



Business Management System Manual

ISO 9001:2015 & ISO 14001:2015

Business Overview

Putting its customers first has allowed ProLabs to become the most innovative and influential independent player in the global, mid-tier network products market. The company has grown exponentially since its founding more than a decade ago. ProLabs has built its success on reliably meeting its customers' evolving needs.

Distinguishing itself from others in the market, ProLabs provides end-to-end services, including sourcing, coding, testing, customisation, responsive support and on-going expertise. The company has significantly expanded its R&D capabilities and is now at the forefront of technology development.

An independent report by CIL Management Consultants found that customer feedback is consistently positive, with ProLabs' top 10 customers giving an overall performance score rating of 8.6/10 which is considered excellent versus the average competitor score of 6.5/10.

Global demand for increased bandwidth is driving next generation optical connectivity. ProLabs are challenging OEM dominance with enhanced product offerings and world class service.



ProLabs seeks to minimise the environmental impact of its activities. ProLabs is committed to preventing pollution, minimising waste from its office and adopting good environmental management practices. We seek to improve the efficient use of resources by conducting activities and operations in line with current environmental legislation and best environmental practices. Our robust environmental management system (EMS) is integrated into all business processes. ProLabs operate a modern, purpose built building with use of solar panels, water recycling, LED and PIR lighting to optimise our use of resources.



Context of the organisation

Clause 4.1 Understanding the organisation and its context & 4.2 Understanding the needs and expectations of interested parties.

The context of the organisation is described in the document “**QF008 Context and Risk Register**”. This addresses the internal and external issues concerning the business, the needs and expectations of interested parties, and the risks and opportunities which these present to the business. Controls to manage the risks and opportunities regarding the environment are listed under “**QF030 Register of Environmental Aspects & Impacts**”.

Scope

Clause 4.3 Scope of the Quality and Environmental (Business) Management System

The scope of the Business Management System (BMS) is defined as follows:

Supply and servicing of network infrastructure and connectivity products throughout the world. This includes sourcing, coding, testing, customisation, responsive support and ongoing expertise.

The Business Management System key processes include:

- Marketing (Lead globally from Tustin, HQ)
- Product Management, including New Product Introduction (Lead globally from Tustin, HQ)
- Technical Support (Lead globally from Tustin, HQ)
- Engineering (Lead globally from Tustin, HQ)
- IT (Lead globally from Tustin, HQ)
- Sales & Customer Service
- Operations
- Warehousing
- Customer Satisfaction, including returns.
- Finance
- Human Resources
- Quality Management, including control of documented information, auditing, controlling non-conformities and communication.
- Environmental Management, including impacts and legal compliance.
- Waste Management.
- Environmental Emergency Procedures.

Boundaries:

- This manual describes the business and environmental activities of **ProLabs UK (Limited)**, Eagle House, Lakeside Business Park, South Cerney, Gloucestershire, GL7 5XL, UK.
- **ProLabs UK (Limited)** is owned by parent company **Halo Technology Group**.
- **ProLabs'** sister companies include **AddOn Computer Peripheral Inc , Linxit Inc, Skylane Optics S.A, Solid Optics EU N.V, Solid Optics US Inc, Aria Technologies Inc**
- **Halo Technology Group** is owned by **Amphenol Corporation**.
- Taking a lifecycle approach ProLabs, where possible, influence our external stakeholders to minimise the environmental impact of our products and supply chain.

Market sectors include:

- United Kingdom and Europe
- United States
- South Africa
- Asia
- South America
- Middle East

Product range

includes:

