

# SOLDER CONNECTION

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# Solder Connection Ltd

## Quality Overview



Version 2  
February 2022

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## 1. About Solder Connection

The Solder Connection Ltd. were established 30 years ago as a stocking distributor providing a range of solders and chemicals throughout the UK. Since then the company has become one of the UK and Irelands foremost technical supplier of soldering materials for both the Electronic and Industrial sectors. Over time the company has taken on other product ranges which complement our soldering materials, primarily but not exclusively, within the electronics market sector. We will continue where possible to expand our range further.

The Solder Connection Ltd. is ISO9001: 2015 certified and operates an integrated management system that complies with the requirement of this certification. This document sets out our company information and quality procedures that may be required by customers. For a copy of our ISO certification please see section 12. An overview of this document presented as 'Frequently asked Quality Questions' is highlighted in Section 13.

### Company Address:

Solder Connection Ltd  
Unit 5 Severn Link Distribution Centre  
Chepstow  
NP16 6UN

**Telephone number:** +44 (0) 1291 624 400

**Contact email:** [sales@solderconnection.co.uk](mailto:sales@solderconnection.co.uk)

**Website:** [www.solderconnection.com](http://www.solderconnection.com)

## 2. Product Range & Target Market

The Solder Connection Ltd. supplies a full range of Soldering materials and associated products to the Electronics and Industrial markets. Our range includes products manufactured by leading brands such as Senju, Qualitek, Metcal, BOFA, Vision Engineering and Tannlin, as well as own branded, toll manufactured products. Additionally a range of services are offered including design and manufacture of Production Tooling, Waste Collection, LEV Testing, Component Rework and Solder Analysis. Some of these services are operated by third parties on The Solder Connection Ltd.'s behalf.

### 3. Key Contacts

<b>Sales</b>	Charlotte Penfold	<a href="mailto:sales@solderconnection.co.uk">sales@solderconnection.co.uk</a>	01291 624 400
<b>Finance</b>	Vikkie Clarke	<a href="mailto:accounts@solderconnection.co.uk">accounts@solderconnection.co.uk</a>	01291 635 164
<b>Quality</b>	Lizzie Penfold	<a href="mailto:lizzy@solderconnection.co.uk">lizzy@solderconnection.co.uk</a>	01291 635 160
<b>Technical</b>	David Traas	<a href="mailto:david@solderconnection.co.uk">david@solderconnection.co.uk</a>	07970 635 064
	Matt Sandiford	<a href="mailto:matt@solderconnection.co.uk">matt@solderconnection.co.uk</a>	07500 934 177

### 4. Financial Information

**VAT No:** 947783073

**Company Registration No:** 06736334

**Established:** 1989

**Accreditations:** ISO 9001:2015

**Waste Transport License:** CBDU-6145

### 5. ISO Certification

The Solder Connection Ltd. is accredited in line with ISO 9001: 2015. Further information regarding our Integrated Management System can be found in Section 6.1. A copy of our certificate can be found in Section 12.

## 6. Quality Policy

The Solder Connection Ltd. have a dedicated quality policy that will ensure that its products and services satisfy our customers' needs first-time, on-time, every-time, at good value to them and profitability to the company.

The goal of the company is to achieve a high level of customer satisfaction at all times. The Solder Connection Ltd. Connection believes in the concept of client and supplier working together in pursuing this policy and in continually striving for improvements in service quality.

The quality policy is based on 3 fundamental principles:

1. Ensuring that we fully identify and conform to the needs of our customers.
2. Looking at our service provision processes, identifying the potential for errors and taking the necessary action to eliminate them.
3. Everyone understanding how to do their job and doing it right first time.

We are all committed to operating continuously to this standard and our Company will constantly review and improve on our services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our customers.

### 6.1 Quality Management System

The Solder Connection Ltd. implements an Integrated Management System that has been designed to comply with the requirements of ISO 9001: 2015. This system is approved by the undersigned and supported by all our employees. The controls and procedures detailed in the system are consistently followed and are subject to yearly reviews and improvements using feedback information and audit findings. We are committed to a process of continual improvement in fulfilling all these policies.

Directors and Managers are responsible for the implementation of the Quality Assurance Procedures and all team members are individually responsible for the quality of goods and services supplied to customers. Orders and enquiries are checked on receipt for feasibility to complete the order to a satisfactory standard.

During procurement and supply of products each stage is monitored carefully by our team members to ensure compliance with the customer's order. Each order is subjected to a final inspection prior to despatch to ensure the quality of the goods and the completeness of the order.

