
# CUSTOMER SERVICE MANUAL

## Purpose

The purpose of this manual is to outline the processes and procedures used by Andros Manufacturing Corporation (the Company) to manufacture screw machine products in an ISO 9001:2008-compliant Quality Management System.

## 0.1 General

The design and organization of the Company's Quality Management System was influenced by varying needs, particular objectives, the products provided, the processes employed and the size and structure of the Company.

The Quality Management System requirements specified in this manual are complementary to requirements for our products and processes.

This manual can be used by internal and external parties, including certification bodies, to assess the Company's ability to meet customer, regulatory, and the Company's own requirements.

The quality management definitions and principles stated in ISO 9001:2008 have been taken into consideration during the development of this manual.

## 0.2 Process Approach

This Customer Service Manual documents a quality system that promotes a process approach to develop, implement and improve the effectiveness of the Quality Management System, to enhance customer satisfaction by meeting customer requirements.

For the Company to function effectively, it has identified numerous linked activities. These activities using resources, and managed in order to enable the transformation of inputs into outputs, are considered processes.

The application of a system of processes within the Company, together with the identification and interactions of these processes, and their management, is referred to as the "process approach".

This approach emphasizes the importance of:

a) Understanding and meeting requirements

b) The need to consider processes in terms of added value

c) Obtaining results of process performance and effectiveness

d) Continual improvement of processes based on objective measurement

## 1. Scope of this Manual

### 1.1. General

This manual specifies requirements for our Quality Management System where the Company

a) Needs to demonstrate its ability to consistently provide product that meets customer and applicable regulatory requirements, and

b) Aims to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable regulatory requirements.

### 1.2. Application

All requirements documented in this manual are intended to be applicable to our entire organization.

At this time, Andros Manufacturing Corporation does not design product, therefore Section 7.3 of ISO 9001:2008 does not apply regarding the design of the product we produce. Andros Manufacturing Corporation produces product to customer-supplied designs.

The Company is not engaged in the servicing of product therefore references to Service requirement of ISO 9001:2008 are not included in this manual.

The Company does not have any processes in which the resulting output cannot be verified by subsequent monitoring or measurement. Therefore, Section 7.5.2 does not apply.

Should this change in the future, this manual will be revised to reflect these changes.

### Organization of this Manual

This manual is organized and keyed to ISO 9001:2008 where practical.

### Control and Revision of this Manual

The Quality System described herein is reviewed by the Management Representative at least every three years to verify compliance with ISO 9001:2008 and other applicable requirements. This manual, procedures, and supporting documentation are reviewed periodically for significant changes that may have been made. Documents are revised or supplementary sheets added when changes affecting the contents of this manual occur.

Changes to the manual are controlled by complete re-issuance of the manual. The controlled copy of the manual is the electronic copy on the Company computer network.

The Management Representative maintains this manual in a computer file. When this file is updated the Management Representative notifies affected employees. A history of updates is maintained in a revision history at the end of the document. If ISO 9001 is revised in the future, or if customer requirements or business needs change, Andros Manufacturing Corporation systems will be reviewed in light of the changes. System changes will be made where necessary and this manual shall be revised to reflect the changes as appropriate.

## 2. Normative Reference

This document contains provisions which, directly or through reference, constitute provisions of ISO 9001:2008.

## 3. Terms and Definitions

For the purposes of this manual, the terms and definitions given in ISO 9000 apply.

The following terms, used in this manual to describe the supply chain, reflect the vocabulary currently used: Supplier → **Organization (the Company)**→ Customer

## 4. Andros Manufacturing Corporation Quality Management System

### 4.1. General Requirements

Andros Manufacturing Corporation has established, documented, implemented and maintains a Quality Management System and continually improves its effectiveness in accordance with the requirements of ISO 9001:2008.