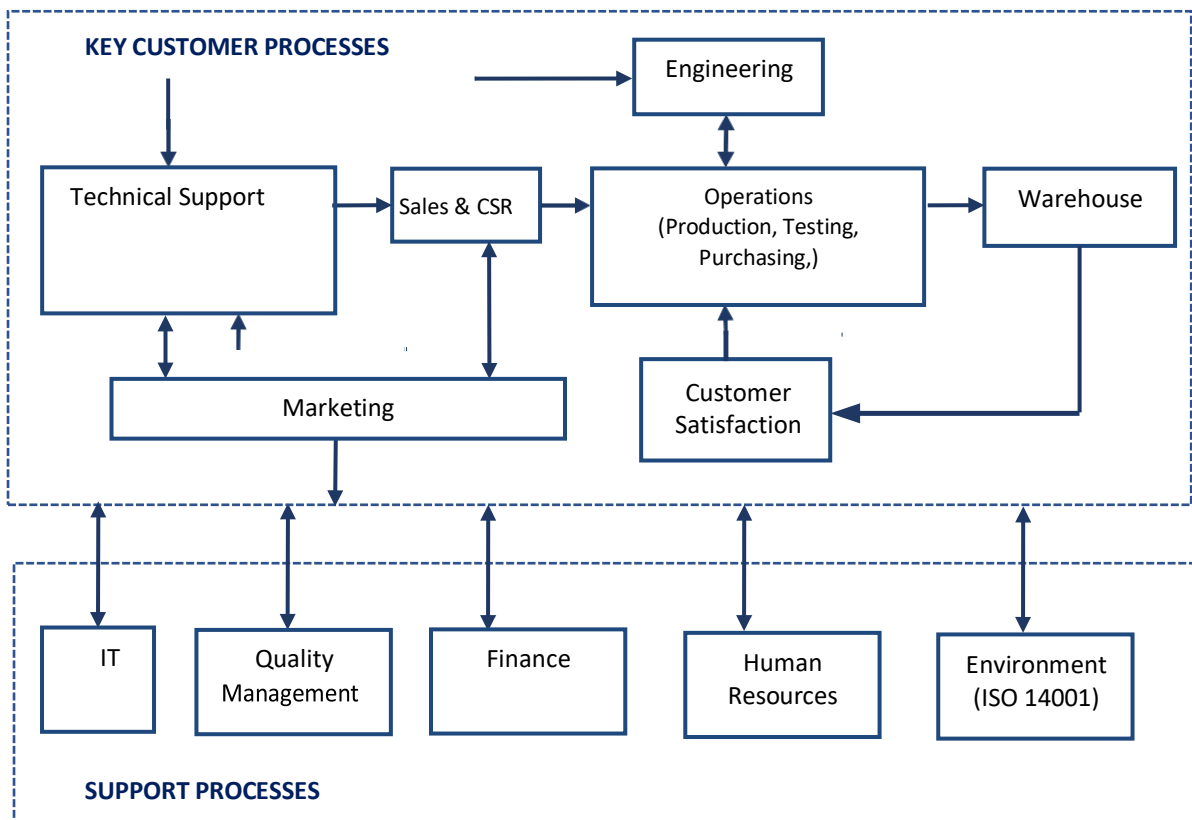
- Transceivers
- Direct Attach Cables & AOCs
- Fibre Cabling
- Copper Patch Cords
- Memory
- Media Converters
- MUX / DeMUX

