









<i>Insert Logo Image or Type Company Name Here</i>	<b>Quality Control Manual</b>	<b>Document # QCM Section 2.0</b>	<b>Rev. 0 10/20/06 Page 1 of 1</b>
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## **STATEMENT OF AUTHORITY & POLICY STATEMENT**

The purpose of this Quality Manual is to accomplish our ongoing company goal to provide quality products from a company that stands behind its work. This manual defines

TEXT REMOVED FOR SAMPLE

**Approved by:** \_\_\_\_\_

Presidents Name

Title

COMPANY NAME

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## QUALITY MANUAL ADMINISTRATION

Quality Management appointed by COMPANY NAME is responsible for the control, update, distribution and promotion of the principles, intent and policies contained in the Quality Manual.

All manuals are clearly identified as “CONTROLLED COPY” or “UNCONTROLLED COPY”. Controlled copies are numbered for the purposes of controlling distribution and monitoring additions and/or revisions that may be issued. Controlled copies of the manuals are only issued internally, including all department heads and responsible employees. Uncontrolled copies, including photocopies, may be sent to customers upon request, but are not included in the distribution list and do not require revision control. There also may be a controlled copy of the manual available on our Website. It is the responsibility of the Quality Manager to monitor distribution and maintain a current list of all controlled copy manual holders.

**The update and revision of any document contained in this manual shall require the update and re-issue of the entire manual.**

The Revision History found in Section 0.0, shall reflect the latest revision level of this manual. This will provide the Quality Manager with an effective quick check of manual status during routine inspections.

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## USING THE QUALITY MANUAL

COMPANY NAME quality documentation is designed to be used, and understood, by all of our employees. To assist the reader in understanding and applying this information, we have incorporated the use of the symbols shown below and simple color-coding.

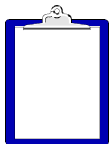
Our Quality Management System includes five (5) sections (sections 4 through 8 of this manual), each identified with a different color. Section colors are used to identify all support documentation, including procedures, records, forms, etc.

See Section 9 for a list of Procedures supporting this Manual.



### Procedure Exists

The magnifying glass tells you to look further. More information is available and must be used to explain records required and responsibilities. If a procedure is available for a section you will not find the clipboard or pointing finger symbols in this manual. They will be located in the supporting procedure.



### Record Required

The clipboard tells you a record is required. A record may be a form, tag, or some other document that must be completed to verify a process.



### Responsibility

The pointing finger is used to point out who is responsible. Use this symbol for a quick scan to find out who is responsible and what their responsibilities are.

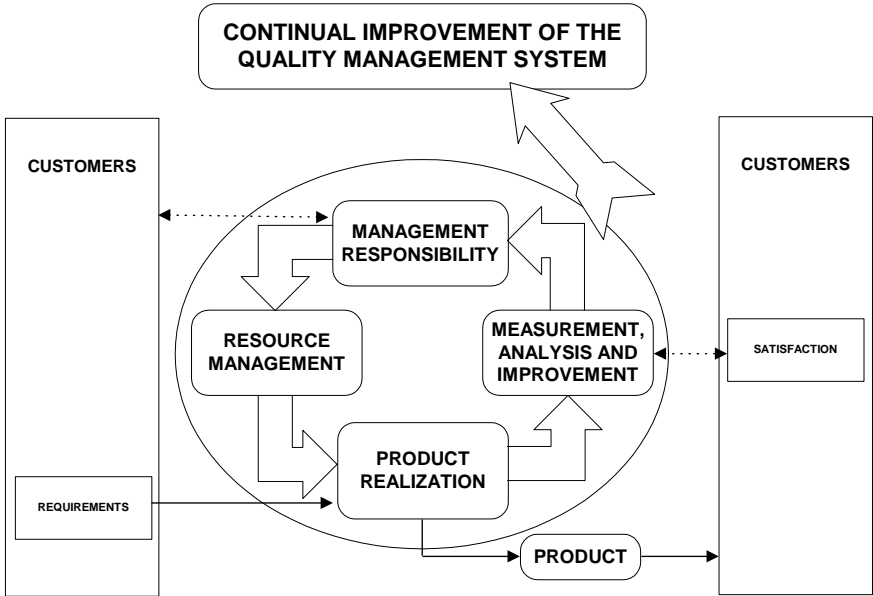
**COMPANY NAME QUALITY MANAGEMENT SYSTEM**

