

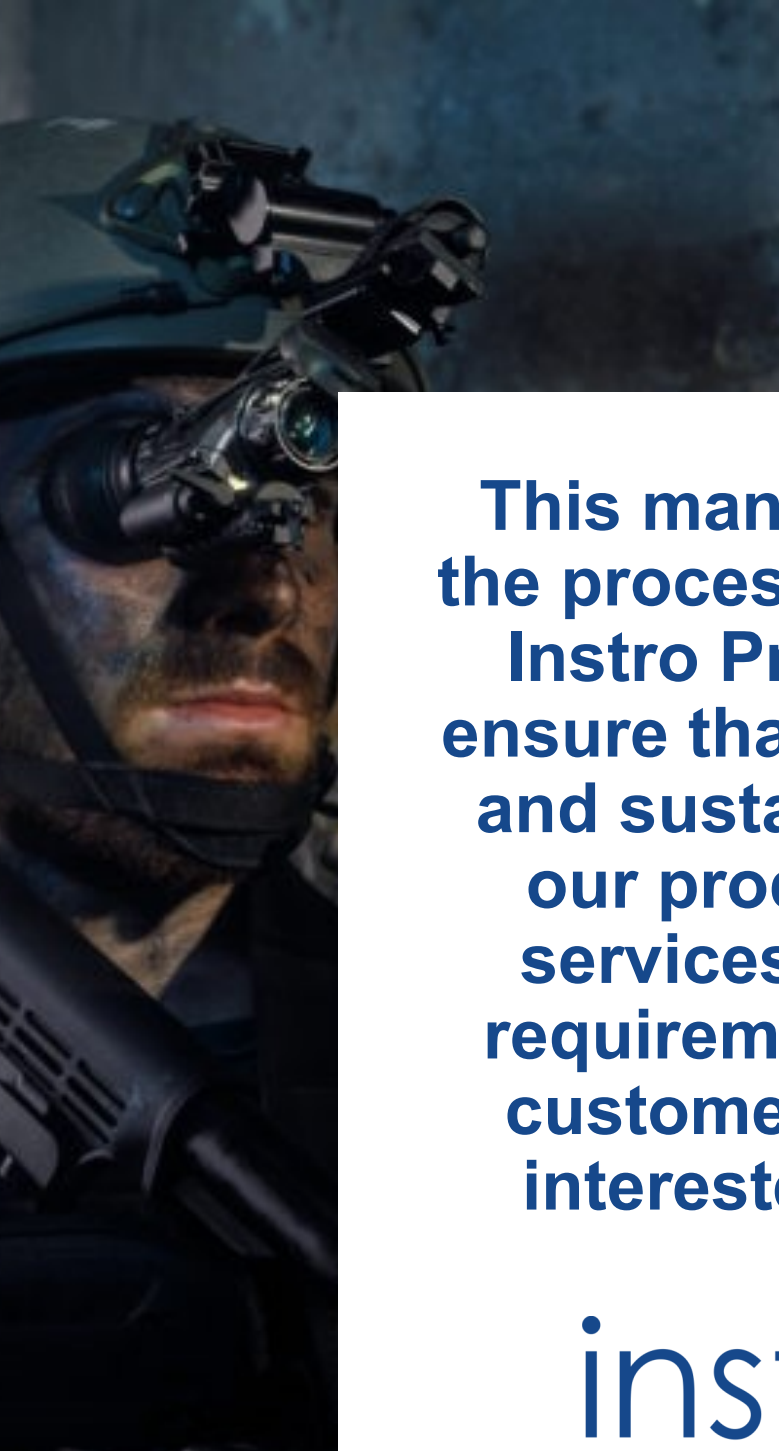
INSTRO PRECISION



INTEGRATED MANAGEMENT SYSTEMS MANUAL

INSTRO PRECISION LIMITED LTD IS ENGAGED IN THE DESIGN, MANUFACTURE, SERVICE AND MAINTENANCE OF DEFENCE, AEROSPACE, AND COMMERCIAL SURVEILLANCE, TARGET ACQUISITION AND RECOGNISANCE EQUIPMENT INCLUDING PROJECT MANAGEMENT.





This manual defines the processes used by Instro Precision to ensure that the quality and sustainability of our products and services meet the requirements of our customers & other interested parties

instro



INTEGRATED MANAGEMENT SYSTEM POLICY

Instro Precision Limited is one of the leading suppliers and system integrators of support equipment for defence, aerospace, and commercial applications. Within all our operations we recognise our requirements under various legislation and endeavor to meet these obligations whilst maintaining a safe and sustainable working environment.

Our Managers and Supervisors are informed of their responsibilities to ensure they take all reasonable precautions, to ensure the safety, health, quality and security of those that are likely to be affected by the operation of our business. We are committed to do not only what is required by law but what is expected of a market leader.

Our long-term success depends on our ability to continuously improve our service and delivery, while protecting our people and the environment in which we work. In all our operations we will be guided by the founding principle of quality & sustainability in all that we do, namely, meeting or exceeding the needs of customers without compromising the quality of our products or services or the safety of employees.

In this regard we commit to:

- Provide products and services which meet or exceed customer needs and expectations.
- The prevention of pollution
- Minimise lean waste as much as practicable

In particular, we will contribute to initiatives that seek to address operational excellence and sustainability.

