Quality Policy

Jolico/J-B Tool, Inc. is committed to delivering products and services, which conform to customer needs and expectations in a timely and cost-effective manner.

Management's goal is to involve every employee in the continuous improvement of all our systems by providing the means and processes that encourage full participation and a spirit of innovation in our total quality effort.

Approval | Date

Jolico/J-B Tool, Inc.'s Quality Manual and Procedures are contained within this document. All revisions that affect this document as a whole are recorded on this page; otherwise, revisions to individual procedures are documented at the end of each procedure.

Date	Revision	Rev. No.
12/17/02	Eliminated overuse of revision boxes. Left one for each section	2
10/20/02	Changed format of page numbers to eliminate repagination of whole document with each revision	1

President	**Date**	**Management Representative**	**Date**

4 Quality Management System

Scope

The system and related operating procedures described in this section of the Quality Manual comply with the requirements of the Standard as described in:

ISO Q9001:2008, Element 4

4.1 General Requirements

Purpose

This Procedure describes individual responsibilities, procedures, and documents used to control management review activity of the Quality Management System.

Responsibilities

- The President has overall responsibility for quality planning activities.
- The Management Team has responsibility for the administration of the Quality System using the ISO Quality Management System and the Management Review process to assess its status.
- The Management Representative has overall responsibility for the control of documents.
- Internal Auditors are responsible for maintaining the Quality System through the audit process.
- All employees are responsible for working in accordance with the documented Quality Management System in their area of activity and for contributing to the system by submitting Continuous Improvement Forms (CIF's).

Procedure

a) The Process Flow diagram identifies the quality management processes. A key component of our quality plan is the Shop Traveler, which is created for individual items and becomes the traveler that follows the lot during the manufacturing process.

b) The Process Flowchart outlines the sequence and interaction of the processes of the Company while the shop travelers details each sequence of steps required during the manufacturing process.

c) Each shop traveler created has been defined by the President, Plant Manager and or Purchasing Agent based on personal expertise of processes and procedures and is continually improved through the use of the Continuous Improvement Form 8.5.1. All

items manufactured are measured and checked to ensure tolerances and measurements are as prescribed on the drawing(s) and work instruction(s). Reference Section 8.

d) Scheduling and hiring practices are conducted by the President who assesses need.

e) The Quality System is monitored, measured and analyzed via the Management Review Meetings and Internal Audits. (Section 5.6 and 8.2.2)

f) Continuous Improvement Forms are initiated for customer complaints, employee suggestions, nonconforming products, subcontractor concerns, document changes, preventive actions, maintenance matters and safety concerns. (8.5.2)

Outsourcing processes are controlled using CIF forms, drawings, specifications or acceptance criteria on purchase orders, the Vendor/Subcontractor Evaluation Spreadsheets and certification documents, when required. Reference section 7.4.1.

Corrective actions for the Quality System are addressed through internal and external audit CIF's, as appropriate.

References

Process Flow diagram
Continuous Improvement Form
Drawings
Shop Traveler
CMM Work Instructions
Management Review Minutes
Internal Audits

4.2 Documentation Requirements

4.2.1 General

Purpose

This Procedure describes the responsibilities, procedures and documentation for controlling the approval, issue, revision, and storage of documents contained in the Quality Management System.

Responsibilities

- The Management Representative (MR) is responsible for control of the Quality Management System including master copies of the Quality Manual and control of drawings and specifications.
- All employees are responsible for the control of documents in their areas.
- The CFO is responsible for control, access, and maintenance of computer system files and form maintenance.
- All employees are responsible for recommending changes to Quality Management System documents.

Procedure

a) The basis of our quality management system and objectives consists of: 1) our quality policy, 2) our quality manual along with its review process and 3) on-going training of our personnel.

b) Our quality manual has been designed to include all standard operating procedures. In support of this manual we also use: 1) work instructions, 2) company forms and data and 3) company records.

c) The quality management system procedures are documented as shown throughout the quality manual. These procedures have been established to maintain an accountable audit trail, when required.

d) All pertinent reference material, documentation and standards required for effective planning, operations and control are made available to those individual(s) responsible.

e) All records required by our quality management system are as shown in Section 4.2.3.

4.2.2 Quality Manual

Purpose
This Procedure describes the method of establishing a system for Quality planning and how it relates to the Quality System.

