Company & Quality Self-Assessment

Introduction

To Whom It May Concern,

Southbourne Rubber Co Ltd (SBR) supplies many customers worldwide. It is therefore, not cost effective for SBR to respond to each individual information request. The following document contains all pertinent information regarding SBR and our Quality Management System including our current ISO Certifications. Please note this document is regularly updated and contains the most recent information.

We appreciate your business and hope you find the following information satisfactory. Should you require any information that this document does not cover please send your request to our sales team sales@sbr.aero

Thank you for your understanding and kind regards,

Southbourne Rubber Co Ltd

Company and Quality Self-Assessment

SECTION ONE: GENERAL INFORMATION			
Company Name	Southbourne Rubber Co Ltd	**Logo**	
Address	Unit 1 Hayward Business Centre New Lane Havant PO9 2NL UK		
Telephone	+44 (0)23 9225 5180	**Email**	sales@sbr.aero
Website	sbr.aero		
Customer Services Department and General Enquires	sales@sbr.aero	**Accounts**	accounts@sbr.aero
Quality Department	quality@sbr.aero	**Marketing:**	claire@southbournerubber.co.uk
Company Contacts	**Title**	**Name**	
	Group Chair	Paul West	
	Managing Director	Rob Cuffe	
	Director	Tim Maslen	
	Operations Director	Libby Freemantle	
	Group Finance Director	Jacquie Mills	
	Quality Representative	Jeff Pickering	
	Production Manager	Mark Byrne	
	Group Marketing Director	Claire Jupp	
Ownership Business Type	Private Limited Company		
Years in Business	Est. 1972		
Registered Address	29 Aston Road, Waterlooville, Hampshire PO7 7XJ		

Company Overview	**History** Founded in a small village between West Sussex and Hampshire, from where its name derived, Southbourne Rubber (SBR) has been prominent in the manufacture of precision aero-grade elastomeric mouldings, O-rings, seals, gaskets and custom components since the 1970s, giving us over 50 years' experience in the aerospace sector. After a move to Waterlooville, Hampshire in 1995, we built lasting relationships with key customers, becoming a trusted partner to global and British aerospace, MoD, DoD and the healthcare market, among other industry sectors. Since 2016, we have been part of The West Group of Companies (TWGoC), and in May 2026 relocated to a significantly larger, state-of-the-art facility in Havant, Hampshire, reinforcing our position as a major contributor to aerospace and Defence supply chains. **Range** By sourcing our materials primarily from the UK, EU & USA, and manufacturing from some of the most advanced materials available, we offer quality products, superior operational performance and consistency of supply across a broad range of both standard and make-to-print products. If you can't find what you're looking for, contact the SBR sales office on: +44 (0)23 9225 5180 **Competence** Specialists in custom mouldings, we utilise our technological and industry knowledge to support our customers with make-to-print, NPI and design work, including critical tolerances, design support, material expertise and reverse engineering. We have a strong reputation across industry for high-performing products and service quality.
Business Scope	SBR specialises in the design, manufacture and distribution of precision elastomeric components for aerospace, defence, marine, medical, energy and engineering industries.
Mission Statement	Lean, agile and customer focused we pride ourselves on our ability to maintain a highly responsive level of service for our customers. SBR° offers the complete manufacturing package working from design through to manufacturing with quality assurance throughout. We deliver a fast response, quality parts and a personable service our customer's trust.
Products and Services Provided	Precision aero and medical grade design and manufacture of elastomeric mouldings: Seals, gaskets, grommets, washers, diaphragms, anti-vibration, extrusion, gaiters & bellows and custom components.
Public Liability Insurance	Southbourne Rubber Co Ltd maintains product and public liability insurance for up to £5,000,000. Our current insurance information is available upon request.
Customer Specific Tailored Insurance	Customer specific tailored insurance is available upon request at an additional cost, please contact our sales department for a quote.
Major Customers and Suppliers	Company Confidential
Total number of buildings/sites	1 @ 27,000sq ft
Number of Employees	30+
Shift Patterns	1 Shift (7.00 - 17.00 GMT) Monday - Thursday 1 Shift (7.00 - 13.00 GMT) Friday

SECTION TWO: QUALITY MANAGEMENT SYSTEM INFORMATION

2.1. QUALITY MANAGEMENT SYSTEM ACCREDITATIONS

Quality Certifications	**Standard:** AS9100D	**WCS Cert No.** AS0162	**Last Assessment:** July 2026	**Expires:** 03/01/2028

