

REAL STAR SECURITY (PVT) LTD

REAL STAR SECURITY BUSINESS MANUAL (RSSBM)

Revision 01

Issued 25 April 2017

Conforms to ZWS ISO 9001:2015



0.0 Revision History and Approval

Issue	Rev	Nature of changes	Approval	Signature	Date
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TABLE OF CONTENTS

0.0	Revision History and Approval.....	1
1.0	Welcome to REAL STAR SECURITY (PVT) LTD.....	3
2.0	About the RSSBMS Quality Manual.....	3
3.0	Terms and Definitions	3
4.0	The Scope and Context of the RSSBM QMS	4
4.1	Determining Our Strategic Direction	4
4.2	Scope of the Management System	5
4.2.1	Scope Statement.....	5
4.2.2	Facilities within the Scope.....	5
4.2.3	Non Applicable Clauses	6
4.2.4	Scope of the Real Star Security Business Management Manual	6
5.0	Quality Policy.....	6
6.0	Management System Processes	8
6.1	Process Identification	8
6.2	Planning Process	8
6.2.1	Business Management System Planning.....	8
6.2.2	Legal And Other Requirements.....	8
6.3	Implementation And Operation	9
6.3.1	Management Commitment.....	9
6.3.2	Control of Documents.....	9
6.4	Operational Control.....	9
6.5	Process Controls & Objectives.....	9
6.6	Externally Provided Processes.....	10
7.0	Documentation & Records	10
7.1	General.....	11
7.2	Control of Documents	11
7.3	Control of Records	11
8.0	Management & Leadership.....	12
8.1	Management Leadership and Commitment.....	12
8.2	Customer Focus.....	12
8.3	Quality Policy.....	13
8.4	Organizational Roles, Responsibilities and Authorities	13
8.5	Internal Communication	14
8.6	Change Management.....	14
8.7	Risks and Opportunities	14
8.8	Management Review	14
9.0	Resources	15
9.1	Provision of Resources	15
9.2	Human Resources	15
9.3	Infrastructure	16
9.4	Work Environment.....	16
9.5	Organizational Knowledge	16
10.0	Operation.....	17
10.1	Operational Planning and Control.....	17
10.2	Customer-Related Activities.....	17



10.3	Customer Communication.....	18
10.4	Design and Development.....	18
10.5	Procurement.....	18
10.6	Provision of Products or Services.....	19
10.6.1	Control of Provision of Products or Services.....	19
10.6.2	Identification and Traceability.....	19
10.6.3	Property Belonging to Third Parties.....	19
10.6.4	Preservation.....	20
10.6.5	Post-Delivery Activities.....	20
10.6.6	Process Change Control.....	20
10.6.7	Measurement and Release of Products or Services.....	20
10.6.8	Control of Nonconforming Outputs.....	20
11.0	Improvement.....	21
11.1	General.....	21
11.2	Customer Satisfaction.....	21
11.3	Internal Audit.....	21
11.4	Corrective and Preventive Action.....	22
Appendix A:	Process Flow Chart.....	22
Appendix B:	Overall Process Sequence & Interaction.....	23
Appendix C:	ISO 9001:2015 Cross Reference.....	24



1.0 Welcome to REAL STAR SECURITY (PVT) LTD

1.1 FOREWORD

We as **REAL STAR SECURITY** Management and Staff recognize and concede that we cannot achieve our vision of serving Zimbabwe and Diplomatic Customers' needs as the leading supplier of Security Services Solutions, and all our activities are done in a way that upholds and recognizes high standards of Quality, Safety, Health and Environment. To achieve this, have implemented an ISO9001:2015 standard based Quality Management System (QMS).

Real Star Security has made Quality, Safety, Health, Environment and Quality an integral part of its business process to the extent that these issues are considered in all its activities, products and services. The detailed documentation of our Quality Management System, integrated into what we call **REAL STAR SECURITY BUSINESS MANAGEMENT SYSTEM (RSSBMS)** facilitates communication of our system requirements.

2.0 About the **RSSBMS** Quality Manual

This manual is prepared for the purpose of defining the Real Star Security Services interpretations of the ISO 9001:2015 international standard, as well as to demonstrate how the company conforms with that standard.

This manual is not aligned with the clause numbering scheme of ISO 9001; instead, Appendix B provides a cross-reference table that shows where, in the manual, each ISO 9001 requirement is addressed.

This manual presents "Notes" which are used to define how Real Star Security has tailored its management system to suit its purposes. These are intended to clarify implementation approaches and interpretations for concepts which are not otherwise clearly defined in ISO 9001:2015.

Where subordinate or supporting documentation is reference in this manual, these are indicated by ***bold italics***.

3.0 Terms and Definitions

Real Star Security adopts the following terms and definitions within its Quality Management System. Where no definition is provided, the company typically adopts the definitions provided in ***ISO 9000: Quality Management – Fundamentals and Vocabulary***. In some cases, specific procedures or documentation may provide a different definition to be used in the context of that document; in such cases, the definition will supersede those provided for in this Quality Manual or ISO 9000.



General Terminology

RSS – Real Star Security (Pvt) Ltd

RSSBM – Real Star Security Business Manual

Document – written information used to describe how an activity is done.

Record – captured evidence of an activity having been done.

Risk-Based Thinking Terminology

Risk – Negative effect of uncertainty

Opportunity – Positive effect of uncertainty

Uncertainty - A deficiency of information related to understanding or knowledge of an event, its consequence, or likelihood. (Not to be confused with measurement uncertainty.)

Nonconforming Service Terminology

Rework: Efforts to bring nonconforming product/service into conformance through additional operations that *do not* alter the original design of the service/product.