Responsibilities
The Management Representative (MR) is responsible for control of the Quality Management System including master copies of the Quality Manual and control of drawings and specifications.

Procedures
a) The scope of our quality system shall be in accordance with ISO 9001-2000. Element 7.3 Design and Development of ISO 9001-2000 shall not be addressed because this is not a function of Jolico/J-B Tool, Inc. If it ever becomes a function, it will be included in the Quality Management System.

b) The procedures are documented as shown throughout this manual within each section.

c) This quality manual has been designed to include all standard operating procedures within a single document. These processes will be reflected in association with required records as shown in each section.

4.2.3 Control of Documents

Purpose
This procedure is responsible for control of the Quality Management System including copies of the Quality Manual and control of drawings and specifications.

Responsibilities
- The President has overall responsibility for the document and data control process.
- The Management Representative (MR) is responsible for the effective control of all parts of the documented Quality Management System and for maintaining the circulation list, which identifies the current revision status of controlled documents.
- The President is responsible for the control of engineering drawings and customer specification documentation.
- The CFO is responsible for the control of American, International, Defense and Industry Standards and for the control of electronic media.
- All employees are responsible for the control of documents in their areas.

- The CFO is responsible for control, access, and maintenance of computer system files and form maintenance.

- All employees are responsible for recommending changes to Quality Management System documents.

Procedures

a) Documents of the quality management system are approved or reapproved by the issuer's initials, stamp or by means identifiable to that individual.

b) All quality management system documents are reviewed and approved or reapproved prior to release.

c) The revision status of all controlled documents is reflected in the Master Document List. The revision number of all controlled documents are identified by either a revision number or date printed on the document.

d) All quality management system documents are readily available to all employees at specific designated areas.

e) Periodic visual inspection of all quality management system documents ensure that they are legible and identifiable. Questionable documents will be replaced when necessary.

f) The Management Representative maintains a Master System List that describes the location and owner of each controlled document in the quality management system. This includes both internal and external documents. The Master System List is posted at the information center. All documents referenced on the customer's drawings and specifications are maintained in our facility and are kept at the latest release level spelled out on our customers purchase orders.

   New drawings are sent to subcontractors.

g) All controlled documents are identified either with the words "Controlled Document" stamped on the front or title page, signed by either MR, President, designee or are printed on watermarked paper. Uncontrolled documents are identified with the words "Uncontrolled Document" stamped on the front or title page. Obsolete documents, if retained, are identified with the word "Obsolete" stamped in red or blue ink.

Manuals and documents used for reference, if controlled, are issued and updated by the Management Representative or designee.

4.2.4 Control of Records

Purpose

This Procedure provides a system for identification, collection, indexing, access, filing, storage, maintenance, retention and disposition of quality records.

Responsibilities

- The Management Representative is responsible for identifying and indexing documents that qualify as quality records and establishing the record retention period.

- Management is responsible for establishing the requirements for the collection, access, filing, storage, maintenance and disposition of quality records generated within their department.

- All employees are responsible for ensuring that the quality records they generate are legible and complete.