The Company:

a) Has identified the processes needed for the Quality Management System and their application throughout the Company,

b) Has determined the sequence and interaction of these processes (reference Appendix A of this document),

c) Has determined criteria and methods needed to ensure that both the operation and controls of these processes are effective via procedures and instructions,

d) Has ensured the availability of resources and information necessary to support the operation and monitoring of these processes,

e) Monitors, measures and analyzes these processes through the internal audit and management review activities, and

f) Implements actions necessary to achieve planned results and continual improvement of these processes through corrective and preventive actions.

These processes are managed by the Company in accordance with the requirements of this manual.

When the Company chooses to outsource any process that affects product conformity with requirements, the Company ensures control over such processes. Controls of such outsourced processes are identified within the Quality Management System procedures.

NOTE: Processes needed for the Quality Management System referred to above include processes for management activities, provision of resources, product realization and measurement.

## 4.2. Documentation Requirements

### 4.2.1. General

The Quality Management System documentation includes:

a) Documented statements of a quality policy and quality objectives (defined in management reviews),

b) A Customer Service Manual (this document),

c) Documented procedures required by ISO 9001:2008 (may be accessed from this manual via hyperlink and via the document menu),

d) Documents needed by the Company to ensure the effective planning, operation and control of its processes, and

e) Records required by this manual and ISO 9001:2008.

NOTE 1: Where the term “documented procedure” appears within this manual, this means that the procedure is established, documented, implemented and maintained. The term “process” may be a documented procedure or an established process.

NOTE 2: Documentation may be in various form or type of medium as specified in the document control procedure QP002.

### 4.2.2. Customer Service Manual

The Company has established and maintains a Customer Service Manual (this document) which includes:

a) The scope of the Quality Management System, including details and justification for any exclusions,

b) Reference to documented procedures established for the Quality Management System, and

c) A description of the interaction between the processes of the Quality Management System. This interaction is described in Appendix A of this document, along with the process measurements.

### 4.2.3. Control of Documents

The Company has established and maintains a documented procedure (QP002) to control documents and data that relate to the requirements of ISO 9001:2008 including, to the extent applicable, documents of external origin such as standards and customer specifications. Each Andros Manufacturing Corporation employee is responsible for knowing and understanding how to verify the document in use is the appropriate revision level.

The documented procedure defines the controls needed

a) To approve documents for adequacy prior to issue,

b) To review and update as necessary and re-approve documents,

c) To ensure that changes and the current revision status of documents are identified,

d) To ensure that relevant versions of applicable documents are available at points of use,

e) To ensure that documents remain legible and readily identifiable,

f) To ensure that documents of external origin are identified and their distribution controlled, and

g) To prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose.

#### 4.2.4. Control of Records

Records are established and maintained to provide evidence of conformity to requirements and of the effective operation of our Quality Management System. A documented procedure (QP006) has been established to define the controls needed for the identification, storage, protection, retrieval, retention time and disposition of records.

Quality records are listed on the quality record matrix (Q-012) where their retention time is defined. Quality records are maintained for a minimum of the time specified on the controlled document matrix, however, they may be retained as long as the Company deems necessary, so long as a maximum retention time has not been established.

Quality records must be legible, readily identifiable and retrievable.

Where applicable, customer retention times are incorporated into customer-specific requirement documentation.

## 5. Management Responsibility

### 5.1. Management Commitment

Top management provides evidence of its commitment to the development and implementation of the Quality Management System and continually improving its effectiveness by

a) Communicating to the organization the importance of meeting customer as well as statutory and regulatory requirements, (typically through the use of prints for customer requirements)

b) Establishing the quality policy,

c) Ensuring that quality objectives are established, (during management reviews)

d) Conducting management reviews, and

e) Ensuring the availability of resources.

### 5.2. Customer Focus

Top management ensures that customer requirements are determined and are met with the aim of enhancing customer satisfaction (Reference quotation and order reviews). This is accomplished, in part, through management review of the quality objectives, internal audits, and customer feedback. Customer requirements are communicated through the part drawing and electronic order.

