

About Us

Grainger & Worrall Limited is a privately owned limited company, and is a manufacture of Ferrous and Non-ferrous cast, and machined components primarily for the Automotive, Motorsports, Aerospace and Marine industries, Grainger & Worrall Limited conduct onsite tooling manufacture to support, Prototype production and volume OEM supply of cast and machined components.

Grainger & Worrall Limited operates under EN ISO9001 2015, and IATF16949 2016 International Quality Management System certification.

Grainger & Worrall Limited operates two sister companies within the Grainger & Worrall Group, however these two companies are autonomous and not covered within the scope of Grainger & Worrall Limited Quality Management System.

- *Grainger & Worrall Machining Limited (Bridgnorth)*
- *Grainger & Worrall Engineering (Coscast) Limited (Worcester)*

The organisation and its context

The organisation has assessed internal and external issues which may affect the intended results of its QMS.

Internal issues

- *Product and service quality*
- *HSE*
- *Organisational performance*
- *Production capacity*
- *Infrastructure*
- *Inter-company communication*
- *Business continuity*

External issues

- *Customer satisfaction*
- *Supplier performance*
- *Competitors*
- *Regulatory & statutory requirements*
- *Economic climate*
- *Technological advances*

Created By	Issue Level	Date	Approved By	Position
Shaun Longden: Quality Projects Manager	13	28/01/2021	Ashley Lovewell	Quality Director

The needs and expectations of interested parties.

The organisation understands the needs and expectations of its interested parties relevant to the quality management system.

The organisation will arrange a meeting once per year to review targets and performance of these measures.

Needs and Expectations of Interested Parties Matrix

Interested parties	Needs and expectations	How managed	How / where monitored
Customers	<ol style="list-style-type: none"> 1. Technical capability 2. Value for money 3. Product quality 4. Adherence to schedules 5. Good communication 	<ol style="list-style-type: none"> 1. Review of customer requirements against technical capabilities 2. Quoting within customer expectations 3. Adherence to customer requirements / specifications met through reliable inspection/verification processes 4. NPI & manufacturing processes 5. Customer liaison processes 	<ol style="list-style-type: none"> 1. Enquiry and quote data on HubSpot 2. Enquiry and quote data on HubSpot 3. Inspection records GOM, CMM, CT, Digital X-ray Data reviewed 4. Daily production meetings, weekly NPI meetings, monthly management meetings 5. Customer feedback
Suppliers	<ol style="list-style-type: none"> 1. Clear communication of product requirements and delivery schedules 2. Payment to agreed terms 	<ol style="list-style-type: none"> 1. Accurate purchase orders with detailed specifications provided with delivery requirements 2. Prompt payment of invoices to agreed terms 	<ol style="list-style-type: none"> 1. Secondary sign off, of purchase orders, GWL supplier monitoring processes. Supplier performance discussed in management meetings. 2. GWL Accounts Payable processes and monitoring
Operations	<ol style="list-style-type: none"> 1. Clear company goals and objectives 2. Clear communication of customer requirements 3. Provision of sufficient resources and equipment to meet these requirements 	<ol style="list-style-type: none"> 1. Clear goals and objectives defined by top management 2. Clear process instructions and product requirements communicated and made available 3. NPI process, CAPEX spending, recruitment processes 	<ol style="list-style-type: none"> 1. Measurement of performance to company goals at monthly management and board meetings. 2. Training matrices, customer concern metrics, scrap and rework metrics. 3. Daily production meetings. Monthly management meetings discuss resources, risk identification and mitigation methods used to maintain/develop/improve – plant & equipment etc.
Finance	<ol style="list-style-type: none"> 1. Accurate data with regards to sales, purchases and inventory 	<ol style="list-style-type: none"> 1. Good governance, stability, sustainable financial performance 	<ol style="list-style-type: none"> 1. Defined and discussed in board and management meetings. Non-confidential information reported in department meetings.
Employees	<ol style="list-style-type: none"> 1. Safe and pleasant work environment 2. Job security, progression and development opportunities 3. Positive reward and recognition 4. Clear communication of expectations 	<ol style="list-style-type: none"> 1. Clean, safe work environment, environment and equipment to all relevant legislation 2. Job security, development opportunities with wages / salary paid on time 3. Recognition and reward 4. Clear process instructions, output requirements and training 	<ol style="list-style-type: none"> 1. ISO14001 and 18001 audits 2. HR processes, skills matrices, annual appraisals, sales forecasts, training programmes for employee development. 3. Annual appraisals, pay reviews 4. Employee handbooks, HR updates, newsletter.
Directors/Management	<ol style="list-style-type: none"> 1. Return on investment 2. Efficiently run business 3. Compliance with regulatory and statutory requirements 	<ol style="list-style-type: none"> 1. Sustained profitability / ROI 2. Utilising accurate information for decision making and risk and opportunity assessments 3. Transparency, Legal compliance, Non-disclosure of confidential information 	<ol style="list-style-type: none"> 1. Financial results discussed at monthly management and board meetings 2. Business metrics discussed at monthly management and board meetings. 3. Independent financial auditing, ISO 14001, and 18001 auditing.
Certification bodies	<ol style="list-style-type: none"> 1. Certification to IATF 16949, ISO 9001, ISO 14001 and OHSAS 18001 	<ol style="list-style-type: none"> 1. Compliance with the requirements of the standards 2. Safe environment to carry out audits 3. Openness in responses 4. Action/closure on non-conformances 	<ol style="list-style-type: none"> 1. Internal and external audits. 2. Auditors briefed on safety procedures, PPE requirements and escorted during their visits. 3. Evidence based audits 4. 8D and other corrective action reports, closure times for corrective actions.
Statutory and regulatory bodies	<ol style="list-style-type: none"> 1. Transparency, compliance with legal obligations 	<ol style="list-style-type: none"> 1. Operating process and procedures which conform to regulatory requirements. 2. Conformity to industry codes and standards, environmental protection. 	<ol style="list-style-type: none"> 1. Internal and external auditing
Other Parties - Local community visitors	<ol style="list-style-type: none"> 1. Good relationship 2. Safe environment to visit 	<ol style="list-style-type: none"> 1. Actively involved in local community events 2. All visitors signed in, escorted, PPE loaned if required 	<ol style="list-style-type: none"> 1. Local media and industry publications 2. HSE audits and auditor feedback