Repair: Efforts to bring nonconforming product/service into conformance through additional operations that alter the original design of the product; this may be through the addition of material not specified in the original design, or through altering pre-existing design features.

Scrap: The discard of nonconforming product/service in lieu of rework or repair.

4.0 The Scope and Context of the **RSSBM** QMS

4.1 Determining Our Strategic Direction

RSS has reviewed and analyzed key aspects of itself and its stakeholders to determine the strategic direction of the company. This involves:

- Understanding our core Products or Services, and scope of management system (see 4.2 below).
- Identifying “interested parties” (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. These parties are identified in the document **Security Service Contract RSSOP-SOP1**.
- Understanding internal and external issues that are of concern to RSS and its interested parties; also identified in the document **Organizational Procedure RSS-MP8**. Many such issues are identified through an analysis of risks facing either RSS or the interested parties. Such issues are monitored and updated as appropriate, and discussed as part of management reviews.

This information is then used by senior management to determine the company’s strategic direction. This is defined in records of management review, and periodically updated as conditions and situations change.



4.2 Scope of the Management System

4.2.1 Scope Statement

Based on an analysis of the above issues of concern, interests of stakeholders, and in consideration of its Products or Services RSS has determined the scope of the management system as follows:

The scope of **Real Star Security Business Management Manual** covers all activities, services and products of **REAL STAR SECURITY**. This includes onsite and offsite services offered by the organization such as:-

- Static and Roving Guards
- Rapid Response Services
- Cash In Transit
- Armed and Unarmed Guard Services
- Private Investigation
- Undercover Operations
- Biometric Access Control Systems
- CCTV
- Intruder Alarm Systems
- Fire Alarm Systems
- Electric Fence
- Razor Wire
- Intercom System

This manual describes the processes that make up Real Star Business Management System in accordance with the requirements of ISO 9001:2015. It also describes how these processes are implemented and interact for continuous improvement.

4.2.2 Facilities within the Scope

The quality system applies to all processes, activities and employees within the company. The facility is located at:

66 McChlery Avenue
Eastlea, HARARE

Phone: 08677005450/ 0773480711

Web: www.realstarsec.com



4.2.3 Non Applicable Clauses

The company claims no non applicable clauses from the ISO 9001:2015 standard.

4.2.4 Scope of the Real Star Security Business Management Manual

This manual is prepared for the purpose of defining the Real Star Security interpretations of the ISO 9001:2015 international standard, as well as to demonstrate how the company complies with that standard.

This manual does not strictly follow the numbering structure of ISO 9001. Instead, Appendix B presents a cross reference between the sections of this manual and the clauses of ISO 9001:2015.

This manual presents “Notes” which are used to define how Real Star Security has tailored its management system to suit its purposes. These are intended to clarify implementation approaches and interpretations for concepts which are not otherwise clearly defined in ISO 9001:2015.

Where subordinate or supporting documentation is reference in this manual, these are indicated by **bold italics**.

Note: the management system does not include other aspects of Human Resources management, such as payroll, benefits, insurance, labor relations or disciplinary actions.

5.0 Quality Policy

The Quality Policy of Real Star Security is as follows:



(MD)

6.0 Management System Processes

6.1 Process Identification

Real Star Security has adopted a process approach for its Business Management System. By identifying the top-level processes within the company, and then managing each of these discretely, this reduces the potential for nonconforming Products or Services discovered during service delivery. Instead, nonconformities and risks are identified in real time, by actions taken within each of the top-level processes.

The following top-level processes have been identified for Real Star Security:

- Planning Process
- Implementation and Operations
- Product Realization
- Monitoring and Evaluation

6.2 Planning Process

6.2.1 Business Management System Planning

Real Star Security's business planning in accordance with all other requirements of the management system is implemented into all processes and standard operating procedures. Prior to new business, some of the activities that are done include safety and security surveys, determination of customer requirements, etc. for planning purposes. Regularly, management reviews are done to consider performance and future plans for the business. This documented Business management system is designed to build in safety, health, environment and quality at the appropriate stages in the processes. There are procedures and work instructions, objectives, policies, trained or qualified personnel, resources and facilities for conducting work accordingly. The planning also takes into account changes that can affect the system.

6.2.2 Legal and Other Requirements

A procedure on identification and evaluation of legal and other requirements is in place for identifying, accessing and evaluating the legal and other requirements that are applicable to the Real Star Security's activities. A legal and other requirements register, that is used to capture and maintain information on all available applicable legal and other requirements, is in place.

Information on legal and other requirements is communicated to all employees in the organization through awareness training sessions and where possible, information on the requirements of the legal and other requirements is incorporated into the appropriate control documentation to facilitate their communication to workers. These requirements are addressed by relevant HODs to ensure compliance.



6.3 Implementation and Operation

6.3.1 Management Commitment

Real Star Security management monitors the development, implementation and constant improvement of the management system regularly through management review meetings as outlined in procedure Management has provided the vision and strategic direction for the growth of the Real Star Security Business Management System and established objectives and policies. Management will

- Communicate to their department staff the importance of meeting customer, legal and other requirements.
- Ensure the availability of all necessary resources needed to ensure the effective implementation of the system and
- Continue to provide leadership and show their commitment.

6.3.2 Control of Documents

The organisation has established a procedure Control of Document Procedure RSS-MP1 on documents control to outline the controls applicable to Real Star Security documentation. Approved procedures are stamped CONTROLLED and distributed to heads of departments who will keep them safely. A distribution register is used for tracking purposes.