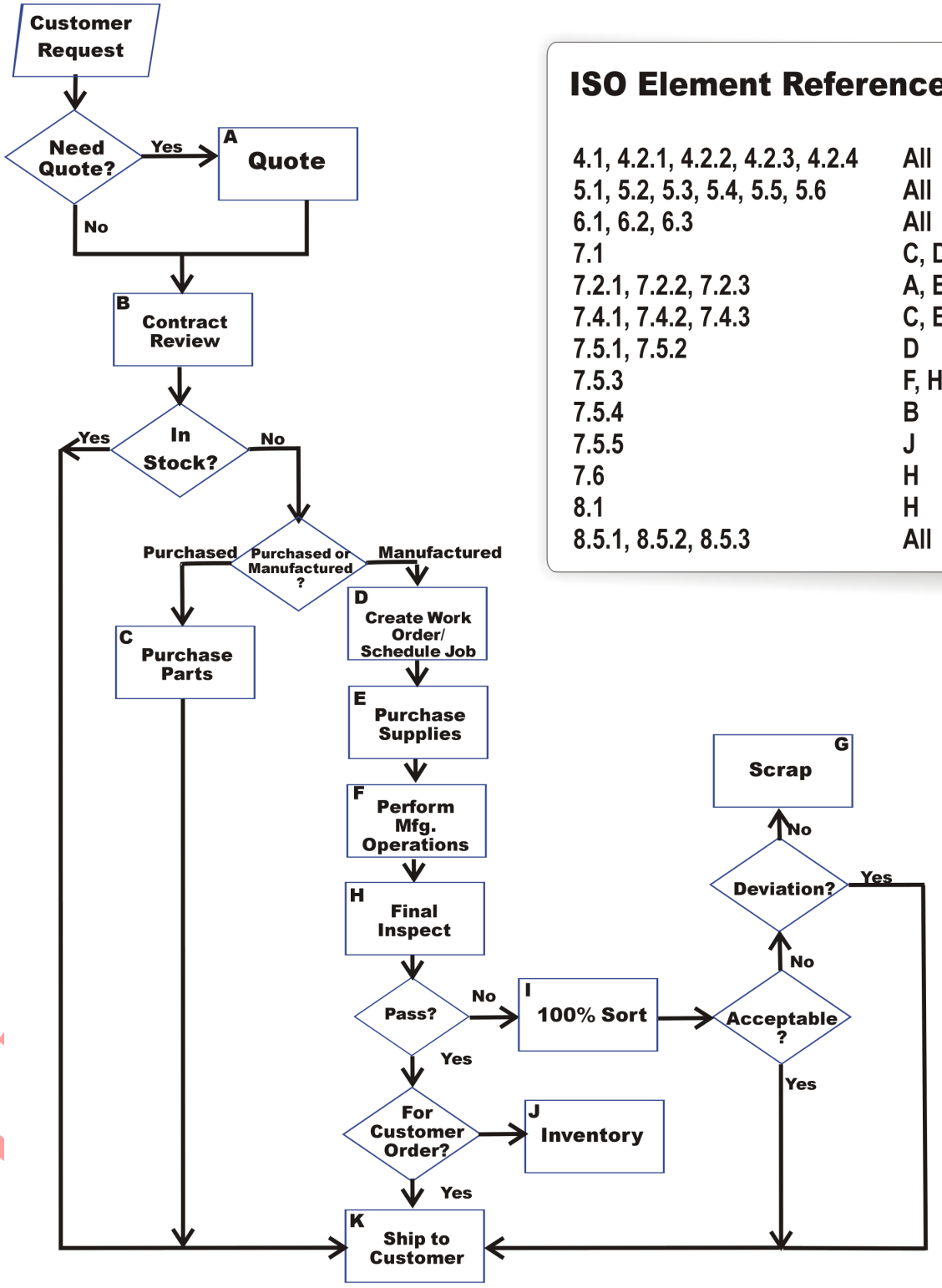
Procedure

Quality records at a minimum are those called out in the ISO 9001-2000 standard. The applicable quality records are defined in the Quality Records Index where the collection, access, filing, storage, maintenance, retention and disposition of quality records are defined. Records must remain legible and identifiable. The retention times provided are the minimum required.

References

Computer System Files
Continuous Improvement Form (CIF)
Data Back-up Work Instruction (DBWI)
Drawing Master Database
Drawings
Master Document List
Master Forms List
Master Systems List
Process Flowchart
Shop Traveler
Testing and Inspection Work Instructions (TIWI)
Various Circulation Lists
Work Instructions

Process Flowchart



ISO Element References

4.1, 4.2.1, 4.2.2, 4.2.3, 4.2.4	All
5.1, 5.2, 5.3, 5.4, 5.5, 5.6	All
6.1, 6.2, 6.3	All
7.1	C, D
7.2.1, 7.2.2, 7.2.3	A, B
7.4.1, 7.4.2, 7.4.3	C, E
7.5.1, 7.5.2	D
7.5.3	F, H, J, K
7.5.4	B
7.5.5	J
7.6	H
8.1	H
8.5.1, 8.5.2, 8.5.3	All

Revision History

This document was originally issued on October 1, 2002 at revision 0. It has been revised as follows:

Revision Description	Date	Rev.
Changed from ISO 2000 to ISO 2008	1/18/10	21
4.1 Added additional qualifications for controlling outsourced processes	1/18/10	21
Merged a couple lines in Quality Index (Circulation List) and eliminated SOP	5/21/09	20
Changed Process Flow Diagram in the Records Index Filing to Electronic	5/21/09	20
Deleted duplicated information regarding employees' contribution of the CIF system under Responsibilities.	6/12/08	19
Added designee to approved signatures of drawings in section 4.2.3	6/12/08	19