**4.1 GENERAL REQUIREMENTS**

To ensure that quality is an integral part of all processes at COMPANY NAME, the following guidelines have been followed in developing the Quality Management System. The Quality Management System established is maintained and monitored to evaluate and improve its performance in accordance with ISO 9001:2000. (See Figure 4.1)

- Identify critical processes needed for the Quality Management System,
- Sequence of processes and how they interact,
- Methods and criteria required to ensure the effective operation and control of the processes,
- Availability of resources and information required to support the operation and monitoring of the processes,
- Measure, monitor and analyze the processes,
- Implement actions necessary to achieve planned results and continual improvement.

The COMPANY NAME Quality Management System includes any internal and/or external process affecting the conformance of our services and products.

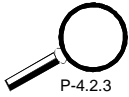


*Figure 4.1*

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the purpose and scope of the procedure; individual responsibilities; method and resources to be utilized and instructions as required.

### 4.2.3 DOCUMENT CONTROL

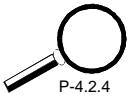


Documents are approved for adequacy before they are issued for use. They are reviewed, updated as necessary, and re-approved prior to any document changes being issued.

Relevant versions of applicable documents are available at their point of use. Documents are maintained to ensure they remain legible, readily identifiable, and retrievable.

A master list is maintained with the current revision status of controlled documents to prevent the unintended use of obsolete documents. If superceded documents are retained for any purpose they are suitably identified to avoid inadvertent use. Obsolete documents are promptly removed from all points of use.

Documents that are used to record information, such as forms, tags, and labels, are included in the document control system. Documents of external origin are identified and distribution controlled.



### 4.2.4 CONTROL OF QUALITY RECORDS

Records required for the Quality Management System are maintained and controlled as evidence of conformance to requirements and effective operation.

A process has been defined for identifying, storing, retrieving, protecting, and disposing of quality records.

- Quality Records – Records contain the information needed to verify the effectiveness of the Quality Management System and conformance of our products and services with applicable requirements.



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## **MANAGEMENT RESPONSIBILITY**

### **5.1 MANAGEMENT COMMITMENT**

It is the responsibility of Daniels management to develop, implement and improve all aspects of the Quality Management System. The delegation of specific quality processes in no way reduces this responsibility.

Daniels management shall provide evidence of its commitment to the development and improvement of the Quality Management System by:

- Communicating to the organization the importance of meeting customer, regulatory and legal requirements,
- Establishing the quality policy and quality objectives,
- Conducting management reviews,
- Ensuring the availability of necessary resources.

### **5.2 CUSTOMER FOCUS**

Daniels success depends on understanding and satisfying customer needs and expectations, and producing products and services to satisfy these needs. Management is committed to meeting and/or exceeding customer and end user requirements and expectations by identifying product concerns including:

- Conformance,
- Dependability,
- Availability,
- Delivery,
- Post-realization activities, and
- Price and life cycle costs.

We will determine our customer and end user needs and expectations, convert them into product requirements, and fulfill them for customer satisfaction.

As part of customer focus, we will establish mutually beneficial relationships with our vendors as well as our employees.