6.4 Operational Control

REAL STAR SECURITY has established procedures for the identification of hazards and aspects and determination of their significance appropriate controls respectively. Significant hazards and aspects have programs for their management and potential ones are controlled through work instructions (operational control procedure). Training is also provided to personnel whose work is associated with significant hazards and aspects.

Each top-level process has a **defined procedure** document which defines:

- applicable inputs and outputs
- process owner(s)
- applicable responsibilities and authorities
- applicable risks and opportunities
- critical and supporting resources
- criteria and methods employed to ensure the effectiveness of the process

The sequence of interaction of these processes is illustrated in Appendix A.

Note: Appendix A represents the typical sequence of processes, and may be altered depending on customer or regulatory requirements at the job or contract level, as needed.

6.5 Process Controls & Objectives

Each process has at least one objective established for it; this is a statement of the intent of the process. Each objective is then supported by at least one “metric” or key performance indicator (KPI) which is then measured to determine the process’ ability to meet the quality objective.



Throughout the year, metrics data is measured and gathered by process owners or other assigned managers, in order to present the data to the Managing Director. The data is then analyzed by Managing Director in order that Managing Director may set goals and make adjustments for the purposes of long-term continual improvement.

The specific quality objectives for each process are defined in the minutes of Management Review, per section 8.8.

Metrics, along with current standings and goals for each objective, are recorded in records of management review.

When a process does not meet a goal, or an unexpected problem is encountered with a process, the corrective and preventive action process is implemented to research and resolve the issue. In addition, opportunities for improvement are sought and implemented, for the identified processes.

6.6 Externally Provided Processes

Any process performed by a third party is considered an “externally provided process” and must be controlled, as well. The company’s outsourced processes, and the control methods implemented for each, are defined in **Supplier Assessment Form RSSADF 1.0**.

The type and extent of control to be applied to the externally provided process take into consideration:

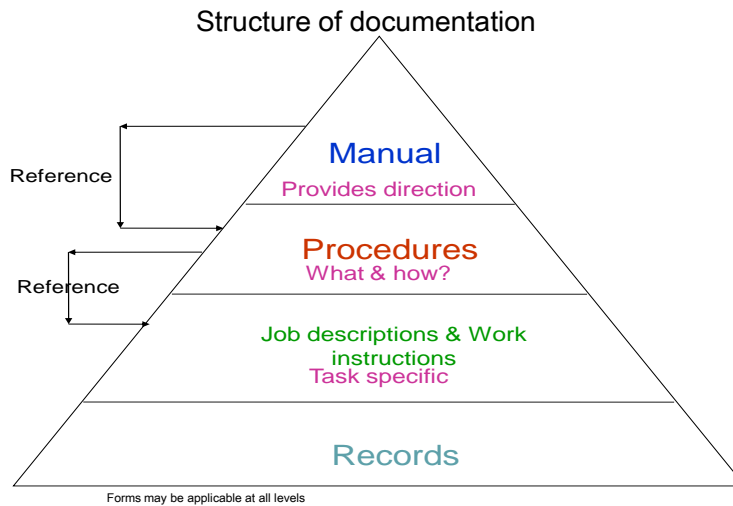
- a) the potential impact of the outsourced process on the company’s capability to provide product that conforms to requirements,
- b) the degree to which the control for the process is shared,
- c) the capability of achieving the necessary control through the purchasing contract requirements.
- d) The common/shared resources examples are Accounts Department, HR Department, Internal Auditors, Administration and Finance Department, Business Development Department and Operations Department.

7.0 Documentation Information

REAL STAR SECURITY has documented the following in line with systems requirements;

- Objectives and targets
- Policy
- Manual which is this document, it documents the scope of the system as well as its elements and how they interact as set by Real Star Security
- Procedures and records and other documents as required by ISO 9001:2015 as well as by Real Star Security as specified in various procedures and work instructions

Real Star Security documents include procedures, standards, instructions, legal instruments, plans, records including customer specifications and other documents, which can be electronic, or hard copies



This RSS manual has been prepared to describe Real Star Security Security's Business Management System as required by ISO 9001: 2015 standard. Some sections of the manual reference documented procedures detailing the specific requirements of the system. Personnel have access to RSSBMS documentation through their HODs.

7.1 General

The management system documented information includes both documents and records.

The extent of the management system documentation has been developed based on the following:

- The size of Real Star Security
- Complexity and interaction of the processes
- Risks and opportunities
- Competence of personnel

7.2 Control of Documents

Documents required for the management system are controlled in accordance with procedure **Control of Documents Procedure RSS-MP1**. The purpose of document control is to ensure that staff have access to the latest, approved information, and to restrict the use of obsolete information.

All documented procedures are established, documented, implemented and maintained.

7.3 Control of Records

A documented procedure **Control of Records Procedure RSS-MP1** has been established to define the controls needed for the identification, storage, retrieval, protection, retention time, and disposition of quality records. This procedure also defines the methods for controlling records that are created by and/or retained by suppliers.

These controls are applicable to those records which provide evidence of conformance to requirements; this may be evidence of Products or Services requirements, contractual requirements,



procedural requirements, or statutory/regulatory compliance. In addition, quality records include any records which provide evidence of the effective operation of the management system.