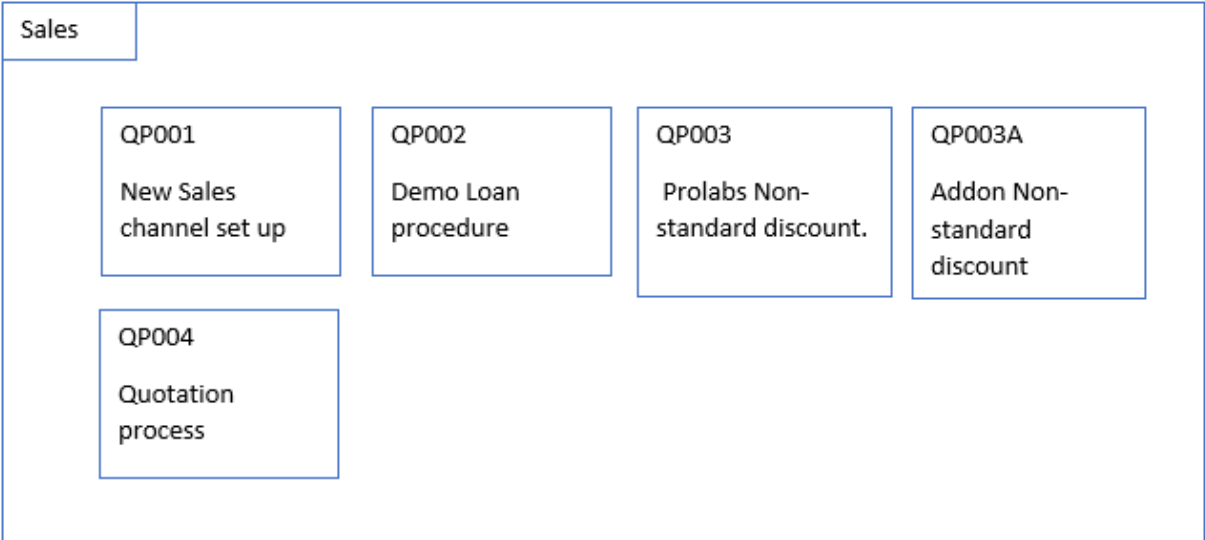
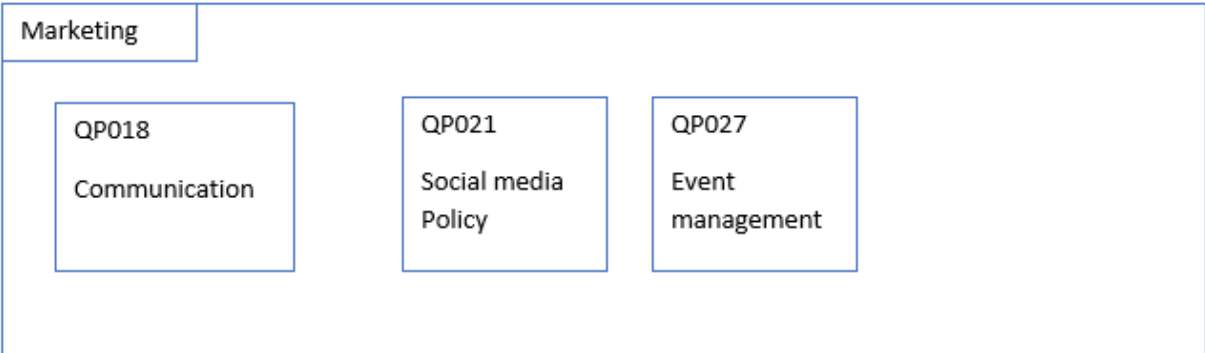
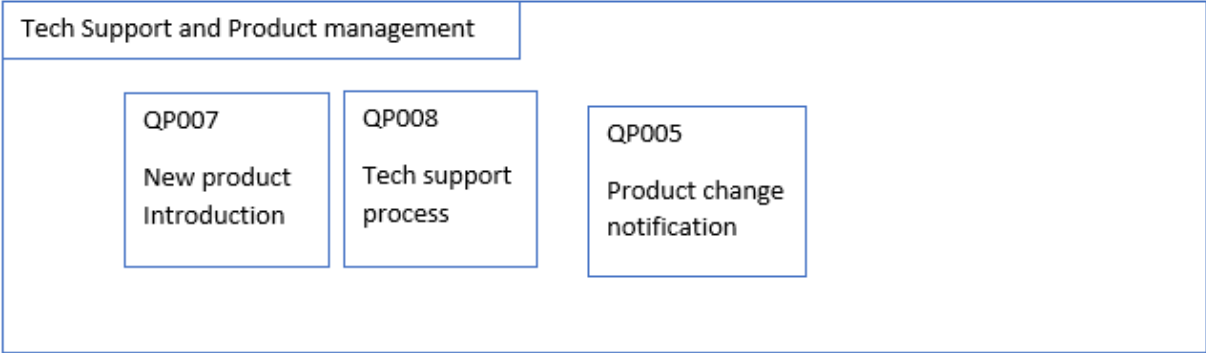
Management System and its processes

