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ISO 9001 QUALITY MANAGEMENT POLICY

ORGANISATION:	FUTUREKIDS / SKILLSPRO GROUP
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SECTION	Policy
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DOC. NUMBER	44LP2025
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DATE ISSUED	31 October 2025
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NEXT REVISION	31 October 2027
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1 ISO 9001 Report for Futurekids SA MagBot

1. Introduction

- **Overview:** Futurekids SA is dedicated in providing innovative educational products for children, with the MagBot being a standout example. The MagBot is designed to enhance STEM learning through interactive robotics.
- **Purpose:** The ISO 9001 certification aims to ensure that Futurekids SA maintains a consistent level of quality in its products and services, ultimately enhancing customer satisfaction.

2. Scope of the Quality Management System (QMS)

- **Areas Covered:** The QMS encompasses design, development, manufacturing, distribution, and customer support of the MagBot.
- **Processes Involved:**
 - Concept development
 - Prototyping and testing
 - Production planning
 - Delivery logistics
 - Post-sale support

3. Quality Policy

- **Commitment to Quality:** Futurekids SA is committed to delivering high-quality educational products that meet or exceed customer expectations.
- **Objectives:**
 - Achieve a customer satisfaction rate of over 90%.
 - Reduce product defects to below 1%.
 - Foster a culture of continuous improvement within the organization.

4. Quality Objectives

- **Specific Goals:**
 - Increase customer engagement by 20% through enhanced support channels.
 - Implement quarterly reviews of customer feedback and product performance.
- **Performance Indicators:**
 - Customer surveys, defect rates, and support response times.

5. Organizational Structure

- **Management Structure:**
 - CEO: Overall QMS oversight
 - Quality Manager: Responsible for QMS implementation and monitoring

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- Development Team: Focus on design and testing
- Production Team: Oversee manufacturing and logistics
- Customer Support Team: Handle post-sale inquiries

6. Process Management

Key Processes in the QMS for MagBot

1. Design and Development

- **Conceptualization:** Initial brainstorming and market research to identify educational needs.
- **Prototyping:** Creating prototypes for testing functionality and educational efficacy.
- **Testing and Validation:** Rigorous testing to ensure safety, usability, and learning outcomes.

2. Supplier Management

- **Vendor Selection:** Evaluating and selecting suppliers for materials and components.
- **Quality Assurance:** Establishing criteria for supplier quality and performance monitoring.

3. Production Planning

- **Manufacturing Processes:** Defining production workflows to ensure consistent product quality.
- **Resource Allocation:** Efficient scheduling and allocation of resources to meet production targets.

4. Quality Control

- **Inspection and Testing:** Implementing checkpoints during production to inspect components and finished products.
- **Defect Tracking:** Recording and analysing defects to identify trends and areas for improvement.

5. Logistics and Distribution

- **Inventory Management:** Maintaining optimal stock levels to ensure timely delivery without excess.
- **Shipping Procedures:** Establishing protocols for safe and efficient product delivery.

6. Customer Support and Feedback

- **Support Channels:** Offering multiple channels (phone, email, chat) for customer inquiries and support.
- **Feedback Collection:** Actively soliciting customer feedback through surveys, reviews, and direct communication.

7. Training and Development

- **Employee Training:** Regular training sessions on quality standards, product knowledge, and customer service skills.
- **Continuous Learning:** Encouraging employee development through workshops and seminars.

8. Internal Audits

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- **Audit Schedule:** Regularly scheduled audits to assess compliance with QMS processes.
 - **Corrective Actions:** Identifying non-conformities and implementing corrective actions to address them.
9. **Management Review**
- **Performance Evaluation:** Reviewing key performance indicators (KPIs) related to product quality and customer satisfaction.
 - **Strategic Planning:** Adjusting strategies based on performance data and emerging trends.
10. **Continuous Improvement**
- **Kaizen Initiatives:** Encouraging a culture of continuous improvement through employee suggestions and process evaluations.
 - **Benchmarking:** Comparing performance against industry standards and best practices.

Recommendations for Implementation

- **Training:** Regular training for all employees on ISO 9001 standards and QMS procedures.
- **Monitoring:** Ongoing monitoring of KPIs to gauge the effectiveness of the QMS.