Management are continually striving to make improvements to all business processes to ensure Customer and Employee satisfaction and have an open-door policy for any suggestions.

## 6.2 Internal Audits

Internal Audits are carried out to our annual audit schedule by a Third Party Auditor alongside our Quality Management Team

All internal and external audits reports are confidential and non-transferable.

## 6.3 Customer Satisfaction & Handling of Customer Complaints

Customer Satisfaction is reviewed yearly through a 'Customer satisfaction Survey'. In addition customer satisfaction is measured through customer visit and regular management reviewal of customer complaints.

Customer complaints should be directed to your customer service sales representative in the first instance. Customer complaints are reviewed at quarterly management meetings to determine the cause of a complaint and put in place corrective or preventive actions.

## 6.4 Supplier Evaluation

Suppliers are evaluated based on regulatory compliance, quality and safety. Supplier performance is regularly reviewed, and The Solder Connection Ltd. focuses on building long term relationships.

Suppliers are expected to provide annual quality information including certification to aid in auditing their compliance.

## 6.5 Traceability

The Solder Connection Ltd.'s implemented Quality Management System and supplier relationships, enable full supply chain traceability, from Purchase Order to delivery of our products.

For purposes of traceability we can supply Certification for both Conformity and Analysis (product dependant. Additionally applicable products are allocated batch numbers, dictated by either Solder Connection or the Manufacturer.

## 6.6 Non-Conforming Products

The Solder Connection Ltd. operates an internal Non-Conformity procedure which outlines the steps and responsibilities for the identification, isolation and processing of non-conforming products. Non-conforming products are labelled and stored in a designated quarantined area.

The causes of non-conforming products are investigated at quarterly management meetings and appropriate corrective and preventative measure are put into place if required.

## 6.7 Logistics

All materials are inspected at receipt by our Goods-In department who perform a visual analysis and documentation check. Any non-conforming products are reporting inline with our Non-Conformity and Quarantine Procedures.

Products are managed in accordance with the First Expired First Out (FEFO) principles via our SAP system. Before goods are shipped a secondary check is implemented to verify shipment details. Dangerous goods are identified in line with ADR obligations and are handled, packed and shipped as required.

## 6.8 Transport

Road transport is supplied by third part couriers who are regularly assessed. Hazardous goods are shipped by ADR approved couriers in line with governmental regulation.

## 7. Data Protection Policy

The Solder Connection Ltd. is fully committed to full compliance with the requirements of the General Data Protection Regulation. The Solder Connection will therefore follow procedures which aim to ensure that all employees who have access to any personal data are fully aware of and abide by their duties under the General Data Protection Regulation.

### *Handling personal data:*

The Solder Connection Ltd. will, through management and use of appropriate controls, monitoring and review:

- Strive to collect and process only the data or information which is needed
- Use personal data for such purposes as are described at the point of collection, or for purposes which are legally permitted
- Strive to ensure information is accurate
- Not keep information for longer than is necessary
- Securely destroy data which is no longer needed
- Take appropriate technical and organisational security measures to safeguard information

### *Principles of data protection require that personal data shall be:*

- Processed lawfully, fairly and in a transparent manner.
- Collected for specified and legitimate purposes and not further processed in a manner that is incompatible with those purposes.
- Accurate and where necessary, kept up to date.
- Processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss.



## 8. Solder Connection Employees

The Solder Connection Ltd. employees have access to all company policies and are requested to familiarise themselves with these.

### 8.1 Employee Training

The Solder Connection Ltd. Employees regularly undertake internal training refreshers relevant to their role. Training is assessed using individual training matrices.

In line with The Solder Connection Ltd. procedures Employees are encouraged to seek management clarification for any training issues they may face.

### 8.2 COVID-19 Pandemic

The Solder Connection Ltd. undertake regular risk assessments regarding the impact of COVID-19 on all employees, in line with government guidance. Policies regarding workplace safety, cleaning procedures and working from home have been implemented and communicated internally.

## 9. Health & Safety

The Solder Connection Ltd. has defined the organizations Occupational Health and Safety Policy to be in line with its Integrated Management System.

The Solder Connection Ltd. is committed to:

- Maintaining its offices and warehouse in conditions that are safe and without risks to health, including adequate means of access and egress.
- Maintaining adequate facilities and arrangements for the welfare of employees and an open-door policy.
- Providing information, instruction, supervision and training to ensure health and safety at work of its staff.
- Providing, operating and maintaining equipment and systems of work that are safe and without risk to health.
- Ensuring the safety and absence of risks to health in the use, handling, storage and transport of products for use at work and by customers.