**Table A: Summary of Quality System Responsibilities**

<b>Who</b>	<b>Responsibility and Authority</b>
Executive Management	<p>Define the Quality Policy.</p> <p>Ensure the communication and understanding of the Quality Policy throughout the organization.</p>
Quality Manager	<p>Document and maintain the Quality Policy.</p> <p>Ensure that the Quality Management System is established, implemented, and maintained.</p> <p>Chair regular reviews of the suitability and effectiveness of the Quality Management System.</p> <p>Coordinate improvements to the Quality Management System.</p>
Responsible Managers	<p>Implement the Quality Management System.</p> <p>Obtain and communicate customer requirements to the appropriate personnel or functional organization.</p> <p>Ensure that qualified, skilled, and trained personnel and resources are available to implement the Quality Management System.</p> <p>Ensure that products and services satisfy customer requirements including quality, safety, cost, schedule, performance, reliability, durability, accuracy, and maintainability.</p> <p>Ensure that personnel comply with applicable standards, regulations, specifications, and documented procedures.</p>
All Personnel	<p>Ensure the quality of their work.</p> <p>Operate in conformance with the requirements of the Quality Management System.</p> <p>Stop work in progress or make appropriate notifications when quality requirements are not being met.</p>

**5.5.2 MANAGEMENT REPRESENTATIVE**

A Quality Manager has been appointed as the Daniels Management Representative. The Quality Manager may hold other management responsibilities. The primary responsibility of the Quality Manager is to monitor and coordinate the Quality Management System by providing advice and important input to the management and supervisory functions. The implementation, supervision and day to day quality control activities is a management responsibility and this responsibility is in no way reduced or alleviated by the function of the Quality Manager.



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The specific duties of the Quality Manager include, but are not limited to, the following areas:

- Implement and maintain the standards contained in this manual, and additional or supplementary standards as required improving the overall quality program.
- Report to management on the effectiveness and deficiencies of the Quality Management System. A formal report shall be submitted annually or more frequently if such reports are necessary and appropriate,
- Coordinate with department managers, supervisors and other personnel, sub-contractors and outside vendors, as necessary to achieve and maintain the Quality Management System Policies,
- Promote the awareness of customer requirements throughout the organization.

The Quality Manager is the recognized management representative or authorized person and is responsible for maintaining all product approval programs. The Quality Manager shall be trained and knowledgeable regarding programs and responsibilities involved in maintaining compliance for approvals and the directives applying to them.

The Quality Manager reports directly to executive management.

The Quality Manager has the delegated authority to stop, review and/or reject any production or service process that does not conform to the specific quality control standards contained in this manual or does not conform to the intent of the quality control statement.

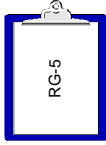
### **5.5.3 INTERNAL COMMUNICATION**

We communicate quality requirements, objectives and accomplishments within the various levels and functions of our organization. We provide information on processes of the Quality Management System, and their effectiveness, to involve our employees in achieving quality objectives and to promote improvement. This communication takes place through team meetings and electronic media.



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## 5.6 MANAGEMENT REVIEWS



### 5.6.1 GENERAL

The Quality Management System is to be reviewed at least annually. More frequent reviews shall be made if determined necessary by operational conditions or quality process failures. The purpose of the Annual Review is to objectively analyze the effectiveness and continued suitability of the program, and to initiate corrective action as appropriate, to establish and/or maintain:

- Daniels Quality Policy and Objectives,
- Customer expectations and contractual obligations,
- ISO 9001 Quality Assurance Standards,
- Product approval programs and requirements,
- Opportunities for improvement.

The annual review is to be coordinated by the Quality Manager and attended by executive management responsible for the Quality Management System. Managements' Representative and/or authorized person, if different from the Quality Manager, shall attend all Management Review Meetings.

Review records are maintained.

## RESOURCE MANAGEMENT

### 6.1 PROVISION OF RESOURCES

Resources are identified as necessary people/employees, work environment, organization structures, suppliers, finances and facilities.

Resources are provided in a timely manner to implement and improve processes of the Quality Management System and to enhance customer satisfaction by meeting customer requirements.

### 6.2 HUMAN RESOURCES

#### 6.2.1 GENERAL

We ensure persons with defined responsibilities in the Quality Management System are competent on the basis of applicable education, training, skills, and experience.