Key Stages in the Development of Educational Products

Developing educational products like the MagBot involves several key stages that ensure the product is effective, engaging, and aligned with educational goals. Here's a detailed breakdown of those stages:

1. **Needs Assessment**
 - **Identify Target Audience:** Understanding the age group, learning styles, and specific needs of the intended users (e.g., children, educators).
 - **Gather Feedback:** Conducting surveys, interviews, and focus groups to gather insights from teachers, parents, and students.
2. **Market Research**
 - **Competitive Analysis:** Assessing existing educational products to identify strengths, weaknesses, and market gaps.
 - **Trends Analysis:** Keeping abreast of current educational trends and technologies that can influence product design.
3. **Concept Development**
 - **Brainstorming Sessions:** Generating ideas for features, functionalities, and educational content.
 - **Concept Sketching:** Visualizing ideas through sketches or digital mock-ups to explore design options.
4. **Curriculum Alignment**
 - **Educational Standards:** Ensuring the product aligns with relevant educational standards and learning objectives.

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- **Content Development:** Collaborating with educators to create engaging and educationally sound content.
- 5. **Prototyping**
 - **Initial Prototypes:** Developing early models (physical or digital) to test concepts and functionalities.
 - **User Testing:** Conducting tests with target users to gather feedback on usability and educational effectiveness.
- 6. **Design Refinement**
 - **Analyse Feedback:** Reviewing feedback from user testing to identify areas for improvement.
 - **Iterative Design:** Making necessary adjustments to the product based on testing results and user input.
- 7. **Development**
 - **Finalize Specifications:** Establishing detailed specifications for materials, features, and design.
 - **Software Development:** Creating software components necessary for functionality, including user interfaces and educational content.
- 8. **Quality Assurance**
 - **Testing for Functionality:** Ensuring all components work as intended and meet quality standards.
 - **Safety Testing:** Conducting safety assessments to comply with regulations and ensure user safety.
- 9. **Pilot Testing**
 - **Limited Release:** Launching a pilot version of the product in select classrooms or educational settings.
 - **Collect Data:** Gathering feedback on performance, engagement, and educational impact from real users.
- 10. **Final Adjustments**
 - **Refine Based on Pilot Feedback:** Making final adjustments based on pilot testing results to enhance the product.
 - **Documentation:** Preparing user manuals, educational guides, and training materials.
- 11. **Launch Planning**
 - **Marketing Strategy:** Developing a plan for promoting the product to educators, schools, and parents.
 - **Distribution Logistics:** Establishing channels for product distribution, including online and retail options.
- 12. **Post-Launch Support**
 - **Customer Support Setup:** Providing training and support for users to maximize product effectiveness.
 - **Feedback Mechanisms:** Creating channels for ongoing user feedback to inform future improvements.
- 13. **Continuous Improvement**
 - **Evaluate Performance:** Regularly assessing the product's impact on learning outcomes and user satisfaction.
 - **Update and Enhance:** Making iterative improvements based on feedback and advancements in educational practices.

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7. Document Control

- **Procedures:**
 - All documents related to the QMS are reviewed regularly and updated as necessary.
 - A centralized digital repository ensures all team members have access to the latest documents.
- **Information Management:**
 - Version control and change logs are maintained to track document history.

8. Risk Management

- **Identification of Risks:**
 - Technical challenges during product development.
 - Supply chain disruptions affecting material availability.
 - Customer dissatisfaction due to product issues.
- **Mitigation Strategies:**
 - Regular risk assessments and contingency planning.
 - Establishing relationships with multiple suppliers.

9. Customer Feedback and Satisfaction

- **Collection Mechanisms:**
 - Surveys distributed post-purchase and during support interactions.
 - Online reviews and social media monitoring.
- **Addressing Feedback:**
 - A dedicated team reviews feedback weekly and implement changes as needed.

10. Internal Audits

- **Schedule:**
 - Internal audits conducted bi-annually to assess compliance with the QMS.
- **Documentation:**
 - Findings documented in audit reports, with action items tracked for resolution.

11. Management Review

- **Frequency:**
 - Management reviews conducted quarterly.
- **Discussion Points:**
 - Review of performance metrics, audit results, and customer feedback.
 - Strategic planning for the next quarter.

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12. Continuous Improvement

- **Strategies:**
 - Regular training sessions for staff to enhance skills and knowledge.
 - Implementation of a suggestion box for employees to propose improvements.
- **Examples of Past Improvements:**
 - Upgraded testing protocols based on previous audit findings, resulting in a 15% reduction in defects.

13. Conclusion

- Futurekids SA is committed to maintaining a robust QMS that aligns with ISO 9001 standards, ensuring that the MagBot continues to meet customer expectations while fostering a culture of quality and continuous improvement.
- These processes ensure that the MagBot is developed and delivered with a high standard of quality, ultimately enhancing customer satisfaction and educational impact.

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