8.0 Management & Leadership

8.1 Management Leadership and Commitment

The Managing Director of Real Star Security provides evidence of its leadership and commitment to the development and implementation of the management system and continually improving its effectiveness by:

- a) taking accountability of the effectiveness of the management system;
- b) ensuring that the **Quality Policy** and Quality Objectives are established for the management system and are compatible with the strategic direction and the context of the organization;
- c) ensuring that the quality policy is communicated, understood and applied within the organization;
- d) ensuring the integration of the management system requirements into the organization's other business processes, as deemed appropriate;
- e) promoting awareness of the process approach;
- f) ensuring that the resources needed for the management system are available;
- g) communicating the importance of effective quality management and of conforming to the management system requirements;
- h) ensuring that the management system achieves its intended results;
- i) engaging, directing and supporting persons to contribute to the effectiveness of the management system;
- j) promoting continual improvement;
- k) Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

8.2 Customer Focus

Managing Director of Real Star Security adopts a customer focused approach which ensures that customer needs and expectations are determined, converted into requirements and are met with the aim of enhancing customer satisfaction.

Real Star Security management including supervisors are responsible for ensuring that customer requirements are determined, communicated and met with the aim of enhancing customer satisfaction. Feedback from the customers including complaints is dealt with according to the procedure on Handling Customer Feedback. Customer satisfaction surveys are conducted at least once a year and analysis reports prepared and presented at the subsequent management review meeting.

This is accomplished by assuring:

- a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met;



- b) the Risks and Opportunities that can affect conformity of Product or Service and the ability to enhance customer satisfaction are determined and addressed;
- c) the focus on enhancing customer satisfaction is maintained.

8.3 Quality Policy

The Managing Director has developed the **Quality Policy**, defined in section 5.0 above, that utilizes the principles governing day-to-day operations to ensure quality.

The **Quality Policy** is released as a standalone document as well, and is communicated and implemented throughout the organization.

8.4 Organizational Roles, Responsibilities and Authorities

The Managing Director has assigned responsibilities and authorities for all relevant roles in the company. These are communicated through the combination of the **Real Star Security Organizational Chart** refer to Appendix B.

The Managing Director accepts responsibility and authority for:

- a) ensuring that the management system conforms to applicable standards;
- b) ensuring that the processes are delivering their intended outputs;
- c) reporting on the performance of the management system;
- d) providing opportunities for improvement for the management system;
- e) ensuring the promotion of customer focus throughout the organization;
- f) Ensuring that the integrity of the management system is maintained when changes are planned and implemented.
- g) An organogram is in place (Appendix B), which shows the functions and reporting structures for the smooth flow of the system. Job descriptions are in place to specify roles, responsibilities and accountability issues for all individuals. All Job descriptions specifically indicate individual SHE and quality responsibilities. These issues are brought to the attention of the incumbent who acknowledges understanding and acceptance by signing.
- h) Procedures and work instructions also detail captures some of the responsibilities for the implementation and maintenance of the system. Real Star Security has a fully flagged SHEQ department, with the responsibility for the management and directing of all SHEQ related issues.
- i) As required by the standards we have a Management Representative (MR) for all the systems. Every employee is primarily responsible for ensuring his/her health and safety at work by learning, understanding and complying with the relevant SHEQ requirements of their job defined in the relevant procedures and work instructions. Individual workers are also responsible for their actions that may affect the Health and Safety of their work mates. Ultimately management is responsible for the creation of a Health and Safe Work Environment.



8.5 Internal Communication

The Managing Director of Real Star Security ensures internal communication takes place regarding the effectiveness of the management system and consultation to help create a common understanding and focus on quality, safety, health and environmental issues. Internal communication methods include daily briefings, safety talks, awareness trainings, quarterly meetings, posters, emails, notice boards etc.

- a) use of corrective and preventive action processes to report nonconformities or suggestions for improvement
- b) use of the results of analysis of data
- c) meetings (periodic, scheduled and/or unscheduled) to discuss aspects of the QMS
- d) use of the results of the internal audit process
- e) regular company meetings with all employees
- f) internal emails
- g) memos to employees
- h) RSS's "open door" policy which allows any employee access to the Managing Director for discussions on improving the quality system.
- i) The organisation has established procedure for communication (both internal and external) as well as participation and consultation to help create a common understanding and focus on quality, safety, health and environmental issues. RSSMS issues are also communicated through daily briefings, safety talks, awareness training, quarterly meetings, posters, emails, notice boards etc.

8.6 Change Management

When RSS determines the need for changes to the management system or its processes, these changes planned, implemented, and then verified for effectiveness; see the document **Amendment Request Form RSSQMSF1.0**.

Documents are changed in accordance with procedure **Control of Documents Procedure RSS-MP1**.

8.7 Risks and Opportunities

Real Star Security considers risks and opportunities when taking actions within the management system, as well as when implementing or improving the management system; likewise, these are considered relative to Products or Services. Risks and opportunities are identified as part of the "Context of the Organization Exercise" defined in *context of Organizational Procedure RSS – MP7* such as strategy setting as well as throughout all other activities of the QMS.

Risks and opportunities are managed in accordance with the document **Risk Management Procedure RSS – MP8**. This procedure defines how risks are managed in order to minimize their likelihood and impact, and how opportunities are managed to improve their likelihood and benefit.

8.8 Management Review

The Managing Director reviews the Quality Management System, quarterly to ensure its continuing



suitability, adequacy and effectiveness. The review includes assessing opportunities for improvement, and the need for changes to the management system, including the **Quality Policy** and quality objectives.

Management review frequency, agenda (inputs), outputs, required members, actions taken and other review requirements are defined in the documented procedure **Management Review Internal Schedule RSS-QMSF3.0**.

Records for management reviews are maintained as documented evidence.

9.0 Resources

9.1 Provision of Resources

RSS Top Management determines and provides the resources needed:

- a) to implement and maintain the management system and continually improve its effectiveness
- b) to enhance customer satisfaction by meeting customer requirements

Resource allocation is done with consideration of the capability and constraints on existing internal resources, as well as needs related to supplier expectations.

Adequacy and sustainability of resources and resource allocation are assessed during management reviews. This is supported by the budgeting and planning processes.

