



Category:	Business Management
Document Name	Business Management System Manual
Document ID & Version:	QM01 v9.5
Document Owner:	Jason Moate
Release date:	13/06/2016
Last review date:	20/08/2024

# ProLabs



## **Business Management System Manual**

### **ISO 9001:2015 & ISO 14001:2015**



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## 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.



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## 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 “**QF008A 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.

### Climate Change

Climate change is a relevant issue for the business. Extreme weather events can adversely impact supply chains, production of materials, employee travel, and resource consumption. On the other hand, the business has an obligation to consider the impact it makes on the climate, and steps that can be take to make positive changes. Climate considerations are incorporated on specific documents such as “**QF008A Context and Risk Register**”, and should be considered throughout the BMS, including at management review meetings.

### Controls

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 Line Management, including New Product Introduction (Lead globally from Tustin, HQ)



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- Technical Support (including returns) (Lead globally from Tustin, HQ)
- Engineering (Lead globally from Tustin, HQ)
- IT (Lead globally from Tustin, HQ)
- Sales
- Customer Service (including Customer Satisfaction)
- Production
- Testing
- Warehousing
- 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.



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**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

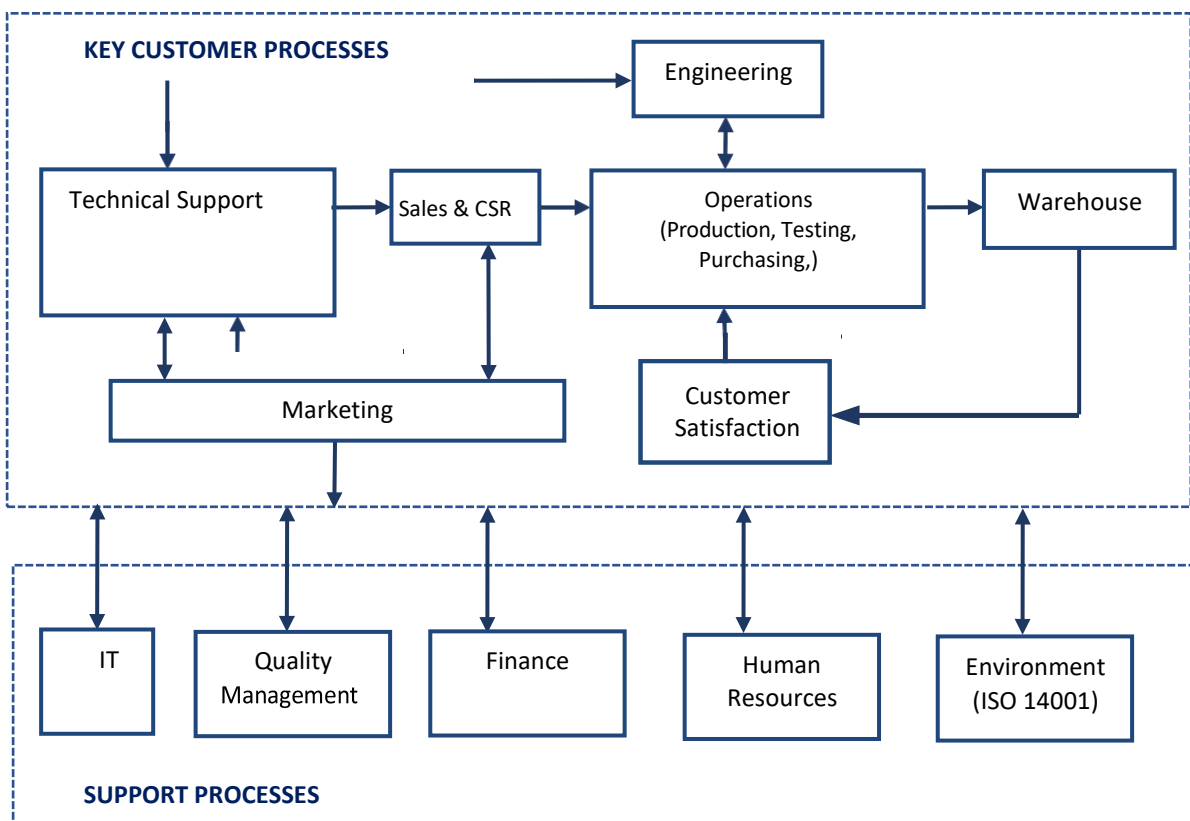
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## Management System and its processes

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.