- Providing protective clothing and safety equipment for staff to undertake their duties safely.
- Monitoring the arrangements for health and safety detailed in this statement.
- Complying with all applicable legal requirement, statutory obligations and other requirements.
- Any person (visitors and external parties) entering our sites must register and take note of our safety instructions.

The company is committed to comply with all current applicable legal requirements and any other related requirements to which the company subscribes. All relevant procedures have been documented, implemented and maintained.

This policy will be periodically reviewed to ensure it remains relevant and appropriate to the organization.

## 10. Ethics & Social Accountability

The Solder Connection Ltd aspires to be a leader in social accountability within the industry by promoting a positive culture with respect to human rights and the continuous improvement of working conditions. We are committed to managing our operations in a way that complies with all relevant employment legislation.

The Solder Connection Ltd will continuously look to improve the elements of our operation that impact on social accountability. In line with sound business practice we will:

- Conduct our business with fairness, honesty, integrity and respect for the interests our customers and service providers.
- Comply with the laws and regulations within the countries in which we operate.
- Prevent the use of child labour and forced labour, improve health and safety, support freedom of association, prevent discrimination, implement performance management and manage compensation and working hours.
- Where required we will provide job specific training for employees.

## 11. Other Regulatory Compliance

### 11.1 Dodd-Frank Consumer Protection Act 2010

The Solder Connection Ltd. supports the goal of the **Dodd-Frank Act, 2010** and its conflict of minerals reporting rules and as such being a distributor of solders in its many forms can confirm that, as part of our commitment within the supply chain, due diligence has been carried out to determine whether Conflict Minerals\*\* are used or not used in the products.


The Solder Connection Ltd.'s completed Conflict Minerals Reporting Template (CMRT) is available for download via our website ([solderconnection.com](http://solderconnection.com)). All suppliers and/or manufacturers of soldering materials, to Solder Connection Ltd have submitted individual Conflict Minerals Reporting Template's (CMRT) and confirmed that no conflict minerals are used in the production of these products. These supplier reports are readily available from our UK office, and will be e-mailed to you, if formally requested.

*\*\* Conflict minerals - Gold (Au), Tantalum (Ta), Tungsten (W) and Tin (Sn) that are sourced from the Democratic Republic of Congo or adjoining countries from mines controlled by non-governmental military groups.*

# SOLDER CONNECTION

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## 12. ISO Certificate



**CERTIFICATE**  
No. CN/16404Q

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certifies that :

**Solder Connection Ltd**

Unit 5, Severn Link Distribution Centre, Chepstow, Monmouthshire, NP16 6UN, United Kingdom

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operates a management system that has been assessed as conforming to :

**ISO 9001:2015**

for the scope of activities :  
The Procurement for Resale and Distribution of Soldering materials, Chemicals and associated equipment.

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Issue date : **01 February 2022**  
Valid until : **06 December 2024** (Subject to adherence to the agreed ongoing programme, successful endorsement of certification following each audit and compliance with the terms and conditions of certification.)  
Original date of certification : **15 December 2015**

**Mo Ghaus** Operations Director: SOCOTEC Certification UK



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SOCOTEC Certification UK Ltd, 6 Gordano Court  
Serbert Close, Portishead, Bristol BS20 7FS  
UNITED KINGDOM  
<http://socotec-certification-international.co.uk>

## 13. Public Liability Insurance

### Certificate of Public and Product Liability Insurance

<b>Policy number</b>	080X3576309/N03
<b>1. Name of policyholder</b>	The Solder Connection Ltd
<b>2. Date of commencement of insurance</b>	15 April 2021
<b>3. Date of expiry of insurance</b>	Noon 15 April 2022
<b>4. Business(es)</b>	Supply of solder & solder consumable, Distribution & of Solder Products
<b>5. Limit of indemnity</b>	
Public Liability	£5,000,000 any one incident
Product Liability	£5,000,000 in total for any one period of insurance

This is to certify that the policyholder is insured under the above numbered policy, subject to the terms and conditions agreed with the Insurer.

Signed on behalf of

**The National Farmers Union Mutual Insurance Society Limited (Authorised Insurer)**

Head Office: Stratford upon Avon



Steve Bower  
Customer Services Director

*This certificate does not form part of the policy / contract with NFU Mutual. It is a summary of the cover in force and full details are found in the policy.*

NFU Mutual is The National Farmers Union Mutual Insurance Society Limited (No. 111982). Registered in England. Registered Office: Tiddington Road, Stratford upon Avon, Warwickshire, CV37 7BJ. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. A member of the Association of British Insurers.