To further these objectives, Instro Precision so far as is reasonably practicable commits to:

- Complying always with all applicable laws, regulations and standards relating to the safety, quality, sustainability, information security and where appropriate, to exceed or supplement these with our own exacting standards.
- to provide adequate control of the health and safety risks identified.
- Incorporating into our practices the best available environment-friendly technologies and techniques that are economically achievable.
- Bring energy efficiency into our new buildings, structures and equipment's and manage energy wisely in all operations.
- Establishing a team approach to detection, prevention and problem solving.
- to consult with our employees on matters affecting their health and safety.
- to provide and maintain safe equipment and environment.
- Setting and reviewing measurable objectives and ensuring those objectives are met.
- Providing the necessary resources and ensuring responsibilities and authorities are determined and communicated throughout Instro Precision;
- Reducing the consumption of materials in our operations. We will reuse rather than dispose whenever possible and promote recycling and the use of recycled materials.
- to ensure that all workers are competent to do their work, and to give them appropriate training.
- to actively manage and supervise health and safety at work.
- Empowering employees to question processes which appear to produce discrepancies and acknowledging any improvements and contributions.

- Raising employee awareness of quality, environmental, security & safety issues whilst encouraging responsible behavior.
- Developing, maintaining and implementing policies, procedures and management systems that assess and monitor, on a continuous basis, the impact of our operations.
- Finding efficient solutions with our partners and customers, to enhance the quality and reliability of our products.
- to provide the resource required to make this policy and our health and safety arrangements effective.
- Accepting conforming raw materials and outside processed parts from approved suppliers.
- Where possible, to identify and review all risk and opportunities for improvement.

We also recognize

- our duty to co-operate and work with other employers when we work at premises or sites under their control to ensure the continued health and safety of all those at work; and
- our duty to co-operate and work with other employers and their workers, when their workers come onto our premises or sites to do work for us, to ensure the health and safety of everyone at work.
- Our duty of care towards non-employees such members of the public, visitors and contractors to our facilities. We will consider risks to these groups when completing risk assessments.

To help achieve our objectives and ensure our employees recognise their duties under various legislation whilst at work, we will also inform them of their duties to take reasonable care for themselves and for others who might be affected by their activities.

These commitments apply to all employees of Instro Precision, our suppliers and subcontractors (where appropriate). Additionally, we undertake to use our best endeavors to ensure that our business partners also abide by this policy.

Senior management is responsible for ensuring compliance with this policy, including but not limited to the establishment of programmes and compliance with reporting requirements. Quality, Sustainability, safety and security however, is the responsibility of all of us, at every level within our organisation.

The Managing Director of Instro Precision is ultimately responsible for this policy and the company's quality performance and is assisted by the management team, which oversees the implementation of all quality procedures and programs within Instro Precision.

We will review our performance including customer feedback at a minimum, on an annual basis.

Dagan Yogeve
Managing Director

HELPING OUR CUSTOMER REDUCE BOTH COST AND THEIR CARBON FOOTPRINTS

At Instro Precision Limited, we have our sights set on the future. To thrive in the years to come, we believe that businesses must make environmental sustainability a priority. That's why we strive each day to reduce Instro's environmental footprint and seek to innovate solutions that help our customers, partners and end users reduce theirs whilst focusing on the performance, quality and reliability of our products.

In order to ensure that our environmental initiatives drive continual improvements, our management team is responsible for:

- Determining internal and external issues that effect strategic direction and quality
- Identify and addressing risk opportunities
- Developing qualitative and quantitative measurements
- Providing resources for continual improvement efforts
- Empowering teams to make improvements
- Monitoring performance
- Indicators to drive improvements

This manual does not take the place of or override any statutory regulations but details our commitment and organisation of our Environmental Management System and is applicable to all processes conducted by Instro Precision Ltd.

MANAGEMENT SYSTEM REFERENCE(S)

This IMS Manual was produced in conjunction with :

- **BS EN ISO 9000:2015**
Quality Management Systems – Fundamentals and Vocabulary
- **BS EN ISO 9001:2015**
Quality Management Systems - Requirements
- **BS EN 9100:2018**
Quality Management Systems. Requirements for Aviation, Space and Defence Organizations
- **IEC/IEC 27001:2022**
Information security, cybersecurity and privacy protection. Information security management system. Requirements
- **BS EN ISO 14001:2004**
Environmental Management Systems - Requirements with guidance for use
- **BS EN ISO 14001:2015**
Environmental Management Systems - Requirements
- **BS EN ISO 14004:2010**
Environmental Management Systems - General guidelines on principles, systems and support techniques

Those bodies directly involved in the approval and conformity certification of Instro Precision products include:

- **Military Standard - General Guidelines for Electronic Equipment¹**

The General Guidelines for Electronic Equipment (MIL-HDBK-454) is the technical baseline for the design and construction of electronic equipment for the US Department of Defence. It captures in one document, under suitable subject heading, fundamental design guidelines for multiple general electronic specifications.

- **Electromagnetic Compatibility EU Directive / UK Regulation**

The EMC Directive sets the essential protection requirements for electrical and electronic equipment. The Directive limits electromagnetic emissions of equipment to ensure that, when used as intended, such equipment does not disturb radio and telecommunication as well as other equipment. The Directive also governs the immunity of such equipment to interference and seeks to ensure that this equipment is not disturbed by radio emissions when used as intended.