Approval Date

Record Name	Collection	Access	Filing	Storage	Maintenance	Disposition	Minimum Retention	ISO Ref.
Quality Manual Master	As Created	All Employees	Electronic	Electronic — Business Computer System (BCS)	Management Representative	Dispose	As Superceded	4.2.2
Shop Travelers	As Created	All Employees	Electronic	BCS	Purchasing Agent	Dispose	Current Year +1 Year	4.1,4.2, 5.4, 6.4, 7.2 , 8.2
Management Review Minutes	As Created	All Employees	Manual	File Cabinet	Management Representative	Dispose	Current Year + 2 Years	4.1, 5.1, 5.2, 5.6, 6
Continuous Improvement Forms (CIF's)	As Created	All Employees	Manual	Binder	Management Representative	Dispose	Current Year + 2 Years	4.1, 5.5, 5.6, 6.3, 7.5, 8.4
Process Flow diagram	As Created	CFO	Electronic	BCS	CFO	Dispose	As Superseded	4.1
Data Back-up Records	As Created	All Employees	Manual	Wall	CFO	Dispose	As Superseded	4.2
Master Forms List	As Created	All Employees	Manual	Forms Binder	CFO	Dispose	As Superseded	4.2
Drawing Master Database	As Created	All Employees	Electronic	BCS	CFO	Archive	As Superseded	4.2
Master Systems List	As Created	All Employees	Electronic	Filing Cabinet	Management Representative	Dispose	As Superseded	4.2
Master Document List	As Created	All Employees	Electronic	BCS	MR	Dispose	As Superseded	4.2
Circulation Lists (QM, WI and Standard)	As Created	All Employees	Manual	Electronic	Management Representative	Dispose	As Superseded	4.2.3

Record Name	Collection	Access	Filing	Storage	Maintenance	Disposition	Minimum Retention	ISO Ref.
Calibration Records	As Created	All Employees	Manual + Electronic	Binder	Plant Manager	Archive	Current + 1 Year	5
Quote Forms	As Created	All Employees	Manual	File Cabinet	Sales Staff	Dispose	Until Expired	5.1, 7.2.3
Employee Reference Listing	As Created	All Employees	Manual	File Cabinet	CFO	Dispose	As Superceded	5.1
Customer Prints	As Received	All Employees	Manual	File Cabinet	CFO	Dispose	As Superseded	5.1
Internal Audit Reports	As Created	All Employees	Manual	File Cabinet	Management Representative	Dispose	Current Year + 2 Years	5.1, 6.1
Customer Survey Database	As Created	Sales Staff	Electronic	Electronic	CFO	Dispose	Current year + 2	5.2
Delivery Report	As Created	CFO	Electronic	BCS	CFO	Dispose	As Superseded	5.2, 8.2
Employee ISO Training Records	As Created	CFO	Manual + Electronic	File Cabinet + BCS	CFO	Dispose	Length of Employment + 1 Year	6.1, 6.2
Quality Manual Training Requirements	As Created	All Employees	Manual + Electronic	File Cabinet + BCS	CFO	Dispose	Length of Employment + 1 Year	6.2.2
Individual Training Matrix	As Created	CFO	Manual	Filing Cabinet	CFO	Dispose	Length of Employment + 1 Year	6.2.2
Orientation Checklist	As Created	CFO	Manual	Filing Cabinet	CFO	Dispose	Length of Employment + 1 Year	6.2.2
Welding Certifications	As Received	CFO	Manual	Filing Cabinet	CFO	Dispose	Length of Employment + 1 Year	6.2.2, 6.3, 6.4, 7.5.1, 7.5.2
Preventive Maintenance Records	Per Schedule	All Employees	Manual	File Cabinet	Plant Manager	Dispose	Equipment life	6.3, 7.2, 7.5.2, 7.5.1

