

<b>QCDRS</b> 1	Title: <b>Quality Manual</b>	Date: <b>9/30/01</b>	Rev: <b>1</b>	Page: 1 of 2	Document No. <b>QCDRS-QM-DOC</b>
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## DOCUMENT CHANGE RECORD

Approvals	Name	Signature
<b>President</b>	<b>Shawn Devine</b>	

## REVISION RECORD COVER SHEET

REVISION	DATE	CHANGE DESCRIPTION
1		As released

### 1. INTRODUCTION

QCDRS 2	Title: <b>Quality Manual</b>	Date: <b>9/30/01</b>	Rev: <b>1</b>	Page: 2 of 2	Document No. <b>QCDRS-QM-DOC</b>
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## **1.1 Quality System Scope and Purpose**

QC Precision Machining, Inc. Quality System documentation is written and implemented to meet or exceed the requirements of MIL-I-45208 with a scope of registration for the machining of plastic products.

The purpose of this manual and the associated procedures is to describe the way in which QC Precision Machining, Inc. successfully operates with a reputation for quality and reliability.

## **1.2 Company History**

QC Precision Machining, Inc. is a privately owned company that offers manufactured, and fabricated plastic products.

## **1.3 Outline and Administration of the QC Precision Machining, Inc. Quality System**

### **1.3.1 Quality System Outline**

The Quality System is written with three levels of control

Level one documentation consist of this Quality manual which contains statements of QC Precision Machining, Inc. policies and intentions.

Level two documentation consist of the Operating Procedures reference in this Quality Manual which address specific functions and detail how the intent of the Quality Manual is achieved.

Level three documentation consist of product specifications, drawings, and detailed written instructions prepared to explain specific activities where it is considered that such documentation is valuable to assure the quality of product.

The approval, issuing, logging and control of this Quality Manual, Operating Procedures, and all QC Precision Machining, Inc. quality system documentation is detailed in the Document Control Procedure.

## **2. QUALITY SYSTEM ELEMENT**

<b>QCDRS</b> 3	Title: <b>Quality Manual</b>	Date: <b>9/30/01</b>	Rev: <b>1</b>	Page: 3 of 12	Document No. <b>QCDRS-QM-DOC</b>
-------------------	---------------------------------	-------------------------	------------------	------------------	-------------------------------------

## 2.1 Quality Policy Statement

QC Precision Machining, Inc. is committed to being the premier supplier of fabricated plastic products.

We shall achieve this by striving to meet and exceed the implicit and explicit needs and expectations of our customers.

All of our employees and suppliers will be involved in our strive to achieve customer satisfaction by employing methods and techniques that promote continuous improvement and good business practice.

To achieve this goal QC Precision Machining, Inc. has written a Quality Manual which explains the company policies toward quality principles. Procedures are written to assist employees in implementing these policies. All employees are responsible for complying with this system.

It is part of QC Precision Machining, Inc.'s training program to ensure that this policy is understood, implemented, and maintained at all levels of the organization.

This statement represents our commitment, on behalf of QC Precision Machining, Inc. to quality.

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**Shawn Devine**  
**President**

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**Date**

<b>QCDRS</b> 4	Title: <b>Quality Manual</b>	Date: <b>9/30/01</b>	Rev: <b>1</b>	Page: 4 of 12	Document No. <b>QCDRS-QM-DOC</b>
-------------------	---------------------------------	-------------------------	------------------	------------------	-------------------------------------

### **2.1.1 Employee Responsibility**

Responsibilities and authorities of all staff involved in quality related activities are defined in the following sections and in specific documented procedures. All responsibilities and authorities are placed with the department manager or supervisor but may be delegated to individual members of the staff within the department. All staff have the responsibility to support their management in the accomplishment of task described in the Quality System documentation and as directed.

All employees have total loyalty to the company and to the principles of quality laid down in the quality policy statement authorized by the President.

In support of this, all employees have the responsibility to adhere with documented procedures and the direction of management and complete tasks carefully in a responsible manner. All employees are responsible for reporting nonconforming material at any time and reporting it to the appropriate person responsible for the area.

#### **Senior Management**

Senior management including the President are responsible for the growth and development of the organization. They are responsible for definition of strategic direction, the setting of objectives, and the overseeing of the generation of department plans. They are responsible for the motivation and control of all staff through the management and supervision under their control. While the President takes primary responsibility for the sales and related activities, the Senior Management share responsibilities for their respective department as indicated on the organization chart.

