Quality Manual

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Andros Manufacturing Corporation
Rochester, New York

Scope

Andros manufactures screw machine products utilizing an ISO9001:2000 registered quality management system.

Exclusions

Andros is declaring exclusion to 7.3 Design and Development, and 7.5 Service. These functions are not performed at Andros at this time.

Quality Policy:

Andros Manufacturing Corporation is committed to continually improving its processes in order to increase defect free product, on time delivery, and customer satisfaction.

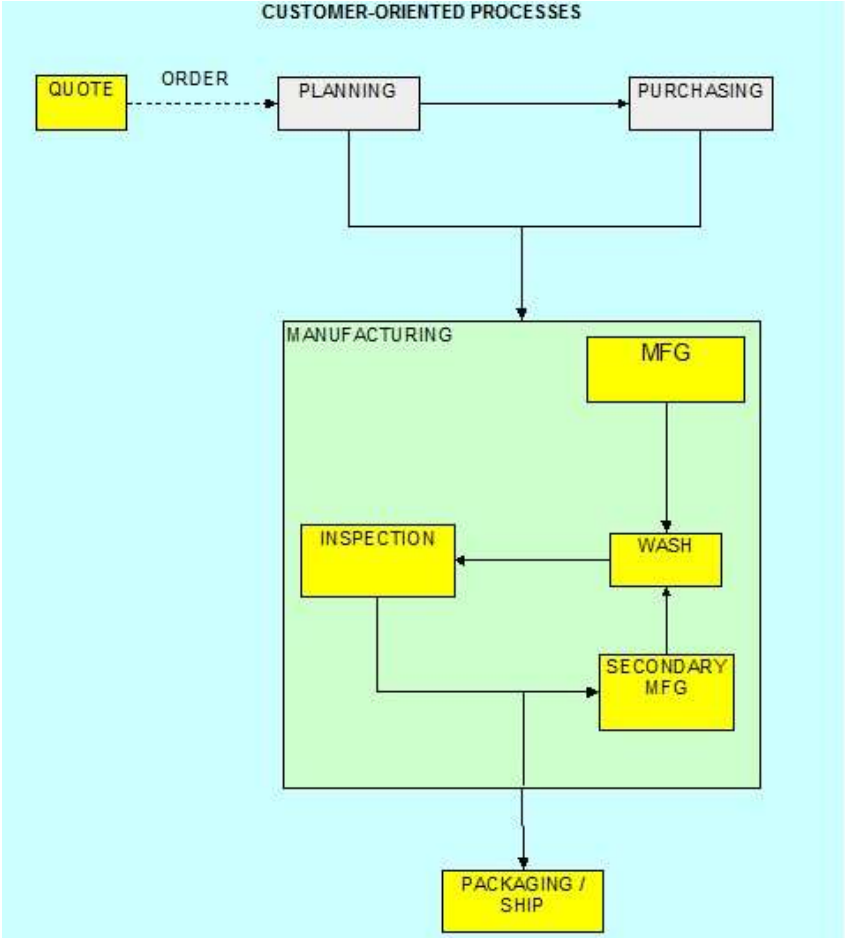
Quality Manual

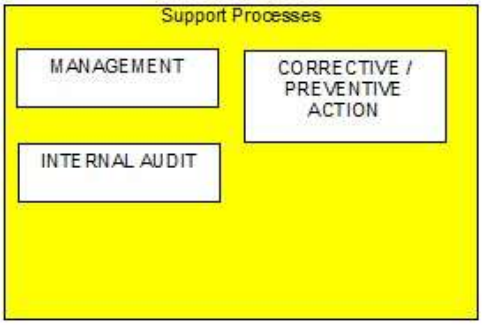
This Quality Manual has been established to:

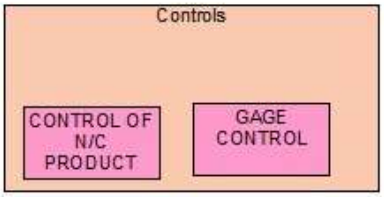
- define the processes needed for the quality management system and their application throughout the company,
- specify the sequence and interaction of these processes,
- reference the procedures needed in the implementation of the quality management system

Processes:

Sequence and interaction of processes


CUSTOMER-ORIENTED PROCESSES
QUOTE
ORDER
PLANNING
PURCHASING
MANUFACTURING
MFG
INSPECTION
WASH
SECONDARY MFG
PACKAGING / SHIP


Support Processes
MANAGEMENT
CORRECTIVE / PREVENTIVE ACTION
INTERNAL AUDIT


Controls
CONTROL OF N/C PRODUCT
GAGE CONTROL

SUPPLIER	INPUT	PROCESS	OUTPUT	CUSTOMER	EFFECTIVITY METRIC	EFFICIENCY METRIC
CUSTOMER	RFQ	QUOTE	QUOTE	1-CUSTOMER 2-ENGINEERING	HIT RATE	NONE
CUSTOMER	PURCHASE ORDER	PLANNING	MACHINE LAYOUT QUALITY PLANS	MFG	FIRST PASS YIELD	NONE
PLANNING	RAW MATL NEEDS	PURCHASING	APPROVED MATERIAL READY FOR USE	MFG	SUPPLIER PROBLEMS AFFECTING CUSTOMERS	SUPPLIER EFFICIENCY RATING FROM ESTITRACK
1-PURCH 2- ENG	1-APPROVED MATL 2-PRINTS, LAYOUTS	MFG	FINISHED GOODS	SHIPPING	SCRAP	MFG EFFICIENCY FROM ESTITRACK
SHIPPING	FINISHED GOODS	PACKAGING / SHIP	SHIPPED PARTS	CUSTOMER	COMPLAINTS	NONE
PROCESS OWNERS	MGT REVIEW INPUTS REQ'D BY STANDARD	MGT	DECISIONS ABOUT IMPROVING QMS EFFECTIVENESS, IMPROVEMENT OF PRODUCT, RESOURCE NEEDS	MGT	% PROCESSES ACHIEVING GOALS	NONE
MGT	AUDIT SCHEDULE, STATUS OF PROCESS	INTERNAL AUDIT	STATUS OF AUDITED PROCESS	PROCESS OWNER, MGT	SURVEY SCORE	ON-TIME
ANY PROCESS	PROBLEM OR POTENTIAL PROBLEM	C/A, P/A	SOLUTION, CONTAINMENT	MGT	REPEAT PROBLEMS	CLOSURE TIME

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Procedures

Number	Name
QP001	Internal audits
QP002	Document control
QP003	Control of nonconforming product
QP004	Corrective action
QP005	Preventive action
QP006	Control of records
QP007	Monitoring and measurement of product
QP008	Customer satisfaction
QP009	Control of monitoring and measurement devices
QP010	Customer related processes
QP011	Purchasing
QP012	Management review

REV	DATE	DESCRIPTION
A	11/20/03	Initial release
B	2/9/04	Added sections 1, 2 and 3, change section numbers starting at 4; added 4.1, 4.2.1, 4.2.2, 5.5.2. Modified 7.1, 4.2.2, 7.4.1, 7.4.2, 7.5.2, 7.5.5, 7.5.4.
C	05/03/05	Revised 4.1.
D	11/22/06	Added revision history, added sequence and interaction of processes, removed text that is contained in referenced procedures.
E	01/23/07	Added table showing process inputs, outputs, etc.
F	02/11/07	Removed items not required for QM. Better linked processes.