### 5.3. Quality Policy

Top management has established a quality policy that:

a) Is appropriate to the purpose of the Company,

b) Includes a commitment to comply with requirements and continually improve the effectiveness of the Quality Management System,

c) Provides a framework for establishing and reviewing quality objectives (management review),

d) Is communicated and understood within the Company, and

e) Is reviewed for continuing suitability (management review).

The quality policy is relevant to The Company goals and the expectations and needs of its customers. The Andros Manufacturing Corporation President ensures that the quality policy is understood, implemented and maintained at all levels of the organization. The quality policy is reviewed during management review meetings for continuing

relevance and suitability. Employees are expected to understand how they implement and contribute to the success of the quality policy. It is reinforced through such means as posting throughout the company, stated during company meetings, and internal audits.

**Andros Manufacturing Corporation 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.**

## 5.4. Planning

### 5.4.1. Quality Objectives

- Top management ensures that the quality objectives, including those needed to meet requirements for product, are established at relevant functions and levels within the Company. The quality objectives are measurable and consistent with our quality policy and are set during management review. The objectives are specific goals set for the performance of the internal processes.
- The specific goals are set in the management review meetings, are recorded in the management review record and are published with the management review results.
- Each quality objective is expected to show long term continual improvement and meet the periodic goals established in management review. Corrective or preventive actions are implemented when this requirement is not met.

### 5.4.2. Quality Management System Planning

Top management ensures that

a) The planning of the Quality Management System is carried out in order to meet the requirements given in 4.1, as well as the quality objectives via the internal audit and management review processes, and

b) The integrity of the quality management system is maintained when changes are planned and implemented by use of our document control system, internal audit system and management review process. Corrective actions are implemented when a nonconformance is encountered.

## 5.5. Responsibility, authority and communication

### 5.5.1. Responsibility and authority

Top management ensures that responsibilities and authorities are defined and communicated within the Company through our procedures, organizational chart, this manual and other quality systems documentation.

### 5.5.2. Management representative

Top management has appointed the President as the Management Representative who, irrespective of other responsibilities, shall have responsibility and authority that includes

a) Ensuring that processes needed for the Quality Management System are established, implemented and maintained,

b) Reporting to top management on the performance of the Quality Management System and any need for improvement, and

c) Ensuring the promotion of awareness of customer requirements throughout the organization.

NOTE: The responsibility of our management representative includes liaison with external parties on matters relating to the Quality Management System.

### 5.5.3. Internal communication

Top management ensures that appropriate communication processes are established within the Company and that communication takes place regarding the effectiveness of the Quality Management System. The internal audits, management review, corrective action and preventive action processes, and their outputs, are parts of the communication process.

### 5.6. Management review

#### 5.6.1. General

Top management ensures review of the Company's Quality Management System twice a year to ensure its continuing suitability, adequacy and effectiveness. This review includes assessing opportunities for improvement and the need for changes to the Quality Management System, including the quality policy and quality objectives. (Reference QP012)

Records from management reviews are maintained.

#### 5.6.2. Review input

The input to our management review includes, but is not limited to, information on

a) Results of audits,

b) Customer feedback,

c) Process performance and product conformity (including customer PPM and delivery performance),

d) Status of preventive and corrective actions,

e) Follow-up actions from previous management reviews,

f) Changes that could affect the Quality Management System, and

g) Recommendations for improvement.

#### 5.6.3. Review output

The output from our management review includes any decisions and actions related to

a) Improvement of the effectiveness of the Quality Management System and its processes,

b) Improvement of product related to customer requirements,

c) Resource needs, and

d) Process objectives and targets.

## 6. Resource management

### 6.1. Provision of resources

The Company has determined and provides the resources needed:

a) To implement and maintain the Quality Management System and continually improve its effectiveness, and

b) To enhance customer satisfaction by meeting customer requirements.