During budgeting and planning processes and as needed throughout the year, top management determines and ensures that appropriate resources are available to implement the system and continuously improve its effectiveness and enhance customer satisfaction by meeting customer requirements. Resources required for the implementation and maintenance of the systems are identified in various platforms like budgets, procedures, work instructions, etc. Management is committed to the provision of resources as required so as to meet customer requirements in a safe and environmentally friendly manner.

9.2 Human Resources (People)

The recruitment process is done such that competent personnel are recruited in line with job specifications to ensure safe provision of quality service in an environmentally friendly manner. The focus is on ensuring that workers are made aware of their specific roles and responsibilities in complying with RSSBMS requirements and the consequences of deviating from the requirements.

Top Management ensures that it provides sufficient staffing for the effective operation of the Quality Management System, as well its identified processes.

Staff members performing work affecting product quality shall be competent on the basis of appropriate education, training, skills and experience. The documented procedure **HR POLICY & RECRUITMENT RSSAD-SOP4** defines these activities in detail.

Training and subsequent communication ensure that staff are aware of:

- a) the quality policy;
- b) relevant quality objectives;
- c) their contribution to the effectiveness of the management system, including the benefits of



improved performance;

- d) the implications of not conforming with the Quality Management system requirements.

Competence, Training and Awareness

Competence for personnel doing work that affects product/service quality, occupational health, safety and environmental performance have been identified and indicated in job descriptions. Training needs are identified on an on-going basis and training provided accordingly. These include, on-the-job training, safety talks, competence based training and induction training. Procedure guides the training process at Real Star Security.

9.3 Infrastructure

RSS determines, provides and maintains the infrastructure needed to achieve conformity to product requirements. Infrastructure includes, as applicable:

- a) buildings, workspace and associated facilities;
- b) process equipment, hardware and software;
- c) supporting services such as transport;
- d) Information and communication technology.
- e) To meet objectives and business requirements, REAL STAR SECURITY is determined and provides infrastructure needed. The infrastructure includes a control room, buildings, work space, premises and associated utilities, hardware, support services (such as transport, communication or information systems), tools and equipment. Real Star Security conducts internal and external audits on its premises and vehicles regularly to ensure that equipment and other infrastructure meets requirements.

9.4 Work Environment

Real Star Security provides a clean, safe and well-lit working environment. The Managing Director of Real Star Security manages the work environment needed to achieve conformity to product requirements. Specific environmental requirements for products are determined during quality planning and are documented in subordinate procedures, work instructions, or job documentation. Where special work environments have been implemented, these shall also be maintained per 9.3 above.

Human factors are considered to the extent that they directly impact on the quality of Products or Services.



A clean and safe work environment suitable for achieving conformity is maintained and managed for continued suitability. Safe work conditions for carrying out the work have been determined and these are evaluated during Safety and Security Surveys and at client premises.

9.5 Organizational Knowledge

Real Star Security also determines the knowledge necessary for the operation of its processes and to achieve conformity of Products or Services. This may include knowledge and information obtained from:

- a) internal sources, such as lessons learned, feedback from subject matter experts, and/or intellectual property;
- b) external sources such as standards, academia, conferences, and/or information gathered from customers or suppliers.

This knowledge shall be maintained in operational reports, and made available to the extent necessary.

When addressing changing needs and trends, Real Star Security shall consider its current knowledge and determine how to acquire or access the necessary additional knowledge.

10.0 Operation

10.1 Operational Planning and Control

Real Star Security plans and develops the processes needed for Products or Services realization. Planning of Products or Services realization is consistent with the requirements of the other processes of the management system. Such planning considers the information related to the context of the organization (see section 4.0 above), current resources and capabilities, as well as Products or Services requirements.

10.1.1 Objectives and Targets

Top management has established and documented objectives and targets at department level as guided by procedure on objectives, targets and programs. Progress on the objectives and targets will be reviewed quarterly during the management review meetings. Programme(s) to achieve the objectives will be documented as specified in procedure.

Heads of department communicate these to all staff in their departments.

Changes to operational processes are done in accordance with the document ***Amendment Request Form RSS-QMSF1.0***.

10.2 Customer-Related Activities

During the intake of new business Real Star Security captures:

- a) requirements specified by the customer, including the requirements for delivery and post-delivery activities;
- b) requirements not stated by the customer but necessary for specified or intended use, where known
- c) statutory and regulatory requirements related to the Product or Service;



- d) any additional requirements determined by Real Star Security.

Once requirements are captured, Real Star Security reviews the requirements prior to its commitment to supply the Product or Service. This review ensures that:

- a) Product or Service requirements are defined,
- b) contract or order requirements differing from those previously expressed are resolved,
- c) the organization has the ability to meet the defined requirements, and/or the claims for the Products or Services it offers, and
- d) risks have been identified and considered.

These activities are defined in greater detail in the procedure ***Quoting and Orders Document RSSADF 6.3.***

10.3 Customer Communication

Real Star Security has implemented effective communication with customers in relation to:

- a) providing information relating to Products or Services;
- b) handling enquiries, contracts or orders, including changes;
- c) obtaining customer feedback relating to Products or Services, including customer complaints;
- d) handling or controlling customer property;
- e) establishing specific requirements for contingency actions, when relevant.

10.4 Design and Development

For new designs and for significant design changes e.g. contracts, Real Star Security ensures the translation of customer needs and requirements into detailed design outputs. These address performance, reliability, maintainability, testability, and safety issues, as well as regulatory and statutory requirements.