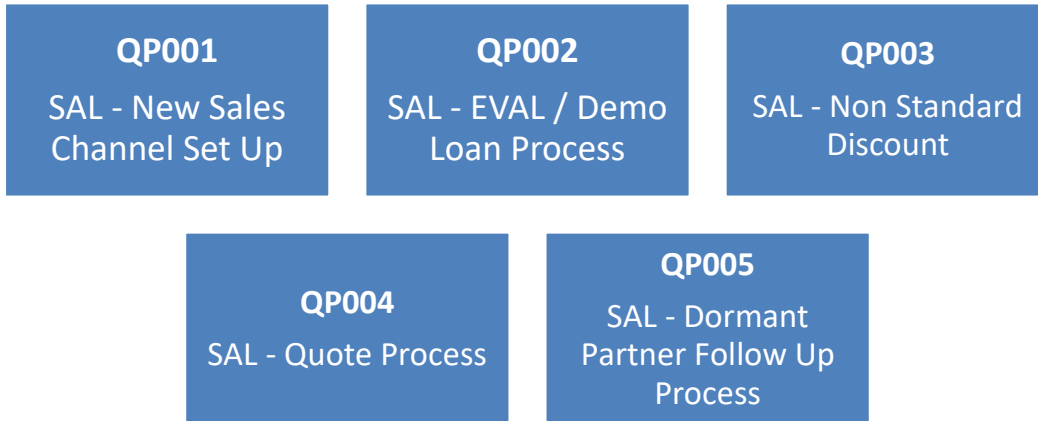
### Overview of key processes and their interactions





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### Sales



### Tech Support





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### Production and Test

**QP009**  
PRO - Production  
Process

**QP010**  
TST - Testing  
Process

**QP011**  
TST - ESD  
Control Process

### Senior Management

**QP018**  
SM - Communication

### HR


**QP021**  
HR - Travel Process

**QP022**  
HR - Employment  
Lifecycle

**QP023**  
HR - Recruitment  
Process

**QP024**  
HR - Work Station  
Risk Assesment  
(DSE)



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**Marketing**

**QP025**  
MAR - EMEA Market Budget  
Process

**QP026**  
MAR - Event Management  
Process

**Engineering**

**QP027**  
ENG - Code  
Development

**QP028**  
ENG - EVAL Process

**QP029**  
ENG - Calibration  
and Maintenance  
Process

**QP030**  
ENG - Flagging an  
Issue

**QP031**  
ENG - RMA Process



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### Customer Service

<b>QP032</b> CSR - ProLabs Complaint Policy	<b>QP033A</b> CSR - Sales Order Processing and Management	<b>QP033B</b> CSR - Sales Order Processing Skylane Addendum	<b>QP033C</b> CSR - Sales Order Processing EDI Addendum
<b>QP033D</b> CSR - Sales Order Processing Consignment Addendum	<b>QP034</b> CSR - Customer Complaints Process	<b>QP035</b> CSR - Customer Survey Process	

### Product Line Management

<b>QP037</b> PLM - Product Change Notification
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### Warehouse

<b>QP038</b> WH - Stock Management EnO Process	<b>QP039</b> WH - Stock Take Process	<b>QP040</b> WH - Quality Control Goods In	<b>QP041</b> WH - SRW Process
<b>QP042</b> WH - Goods Out Process	<b>QP043</b> WH - Quality Control (Goods Out)	<b>QP044</b> WH - Pallet Truck Check List	

### Purchasing

<b>QP046</b> PUR - Ad Hoc PO Process	<b>QP047</b> PUR - Purchase Order Process	<b>QP048</b> PUR - Supplier Quote Process	<b>QP049</b> PUR - Distributor Inventory Recommendation Process
<b>QP050</b> PUR - Aged Inventory Review Process	<b>QP051</b> PUR - Buying Report Process	<b>QP052</b> PUR - New Supplier Process	

