Quality Approvals

Our Quality Commitment

VACGEN are committed to meeting Quality Policy Requirements and the requirements of our Contractual and Regulatory bodies at minimal overall cost. 'Continual Improvement' of our service is the responsibility of the whole organisation, as is maintaining the requirements of our ISO9001:2015 and Customer Approvals

Third Party Approvals

VACGEN are approved to the following 3rd Party Quality Systems at their Lower Dicker site.

BODY:	**BSI**
STANDARD:	BS EN ISO 9001:2015 Management Systems
Certificate No	FM97504
Expiry Date	29/12/2026

FM97504

BODY:	**CPT**
STANDARD:	BS EN ISO 14644-1 Class 7 Cleanroom
Certificate No	1123/VAC/006
Expiry Date	09/11/2024

Quality Management System

The Quality Management System of VACGEN Ltd is fully documented in the Quality Manual and is supported by Standard operating procedures, work instructions and process documents for Design, Sales, Provision of Services, Order Engineering, Manufacturing, Assembly, Dispatch, Support Services and Administration.

Contract Review

A documented Contract & Order Review system is used to verify all customer requirements against company capabilities as well as design & production planning capacities. A Customer Satisfaction programme is in place for all key customers and on time deliveries are monitored regularly in order to maintain a programme of customer communication where late deliveries are unavoidable.

Purchasing & Supplier Control

We operate a full supplier approval system, complete with capability scopes for all suppliers of manufactured and off the shelf product, carrying out Quality audits of our key suppliers where necessary. Supplier performance and Quality ratings are kept and reviewed regularly to maintain a reliable and efficient purchasing system as well as good supplier customer relationships. All certified Vendors are reviewed on a three year basis in line with certification expiry dates.

Goods Receipt Process Control

Our well-equipped Goods Receiving department, in accordance with documented Instructions maintains all stock in controlled conditions ensuring product is readily available when required. We also monitor all incoming goods for conformity to purchase requirements, and where necessary, exercise a Non Conformance programme to ensure conformity to customer standards for all incoming materials, processes and treatments.

Inspection

Operators and Inspection personnel carry out validation of components at all stages of production. Uniquely numbered Inspection Stamps are issued to authorised personnel and a log is kept of the allocation, date of issue and withdrawal of Inspection Stamps. All in process production is verified before release to the next stage

A wide range of Inspection and measuring equipment is available including, Faro arm equipment, three axis optical projector, certified hardness testing facilities, precision pressure & leak testing, standard inspection measuring equipment and electronic surface comparator equipment. All items are calibrated in accordance with controlled procedures. Master Standards are fully traceable to National or UKAS Standards as appropriate.

Our Quality Management System (cont'd)

Regulatory requirements

VACGEN works within both the RoHS and WEEE regulations and monitor all incoming components and delivered equipment to ensure compliance. Our supply chain endeavour to comply with both the REACH and 3TG Conflict Minerals legislation, and where applicable our products are CE marked in accordance with the Industrial Equipment Safety regulations. We carry a comprehensive library of specifications covering all aspects of our products and systems and are members of the British Standards Institute. Our own trained staff carry out PAT testing on all internal and manufactured products where applicable.

Production Records

A Process Job Card/Routing system is in use with a unique Works Order Number. This is used to record details of the process carried out including first off and other inspection & Quality hold points as well as recording Instructions & other documentation specifically required. Records are retained in line with specific customer requirements. Records are also kept of all internal process audits, Quality management system reviews, Quality & Environmental KPI's and compliance acceptance targets in accordance with our ISO9001:2015 approval.

Customer Returns

A Customer Returns team meet on a weekly basis to review all current customer complaints returns and concerns. These issues are discussed by the team and where applicable, assigned to individuals to investigate root causes. Effective corrective actions are identified and customers kept informed of the actions taken.

Quality Audits

Internal quality system audits are carried out on a planned basis in accordance with documented procedures. An in-house team of four auditors provide full written audit reports and where negative findings are found, use follow up actions to ensure effective remedial actions, root cause, corrective actions and improvements are put in place prior to close out of the Non Conformance.

Access

We will accept visits/audits by 2nd parties by prior arrangement, but please note access to certain areas containing hazardous processes is restricted without appropriate training and authorisation.

Certificates of Conformity

Certificates of Conformity (2.1) Inspection (2.2) ,Test (3.1) and Release (3.2), in accordance with EN10204 as well as calibration certification and statements where applicable, can be issued if so requested on the incoming Purchase Order.

More information

For more information, please contact our Quality Engineers at our head office in Lower Dicker.

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