- **Requirements for the Control of Electromagnetic Interference Emissions And Susceptibility¹**

The Requirements for the Control of Electromagnetic Interference Emissions And Susceptibility (MIL-STD-461) is a United States Military Standard that describes how to test equipment for electromagnetic compatibility. The Defence Handbook establishes interface and associated verification requirements for the control of the electromagnetic interference (EMI) emission and susceptibility characteristics of electronic, electrical, and electromechanical equipment and subsystems designed or procured for use by activities and agencies of the US Department of Defense (DoD).

- **Low Voltage EU Directive / UK Regulation**

The Low Voltage Directive is designed for the safety of electrical apparatus. It applies to all apparatus running on (or generating) an electrical supply in the range 50 - 1000 volts a.c. or between 75 and 1500 volts d.c. compliance to the Low Voltage Directive can be self-certified without the need for a notified body.

Note: ¹ Compliance is technically not required outside the US military, many civilian organisations also use this document & many military contracts require compliance to MIL_STD's

Those bodies directly involved in the direct or indirect conformity of Instro products include:

- **Office for Product Safety Standards**

The Office for Product Safety Standards provides the UK with an infrastructure of laboratories that deliver world-class measurement science and technology and provide traceable and increasingly accurate standards of measurement. The NMO Technical Services is delivered through the Regulatory Delivery an executive agency of the Department for Business, Innovation and Skills (BIS).

LEGISLATION (Cont...)

- **Environment Agency**

The Environment Agency is the main regulator of discharges to air, water, and land – under the provisions of a series of Acts of Parliament. It does this through the issue of formal consents to discharge or, in the case of large, complex or potentially damaging industries by means of a permit.

- **UK Health Security Agency (UKHSA) - Formerly Public Health England**

PHE is an executive agency of the Department of Health. As the UK's primary authority on health protection, PHE carry out research, provide laboratory and technical services; run training courses; provide expert Information; and fulfil a significant advisory role to regulators, government, the public and others.

- **Beyondly (Formally Comply Direct)**

Beyondly is an Approved Compliance Scheme for Producers that are obligated under the Waste Electrical & Electronic Equipment, Packaging & Battery Regulations and is approved for both household (B2C) and non-household (B2B).

Instro Precision either monitors or details and records our compliance to legislation that is applicable to our products and manufacturing operations. This information is reviewed and updated regularly to ensure compliance to the latest legislation available.

TERMS & DEFINITIONS

For the purposes of the Quality Management System, the definitions given in BS EN ISO 9000:2015 apply.

For the purposes of the Environmental Management Systems, the definitions given in BS EN ISO 14001:2015 apply.

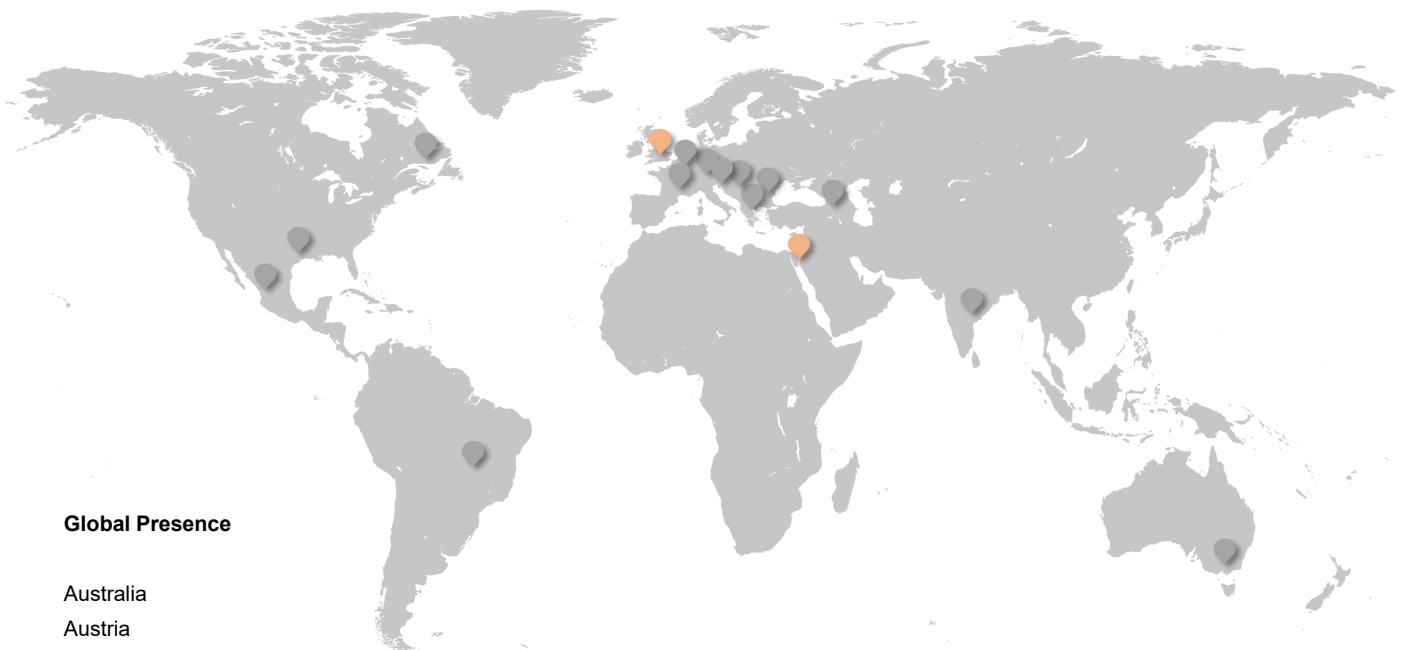
INSTRO OVERVIEW

COMPANY OVERVIEW

Instro Precision is one of the leading suppliers and system Integrators of support equipment for military and commercial electro-optical sensors in the world. You can be rest assured that that Instro products are a premier solution for the markets we serve.