(Certificates available to download from Quality (southbournerubber.co.uk))	**Standard:** ISO9001:2015	**WCS Cert No.** AS0162	**Last Assessment:** July 2026	**Expires:** 03/01/2028
Accreditations	Cyber Essentials Plus, JOSCAR			
ISO 14001	Actively working towards this accreditation			
Company Environmental Policy	Available on request			
2.2. QUALITY				
Quality Manual	Yes – AS9100			
Documented Procedures	Yes			
Quality Policy	**The SBR Quality Statement Policy**: At Southbourne Rubber, quality is not negotiable. We manufacture rubber and silicone components that meet the demanding standards of aerospace and defence, right first time, every time – because our customers' missions depend on it. Click here to read our full quality policy.			
Control of Quality Documents and Records	Documents and data records that affect and support the Quality Management System are controlled, including the Quality Manual, Procedures, Process Work Instructions, Quality Management Forms, and Technical Drawings etc. SBR have assigned responsibilities for the creation, review, approval, storage, control and retention of quality documents and records. Document versions are traceable though the allocation of document issue numbers and SBR.'s QMS Change Control Procedure. QMS documents including Procedures and Work Instructions must be reviewed and approved using electronic signatures before release.			
Change Control	**Supplier Change Control:** We require our Supply Chain to have a robust Change Control process in place and to ensure that a clear notification is sent in advance of any planned change. SBR require notification of any changes to form, fit or function that affect any previously agreed acceptance criteria, product specification or dimensions, material composition, physical appearance, specification, manufacturer, manufacturing process or location. SBR then process any supplier changes, assess the impact of the change and notify any customers if applicable.			
2.3. AUDITING, NON-CONFORMANCE AND HANDLING CUSTOMER COMPLAINTS				
Internal Auditing	Internal Auditing are conducted to assess the execution, monitoring, refinement and effectiveness of the application of ISO 9001:2015, AS9100D and SBR Quality Management System.			
Does SBR Allow Visits from Customer and Suppliers for External Audits?	Yes – External audits must be pre-arranged, please contact our Quality Department (Quality@sbr.aero) who will assist in scheduling a planned visit with you. Please note that we do not allow unplanned visits or audits.			
Non-Conformance, Corrective Actions and Preventative Actions	SBR has established procedures to control non-conforming product. The Non-Conformance Procedure defines the procedure for identification, evaluation, segregation of non-conformation product and material. The Corrective and Preventative Action Procedure defines the responsibilities for identifying suitable corrective actions.			

Customer Complaints and Feedback	SBR takes customer complaints and feedback seriously. Customer complaints are recorded, investigated and resolved in partnership by the responsible Sales Representative and the Quality Department. Customer complaints and feedback are reported into Management Review through the bi-monthly Quality Review Report.
Continual Improvement	SBR is committed to continual improvement through regular reviews and analysis of data.
2.4. MANAGEMENT REVIEW AND RESPONSIBILITY	
Management Review and Responsibility	The Quality Management System is reviewed twice per year as a minimum by the SBR senior level management team. Supplier, Sales and Business Performance is also monitored on a monthly basis and personnel, training and other improvements are identified.
Management Review Inputs	The reviews consider topics such as the results of all internal and external audits within the review period, resolution of customer complaints and feedback from the Head of Departments Meetings etc.
Disaster Recovery	In the event of a serious incident that could prevent SBR to continue normal operations we have a documented Disaster Recovery Plan. This includes an assessment of potential risks and solutions to minimise their potential impacts and enable SBR to continue as reasonably possible with normal business operations.
2.5. WORK ENVIRONMENT AND HEALTH AND SAFETY	
Environmental Management System	SBR does not currently hold ISO 14001 certification but is actively working towards with evident positive results to achieve this standard. However, SBR has evaluated and documented all considerations that should be given by all employees to the principles and application of a formal EMS, and to the minimisation of adverse environmental impact. Considerations are made for land, water and air pollution, waste, hazardous chemicals, nuisance, flora/fauna and archaeology, resource consumption etc.
Environmental Statement	SBR has an established Environmental Statement.
Pest Control	Annual (unless otherwise necessary) inspections/visits are performed using an external approved pest control vendor.
Housekeeping	SBR uses an external contracted janitorial service company approved for maintaining the cleanliness of the office and other operational facilities.
Health and Safety Management System	SBR uses an external consultancy company for HR and Health and Safety expertise. We also have an in-house team assigned for the responsibility for Health and Safety throughout the company.
2.6. HUMAN RESOURCES	
General	SBR ensures proper allocation of financial and personnel resources necessary to maintain the effectiveness of the Quality Management System through Management Review.