Record Name	Collection	Access	Filing	Storage	Maintenance	Disposition	Minimum Retention	ISO Ref.
Shop Orders	As Created	All Employees	Electronic	BCS	CFO	Dispose	7 Years	6.3, 7.5.2, 7.5.1
Production Tickets	As Created	All Employees	Manual	Production Board	CFO	Dispose	Until Shipped	6.3, 7.5.2, 6.47.2, 7.4, 7.5.1,
Part Drawings	As Created	All Employees	Manual	File Cabinet	CFO	Archive	Until Discontinued + 1 Year	7.1, 7.2.3
Purchase Orders	As Created	Office Personnel	Electronic	BCS	Purchasing Agent	Dispose	Current Year + 1 Year	7.1, 7.4.2
Final Inspection Report	As Created	All Employees	Electronic	BCS	Purchasing Agent	Dispose	Last Run + 1 Year	7.1, 7.2. 8.2.4
Reject Tag	As Received	All Employees	Manual	Box	Management Representative	Dispose	Until Disposed or Released	7.2.3, 8.3
Customer Purchase Order	As Created	All Employees	Manual	File Cabinet	Sales Staff	Dispose	7 Years	7.2.3
Sales Order Form	As Created	All Employees	Manual	File Cabinet	Sales Staff	Dispose	7 Years	7.2.3
Shipper (Packing List)	As Created	All Employees	Manual	File Cabinet	Purchasing Agent	Dispose	Until Verified	7.2.3, 7.5, 8.2.2, 8.2.3
Shipping Manifest	As Created	All Employees	Electronic	Electronic—BCS	Sales Staff	Dispose	7 Years	7.2.3
Approved Subcontractor List	As Created	Office Personnel	Electronic	Electronic—BCS	Purchasing Agent	Dispose	As Superseded	7.4.1
Vendor Evaluation Database	As Created	Office Personnel	Manual	File Cabinet	Purchasing Agent	Dispose	1 Year	7.4.1

Record Name	Collection	Access	Filing	Storage	Maintenance	Disposition	Minimum Retention	ISO Ref.
Subcontractor Self-Assessment Survey	As Created	Office Personnel	Manual	File Cabinet	Purchasing Agent	Dispose	1 Year	7.4.1
Material Requisition Forms	As Created	All Employees	Manual	File Cabinet	Purchasing Agent	Dispose	Current Year + 1 Year	7.4.2
Outside Process Shippers	As Created	Office Personnel	Manual + Electronic	Clipboard + BCS	Purchasing Agent	Dispose	Until Verified	7.4
Material Certifications	As Received	All Employees	Manual	File Cabinet	Purchasing Agent	Dispose	Current Year + 1 Year	7.4.3 & 8.2.4
Customer-Supplied Product Sheet	As Created	All Employees	Manual	File Cabinet	Plant Manager	Dispose	1 Year	7.5.4
Color Code Chart	As Created	All Employees	Manual	Steel Receiving Wall	Management Representative	Dispose	As Superceded	7.5
Common Carrier and Related Documents	As Created	Office Personnel	Manual	Filing Cabinet	CFO	Dispose	3 Years	7.5.1
Audit Schedule	As Created	All Employees	Manual	Binder	Management Representative	Dispose	Current Year + 2 Years	8.2.2, 8.2.3
Concession Request Forms	As Created	Office Personnel	Manual	File Cabinet	Management Representative	Dispose	7 Years	8.3
Reject Material Log	As Created	Management Representative	Electronic	Electronic	Management Representative	Dispose	As Superceded	8.3

5 Management Responsibility

Scope

The system and related operating procedures described in this section of the Quality Manual comply with the requirements of the Standard as described in:

ISO 9001:2008, Element 5

5.1 Management Commitment

Purpose

This procedure describes the responsibilities for development and commitment to the development and implementation of the quality management system.

Responsibilities

- The President has overall responsibility for the Management Review process. The President chairs meetings to review the effectiveness of the Quality Management System, insures appropriate actions are taken to continuously improve the system.

- A Management Team made up of the President, the CFO, Plant Manager, Purchasing Agent and designated plant representative(s) attend review meetings and are responsible for reporting status and progress, and to initiate any required action plans.

- The CFO maintains an Employee Reference Listing defining the roles of individual employees.

- All Employees are responsible for the performance of their work and the continuous improvement of the Quality Management System.

Procedure

a) The Management Team made up of the President, CFO, Plant Manager, Purchasing Agent and designated plant representative(s) have developed both a formal quality training for all employees and an ongoing informal training to meet our quality objectives. This team is also responsible for meeting customer, statutory and regulatory requirements which are assessed at the Management Review Meetings.

b) The Quality Policy is reviewed for accuracy at each Management Review Meeting. The entire Quality System is monitored, measured and analyzed at the Management Review Meetings.

c) The Management Representative develops the Quality Objectives and communicates to employees, on a formal and an informal basis, those objectives.

