure that they are appropriate to the nature, scale and impacts of the company's activities, products, services and risks.

1. Our training will be geared to reaching this aim, with a comprehensive induction programme and follow-up training throughout the period of each individual member of employee's career.
2. The Company has a commitment to quality and continual improvement processes, including abiding by and reviewing relevant legislation. All employees are responsible for the quality of our work, and our client's perception of us as an organisation.
3. Quality is not something, which we do once and then leave alone. It must become part of our every-day focus, and part of our culture as a Company must be to constantly improve in every aspect of our operations. The Directors accept responsibility for communicating to all employees involved within Magnet Expert's commitment to quality and for ensuring that the Quality Policy is understood, implemented and maintained. The Directors have formally made this commitment towards the achievement of objectives and targets.
4. Quality objectives and targets will be reviewed and analysed within the management review meeting. Given the progressive nature of Quality Assurance, management undertakes to adopt any relevant improvements and developments which will serve to keep the Company at the forefront in all quality matters.

Matthew Ellis-Mather  
Managing Director

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Date: January 2020

## **2.0 Communications policy**

This policy outlines in a single document the framework for the Magnet Expert's internal and external communications.

The objective of the Communications policy is to help Magnet Expert communicate effectively and transparently by:

- achieving a better understanding of what Magnet Expert offers, its values and identity;
- providing clear and well-judged information appropriate for the needs of the user; and
- arranging its work as efficiently as possible.

### **Recommendation**

Having read the documents, directors and employees are asked for comments and approval.

### **1) Introduction**

Magnet Expert recognises that consistent, effective and appropriate communication – external and internal - is important in achieving its aims, objectives and policies and to its credibility as an accountable organisation. This document outlines the principles for managing communications, including a summary of key strands of communications, and the responsibilities of employees in relation to communications.

### **2) Scope**

The directors should be familiar with this policy and all other employees should be aware of it. The aim of the policy is to reduce the risk to Magnet Expert of damaging or ineffective communication, and to ensure that employees are aware of how communication is best conveyed externally and internally, and who has responsibility for which aspects.

### **3) Definitions**

**External communications** include all the messages and information that the Magnet Expert presents to different audiences, whether directly (through the website, telephone calls, letters, e-mails, newsletters, marketing materials and press releases) or indirectly through the press and word of mouth.

**Internal Communications** include all the messages and information (whether verbal or written) passed within Magnet Expert principally between employees, but also between Directors and employees, and to and from management and staff.

#### **4) Statement of Principles**

The objective of the Communications policy is to help Magnet Expert communicate more effectively by achieving a better understanding of what it offers to clients and by arranging its work as efficiently as possible, and to:

- improve the clarity with which the values and identity of Magnet Expert are understood;
- promote transparent and open communication;
- provide clear and well-judged information at the most appropriate level of detail in relation to the needs of Magnet Expert Clients and interested parties.

The improvements and benefits which good communications should provide are:

- a greater likelihood of achieving the Magnet Expert's aims, objectives and priorities;
- a more effective and purposeful 'face' to the world
- providing everyone with the skills to be confident communicators.

#### **General Principles**

- All communication is important and needs to be considered carefully.
- External and internal communications will form part of strategic and business planning as well as project and team appraisal (including working with other organisations).
- Good communications play a very positive role in the day-to-day operations of the company, through the consideration of the content and the audience for any message or information to be disseminated.
- Directors and employees will have a responsibility to foster good communications internally and externally
- The Company will foster a culture which encourages transparency of communication, clarity of style and the sharing of best practice and expertise across Magnet Expert.

#### **Principles for managing external communications**

Corporate and marketing communications should be considered as part of the wider field of advocacy in which Magnet Expert wishes to:

- reach out to target clients, those in partner organisations and potential participants, where the Magnet Expert is building key clients.
- offer background and corporate information – principally through the website - as a reference source as well as increasing the availability of the services provided, with associated and research information, for a wide range of users.
- ensure that the visual identity of Magnet Expert as shown through all its print and digital communications, is clear, coherent and expresses the Magnet Expert's key values.