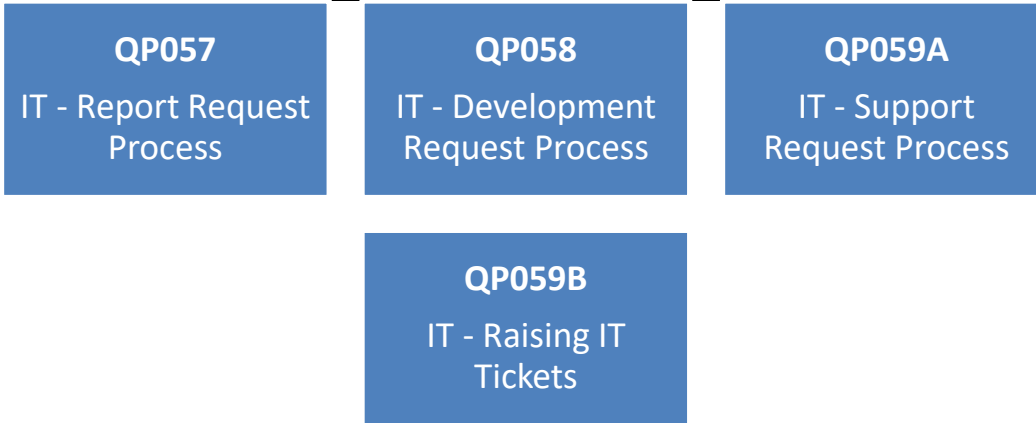
### Finance

<b>QP054</b> FIN - Financial Sign Off Limits	<b>QP055</b> FIN - Financial Budget Setting	<b>QP056</b> FIN - Finance Expense Process
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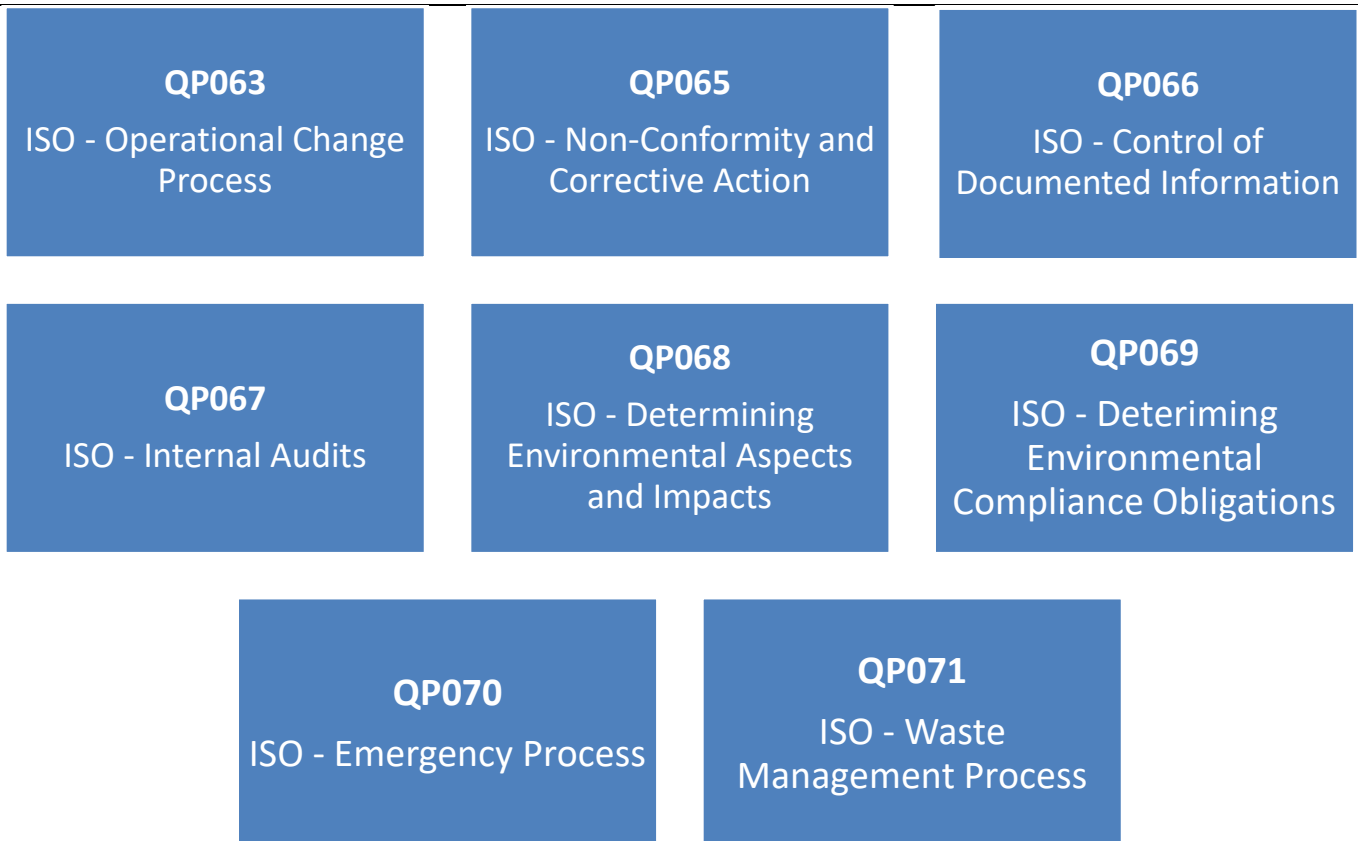