Department Managers ( Office, Production / Materials, and Quality / Shipping Departments).

All department managers are responsible for ensuring that work issued is completed effectively and in compliance with pertaining documentation.

All management and some supervisors have the authority to complete, review, and authorize purchase order requisitions as directed by their department managers and as directed by senior management.

Managers are responsible for the overall welfare of the staff and employees. They are responsible for maintaining accurate and up to date records on all members of staff and

QCDRS 5	Title: <b>Quality Manual</b>	Date: <b>9/30/01</b>	Rev: <b>1</b>	Page: 5 of 12	Document No. <b>QCDRS-QM-DOC</b>
------------	---------------------------------	-------------------------	------------------	------------------	-------------------------------------

employees. They are responsible for issuing review information periodically to ensure training needs are reviewed.

All management have the authority to implement local documented control procedures to assure quality. They are responsible for ensuring that any documents issued locally comply with the Document Control Procedure and are authorized appropriately prior to issue. Management is responsible for ensuring that all staff and employees under their control are aware of the company's policy for quality and understand all procedures. Management will ensure that staff and employees are trained and capable of tasks asked of them or appropriately supervised.

#### Production / Materials Manager

The Production / Materials Manager is responsible for the organizing and planning of production through the evaluation of customer orders, schedules, forecasts and other information and by the reviewing production orders, schedules. He is responsible for the management of inventory at appropriate levels to support production and for providing resources to ensure materials, components and finished product is available where required.

#### Customer Service and Order Processing

Customer Service are responsible for handling simple customer questions, receiving and checking customer orders for completeness and passing on request for detailed questions to the Senior Management.

#### 2.1.1.2 Resources

QC Precision Machining, Inc. has identified the key processes and procedures for the continued success of the business. This centers around QC Precision Machining, Inc. reliance on people and their abilities. Consequently, QC Precision Machining, Inc. provides adequate training of all employees within the organization. This includes management and the performance of work as well as verification activities.

## 2.2 Quality System

<b>QCDRS</b>	Title: <b>Quality Manual</b>	Date: <b>9/30/01</b>	Rev: <b>1</b>	Page: 6 of 12	Document No. <b>QCDRS-QM-DOC</b>
6					

The Quality System is the organizational structure, responsibilities, procedures, processes and resources for implementing quality management which control the way QC Precision Machining, Inc. operates. The Quality System is defined Manual and detailed in the Operating Procedures. Third level working instructions, test instruction, specifications drawings, and other data is written to direct specific operations.

The Quality Manual, operating Procedures, and other Quality System documentation, serve to define the Quality Plan of QC Precision Machining, Inc. Individual plans are not generally required and not necessary for normal operations. If particular customers require quality plans, or where it is felt they will help with the control of specific projects or production tasks, plans will be distributed as appropriate.

The Quality System is designed to ensure that it is easily understood and effective and that the products and service supplied conform to customer expectations.

Emphasis is placed on problem prevention rather than dependence on detection after occurrence. Operations and quality related activities are performed correctly the first time.

The Quality System includes formal recognition and constant review of the parameters affecting production quality from conception to contractual termination of responsibility for quality. Whenever necessary, corrective action is implemented effectively and at the proper level to ensure continuous improvement.

The system ensures each employee is provided with the appropriate skills, resources, and understanding to complete required task.

### **2.3 Contract Review**

QC Precision Machining, Inc. will:

Maintain control of the sales and contract review activity, including any changes to orders received and contracts established.

Ensure that the requirements of customers are recorded and unambiguously understood prior to submittal of a quotation or acceptance of a customer order.

Identify and resolve differing requirements to any original tender to a customer by reviewing and confirming requirements prior to accepting a customer order.

<b>QCDRS</b> 7	Title: <b>Quality Manual</b>	Date: <b>9/30/01</b>	Rev: <b>1</b>	Page: 7 of 12	Document No. <b>QCDRS-QM-DOC</b>
-------------------	---------------------------------	-------------------------	------------------	------------------	-------------------------------------

Only accept orders which can be fulfilled in accordance with customer requirements, and to refer all difficulties encountered to the customer for resolution prior to further processing.

Ensure adequate controls are in place to cope with any changes or amendments to orders that may occur

## **2.4 Design Control**

Design is not normally a specified requirement of contracts with customers and as such it is not addressed in QC Precision Machining , Inc. Quality System.