Instro is a part of Elbit Systems who are a global company with a history of quality and innovation at it's core. Highlights of our company footprint include:

- Instro founded in 1964
- Corporate headquarters in Haifa, Israel
- Elbit subsidiaries in 15 countries
- 20,000 employees (majority in engineering)



Global Presence

Australia
Austria
Belgium
Brazil
Canada
France
Georgia
Germany
Hungary
India
North Macedonia
Mexico
Romania
Switzerland
UK

ORGANISED FOR THE CHALLENGES OF TOMORROW

Instro Precision is organised around a customer-centric business model that defines the overall interaction of processes within our organisation. The Senior Management Team at Instro Precision Ltd are committed to the support and continual improvement of Instro management Systems.

Our teams are aligned to ensure quality products & services for our customers and end users so that we continually anticipate, meet and exceed requirements. Our quality initiatives are designed to provide dependable products and services, help ensure on-time delivery, and provide reliable support so our customers use our products as efficiently as possible.

Protecting the natural environment is important to our customers and to our business. That's why Instro works hard to minimise the environmental impacts of our operations and products. We design our products to lessen energy use and include environmentally friendly materials. We strive to reduce any electronic waste in our industry which is why we encourage waste electronic waste recycling including a take back service for all Instro products.

SUPPLY CHAIN & SALES OPERATIONS



This team establishes a focal point and link between Instro Precision, our customers and our established supply chain. Through Instro's long established relationship with our customers, our team develop an understanding of customer business issues, proactively respond to new market trends and opportunities, and work closely with other teams to ensure alignment and communication according to customer needs and business issues.

Highlights of the team include:

- Provide order review, administration and logistics.
- Act as trusted advisors to help facilitate customer business and satisfaction.
- Ensure specification conforming parts are used to satisfy customer demand with regular monitoring to assess continued suitability
- Ensure on-time delivery of high-quality, sustainable, cost-effective products and solutions.

QUALITY & COMPLIANCE



This team represents the management of our Integrated Management System and is supported by leaders across all areas of business. The charter of this team is to ensure that employees are engaged and committed to customer satisfaction and that all employees focus on meeting and exceeding customer expectations.

Key areas of focus include:

- Helping ensure that processes required for the Integrated Management System are established, implemented and maintained
- Providing management with metrics, analysis and recommendations for continued improvement
- Ensure legislative and product compliance to standards (e.g. MIL-STD's OR EMC) and laws.

PRODUCT DEVELOPMENT & SUPPORT



ENGINEERING

This team is responsible for the review and design of our product portfolio including hardware and software solutions. They are chartered with providing end-to-end solutions for our customers through on-going research and development with input received directly from customers, sales, quality and customer as well as industry and market trends. Responsibilities include validation of products and customer advocacy.

ASSEMBLY TEAM

This team is responsible for repair operations focused on achieving customer satisfaction and cost-effective services and solutions.

PRODUCTION & PROJECT MANAGEMENT



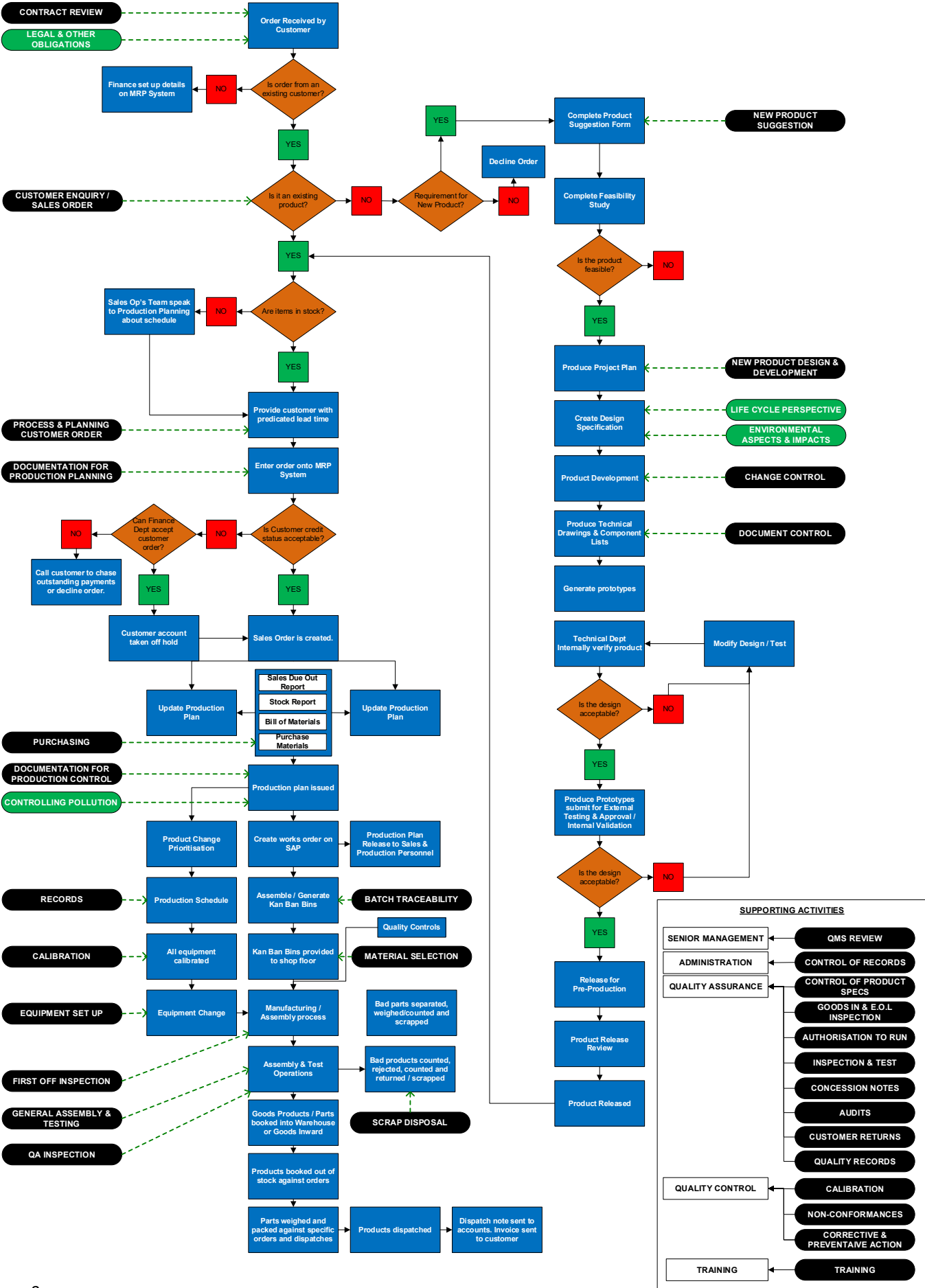
This team is responsible for the providing end-to-end project and production management solutions in consultation with Engineering and Quality Teams.