Competence, Awareness and Training	A programme is in place to ensure that all personnel are adequately trained to perform their job functions. Periodic reviews are also undertaken to ensure personnel are capable of meeting company quality requirements and objectives. Departmental Managers are responsible for identifying any training required. Employees performing skilled work shall be qualified based on appropriate education, training and experience as required to perform the particular function.
2.7. PRODUCTION	
Maintenance	A maintenance program is in place for the preventative and reactive work required to keep the building and production equipment in satisfactory working order. SBR have nominated personnel responsible for keeping the workplace well maintained.
Work Environment	SBR maintains a controlled environment for assembly work. The environmental controls in place are intended to reduce contamination. Jobs are categorised and assigned appropriate areas for production including Clean Production, Test and Inspection. Please see below for more information on our Cleanroom facilities.
2.8. PRODUCT TRACEABILITY, QUALITY, TEST AND INSPECTION	
Does SBR Perform Goods In Inspection on Products/Materials Received Prior to Use?	Yes – in line with our Handling, Storage and Distribution Procedure and the Product Identification and Traceability Procedure. Verification of products received at goods-inwards shall be accomplished by at least one of the following including visual inspection, dimensional measurements, Certificate of Compliance (Analysis) and /or against the purchase order.
Does SBR Provide Certificates of Conformity?	Yes – C of C's are generated and dispatched with goods as part of the delivery note and chargeable.
Product Traceability	SBR has an established procedure for the identification, traceability and control of product from receipt and during all stages of storage, production, packaging and delivery.
Inspection and Testing	As documented in the Inspection and Testing Procedure, all material and items, upon receipt are held until verified. Production Assembles/Products have their own documented Inspection Procedures. Additional Inspection and Testing are product specific and/or customer required. SBR has trained personnel who inspect production product as required by product specific documented Work Instructions. The Quality Assurance Department ensures that all specified requirements for production work are verified. Production work shall not be released until all specified inspection and/or tests have been performed successfully with evidence of verification.
Calibration and Test Equipment	Our Calibration Procedure defines the procedures required to control measuring and monitoring equipment. This procedure ensures that all devices required to verify product to customer requirements, give correct and accurate measurements and readings are calibrated and maintained.
Product Quality Planning	SBR's Quality Manual defines and documents how quality will be maintained throughout the Company. In addition, SBR has an established procedure for product quality planning, this is used when a new product or service is to be introduced, or a detailed contact or project is to be undertaken. This procedure includes initial assessments to determine if the product or work to be undertaken is suitable and within the company's capabilities.

2.9. WAREHOUSE AND STORAGE	
Warehouse Management	SBR has a documented procedure for the care and handling of products throughout receipt, storing, packing and dispatch to preserve the quality of all products.
2.10. CONTRACT REVIEW, LEGAL AND CONTRACTUAL DOCUMENTATION	
Does SBR have a Contract Review Team?	Yes – SBR Contracts Team review customer requirements, contracts and legal documentation before entering into any contractual agreements.
Code of Conduct	SBR is committed to acting in the highest standards ethically and responsibly in all areas of its business practices. We are confident that our Business Conduct Principles encompass and adhere to the 10 Principles of the UN Global Compact incorporating Human Rights, Labour, Anti-Corruption and the Environment. In addition, the requirement to comply with Conflict Minerals regulations and Employee Health and Safety are captured.
Terms and Conditions of Sale	Terms and Conditions of Sale regarding Delivery of Goods, Warranty, Returns, Cancellation, Price, Payment, Exclusions, Limitations, Consumer Rights and Regulations etc. are made available to customers upon order confirmation.
Confidentiality and Non-Disclosure Agreements (NDA):	Typically, no exchange of confidential information occurs during the process of purchasing our standard off the shelf products. Where intellectual property exists we ask Customers, and if necessary Suppliers, to enter a mutual non-disclosure agreement. This agreement creates a mutual confidential relationship to protect any type of confidential and proprietary information.
2.11. PROCUREMENT	
Purchasing and Supplier Evaluation	SBR's Purchasing Department are responsible for ensuring that all components, materials and services affecting quality conform to the specified requirements and are only to be Suppliers on the Approved Supplier List. Approved Suppliers are monitored. Suppliers must successfully complete our Supplier Approval and Review to be added to SBR Approved Supplier List.
2.12. SALES AND MARKETING	
Customer Services	SBR Admin Department is committed to providing the best possible customer service experience. Our Sales Admin Department follows structured day-to-day administration procedures covering enquires, quotations, pricing, order processing, stock control, returns, complaints and reporting etc.
Business Development	SBR has an established Business Development team who are responsible for managing and maintaining customer relationships. SBR relies on the promoting and maintaining existing customer satisfaction for continued business success and future business growth.
Marketing	SBR has an established Marketing Department. Our Marketing Department plays a vital role in promoting the business and contributing to meeting our company's mission statement and strategic business plan.
2.13. TECHNICAL AND R&D	
Project Risk Management	SBR has an established procedure for carrying out risk assessments for projects as documented in our Risk Assessment Procedure. The objective of this process is to award the project a risk rating, this helping with the decision-making process regarding suitability of the project for SBR and appropriate actions and precautions going forward.