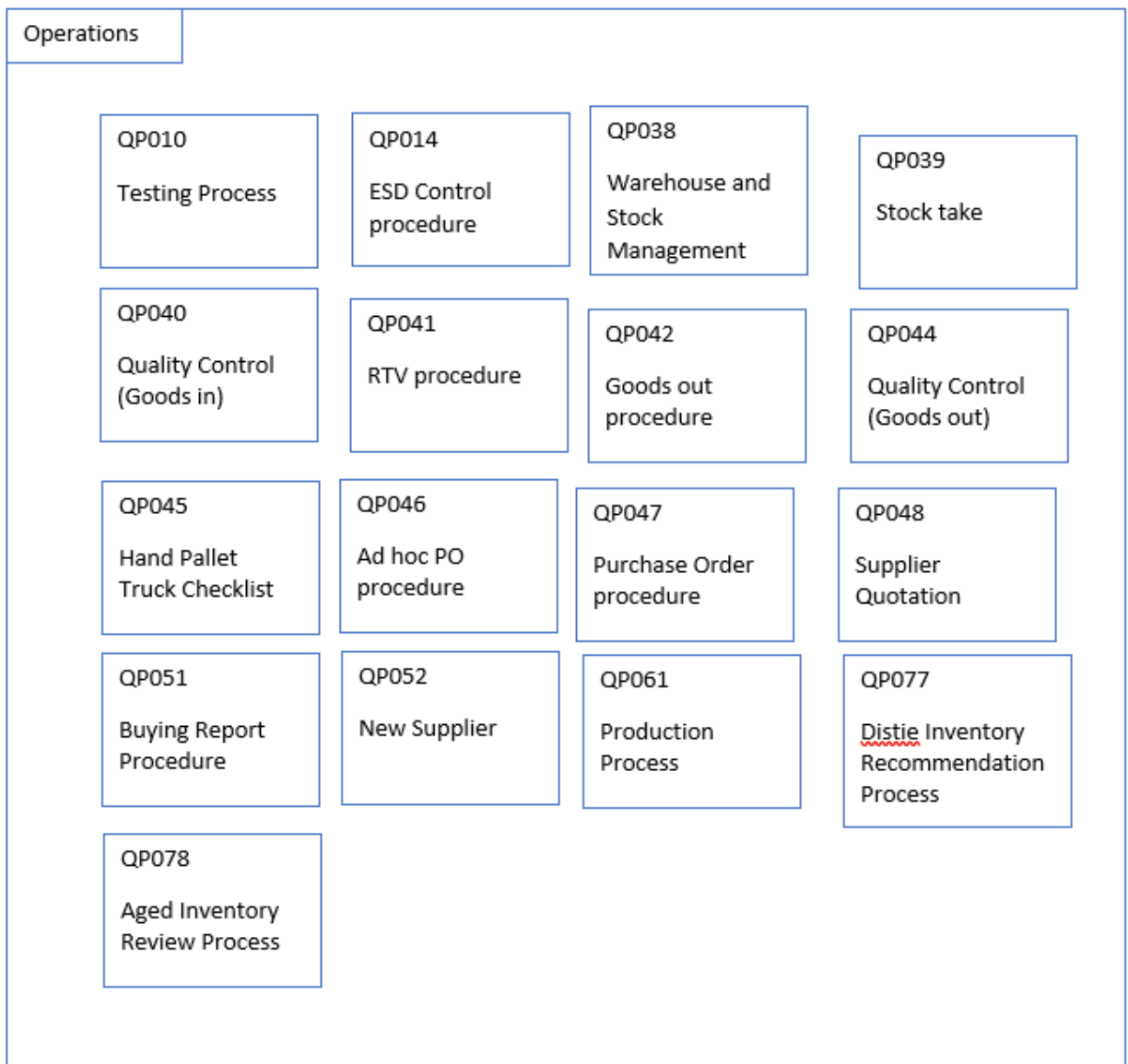
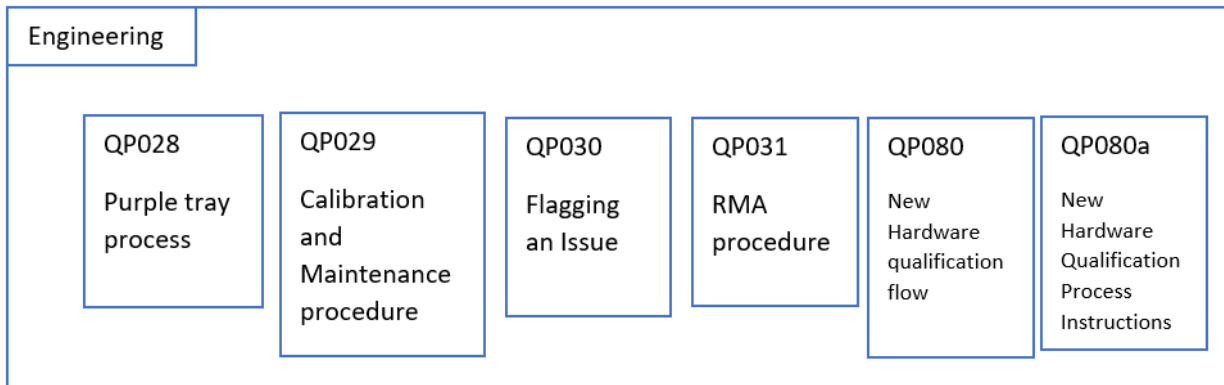
Clause 4.4 Quality and Environmental (Business) Management System and its processes