Highlights of the team include:

- Portfolio management
- Perform and oversee design or pre-production reviews
- Control design and development changes or pre-production reviews
- Provide or update technical documentation for new and current products

INSTRO PRECISION PROCESS MAP

AN OVERVIEW OF OUR BUSINESS



ELBIT SUBSIDIARIES IN THE UK

9 SITES AND OVER 500 EMPLOYEES



60% Technical Engineering and R&D



40% Production, Systems Operation, Quality, Logistics and Support workforce



17,222 sq ft C4I & Cyber R&D centre in Bristol with dozens of Software experts from both UK and Israel



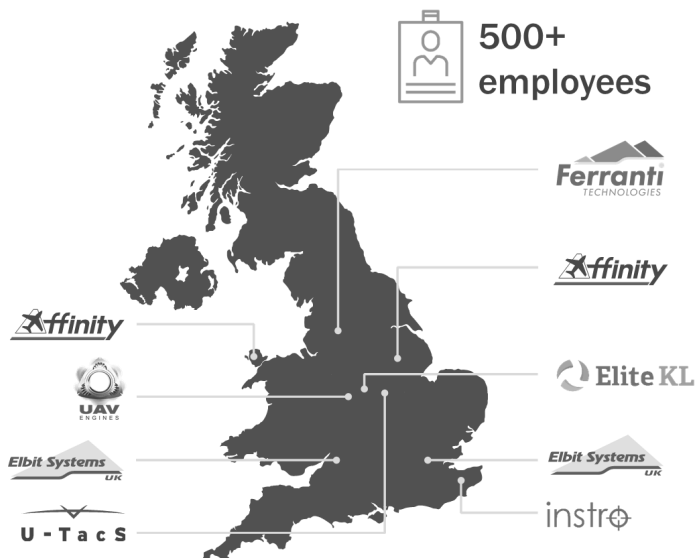
4 production and support facilities around the UK with total 441,320sqf



Contribution to the UK GDP
2019: £163M
2017: £239M



500+ employees



OPGAL
ISRAEL



Flying
Production
ISRAEL



STELOP
SINGAPORE



UTACS
UK



INSTRO
UK



ELMEX
MEXICO



UEL
UK

ELSEC
ISRAEL



GTI
CANADA



INTEGRATED MANAGEMENT SYSTEM (IMS)

BS EN ISO9001:2015, ISO 9100:2018 ISO 14001:2015 & BS EN ISO 27001:2022

Instro Precisions Integrated Management System is based on a process and risk based approach and has four main areas of focus.

- Customer requirements
- Organisation structure
- Products & services
- Applicable standards & legislation requirements

The Integrated Management System applies to Instro Precisions processes including:

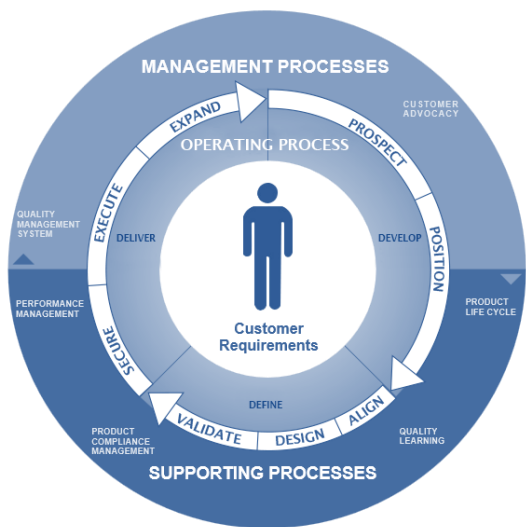
- Strategy and business development
- Design and development of products, systems, services and solutions
- Manufacturing, distribution and channel management
- Outsourced, third party processes

We use BS EN ISO9001:2015, ISO14001:2015 and BS EN ISO 27001:2022 as the primary standards for our Integrated Management System. The information provided within this manual ensures these requirements are identified and satisfied through all processes performed by, or on behalf of, Instro Precision Ltd.