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**IT**

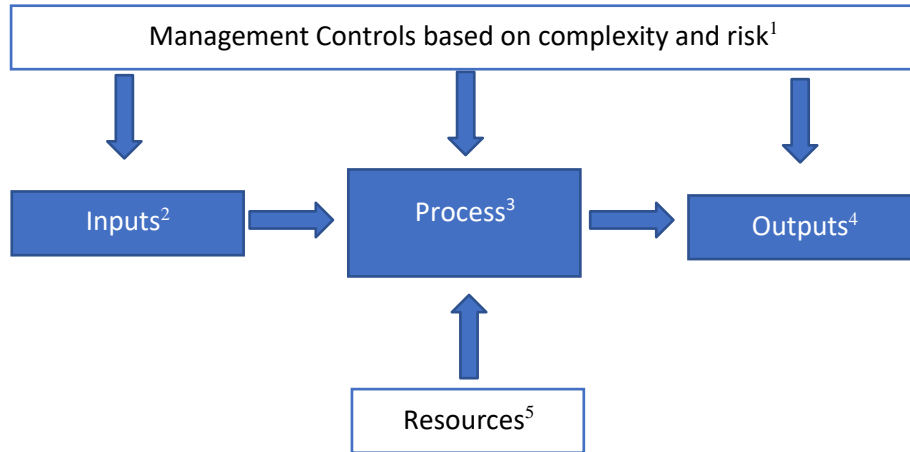


**ISO**



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### 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 Opportunities <sup>1</sup>	Please refer to Risk Register QF008A
Objectives / KPIs <sup>1</sup>	Please refer to Quality Objectives QF004
Inputs required <sup>2</sup>	Information on market requirements which support the overall business strategy.
Related Procedures <sup>3</sup>	QP005, QP007, QP008
Outputs expected <sup>4</sup>	New part codes, correct description and content, correct pricing and new product releases
Resources required <sup>5</sup>	Trained staff, relevant standards, equipment.



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<b>Process Title</b>	<b>Marketing</b>
<b>Process Owner</b>	Global responsibility via Global Marketing Manager (based out of Tustin, California)
<b>Other Roles</b>	EMEA Channel Marketing Manager.
<b>Purpose of process</b>	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.
<b>Risk and Opportunities<sup>1</sup></b>	Please refer to Risk Register QF008A
<b>Objectives / KPIs<sup>1</sup></b>	KPIs managed locally in Tustin. Formerly contained in Quality Objectives QF004
<b>Inputs required<sup>2</sup></b>	Information on the capabilities of the company (products and services) and requirements of the business strategy
<b>Related Procedures<sup>3</sup></b>	QP018, QP021, QP027
<b>Outputs expected<sup>4</sup></b>	Market information and content to promote market awareness. and support product development and sales
<b>Resources required<sup>5</sup></b>	Trained staff, equipment

<b>Process Title</b>	<b>Sales</b>
<b>Process Owner</b>	SVP Sales EMEAI.
<b>Other Roles</b>	Account Managers, Inside Sales Support Representative And VP of Channel Sales EMEAI.
<b>Purpose of process</b>	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.
<b>Risk and Opportunities<sup>1</sup></b>	Please refer to Risk Register QF008A
<b>Objectives / KPIs<sup>1</sup></b>	Sales Targets and KPIs managed directly between Finance and Sales Account Managers.
<b>Inputs required<sup>2</sup></b>	Sales leads, information on the products & services offered, information on customer feedback including complaints & RMAs.
<b>Related Procedures<sup>3</sup></b>	QP001, QP002, QP003A, QP003B, QP004, QP005
<b>Outputs expected<sup>4</sup></b>	Quotations and orders with information to allow operations to deliver customer needs
<b>Resources required<sup>5</sup></b>	Trained staff, equipment, CRM