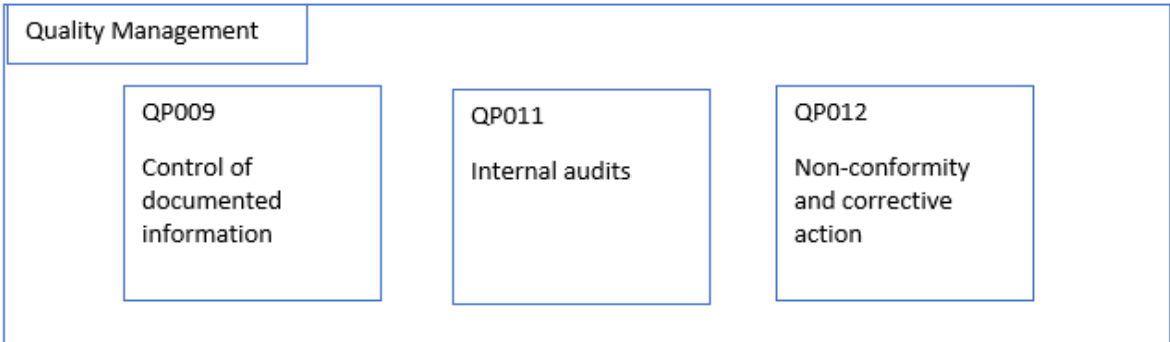
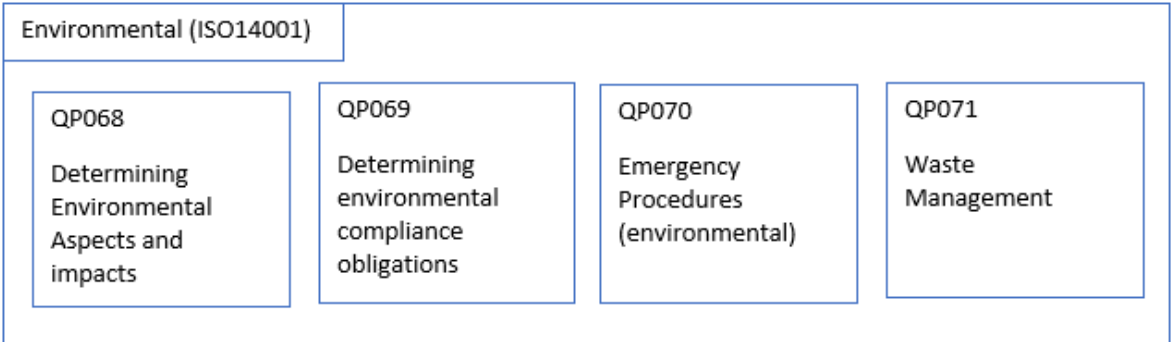
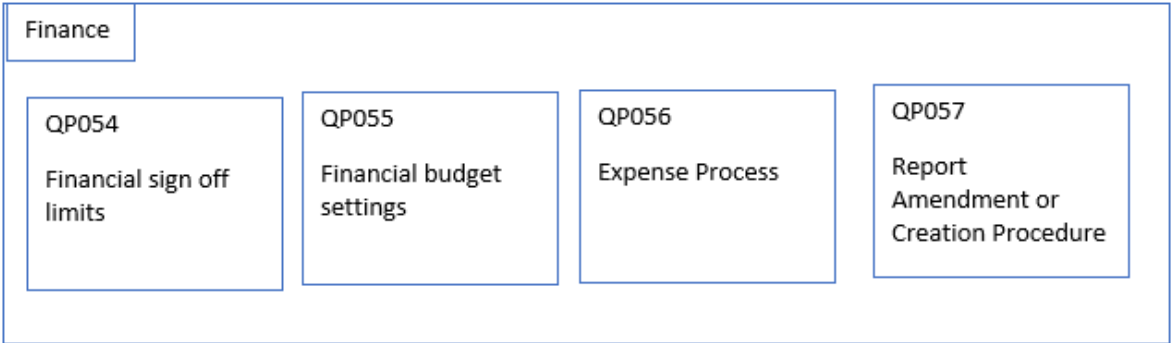
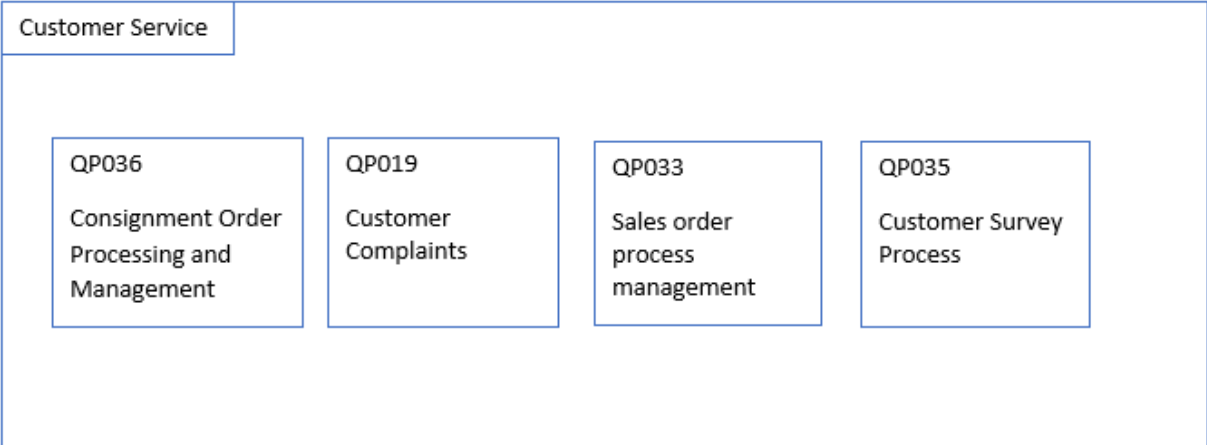
The Business Management System at ProLabs as described in this manual driven by key processes, which are shown below. Each process is supported by a number of Quality Procedures (QP), some of which are further supported by Work Instructions (WI) if additional detail or clarification is required.