### 6.2. Human resources

#### 6.2.1. General Competence

Personnel performing work affecting product quality are deemed competent based on appropriate education, training, skills and experience.

#### 6.2.2. Competence, awareness and training

The Company

a) Determines the necessary competence for personnel performing work affecting product quality, (appropriate skills and experience determined by management through an informal analysis of workload)

b) Provides training or takes other actions to satisfy these needs – where applicable, (although on-the-job training is performed as needed, competence is usually achieved through previously acquired skills and experience)

c) Evaluates the effectiveness of the actions taken, (through observation of performance by senior staff member and review of quality rejects, scrap and productivity information)

d) Ensures that its personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of quality objectives, and

e) Maintains appropriate records of education, training, skills and experience in the employee personnel file (application, resume, degree, etc.). Additionally, orientation form O-003 is filed in the employee personnel file as well. This form contains some basic information as well as records when a new employee is ready to work without direct supervision.

### 6.3. Infrastructure

The Company determines, provides and maintains the infrastructure needed to achieve conformity to product requirements. Infrastructure includes, as applicable:

a) Buildings, utilities such as electric and steam,

b) Process equipment , and

c) Supporting services (such as telephone and internet).

### 6.4. Work environment

The work environment maintained for the comfort of the employees is sufficient to ensure conformity to product requirements.

## 7. Product realization

### 7.1. Planning of product realization

The Company plans and develops processes needed for product realization. Planning of product realization is consistent with the requirements of the other processes of the Quality Management System. (Reference QP010)

In planning product realization, the Company determines the following, as appropriate:

a) Quality objectives and requirements for the product, (typically determined by customer product drawings and purchase order requirements, and industry standards)

b) The need to establish processes, documents, and provide resources specific to the product,

c) Required verification, monitoring, inspection and test activities specific to the product and the criteria for product acceptance,

d) Records needed to provide evidence that the realization processes and resulting product meet requirements.

The output of this planning is in a form suitable for the Company's method of operations – typically a part print listing the product requirements.

### 7.2. Customer-related processes (Reference QP010)

#### 7.2.1. Determination of requirements related to the product

The Company determines

a) Requirements specified by the customer, including the requirements for delivery and post-delivery activities,

b) Requirements not stated by the customer but necessary for specified or intended use, where known,

c) Statutory and regulatory requirements related to the product ,and

d) Any addition requirements determined by the Company.

#### 7.2.2. Review of requirements related to the product

The Company reviews all requirements related to the product. This review is conducted prior to the Company's commitment to supply a product to the customer (e.g. submission of tenders, acceptance of contracts or orders, acceptance of changes to contracts or orders) and ensures that

a) Product requirements are defined,

b) Contract or order requirements differing from those previously expressed are resolved,

c) The Company has the ability to meet the defined requirements.

Records of the results of the review and actions arising from the review are maintained.

Where the customer provides no documented statement of requirement, the customer requirements are confirmed by the Company before acceptance. Once a customer's requirements are documented for a specific product during the initial request for quote no additional review is performed unless a change request is received from a customer.

Where product requirements are changed, the Company ensures that relevant documents are amended and that relevant personnel are made aware of the changed requirements.

#### 7.2.3. Customer communication

The Company has implemented effective arrangements for communicating with customers in relation to

a) Product information,

b) Inquiries, contracts or order handling, including amendments, and

c) Customer feedback, including customer complaints.

The preferred method of communication with customers is via email where practical, via telephone/fax, and in person – depending on the customer's preference.

### 7.3. Design and development

The Company does not design product. This section does not apply.

### 7.4. Purchasing

#### 7.4.1. Purchasing process (Reference QP011).

The Company ensures that purchased product conforms to specified purchase requirements. The type and extent of control applied to the supplier and the purchased product is dependent upon the effect of the purchased product on subsequent product realization or the final product.