1) Jolico/J-B Tool, Inc. is committed to producing quality products.
Product quality is measured by using rejected product CIF's compared monthly to sales.

2) Jolico/J-B Tool, Inc. strives to ensure customer satisfaction.
Customer satisfaction is calculated using the Customer Survey form on the Jolico website and by verbal surveying on the telephone.

3) Products will be delivered in a timely fashion.
Delivery times are calculated on the Delivery Report by means of an average of days early and late.

d) At a minimum, an annual review of all elements of the Quality Management System is chaired by the President who monitors the suitability and effectiveness of the Quality Management System and establishes future objectives to ensure its continuing effectiveness. Records of the reviews are maintained.

The President specifies the attendees for the management review meetings, including, as appropriate, management and other personnel, as the agenda demands.

The agenda includes, but is not limited to, the results of all internal Quality Management System audits, any external quality audits, the results of corrective and preventive action(s).

The Management Representative or designee writes the meeting minutes, and distributes them to the appropriate personnel. The minutes include action items, individuals assigned actions, and target or planned completion dates. The minutes are approved by the President by their initials prior to distribution and are retained as quality records.

e) Management is responsible for identifying and providing adequate resources and assigning trained personnel to all activities for which they are responsible. Verification activities are carried out by trained personnel directly responsible to the activity. Trained personnel carry out internal audits in areas over which they have no direct responsibility.

References

Continuous Improvement Form Spreadsheet
Employee Reference Listing
Internal Audits
Management Review Meeting Agenda
Management Review Meeting Minutes
On-time Delivery Report
Quality Objectives
Quality Policy
Work Instructions

5.2 Customer Focus

Purpose

This procedure describes the responsibilities and requirements for ensuring customer satisfaction.

Responsibilities

- The President and/or CFO are responsible for reviewing the terms and conditions of non-disclosure agreements, consultant agreements, confidentiality documents and supplements to order terms from the customer. The CFO is also responsible for running on-time delivery reports.

- The Management Representative is responsible for reviewing customer surveys.

- The Sales Staff is responsible for reviewing the information and requirements of the customers' purchase orders and entering the customer orders.

- The Sales Staff is responsible for reviewing the releases and entering the requirements in the Business Computer System (BCS).

- The Sales Staff is responsible for surveying customers.

Procedure

To measure customer satisfaction, Jolico maintains a survey for customer comments on the Company's website. Customers with purchases over $500 are surveyed by telephone.

Monthly, the Management Representative or designated employee reviews the surveys, as well as, compiles a delivery report from the Business Computer System to measure on-time deliveries.

References

Customer Feedback Form
On-time Delivery Report
Customer Survey Database

5.3 Quality Policy

Purpose
The purpose of this procedure is to describe the company's Quality Policy.

Responsibilities
The President is responsible for defining, establishing and authorizing and changes to the Quality Policy.

- The Management Representative is responsible for providing, establishing and reviewing the Quality Policy.

Procedure
a) The Quality Policy defines the goals and direction of the organization.

b) The Quality Policy is the benchmark which the entire Quality System is based.

c) Quality objectives are compiled and reviewed for suitability at the Management Review Meetings. Reference Section 5.2.

d) New employees receive training on the Quality Policy during their initial orientation training. The Quality Policy is also widely published and circulated to employees at all levels of the organization.

e) The Quality Policy is reviewed for continuing suitability at the Management Review Meetings.

References
Quality Policy
Management Review Meeting Minutes

5.4 Planning

5.4.1 Quality Objectives

Purpose
This Procedure describes the quality objectives that Jolico has identified as being fundamental to the Company's processes.

Responsibility and Authority
- The President is responsible for establishing the Quality Objectives based on the needs of the business.

- All employees are responsible for working in accordance with the documented Quality Management System in their area of activity at all times.

General
The Quality Objectives are to remain consistent with the Quality Policy, support continual improvement and meet those objectives needed for our products.

The assurance of quality is a fundamental requirement for all duties performed and products supplied by this organization. All employees within the organization are responsible for the quality of their work. The objectives as stated in this Quality Manual are measured and submitted at the Management Review Meetings for analysis. (See Section 5.1)

5.4.2 Quality Management System Planning

Purpose
This Procedure describes the planning process of the Quality Management System.