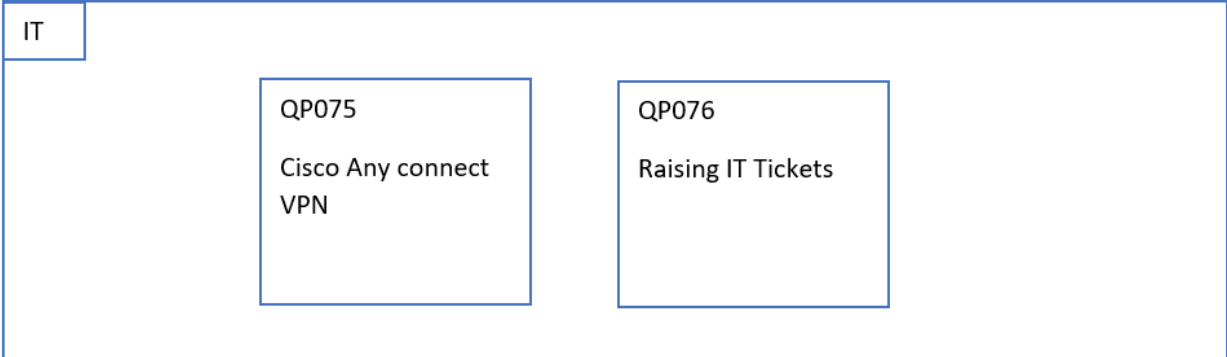
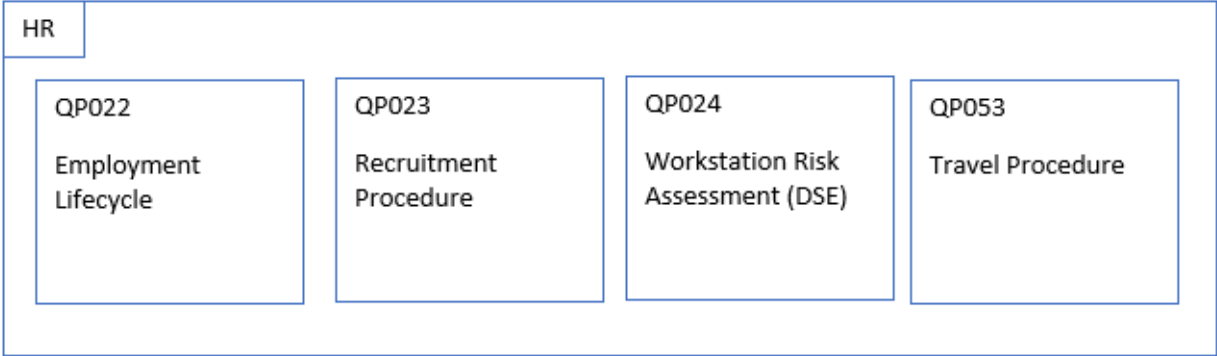
Overview of key processes and their interactions



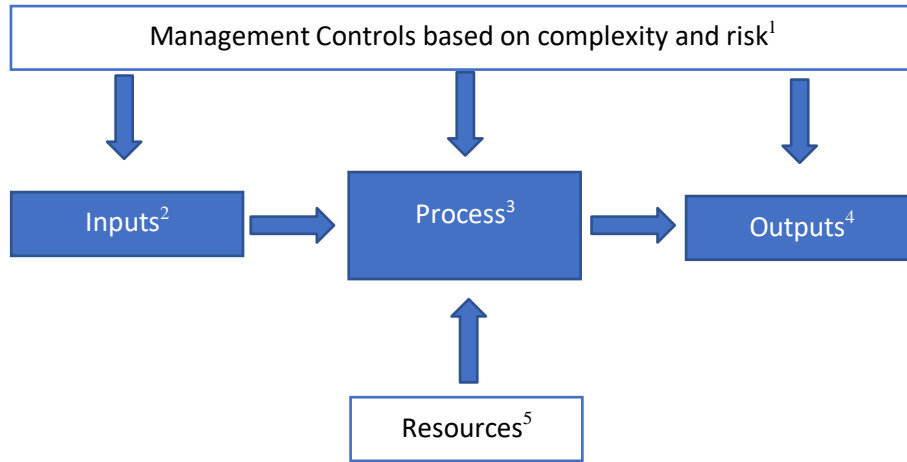








Process inputs and outputs



Process Title	Technical Support
Process Owner	Global responsibility via VP of Technical Services. Based out of Tustin, California.
Other Roles	Product Support Executive + Technical Specialists
Purpose of process	To ensure that the company produces new products to meet the ever-changing needs of customers. This includes supporting the sales function with specifying the requirements for derivatives.
Risk and Opportunities¹	Please refer to Risk Register QF008
Objectives / KPIs¹	Please refer to Quality Objectives QF004
Inputs required²	Information on market requirements which support the overall business strategy.