The Company evaluates and selects suppliers based on their ability to supply product in accordance with the Company's requirements (reference Q-035).

NOTE: Existing suppliers as of the effective date of the initial release of this manual are considered "Grandfathered" as an acceptable supplier without evaluation. They are re-evaluated on an ongoing basis.

#### 7.4.2. Purchasing information

Where applicable, purchase orders describe the product to be purchased, including where appropriate

a) Requirements for approval of product, procedures, processes and equipment,

b) Requirements for qualification of personnel, and

c) Quality management system requirements.

The Company ensures the adequacy of specified purchase requirements prior to their communication to the supplier.

#### 7.4.3. Verification of purchased product

The Company has established and implemented inspection or other activities necessary for ensuring that purchased product meets specified purchase requirements (Reference QP007).

Where the Company or its customer intends to perform verification at the supplier's premises, the Company states the intended verification arrangements and method of product release in the purchasing information.

### 7.5. Production and service provision (Reference QP007).

#### 7.5.1. Control of production and service provision

The Company identifies and plans production processes under controlled conditions. Controlled conditions include as applicable

a) The availability of information that describes the characteristics of the product,

b) The availability of work instructions, as necessary,

c) The use of suitable equipment,

d) The availability and use of monitoring and measuring devices,

e) The implementation of monitoring and measurement, and

f) The implementation of release, delivery and post-delivery activities.

#### 7.5.2. Validation of processes for production and service provision

The Company does not currently have any production processes where the resulting output cannot be verified by subsequent monitoring or measurement.

The Company does not currently engage in service activities.

#### 7.5.3. Identification and traceability

The Company identifies and controls the traceability of the product by suitable means throughout product realization. Production procedures describe the necessary identification to show the product status with respect to monitoring and measurement requirements.

#### 7.5.4. Customer property

The Company exercises care with customer property while it is under the Company's control or being used by the Company. Andros Manufacturing Corporation identifies, verifies, protects and safeguards customer property provided for use or incorporation into the product. If any customer property is lost, damaged or otherwise found to be unsuitable for use, it is reported to the customer and records maintained.

#### 7.5.5. Preservation of product

The Company preserves the conformity of product during internal processing and delivery to the intended destination. This preservation includes identification, handling, packaging, storage and protection.

### 7.6. Control of monitoring and measuring devices

The Company determines the monitoring and measurement to be undertaken and the monitoring and measuring devices needed to provide evidence of conformity of product to determined requirements.

The Company has established processes to ensure that monitoring and measurement can be carried out and are carried out in a manner that is consistent with the monitoring and measurement requirements (reference QP009)

Where necessary to ensure valid results, measuring equipment is

a) Calibrated or verified at specific intervals, or prior to use, against measurement standards traceable to international or national measurement standards; where no such standards exist, the basis used for calibration or verification are recorded;

b) Adjusted or re-adjusted as necessary;

c) Identified to enable calibration status to be determined;

d) Safeguarded from adjustments that would invalidate the measurement result;

e) Protected from damage and deterioration during handling, maintenance and storage.

In addition, a process has been established to assess and record the validity of previous measuring results when equipment is found not to conform to requirements. The Company takes appropriate action on the equipment and any product affected. Records of the results of calibration and verification are maintained as quality records.

# 8. Measurement, analysis and improvement

## 8.1. General

The Company plans and implements the monitoring, measurement, analysis and improvement processes needed

a) To demonstrate conformity of the product,

b) To ensure conformity of the Quality Management System, and

c) To continually improve the effectiveness of the Quality Management System.

This includes determination of applicable methods, including statistical techniques, and the extent of their use.

## 8.2. Monitoring and measurement

### 8.2.1. Customer satisfaction

As one of the measurements of the performance of the Quality Management System, The Company monitors information relating to customer perception as to whether the Company has met customer requirements.