Monitoring, measurement and analysis of these processes provide for early and prompt detection and correction of non-conformances, trends or conditions that could result in an unsatisfactory product or service which could also lead to a negative impact on the natural environment.

Communication on performance is available on request and should be routed through the Quality Manager.

INSTRO PRECISION QUALITY MANAGEMENT SYSTEMS MODEL



DEVELOP: PROSPECT & POSITION

Research & understand customer requirements
Demonstrate market research
Develop potential opportunities
Shape concept

DEFINE: ALIGN, DESIGN & VALIDATE

Map support team
Product design
Concept approval
Review & refine

DELIVER: SECURE, EXECUTE & EXPAND

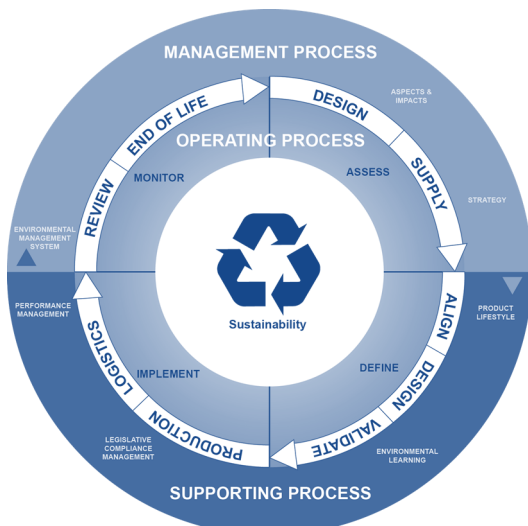
Secure commitments
Execute deliverables:

Procure, build and distribute
Educate and train
Manage & monitor
Operate systems

Expand opportunities:

Customer review
Strengthen commitments (Sales)
Uncover future opportunities

INSTRO PRECISION ENVIRONMENTAL MANAGEMENT SYSTEMS MODEL



ASSESS: PROSPECT & POSITION

Research & understand sustainability requirements
Demonstrate market research
Develop potential opportunities
Shape concept

DEFINE: ALIGN, DESIGN & VALIDATE

Map Support Team
Ascertain environmental aspects & impacts
Ascertain sustainable resources
Concept approval
Review and refine

IMPLEMENT: SECURE, EXECUTE & EXPAND

Secure commitments
Execute Deliverables:

Procure, build and distribute
Educate and train
Manage and monitor
Operate systems

Expand opportunities:

Customer review
Strengthen Commitments (Sales)

MONITOR: REVIEW & END OF LIFE

Legislative review
Reporting compliance
End of life products

MANAGEMENT PROCESSES

Instro Precision strive to provide innovative solutions that help ensure the provision of support equipment for military and commercial electro-optical applications. Our management processes annually set the overall strategy for the organisation to ensure all teams are in alignment towards our strategic goals and objectives. They include:

- Resource planning and development
- Performance reviews against objectives
- Risk management
- Environmental aspects and impacts
- Legislative compliance
- Continual improvement through our IMS

RESPONSIBILITY

Responsibilities and levels of authority within Instro Precision are detailed within individual Job Descriptions and Instro Precisions Organisational Chart.

The board of directors decree that the Quality Manager will act as the Management representative presiding over the Integrated Management System. The Quality Managers responsibilities include:

- Ensure that the requirements of ISO9001, AS9100, ISO14001 & ISO27001 are met and maintained throughout Instro Precision.
- Collect appropriate information with regards to effectiveness of Integrated Management System. This information is to be analysed and communicated throughout organization (as required).
- Report to senior management the performance of Integrated Management System and any areas for improvement.

MANAGEMENT REVIEW

Instro Precision strive to ensure the effectiveness of the Integrated Management System. The Senior Management team will periodically review the IMS. This review ensures the IMS is effective and identifies any areas for improvement . This includes any resources that maybe required to maintain or improve the Integrated Management system.

OPERATING PROCESSES

Core activities are implemented on a daily basis to ensure we are ready to anticipate, meet, and exceed customer expectations in everything we do so we can continually provide dependable products and services and reliable support.

ASSESS/DEVELOP: PROSPECT & POSITION

Sales and Supply Chain teams are responsible for understanding our customers' business objectives and challenges in order to develop opportunities for a successful relationship. These teams also understand the competitive landscape and how the full breadth of Instro's products, services, and solutions meet the customers' requirements.

DEFINE: ALIGN, DESIGN & VALIDATE

Product Development and Support works with our Sales and Quality teams to help ensure that Instro's resources are aligned to uncover and provide customer specific solutions for all products, including services and solutions. Together they work to help ensure customer requirements are met through design concepts, testing, and validation of requirements.

Together sustainable resources are procured and used to maintain safe, economical and highly efficient products. Instros environmental aspects and aspects are reviewed through design concepts, process reviews, product testing and validation of requirements.

IMPLEMENT/DELIVER: SECURE, EXECUTE & EXPAND

Sales team help ensure customer orders are received and verified prior to executing deliverables. Production Cell operations are used for manufacturing and distribution through our Supply Chain and Production teams. This includes the use of relevant documentation, records and appropriate testing equipment.