Related Procedures³	QP005, QP007, QP008
Outputs expected⁴	New part codes, correct description and content, correct pricing and new product releases
Resources required⁵	Trained staff, relevant standards, equipment.

Process Title	Marketing
Process Owner	Global responsibility via Global Marketing Manager (based out of Tustin, California)
Other Roles	EMEA Channel Marketing Manager.
Purpose of process	To ensure that the company understands the needs of the market, and promotes its capabilities to the market, leading to the generation of new sales leads.
Risk and Opportunities¹	Please refer to Risk Register QF008
Objectives / KPIs¹	KPIs managed locally in Tustin. Formerly contained in Quality Objectives QF004
Inputs required²	Information on the capabilities of the company (products and services) and requirements of the business strategy
Related Procedures³	QP018, QP021, QP027
Outputs expected⁴	Market information and content to promote market awareness. and support product development and sales
Resources required⁵	Trained staff, equipment

Process Title	Sales
Process Owner	SVP Sales EMEAI.
Other Roles	Account Managers, Inside Sales Support Representative And VP of Channel Sales EMEAI.
Purpose of process	To ensure that the company responds to customer requirements and provides sales quotations and loans, including setting up of sales channels, and liaising with other departments as required.
Risk and Opportunities¹	Please refer to Risk Register QF008
Objectives / KPIs¹	Sales Targets and KPIs managed directly between MD, Finance and Sales Account Managers.
Inputs required²	Sales leads, information on the products & services offered, information on customer feedback including complaints & RMAs.
Related Procedures³	QP001, QP002, QP003A, QP003, QP004
Outputs expected⁴	Quotations and orders with information to allow operations to deliver customer needs
Resources required⁵	Trained staff, equipment, CRM

Process Title	Operations
Process Owner	Director of Operations
Other Roles	Operations Manager, Production Operatives, Test Operatives, Lead Purchaser.

Purpose of process	To ensure that the company produces the products and services which customers have ordered in accordance with requirements
Risk and Opportunities¹	Please refer to Risk Register QF008
Objectives / KPIs¹	Please refer to Quality Objectives QF004
Inputs required²	Information on customer requirements (orders)
Related Procedures³	QP010, , QP014, QP038, QP039, QP040, QP041, QP042, QP044, QP045, QP046, QP047, QP048, QP051, QP052, QP061, QP077, QP078
Outputs expected⁴	Products and services produced in accordance with specified. customer requirements (e.g., on time and to specification)
Resources required⁵	Trained staff, equipment, test facilities, packing

Process Title	Warehouse
Process Owner	Goods In Team Leader AND Goods Out Team Leader
Other Roles	Warehouse Operatives
Purpose of process	To ensure that the effective movement of goods into and out of the business, including goods in inspections
Risk and Opportunities¹	Please refer to Risk Register QF008
Objectives / KPIs¹	Please refer to Quality Objectives QF004
Inputs required²	Products ready for delivery from or receipt into the factory
Related Procedures³	QP038, QP039, QP040, QP041, QP042, QP043, QP044, QP045
Outputs expected⁴	Products and services produced in accordance with specified customer requirements (e.g. on time and to specification)
Resources required⁵	Trained staff, equipment

Process Title	Customer Satisfaction
Process Owner	Customer Experience Manager
Other Roles	CSR's
Purpose of process	To ensure that customer satisfaction is measured, and that any complaints and/or returns are managed effectively
Risk and Opportunities¹	Please refer to Risk Register QF008
Objectives / KPIs¹	Please refer to Quality Objectives QF004
Inputs required²	Information on customers who have received goods
Related Procedures³	QP013, QP015, QP073, QP035, QP036, QP037
Outputs expected⁴	Customer surveys, customer complaints log, RMAs and RTVs
Resources required⁵	Trained staff, equipment, CRM

Process Title	Quality Management
Process Owner	Operations Director, ISO Group
Other Roles	Office and Finance Admin, HR Officer, All staff
Purpose of process	To ensure that the quality management system is sufficiently robust to ensure that all information and resources required are available at point of use, are correct, are checked, and that any problems are understood and addressed in a timely manner.
Risk and Opportunities¹	Please refer to Risk Register QF008
Objectives / KPIs¹	Please refer to Quality Objectives QF004