As one of the outputs of management review the management team evaluates the report cards provided from customers along with Andros-measured delivery performance to determine customer satisfaction.

### 8.2.2. Internal audit

The Company conducts internal audits at planned intervals in accordance with a schedule to determine whether the Quality Management System

a) Conforms to the planned arrangements, to the requirements of this manual and to the Quality Management System requirements established by the Company, and

b) Is effectively implemented and maintained.

The audit program is planned, taking into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits. The audit criteria, scope, frequency and methods are defined. Selection of auditors and conduct of audits ensures objectivity and impartiality of the audit process. Auditors do not audit their own work.

The responsibilities and requirements for planning and conducting audits, and for reporting results and maintaining records are defined in a procedure (reference QP001).

The management responsible for the area being audited ensures that actions are taken without undue delay to eliminate detected nonconformities and their causes. Follow-up activities include the verification of the actions taken and reporting of verification results.

### 8.2.3. Monitoring and measurement of processes

The Company applies suitable methods for monitoring and, where applicable, measurement of the Quality Management System processes. Internal audits and management review typically provide the backbone of the monitoring and measurement.

a) All processes as identified in the CSM are monitored and measured for effectiveness. This data is reported in management review.

b) Per management review requirements, when the process results do not meet the planned objectives a corrective action plan will be developed and implemented.

#### 8.2.4. Monitoring and measurement of product

The Company has documented processes for inspection and testing activities in order to verify that the specified requirements for the product are met. These processes are carried out at appropriate stages of the product realization process in accordance with planned arrangements (reference QP007)

Evidence of conformity with acceptance criteria is maintained. Records indicate the person(s) authorizing release of product.

Product release and delivery do not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, where applicable, the customer.

### 8.3. Control of nonconforming product

The Company ensures that product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery. The controls and related responsibilities and authorities for dealing with nonconforming product are defined in QP003.

The Company deals with nonconforming product by one or more of the following ways:

a) By taking action to eliminate the detected nonconformity;

b) By authorizing its use, release or acceptance under concession by a relevant authority and, where applicable, by the customer;

c) By taking action to preclude its original intended use or application.

Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained, are maintained.

When nonconforming product is corrected it is subject to re-verification to demonstrate conformity to the requirements.

When nonconforming product is detected after delivery or use has started, The Company takes action appropriate to the effects, or potential effects, of the nonconformity.

### 8.4. Analysis of data

The Company determines, collects and analyzes appropriate data to demonstrate the suitability and effectiveness of the Quality Management System and to evaluate where continual improvement of the Quality Management System can be made. This includes data generated as a result of monitoring and measurement and from other relevant sources.

The analysis of data provides information relating to

a) Customer satisfaction as reported by the customer (or determined from internal data when not available),

b) Conformity to product requirements,

c) Characteristics and trends of processes and products including opportunities for preventive action, and

d) Suppliers.

### 8.5. Improvement

#### 8.5.1. Continual improvement

The Company continually improves the effectiveness of the Quality Management System using the quality policy, quality objectives set for improvement whenever possible, audit results (opportunities for improvement and nonconformities), analysis of data (monitor progress and opportunities for preventive action, corrective action and management review.

### 8.5.2. Corrective action

The Company acts to eliminate the cause of nonconformities in order to prevent recurrence. Corrective actions are appropriate to the effects of the nonconformities encountered.

A documented procedure QP004 is established to define requirements for:

a) Reviewing nonconformities (including customer complaints),

b) Determining the causes of nonconformities,

c) Evaluating the need for action to ensure that nonconformities do not recur,

d) Determining and implementing action needed,

e) Records of results of actions taken, and

f) Reviewing corrective action taken.

### 8.5.3. Preventive action

The Company acts to eliminate the causes of potential nonconformities in order to prevent their occurrence whenever practical. Preventive actions are appropriate to the effects of the potential problems.