Responsibilities
The President and Management Representative are responsible for the quality management system

Quality Planning
a) During the quality planning process, consideration is given to resources needed, production processes, inspection and testing documentation, development of new instrumentation, product verification, quality standards, quality records and the updating of quality control, inspection and testing techniques for the Quality System and Quality Objectives.

b) When planning changes, the integrity of the system will be maintained for both the Quality System and Quality Objectives.

References

Calibration Records
Company Forms
Final Inspection Report
Quality Objectives
Quality Records (Section 4.2)
Records
Shop Traveler
Work Instructions

5.5 Responsibility, Authority and Communication

5.5.1 Responsibility and Authority

Purpose

The purpose of this Procedure is to describe how the responsibilities and authorities are defined and communicated.

Responsibilities

- The President is responsible for defining and communicating responsibility within the Company. The President is also responsible for appointing the Management Representative.

Organization

Each person in Jolico has the freedom and authority to identify quality concerns, recommend and verify solutions. Those persons who manage, perform and verify work affecting quality are described in this manual, the Work Instructions and an Employee Reference Listing.

5.5.2 Management Representative

Responsibilities

The Management Representative is a full-time employee and is responsible for:

a) Ensuring that the processes needed for the quality system are established, implemented and maintained throughout the organization which consists of the Quality Manual, the CIF system, Work Instructions, Shop Traveler and the Quality Form Index, and other documents, as applicable,

b) Reporting to management on the performance of the quality management system along with any need for improvement. Reference section 5.4.1,

c) Ensuring the promotion of awareness of customer requirements throughout the organization by distributing a current drawing and detailed instructions on the Shop Traveler, where applicable.

5.5.3 Internal Communication

Purpose

This Procedure describes the method of communication within Jolico/J-B Tool, Inc.

Responsibilities

- The Management Representative is responsible for establishing effective communications throughout the Company.

Procedure

The Continuous Improvement Form is the primary communication tool utilized throughout the Company. Issues regarding personnel, customer complaints, maintenance and employee suggestions are addressed through the CIF system and audit findings.

Our primary method for management to communicate to all employees on the effectiveness of our Quality Management System is by posting the Quality Objective Results on the bulletin board in the plant.

Other methods of communication are informal and either transferred directly to the employees through verbal communication, the use of additional training or communicated through the use of a bulletin board.

References

Audit Reports
Continuous Improvement Forms (CIF)
Employee Reference Listing
Work Instructions

5.6 Management Review

5.6.1 General

Purpose

This Procedure describes individual responsibilities, procedures, and documents used to control management review activity of the Quality Management System.

Responsibilities

- The President has overall responsibility for the Management Review process. President chairs meetings to review the effectiveness of the Quality Management System, insures appropriate actions are taken to continuously improve the system.

- A Management Team made up of the President, the CFO, Plant Manager, Management Representative, Purchasing Agent(s) and designated plant representative(s) attend review meetings and are responsible for reporting status and progress, and to initiate any required action plans.

- The CFO maintains an Employee Reference Listing defining the roles and responsibilities of individual employees.

- The President specifies the attendees for the management review meetings, including, as appropriate, Management Team and other personnel as the agenda demands.

Procedure

At a minimum, a semi-annual review of all elements of the Quality Management System is chaired by the President who monitors the suitability, adequacy and effectiveness of the Quality Management System and establishes future objectives to ensure its continuing effectiveness. This review shall include assessing opportunities for improvement and the need for changes to the quality management system, including the quality policy and quality objectives. Records of the reviews are maintained.

5.6.2 Review Input

All elements of the Quality Management System are reviewed.

The agenda includes, but is not limited to:

a) The results of all Quality Management System audits, both internal and external,
b) Customer feedback through the use of CIF form and electronic surveys,
c) Process performance and product conformity,
d) The status of preventive and corrective actions,
e) Follow-up actions from previous Management Reviews,
f) Changes that could effect the Quality Management System,
g) Recommendations for improvement.

5.6.3 Review Output

Any decisions and actions related to the Management Review Meeting will be addressed including:

a) Improvements to the effectiveness of the Quality Management System and its processes,
b) Improvements to product related to customer requirements,
c) Any resources required. (See Section 6.1)

The MR or designee writes the meeting minutes, and distributes them to appropriate personnel. The minutes include action item, individual's assigned actions, and target or planned completed dates. The minutes are approved by the President prior to distribution and are retained as quality records.

The MR follows up on the assigned action items to ensure their completion.