#### 6.2.2 COMPETENCE, AWARENESS AND TRAINING

We identify the competence needed for each process activity affecting performance, assess the qualifications of people performing the activities, and then develop training plans to close any gaps. Training and awareness programs are evaluated to determine their effectiveness.

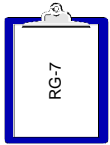
Employees are made aware of the importance of their activities and how they contribute to the achievement of the quality objectives.

Department managers shall maintain records verifying the education, experience, and training qualifications of employees.



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## PRODUCT REALIZATION



### 7.1 PLANNING OF PRODUCT REALIZATION

The planning and development of the processes required to achieve product conformance is critical to the AIT Quality Management System.

The sequence of processes and their relationship to each other must be considered in all planning activity, and shall be consistent with requirements of the Quality Management System in planning the processes for product realization; AIT shall determine the following, as appropriate:

- Quality objectives for the product, project or contract,
- Processes resources, documentation and facility requirements to satisfy the realization processes,
- Verification and validation activities, and the criteria for acceptability,
- Records needed for proving conformity of the processes and the resulting product.

### 7.2 CUSTOMER RELATED PROCESSES



#### 7.2.1 DETERMINATION OF PRODUCT REQUIREMENTS

Product requirements shall be determined / identified for sales proposals and contracts prior to review and acceptance to ensure all requirements are covered in the review process. To determine product requirements the following sources are to be considered:

- Product requirements specified by the customer, including availability, delivery and support,
- Product requirements not specified by the customer but necessary for intended or specified use, where known,
- Statutory and regulatory requirements related to the product,
- Additional requirements determined by AIT.

The results of determination of product requirements shall be documented and used as the source information for the review process.

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#### **7.5.4. CUSTOMER PROPERTY**

AIT exercises care with customer property while it is under the care of AIT. We identify, verify, protect and maintain customer property provided for service and/or repair. Occurrence of lost, damaged, or otherwise nonconforming customer property shall be recorded and reported to the customer immediately.

#### **7.5.5 PRESERVATION OF PRODUCT**

The conformity of product is preserved during internal processing and final delivery to the intended destination.

Preservation of product includes storage, handling, packaging, and shipping of product.



### **7.6 CONTROL OF MEASURING AND MONITORING DEVICES**

AIT identifies the measurements required and the devices needed to perform the measurements and monitoring activity to assure conformity of product to specified requirements.

Where possible, measurement and monitoring devices are:

- Calibrated and adjusted periodically or prior to use, against devices traceable to international or national standards; where no such standards exist, the basis used for calibration shall be recorded,
- Adjusted or re-adjusted as necessary,
- Identified to enable calibration status to be determined,
- Safe guarded from adjustments that would invalidate the calibration,
- Protected from damage and deterioration during handling, maintenance and storage,
- Have the results of their calibration recorded,
- Re-assessed if they are found to be out of calibration, and corrective action taken.



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## MEASUREMENT, ANALYSIS AND IMPROVEMENT

### 8.1 GENERAL

Our measurement and monitoring are defined, planned, and implemented to ensure conformity and achieve improvement. We determine the need for, and use of, applicable methodologies, including statistical techniques. The goal of our planning is to:

- Demonstrate conformity of our products and services,
- Ensure conformity of the LOCK-N-STITCH Quality Management System,
- Continually improve the effectiveness of the system.

The results of measurement, analysis and improvement activity are used for management review input and making decisions on improving the effectiveness of the Quality Management System.

### 8.2 MEASUREMENT AND MONITORING

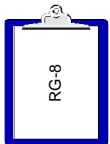
#### 8.2.1 CUSTOMER SATISFACTION

Information on customer perception, satisfaction and/or dissatisfaction is monitored as one of the measurements of our Quality Management System.

Defined methods for obtaining and using this information include, but are not limited to:

- The results of all customer feedback,
- Customer service requests,
- Customer surveys.

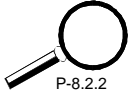
Personnel responsible for sales and customer service activity are responsible for developing and implementing effective methods to acquire and evaluate customer satisfaction information.