Engineer help control the installation and commissioning requirements for products and services, including integration with customer or supplier based solutions. Our teams also provide educational and training opportunities when required to help ensure customer understanding of our products, services, and solutions. Reliable support is provided through all business functions, and helps make certain, customers have the resources needed to manage, monitor, maintain and repair when needed, any equipment in place using Instro products.

SUPPORTING PROCESSES

Methodologies and tools are used internally to drive the implementation of the Integrated Management System and identify opportunities for continual improvement. These include:

CONTEXT OF INSTRO PRECISION

Instro Precision reviews and analyses key aspects of itself and its interested parties to determine the strategic direction of the company. This requires understanding internal and external issues that of concern to Instro Precision. Such issues are monitored as appropriate, and discussed as part of management reviews.

The issues are determined through an analysis of risks facing Instro Precision and its interested parties. "Interested parties" are those stakeholders who receive our products or services, or who may be impacted by them, or those parties who may otherwise have a significant interest in our company.

PERFORMANCE PLANNING AND MANAGEMENT

This process is designed to align employees goals with Instro Precisions strategic objectives. The Managing Director annually reviews the needs of Instro Precision and sets objectives for relevant functions. These objectives are consistent with the Policies which senior management identify and planning resources needed to achieve objectives set.

PRODUCT & LEGAL COMPLIANCE AND PRODUCT LIFE CYCLE MANAGEMENT

These processes help or are designed to ensure products and services comply with required specifications and standards, and that Instro Precision have the necessary measures in place for continual improvement to support the complete life cycle and disposal of products.

QUALITY, ENVIRONMENTAL & INFORMATION SECURITY LEARNING

Instro Precision personnel must have the necessary experience and qualifications to enable them to be employed in a specific role. Our Human Resources structures encourages employees to develop critical quality, environmental and information security awareness and improve overall environmental performance. Training and experience is all recorded and where the company may under go change or improvement, employees complete in-house or external training to meet new requirements.

INFRASTRUCTURE & WORKING ENVIRONMENT

Instro Precision recognises the need for good infrastructure. The company organises and controls the work environment in such a manner as to ensure the conformance of products, processes efficiency and health and safety of personnel.

This requirement is reviewed annually by Management, facilities and equipment critical to the correct and continual operation of the company are subject to regular planned maintenance.

PRODUCT AND SERVICE PROVISION

Instro Precision ensures a planned and controlled approach with work and day to day activities.

All work is planned and controlled in accordance with standard operating procedures, work instructions and relevant documents, specifications or test requirements. Trained personnel carry out production, inspections and test under controlled conditions. These controlled conditions include documentation, defining the manner of processing, standard of workmanship, suitable manufacturing equipment, suitable working environment and compliance with appropriate standards and codes of practice.

Instro Precision ensures that every product is identified and its history is maintained throughout the system to provide batch traceability of all products supplied. Customer products returned for the purpose of maintenance and service are controlled in accordance with documented procedures. No product is supplied by the customer for inclusion into Instro Precision manufactured product. Instro Precision has established systems and procedures to control the handling, storage, packaging, preservation and delivery of components and finished product.

VERIFICATION OF MEASURING DEVICES

Instro Precision understands the importance of verification and compliance of its products or processes. Monitoring and measuring devices used to verify products are assessed to ensure that it is capable of measuring the required parameters. The processes enforced by the quality team ensure that it is traceable to international or national standards, or internally documented procedures.

MEASUREMENT AND ANALYSIS

The conformance of the product, processes and the Integrated Management System will be subject to planned review to ensure effectiveness and continual improvement. During analysis of data, statistical techniques may be employed. The control will be detailed within documented procedures.

EMERGENCY RESPONSIVENESS

Instro Precision understands and documents the risk of potential environmental emergencies such as spillages or contamination. Routine reviews and drills are performed to mitigate any risk and ensure an effective response to reduce environmental impact.

DESIGNED FOR CONTINUAL IMPROVEMENT

Instro Precision management drives implementation and continually improves its business processes, products and the effectiveness of our Integrated Management System through the use of the following:

- Instro Precision Policies
- Customer feedback
- Goals and objectives
- Management and operational reviews
- Internal and external audits
- Performance measurements and evaluations

Additionally, there are programs focused on continual improvement designed to share knowledge, co-ordinate activities and achieve effective sustainable results.

The following programs are in place to help foster an atmosphere of continual improvement and dedication to quality and environmental activities:

INTERNAL AUDITS

In order to ensure IMS is being operated correctly and effectively, planned internal audits are conducted by trained and qualified auditors. Audit program and results are documented, corrective actions are taken and verified using the closed loop process.

EXTERNAL AUDITS

External audits are conducted by third party nationally recognised approval bodies. Audit results are documented, and corrective actions are taken and verified using the closed loop process.

RECOGNITION

Incentives are made to reward individuals or teams that make significant contributions to the organisation by improving quality and ultimately customer satisfaction. Employees are encouraged to submit ideas and improvement efforts via suggestions, forums and other engagement efforts.

SCOPE OF ISO 9001/ 14001/27001 & BS EN 9100 CERTIFICATION

Instro Precision Ltd is engaged in the Design, manufacture, service and maintenance of defence, aerospace, and commercial surveillance, target acquisition and reconnaissance equipment including project management.

DOCUMENT CONTROL

To support our Integrated Management System, Instro Precision implements a multi-part document control structure.