#### **Principles for managing internal communications**

Internal communications are based on active management across Magnet Expert such that:

- employees are informed of the most important information relating to the good management of Magnet Expert such as Business Plan priorities and results on key performance indicators.
- regular exchanges through e-mail, meetings and telephone calls are thoughtful, respectful, efficient and well disciplined.
- an informal exchange of information is encouraged through the staff notice-boards.

## **5) Responsibilities**

### **Director**

- The Directors are responsible for the overall clarity and coherence of the Magnet Expert's external communications.
- The Directors seek opportunities for good advocacy in order to promote the interests of Magnet Expert.
- The Director works to create an internal culture of open, honest, efficient and transparent communications.
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### **Employees**

All employees have a responsibility for maintaining good internal and external communications, for suggesting improvements wherever possible and for reporting breaches of the policy.

## **6) Breach of the Policy**

Actions taken by employees in contravention of the Communications Policy will be handled by a Director or senior member of the management team as per the company policy. All contraventions whether internal or external, will be reported to the Managing Director as a matter of course. If it is a matter which threatens Magnet Experts reputation, brings Magnet Expert into disrepute or creates a severe disruption to any part of the business then Magnet Expert's Disciplinary procedure will be followed.

Matthew Ellis-Mather  
Managing Director

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Date: January 2020

#### 4.0 Context Policy

Magnet Expert Limited is committed to defining our position in the market place and understanding how relevant factors arising from legal, political, economic, social and technological issues influence our strategic direction and our organisational context.

Magnet Expert Limited identifies, analyses, monitors and reviews factors that may affect our ability to satisfy our customers and stakeholders, as well as; factors that may adversely affect the stability of our process, or our management system’s integrity.

To ensure that our QMS is aligned with our strategy, whilst taking account of relevant internal and external factors; we initially collate and analyse pertinent information in order to determine the potential impact on our context and subsequent business strategy.

Magnet Expert Limited then monitors and reviews this information to ensure that a continual understanding of each group’s requirement is derived and maintained. To facilitate the understanding of our context, we regularly consider issues that influence our context during management review meetings and are conveyed via minutes and business planning documents.

Internal Issues	External Issues
Market share	Customers & suppliers
Employees	Markets & Competition
Performance	Regulatory & Statutory
Capacity	Economic backdrop
Values & culture	Technological

The output from this activity is evident as an input to the consideration of risks and opportunities, and the actions that we take to address them. Refer to the procedure for more information about our risk and opportunity management frame work.

Although we acknowledge that ISO 9001:2015 does not require our organizational context to be maintained as documented information, we

maintain and retain; in addition to this document, the following documented information to describe our organisational context:

1. Analysis of business plans, strategies, and statutory and regulatory commitments;
2. Analysis of technology and competitors;
3. Technical reports from technical experts and consultants;
4. Minutes of leadership alignment meetings include a review of customer insight, competitor insight, employee training, Health and safety throughout the site, financials, sales performance, procurement and supply chain, overall operational performance.

Matthew Ellis-Mather  
Managing Director



Date January 2020

## **5.0 Leadership & Governance Policy**

Magnet Expert Limited leadership is responsible for implementing the QMS, which includes the development and deployment of the quality policy, the quality objectives, and product plans that are customer focused.

Senior management provides the leadership and governance to all activities related to the lifecycle processes including defining the strategic direction, responsibility, authority, and communication to assure the safe and effective performance.

Magnet Expert Limited's governance structure provides necessary support for creating and establishing appropriate processes that are important for maintaining and achieving our quality objectives and policies.

In addition, governance activities include systemic verification of the effectiveness our QMS by undertaking internal audits and analysing performance data.

Regular management reviews ensure that our quality management system is adequate and effective, and that any necessary adjustments are made as a result.

Senior management is committed to implementing and developing the quality management systems and this commitment is defined by our corporate policies and objectives. Magnet Expert Limited ensures that our policies are understood, implemented and maintained throughout at all levels of the organisation through printed distribution of our policy statements and through periodic management review of the policy statements and corporate level improvement objectives. Magnet Expert Limited communicates our mission, vision, strategy, policies and processes to all employees in order to:

1. Establish a culture of trust and integrity;
3. Encourage commitment to quality;
4. Provide people with the required resources, training and authority to act with accountability;
5. Inspire, encourage and recognise people's contribution.

Matthew Ellis-Mather  
Managing Director

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Date: January 2020