Scope of the quality management system

Grainger & Worrall Ltd. (the organisation) at its current premises of Building 7, Stanmore Industrial Estate, Bridgnorth, Shropshire, operates a Quality Management System which has established processes and documented procedures for the manufacture of ferrous and non-ferrous castings and the associated machining, assembly and subassembly of components incorporating customer specific requirements.

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Outsourced processes

Some processes, e.g., machining, heat treatment and testing, may be sub-contracted to various approved companies and test houses. Sub-contract Test and Calibration laboratories are always certified to ISO17025.

Clause exemption

The organisation claims exemption of all aspects of product design as detailed in section 8.3 of IATF 16949:2016 & ISO 9001:2015.

The rationale for this exemption is that the organisation is not responsible for customer product design.

The organisation still maintains responsibility for process design requirements.

Customer Specific Requirements

Customer specific requirements are determined, reviewed, and implemented for each product through the Enquiries and quotation process, and the New Product Introduction process.

Our Mission

To be known globally as.

The leading supplier of prototyping services in structural Powertrain Components and, an exceptional supplier of Castings and Machining for Specialist and Low Volume Cast Components.

Our Quality Policy

The objective of this policy is to constantly strive for excellence in the goods and services we provide for our customers. Our commitment to this policy is key to the GW Group Business Strategy, and the utilisation of the principles outlined in BS EN ISO 9001:2015 and IATF 16949:2016.

We aim to achieve this through the implementation of Quality Objectives supported by processes that are effectively communicated and maintained by the management, and that relate to the methods by which we will endeavour to successfully complete all customer contracts, achieve our business plan objectives, and strive for continual improvement.

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We must develop a culture of open communication and teamwork to facilitate a philosophy of continuous improvement in Quality, Efficiency and Productivity, with zero defects always being the aim.

The Quality Management System shall support:

The Company's Quality Policy, compliant with the requirements of EN ISO 9001:2015 and, for production components for "on-the road" vehicles, the requirements of IATF16949:2016.

The Mission Statement by defining Objectives & Key Performance Indicators to enable Continuous Improvement of.

*Customer Satisfaction
Quality of Service
Product Quality
Process Efficiency
Development of Resources
Quality Management Systems*

This shall be achieved through regular Management Review & monthly review of our Key Performance Indicators

Matthew Grainger
CEO



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