In accordance with our business requirements, processes are established, implemented, amended, and withdrawn as required by the changing needs of the organisation. Factors that influence change include:

- Strategy and objective modifications
- Legal requirements and risks
- Technological requirements
- Business productivity & efficiency

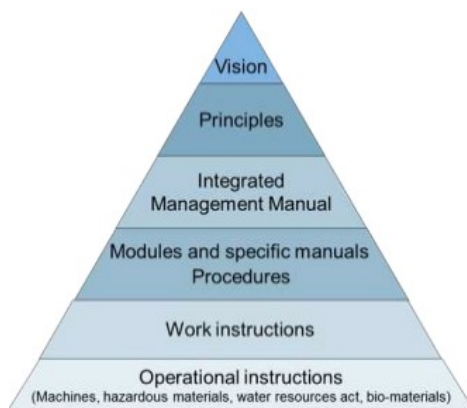
In addition to Supply Chain & Sales, there are specialised services to support the business functions in accordance with process requirements. These business groups are governed by Instro Precision, having dedicated personnel to support each business function and support the Integrated Management system.

Business functions that fall into this category include:

- Human Resources
- Information Technology
- Marketing
- Business Development / Procurement

This control ensures that the correct documentation is available at all essential locations within the Integrated Management System. It also ensures that obsolete documents are removed from the point of issue.

Any supporting documentation and records are established and maintained to demonstrate conformity and effectiveness of the Integrated Management System.



CONTEXT OF ORGANISATION

DESIGNED FOR CONTINUAL IMPROVEMENT

Instro Precision Ltd is committed to defining our position in the marketplace and understanding how relevant factors arising from legal, political, economic, social and technological issues influence our strategic direction and our organisational context.

Instro Precision Ltd 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 IMS 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 potential impact on our context and subsequent business strategy.

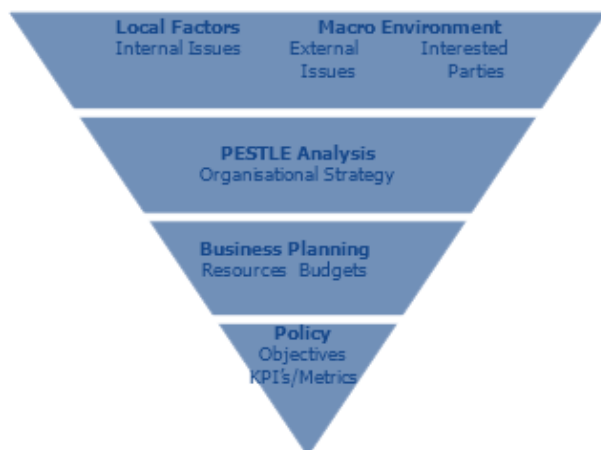
Instro Precision Ltd monitors and reviews this information to ensure that a continual understanding of each group's requirements is derived and maintained. To facilitate the understanding of our context, we regularly consider issues that influence our context during management review meetings and are conveyed via minutes and business planning documents.

INTERESTED PARTIES

Instro Precision Ltd recognises that we have a unique set of interested parties whose needs and expectations change and develop over time, and furthermore; that only a limited set of their respective needs and expectations are applicable to our operations or to our quality management system. Such needs and expectations broadly include those shown in the table below. To ensure that our products and processes continue to meet all relevant requirements, we identify and assess the potential impact of any relevant needs and expectations that may be elicited from the interested parties. Where appropriate, to ensure that our processes are aligned to deliver the requirements of our interested parties; we convert relevant needs and expectations into requirements which become inputs to our IMS and to our product and service designs.

OUTSOURCED PROCESSES

Where Instro Precision Ltd identifies the requirement to outsource any process, or part thereof, which affects conformity with the stated requirements; identifies the requirement to outsource identifies control criteria such as; the competence of personnel, inspection regimes, the provision of product conformity certificates, adherence to specifications and specific job files, etc. The controls identified do not absolve us of the responsibility to conform to client, statutory and regulatory requirements but instead they enhance our capacity to effectively manage our supply chain. The controls adopted are influenced by the potential impact of outsourcing on meeting



customer or stakeholder requirements and the degree to which control of the process is shared. Outsourced processes are controlled via purchasing and contractual agreements.

CONTROL OF NON-CONFORMANCES

PROBLEM SOLVING, CORRECTIVE ACTION AND CONTINUAL IMPROVEMENT



1 - IDENTIFY

Identify & Record Problem using

- Non-conformance reports
- Concessions
- Customer returns reports

2 - CONTAIN PROBLEM

Isolate & contain the problem using:

- Quarantine area
- MRP system hold
- Production quarantine
- Document review/hold

3- DETERMINE ROOT CAUSE

Determine the cause of problem using:

- Detailing how was spotted
- System analysis
- Statistical analysis
- Common quality techniques

4 - EXPLORE & DEVELOP CORRECTIVE ACTIONS

- Review and agree with personnel corrective action
- Review corrective actions capability of resolving problem

5 - IMPLEMENT CORRECTIVE

- Action agreed corrective action using required process

6 - RISK BASE ANALYSIS

- Review KPI's, corrective actions, NCR's, customer returns to identify any potential root causes.
- Implement risk based analysis to mitigate risk

7 & 8 - EVALUATE, MONITOR & SUPERVISE

- Review system regularly (I.e. audits, team meetings etc.)

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MAN001, Issue: 1 (7 December 2023)

Created By: R. Anderson
Updated By: R. Anderson
Approved By: R. Anderson