A documented procedure (reference QP005) is established to define requirements for

a) Determining potential nonconformities and their causes,

b) Evaluating the need for action to prevent occurrence of nonconformities,

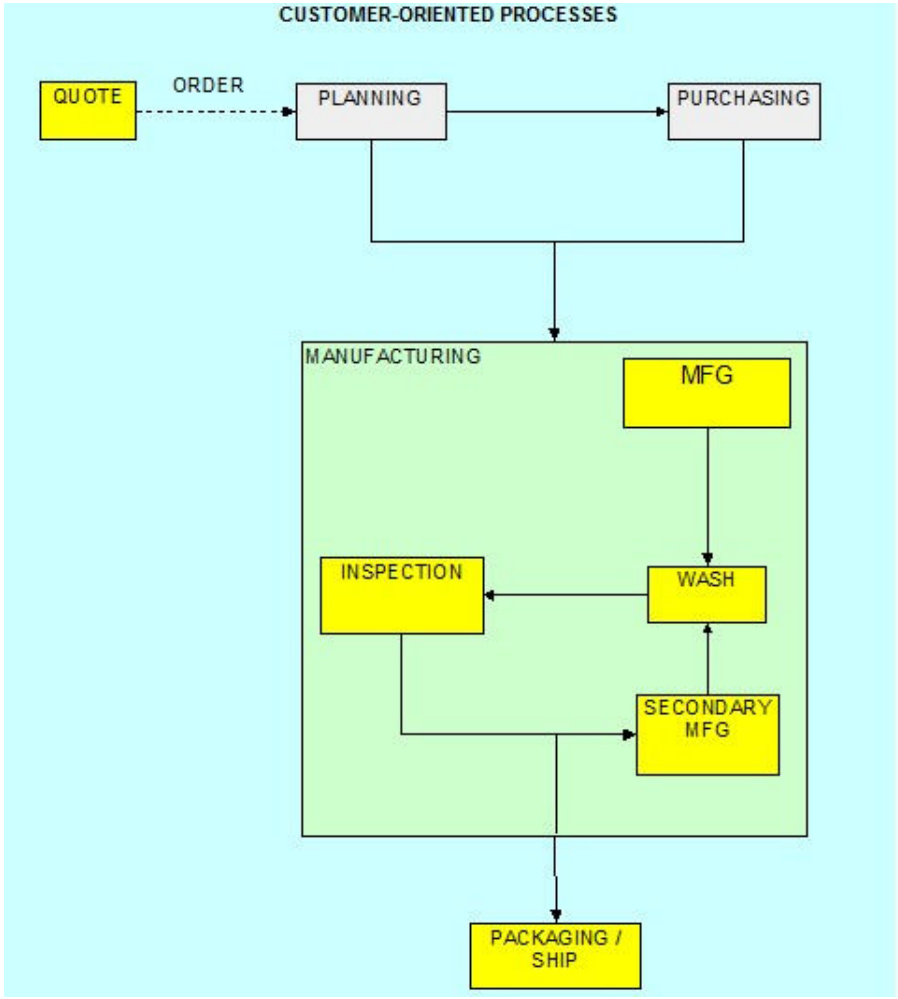
c) Determining and implementing action needed,

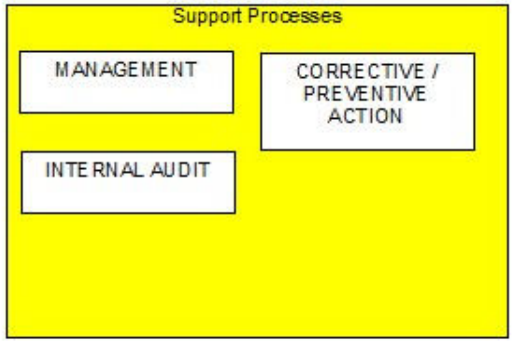
d) Records of results of actions taken, and

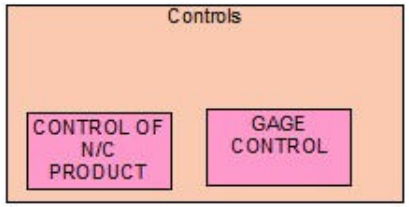
e) Reviewing preventive action taken.