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<b>Process Title</b>	<b>Operations</b>
<b>Process Owner</b>	Director of Operations
<b>Other Roles</b>	Operations Manager, Production Operatives, Test Operatives, Lead Purchaser.
<b>Purpose of process</b>	To ensure that the company produces the products and services which customers have ordered in accordance with requirements
<b>Risk and Opportunities<sup>1</sup></b>	Please refer to Risk Register QF008A
<b>Objectives / KPIs<sup>1</sup></b>	Please refer to Quality Objectives QF004
<b>Inputs required<sup>2</sup></b>	Information on customer requirements (orders)
<b>Related Procedures<sup>3</sup></b>	QP009, QP010, QP011, QP018, QP038, QP039, QP040, QP041, QP042, QP043, QP044 , QP046, QP047, QP048, QP049, QP050, QP051, QP052
<b>Outputs expected<sup>4</sup></b>	Products and services produced in accordance with specified. customer requirements (e.g., on time and to specification)
<b>Resources required<sup>5</sup></b>	Trained staff, equipment, test facilities, packing



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<b>Process Title</b>	<b>Warehouse</b>
<b>Process Owner</b>	Goods In Team Leader AND Goods Out Team Leader
<b>Other Roles</b>	Warehouse Operatives
<b>Purpose of process</b>	To ensure that the effective movement of goods into and out of the business, including goods in inspections
<b>Risk and Opportunities<sup>1</sup></b>	Please refer to Risk Register QF008A
<b>Objectives / KPIs<sup>1</sup></b>	Please refer to Quality Objectives QF004
<b>Inputs required<sup>2</sup></b>	Products ready for delivery from or receipt into the factory
<b>Related Procedures<sup>3</sup></b>	QP038, QP039, QP040, QP041, QP042, QP043, QP044, QP045
<b>Outputs expected<sup>4</sup></b>	Products and services produced in accordance with specified customer requirements (e.g. on time and to specification)
<b>Resources required<sup>5</sup></b>	Trained staff, equipment

<b>Process Title</b>	<b>Customer Satisfaction</b>
<b>Process Owner</b>	Customer Experience Manager
<b>Other Roles</b>	CSR's
<b>Purpose of process</b>	To ensure that customer satisfaction is measured, and that any complaints and/or returns are managed effectively
<b>Risk and Opportunities<sup>1</sup></b>	Please refer to Risk Register QF008
<b>Objectives / KPIs<sup>1</sup></b>	Please refer to Quality Objectives QF004
<b>Inputs required<sup>2</sup></b>	Information on customers who have received goods
<b>Related Procedures<sup>3</sup></b>	QP032, QP033A, QP033B, QP033C, QP033D, QP034, QP035,
<b>Outputs expected<sup>4</sup></b>	Customer surveys, customer complaints log, RMAs and RTVs
<b>Resources required<sup>5</sup></b>	Trained staff, equipment, CRM

<b>Process Title</b>	<b>Quality Management</b>
<b>Process Owner</b>	Operations Director, ISO Group
<b>Other Roles</b>	Office and Finance Admin, HR Officer, All staff
<b>Purpose of process</b>	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.
<b>Risk and Opportunities<sup>1</sup></b>	Please refer to Risk Register QF008A
<b>Objectives / KPIs<sup>1</sup></b>	Please refer to Quality Objectives QF004





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<b>Inputs required<sup>2</sup></b>	Business strategy, procedures, documents (e.g. audit schedule, NCR database) and business continuity plan
<b>Related Procedures<sup>3</sup></b>	QP063, QP065, QP066, QP067,
<b>Outputs expected<sup>4</sup></b>	Audit reports, corrective actions
<b>Resources required<sup>5</sup></b>	Trained staff, procedures, equipment