This process ensures:

- a) Design planning is conducted
- b) Design inputs (requirements) are captured
- c) Design outputs are created under controlled conditions
- d) Design reviews, verification and validation are conducted
- e) Design changes are made in a controlled manner.

These activities are further defined in the document ***Design Procedure RSS – MP9.***

10.5 Procurement

Real Star Security ensures that purchased products or services conform to specified purchase requirements. The type and extent of control applied to the supplier and the purchased products or services is dependent on the effect on subsequent Product or Service or the final Product or Service.

Real Star Security evaluates and selects suppliers based on their ability to supply product and service



in accordance with the organization's requirements. Criteria for selection, evaluation and re-evaluation are established.

Purchases are made via the release of formal purchase orders and/or contracts which clearly describe what is being purchased. Received products or services are then verified against requirements to ensure satisfaction of requirements. Suppliers who provide non-conforming products or services may be requested to conduct formal corrective action.

These activities are further defined in the documents ***Purchasing Procedure RSSAD-SOP1***.

10.6 Provision of Products or Services.

10.6.1 Control of Provision of Products or Services.

To control its provision of Products or Services, Real Star Security considers, as applicable, the following:

- a) the availability of documents or records that define the characteristics of the Products or Services as well as the results to be achieved;
- b) the availability and use of suitable monitoring and measuring resources;
- c) the implementation of monitoring and measurement activities;
- d) the use of suitable infrastructure and environment;
- e) the appointment of competent persons, including any required qualifications;
- f) the implementation of actions to prevent human error;
- g) the implementation of release, delivery and post-delivery activities.

At this time, Real Star Security does not utilize any in-house "special processes" where the result of the process cannot be verified by subsequent monitoring or measurement. Any such special processes are sent to outside suppliers, and controlled and an outsourced process per ***Outsourced Processes RSSAD – SOP7***.

10.6.2 Identification and Traceability

Where appropriate, Real Star Security identifies its Products or Services or other critical process outputs by suitable means. Such identification includes the status of the Products or Services with respect to monitoring and measurement requirements. Unless otherwise indicated as nonconforming, pending inspection or disposition, or some other similar identifier, all Products or Services shall be considered conforming and suitable for use.

If unique traceability is required by contract tendering, regulatory, or other established requirement, Real Star Security controls and records the unique identification of the Products or Services.

The documented procedure ***Identification & Traceability Procedure RSS – MP10*** defines these methods in detail.

10.6.3 Property Belonging to Third Parties

Real Star Security exercises care with customer or supplier property while it is under the organization's control or being used by the organization. Upon receipt, such property is identified, verified, protected



and safeguarded. If any such property is lost, damaged or otherwise found to be unsuitable for use, this is reported to the customer or supplier and records maintained.

For customer intellectual property, including customer furnished data used for design, production and / or inspection, this is identified by customer and maintained and preserved to prevent accidental loss, damage or inappropriate use.

This activity is defined in greater detail in the document **Customer Property Procedure RSSS AD-SOP8**.

10.6.4 Preservation

Real Star Security preserves conformity of product or other process outputs during internal processing and delivery. This preservation includes identification, handling, packaging, storage, and protection. Preservation also applies to Dog Food (E.g. Kennergy) and gun storage in the gun cabinet and the bullets are kept in a separate Chubb safe.

10.6.5 Post-Delivery Activities

As applicable, Real Star Security conducts the following activities which are considered “post-delivery activities”:

- Customer Satisfaction Survey
- After sales maintenance services for electronic security installations

Post-delivery activities are conducted in compliance with the management system defined herein.

10.6.6 Process Change Control

Real Star Security reviews and controls both planned and unplanned changes to processes to the extent necessary to ensure continuing conformity with all requirements.

Process change management is defined in the document **[Change Management Document RSS-QMSF 9.0]**.

10.6.7 Measurement and Release of Products or Services

Acceptance criteria for Products or Services are defined in appropriate subordinate documentation. Reviews, inspections and tests are conducted at appropriate stages to verify that the Product or Service Sing requirements have been met. This is done before Products or Services are released or delivered.

Each process utilizes different methods for measuring and releasing Products or Services. These methods are defined in **Process Definition Document RSS-QMSF 10.0**.

10.6.8 Control of Nonconforming Outputs

Real Star Security ensures that Products or Services or other process outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

The controls for such non-conformances are defined in **Control of NCP Procedure RSS-MP4**.



11.0 Improvement

11.1 General

Real Star Security uses the management system to improve its processes, products and services. Such improvements aim to address the needs and expectations of customers as well as other interested parties, to the extent possible.

Improvement shall be driven by an analysis of data related to:

The results of analysis shall be used to evaluate:

- a) conformity of Products or Services;
- b) the degree of customer satisfaction;
- c) the performance and effectiveness of the management system;
- d) the effectiveness of planning;
- e) the effectiveness of actions taken to address risks and opportunities;
- f) the performance of external providers;
- g) other improvements to the management system.

11.2 Customer Satisfaction

As one of the measurements of the performance of the management Real Star Security monitors information relating to customer perception as to whether the organization has met customer requirements. The methods for obtaining and using this information include:

- recording customer complaints
- product rejections or returns
- repeat orders for product
- changing volume of orders for product
- trends in on-time delivery
- obtain customer scorecards from certain customers
- submittal of customer satisfaction surveys

The corrective and preventive action system shall be used to develop and implement plans for customer satisfaction improvement that address deficiencies identified by these evaluations, and assess the effectiveness of the results.

11.3 Internal Audit

Real Star Security conducts internal audits at 2 per year to determine whether the management system conforms to contractual and regulatory requirements to the requirements of ISO 9001, and to management system requirements. Audits also seek to ensure that the management system has been effectively implemented and is maintained.