Inputs required²	Business strategy, procedures, documents (e.g. audit schedule, NCR database) and business continuity plan
Related Procedures³	QP009, QP011, QP012
Outputs expected⁴	Audit reports, corrective actions
Resources required⁵	Trained staff, procedures, equipment

Process Title	Finance
Process Owner	Group Financial Controller.
Other Roles	Group Financial Reporting Manager, Office Manager & Finance Assistant, Reporting and Business Analyst.
Purpose of process	To ensure that budgets are set and that the company operates profitably within its means
Risk and Opportunities¹	Please refer to Risk Register QF008
Objectives / KPIs¹	Please refer to Quality Objectives QF004
Inputs required²	Business strategy, information on assets (incl. human resources, equipment and stock)
Related Procedures³	QP054, QP055, QP056, QP057
Outputs expected⁴	Customer satisfaction with delivered service
Resources required⁵	Trained staff, procedures, equipment

Process Title	Human Resources
Process Owner	HR Officer
Other Roles	Health & Safety
Purpose of process	To ensure that the company has the appropriate number of suitably competent staff, and that they work in a safe manner
Risk and Opportunities¹	Please refer to Risk Register QF008
Objectives / KPIs¹	Please refer to Quality Objectives QF004
Inputs required²	Requirements for staff throughout the business
Related Procedures³	QP022, QP023, QP024, QP053
Outputs expected⁴	Provision of staff suitable to meet the needs of the business
Resources required⁵	Trained staff, procedures, equipment

Process Title	Environmental Procedures (ISO 14001)
Process Owner	Director of Operations, Office & Finance Admin, HR Officer.
Other Roles	All staff follow relevant environmental procedures
Purpose of process	To ensure that company does not harm people or the environment and meets any applicable regulatory requirements
Risk and Opportunities¹	Please refer to Register of Aspects & Impact QF030
Objectives / KPIs¹	Please refer to Quality & Environmental Objectives QF004
Inputs required²	Clear instructions on environmental obligations
Related Procedures³	QP068, QP069, QP070, QP071
Outputs expected⁴	Evidence of environmental compliance
Resources required⁵	Staff, equipment, suppliers (e.g. waste management)

Process Title	IT
Process Owner	Global responsibility via CTO, based out of Tustin, California
Other Roles	Senior IT systems analyst.
Purpose of process	To troubleshoot day to day IT problems . Ensure the IT uptime of core IT infrastructure. The process owner (IT Manager) is based out of Tustin, California.
Risk and Opportunities¹	Please refer to Risk Register QF008
Objectives / KPIs¹	Please refer to Quality Objectives QF004
Inputs required²	Requirements for staff throughout the business
Related Procedures³	QP075, QP076
Outputs expected⁴	Troubleshooting of any technical issues.
Resources required⁵	Trained staff, procedures, equipment.

Process Title	Engineering
Process Owner	Senior Test & Application engineer
Other Roles	Compatibility Engineer, Production Support Technician
Purpose of process	To troubleshoot day to day problems in production process and resolve, if possible, an RMA issues. The Design and Development aspect of all products will be undertaken by CTO based out of Tustin, California.
Risk and Opportunities¹	Please refer to Risk Register QF008
Objectives / KPIs¹	Please refer to Quality Objectives QF004
Inputs required²	Requirements for staff throughout the business
Related Procedures³	QP028, QP029, QP030, QP031, QP080, QP080a
Outputs expected⁴	Troubleshooting of any technical issues.
Resources required⁵	Trained staff, procedures, equipment

Document History

Issue	Section	Details of change	Date/Initial
1.0	All	Initial release following general review of draft	18.03.2016 FP
2.0	Processes	Updated to process overview and inputs /outputs	04.07.2016 FP
3.0	Processes	Updated following internal audit 16/03	23.09.2016 FP
4.0	Process Owners	Updated to include current process owners	20.02.2017 JM
5.0	Process Owners	Update to change current process owners	07.02.2018 JM
6.0	Process Owners	Update to change current process owners	07.07.2018 JM
7.0	4.1 / 4.2	Move SWOT and Stakeholders to QF008	05.09.2018 JM
8.0	Processes	Added Environmental aspects	12.04.2019 JM
9.0	Process Owners	Update to change Marketing and Tech Support to temporary US owners	06.01.2020 JM
9.1	All	Update to change current process owners	30.04.2021 KG
9.2	Inputs & Outputs	Adding Engineering section	13.05.2021 KG
9.3	processes	Update to process numbers	21.09.2021 KG
9.4	Process Owners	HR Officer, Office & Finance Admin, and to denote which processes are centralised out of HQ in Tustin, California	09.07.2022 JM