<b>Process Title</b>	<b>Finance</b>
<b>Process Owner</b>	Group Financial Controller.
<b>Other Roles</b>	Group Financial Reporting Manager, Office Manager & Finance Assistant, Reporting and Business Analyst.
<b>Purpose of process</b>	To ensure that budgets are set and that the company operates profitably within its means
<b>Risk and Opportunities<sup>1</sup></b>	Please refer to Risk Register QF008
<b>Objectives / KPIs<sup>1</sup></b>	Please refer to Quality Objectives QF004
<b>Inputs required<sup>2</sup></b>	Business strategy, information on assets (incl. human resources, equipment and stock)
<b>Related Procedures<sup>3</sup></b>	QP054, QP055, QP056
<b>Outputs expected<sup>4</sup></b>	Customer satisfaction with delivered service
<b>Resources required<sup>5</sup></b>	Trained staff, procedures, equipment

<b>Process Title</b>	<b>Human Resources</b>
<b>Process Owner</b>	HR Officer
<b>Other Roles</b>	Health & Safety
<b>Purpose of process</b>	To ensure that the company has the appropriate number of suitably competent staff, and that they work in a safe manner
<b>Risk and Opportunities<sup>1</sup></b>	Please refer to Risk Register QF008
<b>Objectives / KPIs<sup>1</sup></b>	Please refer to Quality Objectives QF004
<b>Inputs required<sup>2</sup></b>	Requirements for staff throughout the business
<b>Related Procedures<sup>3</sup></b>	QP021, QP022, QP023, QP024
<b>Outputs expected<sup>4</sup></b>	Provision of staff suitable to meet the needs of the business
<b>Resources required<sup>5</sup></b>	Trained staff, procedures, equipment

<b>Process Title</b>	<b>Environmental Procedures (ISO 14001)</b>
<b>Process Owner</b>	Director of Operations, Office & Finance Admin, HR Officer.
<b>Other Roles</b>	All staff follow relevant environmental procedures
<b>Purpose of process</b>	To ensure that company does not harm people or the environment and meets any applicable regulatory requirements
<b>Risk and Opportunities<sup>1</sup></b>	Please refer to Register of Aspects & Impact QF030
<b>Objectives / KPIs<sup>1</sup></b>	Please refer to Quality & Environmental Objectives QF004
<b>Inputs required<sup>2</sup></b>	Clear instructions on environmental obligations
<b>Related Procedures<sup>3</sup></b>	QP068, QP069, QP070, QP071
<b>Outputs expected<sup>4</sup></b>	Evidence of environmental compliance
<b>Resources required<sup>5</sup></b>	Staff, equipment, suppliers (e.g. waste management)



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<b>Process Title</b>	<b>IT</b>
<b>Process Owner</b>	Global responsibility via CTO, based out of Tustin, California
<b>Other Roles</b>	Senior IT systems analyst.
<b>Purpose of process</b>	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.
<b>Risk and Opportunities<sup>1</sup></b>	Please refer to Risk Register QF008
<b>Objectives / KPIs<sup>1</sup></b>	Please refer to Quality Objectives QF004
<b>Inputs required<sup>2</sup></b>	Requirements for staff throughout the business
<b>Related Procedures<sup>3</sup></b>	QP057, QP058
<b>Outputs expected<sup>4</sup></b>	Troubleshooting of any technical issues.
<b>Resources required<sup>5</sup></b>	Trained staff, procedures, equipment.

<b>Process Title</b>	<b>Engineering</b>
<b>Process Owner</b>	Engineering Managers
<b>Other Roles</b>	Compatibility Engineer, Production Support Technician
<b>Purpose of process</b>	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.
<b>Risk and Opportunities<sup>1</sup></b>	Please refer to Risk Register QF008A
<b>Objectives / KPIs<sup>1</sup></b>	Please refer to Quality Objectives QF004
<b>Inputs required<sup>2</sup></b>	Requirements for staff throughout the business
<b>Related Procedures<sup>3</sup></b>	QP027, QP028, QP029, QP030, QP031,
<b>Outputs expected<sup>4</sup></b>	Troubleshooting of any technical issues.
<b>Resources required<sup>5</sup></b>	Trained staff, procedures, equipment



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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 functions that are centralized out of HQ in Tustin, California, USA	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 centralized out of HQ in Tustin, California, USA	09.07.2022	JM
9.5	Clause 4.1 modification	Acknowledged climate change as a relevant issue, and that it should be addressed within the QMS.	20.08.2024	JM