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## 8.2.2 INTERNAL AUDITS



LOCK-N-STITCH conducts comprehensive, planned and documented quality audits, in accordance with the schedule and documented procedures. Audits are scheduled on the basis of the status and importance of the activity. Corrective action or deficiencies found during an audit are addressed in a timely fashion.

Internal audits are performed to confirm the Quality Management System:

- Conforms to the standard operating procedures of the processes,
- Conforms to the LOCK-N-STITCH Quality Management System,
- Meets the requirements of ISO9001:2000,
- Has been effectively implemented and maintained.



The Quality Manager shall develop the scope, frequency and methodologies of all internal audits.

Personnel other than those who perform the activity being audited shall perform audits if possible.

## 8.2.3 MONITORING AND MEASUREMENT OF PROCESSES



We apply suitable methods for monitoring and measuring the realization processes necessary to meet our customer's requirements. These methods confirm the continuing ability of each process to satisfy its intended purpose.

Process performance measures include, but are not limited to:

- Accuracy,
- Timeliness,
- Throughput,
- Efficiency,
- Effectiveness,
- Cost reduction methods.

When planned results are not achieved, corrective action is taken as appropriate to ensure conformity of the product.

## INDEX OF SOURCEONE QUALITY MANAGEMENT SYSTEMS DOCUMENTATION

### QCM - QUALITY CONTROL MANUAL

Description: The master quality document used to detail the requirements of the SourceOne Quality Management System. The Quality Control Manual contains SourceOne quality policies and references procedures and records needed to ensure the Quality Management System operates correctly.

### QSM - QUALITY SYSTEMS MANUAL

Description: Contains the procedures and records required to verify the policies set forth in the SourceOne QCM, and ensure that our products and services meet required specifications.

The QSM is divided into 5 color-coded sections labeled 4 through 8, called Record Groups.



### RECORD GROUPS

Record groups (RG) include the procedures, work instructions, forms, tags, labels, etc. that are required to accomplish a specific task or process. The contents of a record group are based on the documentation requirements of ISO 9001:2000 and the requirements for a specific process as determined by the planning process.

A list of all documents and records with current revision levels may be found on the **SourceOne Document Master Log L-4.2.3**



### PROCEDURES

Procedures provide detailed information on how to accomplish a specific task or process. They detail who is responsible for what activity and specify what records are to be used. In the absence of a detailed procedure for a task or process, the QCM – Quality Control Manual will include enough information to ensure the Quality Management System is accomplished. SourceOne procedures are located in the QSM record groups as indicated below.

## QSM RECORD GROUPS

Record Group Procedure	Where Required Purpose
RG-4 - BLUE P-4.2.3	<b>QCM-4.2.3 Document Control Document &amp; Data Control</b> Purpose: To detail and assign responsibilities for the control of all quality documents. Quality documents include this manual and procedures.
P-4.2.4	<b>QCM-4.2.4 Control of Quality Records Control of Quality Records</b> Purpose: To detail and assign responsibilities for the control of all quality records. Quality records include forms, tags, etc.
RG-5 - RED	<b>QCM-5.4.2 Quality Management System Planning QCM-5.6 Management Reviews</b>
RG-6 - GREEN	<b>QCM-6.2.2 Competence, Awareness and Training</b>
RG-7 - YELLOW	<b>QCM-7.1 Planning of Product Realization QCM-7.2.1 Determination of product Requirements QCM-7.2.2 Review of Product Requirements QCM-7.2.3 Customer Communication QCM-7.3.1 - QCM-7.3.7 Design and Development Activity</b>
P-7.4	<b>QCM-7.4 Purchasing Purchasing Procedure</b> Purpose: To detail and assign responsibilities for purchasing activities including vendor selection and material critical to quality. <b>QCM-7.5.3 Identification and Traceability QCM-7.5.4 Customer Property QCM-7.6 Control of Measuring and Monitoring Devices</b>

**COMPANY NAME**  
**Operations Process Flow Chart**  
**SAMPLE**