## **2.5 Document Control**

QC Precision Machining, Inc. will:

Review and approved technical drawings and quality related documentation by personnel with the defined authority prior to issue.

Ensure that all staff have access to pertinent issues of appropriate documents and data at all locations where operations essential to the effective functioning of the Quality System are performed.

Ensure that all obsolete documents and data are promptly removed from all points of issue or use. Obsolete documents that are retained are unambiguously identified.

Approve, proposed changes to this manual, Operating Procedures or any Quality System documentation, data or information by the appropriate authority.

Ensure all relevant externally controlled documents such as standards, etc. are managed to ensure they are accurate and available, as required.

## **2.6 Purchasing**

QC Precision Machining, Inc. will:

Ensure that the purchased materials conform to requirements by:

Specifying requirements precisely on the Purchase Order to ensure that the supplier is given full information as to the requirements.

Purchasing only from approved suppliers.

<b>QCDRS</b> 8	Title: <b>Quality Manual</b>	Date: <b>9/30/01</b>	Rev: <b>1</b>	Page: 8 of 12	Document No. <b>QCDRS-QM-DOC</b>
-------------------	---------------------------------	-------------------------	------------------	------------------	-------------------------------------

Adequately verify product to ensure that it meets requirements.

Provide the customer with access to the premises or sub-contractor premises at any reasonable time and with reasonable notice for the purpose of quality verification, surveillance, inspection or audit of purchased material.

Recognize that the customer verification of product does not absolve QC Precision Machining, Inc. of the responsibility of providing acceptable product.

## **2.7 Control of Customer - Supplied Material**

Customer supplied material is not normally a specified requirement of contracts with customers and as such is not addressed in QC Precision Machining, Inc. Quality System.

Because QC Precision Machining, Inc. does not routinely receive and stock materials supplied by a customer, no specific procedures exist. However, current control procedures for purchased products included in QC Precision Machining, Inc. procedures manual are adequate to ensure that if a customer request this service, their requirements can be accommodated.

## **2.8 Process Control**

QC Precision Machining, Inc. will:

Ensure the availability of adequately trained personnel, appropriate manufacturing plant and the resources, relevant instructional documentation and a suitable working environment.

Ensure that all production will be conducted in accordance with any applicable standards or codes.

Monitor and control all appropriate process parameters and product characteristics.

Provide a means of demonstrating the acceptability of product to ensure manufacturing personnel can understand the quality of the product they are producing.

Ensure that all resources provided are maintained in such a way as to ensure their continuing capability.

## **2.9 Inspection and Testing**

QCDRS 9	Title: <b>Quality Manual</b>	Date: <b>9/30/01</b>	Rev: <b>1</b>	Page: 9 of 12	Document No. <b>QCDRS-QM-DOC</b>
------------	---------------------------------	-------------------------	------------------	------------------	-------------------------------------

QC Precision Machining, Inc. will:

Ensure that incoming materials and products are not used or processed until they have been inspected or otherwise verified as conforming to specified requirements. Verification will be achieved at a cost effective level appropriate to the nature of the goods being received and the supplier providing them.

Identify all items upon receipt and ensure appropriate labeling or marking is attached.

Conduct in process inspection to verify conformance of product and components during production.

Ensure all product does not progress to additional process stages, including final release, until inspected or otherwise verified as required.

Ensure that final inspection activities are undertaken to an appropriate level according to the nature of the product under consideration and its destination. Where appropriate, inspection and testing will be carried out in accordance with customer specific instructions.

Maintain records of all inspection and test activities which demonstrate that the product conforms to the specified requirements of the contract.

## **2.10 Inspection, Measuring and Test Equipment**

QC Precision Machining, Inc. will:

Ensure that all instruments, tools, measuring equipment, and other devices used to formally verify the conformance of the product to the specification will be identified and calibrated, under controlled conditions, to within known and specified limits, traceable to National Standards.

Provide necessary calibration data when required by the customer.

Understand the measurements to be made and the accuracy required of the instruments.

Define the required method of calibrating equipment and maintain records to demonstrate calibration history and status.

Take appropriate action and record the results when equipment is found to be out of calibration.