To find out more about how we use your personal information and your rights, please go to the privacy policy on our website.

[www.nfumutual.co.uk](http://www.nfumutual.co.uk)

## 14. Frequently Asked Quality Questions

### Storage/Stock Control & Traceability

**1. What type of containers/systems are used for storage of products?**

*All products are labelled and stored in pallets or boxes, then in RACKING or free-standing.*

**2. Do you keep records of stock control?**

*Stock is controlled and recorded using a fully automated ERP computer system. Stock takes are completed periodically throughout the year. An annual end of year stock take is also completed in December.*

**3. Is there a system of batch, date or independent traceability code in place which would enable tracking of a product throughout the system?**

*All appropriate products are allocated Lot Numbers/Expiry dates on our ERP system.*

**4. Do you supply a current Conflict Minerals Declaration (CMRT) that identifies the use of Conflict Minerals?**

*Yes, the latest copy is available on our website:*

*<https://www.solderconnection.com/Resources/Conflict-Minerals-Statement.html>*

### Corrective Action/Non Conformances

**5. Are customer complaints/non-conformances recorded?**

*Customer Complaints and Non-Conformities are recording via our ERP system.*

**6. Are customer complaints/non-conformances formally actioned?**

*Customer Complaints and Non-Conformities are reviewed and actioned at quarterly management meetings.*

### Quality Standards

**7. Are you registered/registering for ISO 9001 or 9002?**

*Yes, registered for ISO9001:2015. Please see Section 12 of this document for a copy of our certificate.*

**8. Do you have a Quality Control/Quality Assurance Manager?**

*Yes, please see Section 3 of this document for contact details.*

**9. Is there a formal, written Quality Policy?**

*Yes, please see Section 6 of this document.*

**10. Are planned internal audits carried out, established in relation to risk associated with the activity?**

*Audits are undertaken on a yearly basis in line with ISO9001:2015 regulations.*

**11. Do appropriately trained staff carry out internal audits?**

*Internal Audits are carried out by our Quality Manger and Management Team, alongside an independent third party auditor.*

**12. Are corrective action issued, completed, verified & reviewed?**

*Yes, actions are reviewed and implemented by our Management team in accordance with our Quality manager.*

**13. Do you operate a documented Ethical Policy?**

*Yes, please see Section 10 of this document.*

**14. Do you comply with REACH/RoHs regulation?**

*Yes, individual product confirmation available on request where applicable.*

## Site standards

### External Standards & Security

**15. Are the external areas maintained & in good order?**

*Yes*

**16. Is site access by employees and visitors controlled?**

*Yes, Visitors are required to sign in and out and be clearly identified as such during their visit.*

**17. Are procedures in place for the secure storage of materials?**

*Yes*

**18. Do you meet safe practice for the buildings you operate within?**

Yes

Staff facilities

**19. Is the staff room for recreation & eating away from the working area(s)?**

Yes

**20. Are toilets and hand -washing areas adequately separated from working areas?**

Yes

**21. Are hand-washing facilities sited in or around Warehouse?**

Yes

**22. Do you operate a formal company training policy?**

Yes

Waste/Waste Disposal

**23. Are systems in place to avoid accumulation of waste within working areas?**

Yes

**24. Do you have a waste disposal procedure?**

Yes

**25. Do you operate a Waste Carrier License for collection and storage of waste materials?**

*Yes, Our Waste Collection Services can be viewed on our website. Our UK Waste Transport License No is: CBDU-6145*

Storage & Transport

**26. Are documented procedure in place to maintain product safety & quality during storage, loading & transportation?**

Yes

**27. Are there documented vehicle loading & unloading inspections?**

Yes



**28. Are procedures in place for receipt of documents & product identification?**

*Yes, All documents are reviewed and scanned to our ERP system.*

**29. What type of transport is used?**

*Third Party Carriers*

## Products & Packaging

**30. Are certificates of analysis or conformance held for products?**

*Where applicable CoC's or CoA are available.*

**31. Where appropriate is packaging stored away from finished Products?**

*Yes*

**32. Where packaging materials pose a product safety risk, are special handling procedures in place to prevent product contamination?**

*Yes*

**If you require information not covered within this document, please contact our Sales Office.**