These activities are defined in the document ***Internal Auditing Procedure RSS-MP3.***

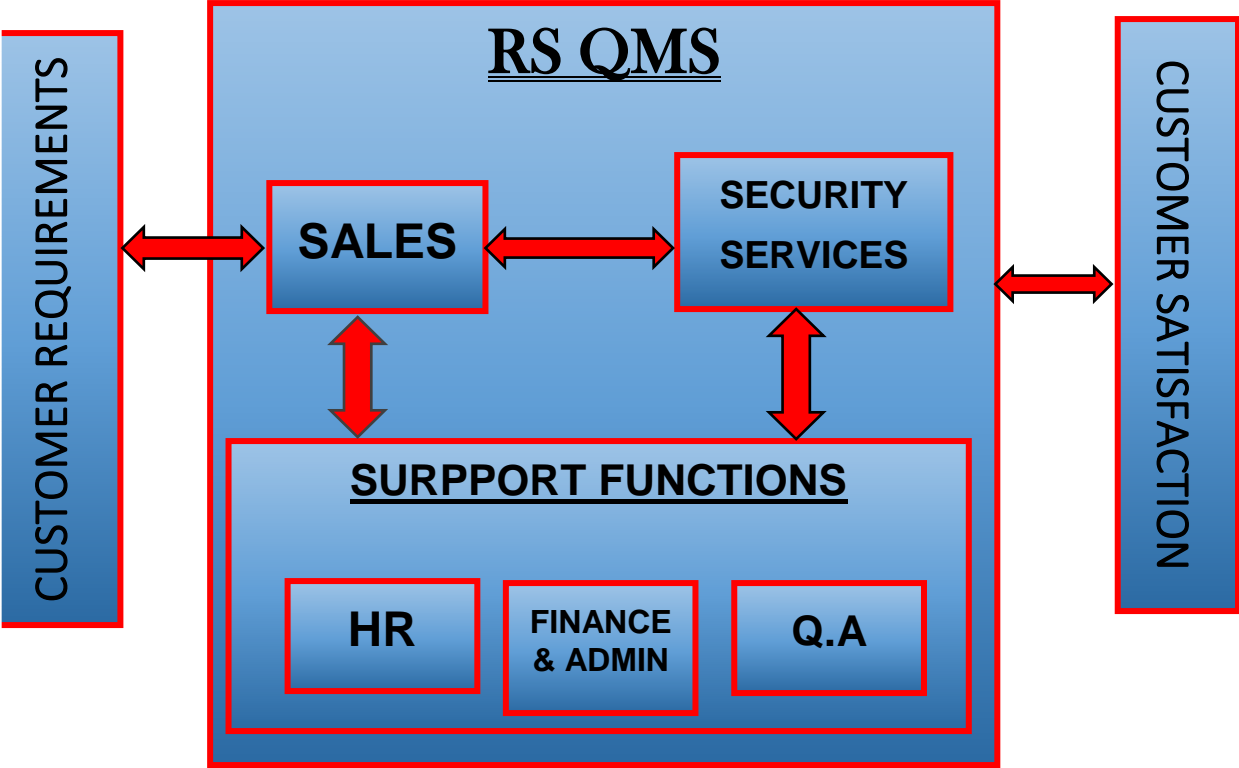
11.4 Corrective and Preventive Action

Real Star Security takes corrective action to eliminate the cause of nonconformity in order to prevent *recurrence*. Likewise, the company takes preventive action to eliminate the causes of potential nonconformities in order to prevent their *occurrence*.

These activities are done through the use of the formal Corrective Action (CAR Form ref RSS-QMSF 8.0) system, and are defined in the document ***Corrective Preventive Action Procedure RSS-MP5.***