<b>QCDRS</b> 10	Title: <b>Quality Manual</b>	Date: <b>9/30/01</b>	Rev: <b>1</b>	Page: 10 of 12	Document No. <b>QCDRS-QM-DOC</b>
--------------------	---------------------------------	-------------------------	------------------	-------------------	-------------------------------------

Prevent equipment from being adjusted by unauthorized personnel and ensure that equipment is handled with the appropriate care.

### **2.11 Inspection and Test Status**

QC Precision Machining, Inc. will:

Ensure the availability of suitable labeling, marking and physical locations to assist with the identification of the inspection and test status of product.

Maintain records to identify the authority responsible for authorizing the release of conforming product.

Ensure that special locations, including quarantine areas, are clearly identified and marked.

### **2.12 Control of Non-Conforming Product and Materials**

QC Precision Machining, Inc. will:

Prevent the use of nonconforming product by ensuring that all such product is identified, marked and, where possible, segregated.

Define appropriate authorities responsible for reviewing nonconforming product and determining appropriate disposition.

Maintain records of all nonconforming products and the events where service does not conform to customer or internal expectation.

### **2.13 Corrective and Preventive Action**

QC Precision Machining, Inc. will:

Conduct a two level review for every event where lowered quality performance is detected. The first level will identify immediate actions which will rectify the situation at hand and stop the ongoing generation of non conformances. The second level will aim to define and record the root cause of the quality problem and identify actions which will reduce the likelihood of recurrence of the quality problems.

Review all company activities highlighted by a lowering of quality performance to attempt to identify and eliminate related potential causes of quality problems.

QCDRS 11	Title: <b>Quality Manual</b>	Date: <b>9/30/01</b>	Rev: <b>1</b>	Page: 11 of 12	Document No. <b>QCDRS-QM-DOC</b>
-------------	---------------------------------	-------------------------	------------------	-------------------	-------------------------------------

Ensure that procedures exist which will control the actions initiated and that the actions are adequately completed and are effective for the purpose to which they were applied.

Maintain records of corrective and preventive actions undertaken.

## **2.14 Handling, Storage, Packaging, Preservation, and Delivery**

QC Precision Machining, Inc. will:

Provide guidelines, equipment, resources and appropriate training to ensure that product is handled under safe and controlled conditions to reduce the likelihood of damage and deterioration.

Provide secure, safe and appropriate storage facilities for all product in a suitable environment to reduce the likelihood of damage or deterioration.

Define authorities responsible for, and define procedures for, the issue and receipt of goods from stores and associated areas.

Provide appropriate packaging materials suitable for the protection of the product while in storage and during delivery to the customer.

Provide guidelines and materials to assist with and facilitate the marking and labeling of product to ensure it can be identified once packed.

Extend all the above activities until the contractual obligation with the customer has ceased, including, where specified, during the delivery of goods.

## **2.15 Quality Records**

QC Precision Machining, Inc. will:

Keep Quality System records for a minimum of 3 years. Records are not destroyed without authorization from the President.

Where specified, make Quality Records available to customers in order to demonstrate the effectiveness of the Quality Management System, except in cases where such inspection would breach the confidence of third parties.

## **2.16 Training**

<b>QCDRS</b> 12	Title: <b>Quality Manual</b>	Date: <b>9/30/01</b>	Rev: <b>1</b>	Page: 12 of 12	Document No. <b>QCDRS-QM-DOC</b>
--------------------	---------------------------------	-------------------------	------------------	-------------------	-------------------------------------

QC Precision Machining, Inc. will:

Require only appropriately qualified, experience, or skilled employees to undertake company activities.

Ensure that each employee is aware of their duties, responsibilities, and level of authority.

At appropriate intervals, review the training needs of each employee and record any new or change requirements.

Ensure appropriate staffing and skill levels exist within the organization to operate at the most efficient and effective manner.

Make every effort to ensure that all employees understand and are aware of the Company's commitment to, and policy for, Quality and the access is given to all Quality System documentation needed.

Provide all necessary training to ensure employees are capable of undertaking Company activities.

### **2.17 Service**

Servicing is not normally a specified requirement of contracts with the customers and as such is not addressed in the QC Precision Machining, Inc. Quality System.

### **2.18 Statistical Techniques**

QC Precision Machining, Inc. will:

Review the need for statistical techniques within the system.

Where such techniques are justified, define procedures will be documented describing how they are to be applied.

At the present time, statistical applications are limited to those described in the Quality Control procedure and are not complex enough to justify the development of a separate procedure.