## APPENDIX A

Sequence of processs:



Interaction of processes:

| TYPE | PROCESS | OWNER | INPUT | FROM | OUTPUT | TO | MEAS. | APPL. DOCS |
|---|---|---|---|---|---|---|---|---|
| 1-COP | QUOTE | PRESIDENT | RFQ | Customer | QUOTE | CUSTOMER<br>ENGINEERING | HIT RATE | QP010 |
| 1-COP | PLANNING | ENGINEERING | QUOTE<br>PURCHASE ORDER | ENGINEERING<br>CUSTOMER | MACHINE LAYOUT<br>QUALITY PLANS<br>RAW MATERIAL NEEDS | MFG<br>PURCHASING | FIRST PASS YIELD | QP010 |
| 1-COP | PURCHASING | PRESIDENT | RAW MATERIAL NEEDS<br>APPROVED SUPPLIERS | PLANNING | PURCHASE ORDER<br>MATERIAL READY FOR USE | SUPPLIER<br>MFG | SUPPLIER PROBLEMS AFFECTING CUSTOMERS | QP011 |
| 1-COP | MFG | PRODUCTION SUPERVISOR | MACHINE LAYOUTS<br>QUALITY PLANS<br>MATERIAL<br>PART PRINT<br>TOOLING<br>QUALITY TASK LIST | ENGINEERING<br>PURCHASING | FINISHED GOODS | SHIPPING | SCRAP<br>PRODUCTION EFFICIENCY FROM ESTITRACK | MWI-001<br>QP003<br>QP007<br>QP009 |
| 1-COP | SHIPPING | PRODUCTION SUPERVISOR | FINISHED GOODS | MFG | SHIPPED PARTS | CUSTOMER | COMPLAINTS RELATED TO SHIPPING ERRORS | |
| 2-MOP | MANAGEMENT | PRESIDENT | ALL MANAGEMENT REVIEW INPUTS REQUIRED BY PROCEDURE | ALL PROCESS OWNERS | DECISIONS ABOUT IMPROVING QMS EFFECTIVENESS, IMPROVEMENT OF PRODUCT, RESOURCE NEEDS | MGT<br>ALL EMPLOYEES | % PROCESSES ACHIEVING GOALS | QP012<br>QP002<br>QP006<br>QP008 |
| 2-MOP | INTERNAL AUDIT | PRESIDENT | AUDIT SCHEDULE BASED ON STATUS AND IMPORTANCE OF PROCESSES (CONSIDERS CURRENT PERFORMANCE AND PREVIOUS AUDIT RESULTS) | MANAGEMENT | STATUS / PERFORMANCE OF PROCESSES | MANAGEMENT<br>PROCESS OWNERS | SCHEDULE PERFORMANCE | QP001 |
| 2-MOP | CORRECTIVE AND PREVENTIVE ACTIONS | PRESIDENT | PROBLEM OR POTENTIAL PROBLEM | ANY PROCESS OR CUSTOMER | SOLUTION TO PROBLEM CONTINUAL IMPROVEMENT | MANAGEMENT | REPEAT PROBLEMS<br>CLOSURE TIME | QP004<br>QP005 |

| 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. |
| G | 1/19/09 | Updated for ISO9001:2008 |
| H | 12/28/09 | Complete re-write of manual to better align with ISO standard and to better describe business operations. |
| I | 11/17/12 | Reviewed for continued suitability. |
| J | 4/17/13 | Removed reference of QWI-001 for shipping process. Document was obsolete with implementation of Estitrack system. |
| K | 2/1/14 | Revised section 6 regarding employee competence. |