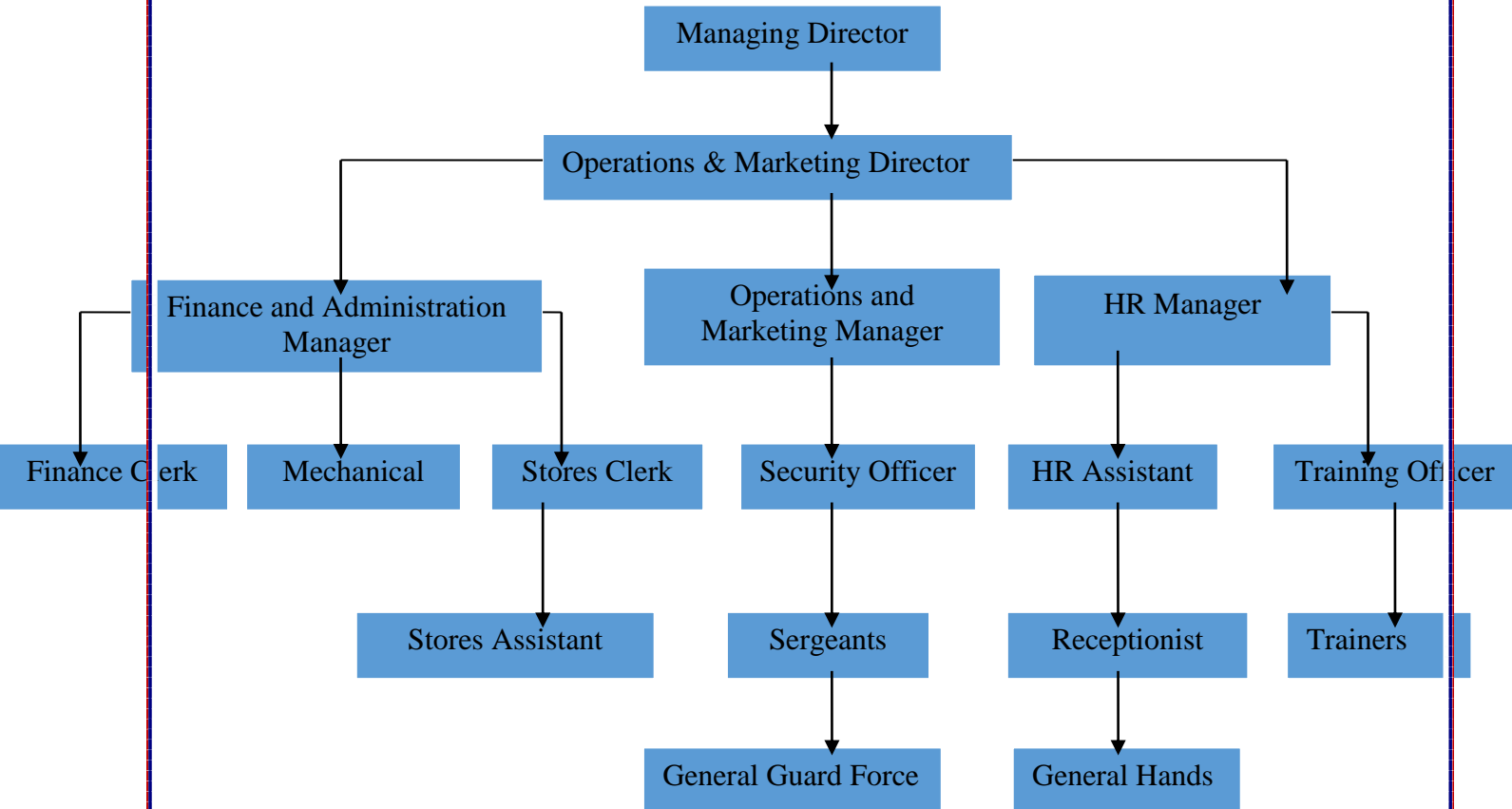


Appendix A: Process Flow





Appendix B: Overall Process Sequence & Interaction





Appendix C: ISO 9001:2015 Cross Reference

ISO 9001:2015 Clause	Section in RSS Manual
4.0 Context of the Organization (all)	
4.1 Understanding the Organization & Its Context	4.1 Determining Our Strategic Direction
4.2 Understanding the needs & expectations of interested parties	4.1 Determining Our Strategic Direction
4.3 Determining the scope of the QMS	4.2 Scope of the Management System
4.4 Management system and its processes	6.0 Management System Processes
5.0 Leadership	
5.1 Leadership & Commitment	8.1 Management Leadership and Commitment
5.1.1 General	8.1 Management Leadership and Commitment
5.1.2 Customer focus	8.2 Customer Focus
5.2 Policy	5.0 Quality Policy 8.3 Quality Policy
5.3 Organizational Roles Responsibilities and Authorities	8.4 Organizational Roles, Responsibilities and Authorities
6.0 Planning	
6.1 Actions to address risks and opportunities	8.7 Risks and Opportunities
6.2 Quality objectives and planning to achieve them	6.2 Process Controls & Objectives
6.3 Planning of changes	8.6 Change Management
7.0 Support	
7.1 Resources	
7.1.1 General	9.1 Provision of Resources
7.1.2 People	9.2 Human Resources
7.1.3 Infrastructure	9.3 Infrastructure
7.1.4 Environment for the operation of processes	9.4 Work Environment
7.1.5 Monitoring and measuring resources	9.3 Infrastructure
7.1.6 Organizational knowledge	9.5 Organizational Knowledge
7.2 Competence	9.2 Human Resources
7.3 Awareness	9.2 Human Resources
7.4 Communication	8.5 Internal Communication
7.5 Documented information	7.0 Documentation & Records
8.0 Operation	
8.1 Operational planning and control	10.1 Operational Planning and Control
8.2 Requirements for products and services	
8.2.1 Customer communication	10.3 Customer Communication
8.2.2 Determining the requirements related to products & services	10.2 Customer Related Activities
8.2.3 Review of requirements related to products & services	10.2 Customer Related Activities
8.2.4 Changes to requirements for products and services	10.2 Customer Related Activities
8.3 Design and development of products and services	10.4 Design and Development
8.4 Control of externally provided processes, products & services	10.5 Purchasing



ISO 9001:2015 Clause	Section in RSS Manual
8.5 Production and service provision	
8.5.1 Control of production and service provision	10.6.1 Control of Provision of Products or Services
8.5.2 Identification and traceability	10.6.2 Identification and Traceability
8.5.3 Property belonging to customers or external providers	10.6.3 Property Belonging to Third Parties
8.5.4 Preservation	10.6.4 Preservation
8.5.5 Post-delivery activities	10.6.5 Post-Delivery Activities
8.5.6 Control of changes	10.6.6 Process Change Control
8.6 Release of products and services	10.6.7 Measurement and Release of Products or Services
8.7 Control of nonconforming outputs	10.6.8 Control of Nonconforming Outputs
9.0 Performance evaluation	
9.1 Monitoring, measurement, analysis and evaluation	
9.1.1 General	11.1 Improvement: General
9.1.2 Customer satisfaction	11.2 Customer Satisfaction
9.1.3 Analysis and evaluation	11.1 Improvement: General
9.2 Internal audit	11.3 Internal Audit
9.3 Management review	8.8 Management Review
10.0 Improvement	
10.1 General	11.1 Improvement: General
10.2 Nonconformity and corrective action	11.4 Corrective and Preventive Action
10.3 Continual improvement	11.1 Improvement: General