References

Customer Survey
Audit Reports
Continuous Improvement Form Spreadsheet
Customer Feedback Spreadsheet
Management Review Agenda
Management Review Minutes
Quality Objectives
Quality Policy

Revision History

This document was originally issued on October 1, 2002 at revision 0. It has been revised as follows:

Revision Description	Date	Rev.
5.1 Upgraded to 2008 from 2000	6/3/10	12
5.2 Changed responsibility to CFO for running on-time delivery reports	6/3/10	12
5.5.2 Established that M.R. is a full-time employee	1/18/09	11
5.1 d) Changed Management Review meetings to annually from semi-annual	5/21/09	10

Approval Date

6 Resource Management

Scope

The system and related operating procedures described in this section of the Quality Manual comply with the requirements of the Standard as described in:

ISO 9001:2008, Element 6

6.1 Provision of Resources

Purpose

To ensure that resources are provided in all areas of the Quality System, as well as meeting the customer's requirements.

Responsibilities

- The President and CFO have ultimate responsibility in determining personnel to implement, maintain and improve the quality management system and personnel to meet customer satisfaction.

- The Sales Staff is responsible for reviewing the customer's information and requirements of the purchase orders and accepting and entering the customer orders.

Procedure

a) Adequate resources will be provided to implement and maintain the Quality Management System and continually improve its effectiveness. This will be performed through determining adequate personnel & capital expenditures.

b) Adequate resources will also be provided to enhance and improve customer satisfaction by meeting the customer requirements based on customer satisfaction surveys and CIF reports.

References

Internal Audit Summary
Employee Training Records
Management Review Minutes

6.2 Human Resources

6.2.1 General

Purpose

This Procedure describes how personnel performing work affecting product quality shall be competent based on appropriate education, training, skills and experience.

Responsibilities

- The President has overall responsibility for determining competency of employees performing work affecting quality and for ensuring that employees are aware of their role in meeting quality objectives.

- The CFO is responsible for providing and maintaining training, education and experience records.

6.2.2 Competence, Awareness and Training

Procedure

a) As an equal opportunity employer, it has been determined and mandated by the Organization and its founder that absolutely no predetermined qualifications be placed on any individual within the Organization. Any training required will be provided as shown within 6.2.2(b), (c), (d) and (e).

b) All new employees receive initial organization orientation training. Any additional training that the employee may require is provided in house or by an outside source as deemed necessary.

c) The need for employee training is continually assessed on an on-going basis throughout the Organization. When new training is provided, it will be reviewed 90 days after completion and findings will be recorded on the training matrix.

d) All employees receive training on the Quality Management System.

e) An orientation checklist is used to insure that all orientation items have been addressed for new employees. A training matrix is completed for each employee and is filed in the employee's training record. These records are updated as employees receive on-the-job or other types of training and lists all of their current skills. Note: Employees hired prior to the implementation of the Quality Management System on 10/01/98 are considered to be fully qualified and capable of performing their job requirements.

References

Employee Skills and Training Requirements
Individual Training Matrix
Management Review Minutes
Orientation Checklist
Training Files

6.3 Infrastructure

Purpose

The Purpose of this procedure is to describe how Jolico/J-B Tool, Inc. provides and maintains the infrastructure needed to achieve conformity to product requirements.

Responsibilities

The President has overall responsibility for infrastructure needs and suitability.

- The Management Representative (MR) is responsible for defining the key process equipment, which requires Preventative Maintenance (PM), for administrating the PM Program.

- Specific employees shown in the PM Program are responsible to performing the PM's according to the PM schedule.

- All employees are responsible for reporting to the MR any maintenance problems with their equipment.

Procedure

Jolico identifies infrastructure needs: buildings, workspaces, utilities, process equipment and supporting services through informal communications as well as, the CIF system.

a) The President assesses all infrastructure needs and requirements and is responsible for making any necessary changes, maintenance or additions as deemed necessary, including any plant equipment.

b) The CFO assesses all process equipment and is responsible for making any necessary changes, maintenance or additions as deemed necessary, including all hardware and software equipment.

c) All individuals within the management staff are responsible for assessing supporting services to maintain an effective communication and delivery system.

Preventative Maintenance

PMs are performed by specific technicians according to the equipment manufacturer's reference manuals, appropriate plant Work Instructions (WI) and the PM schedule, as appropriate.

Any employee having problems with their equipment is required to notify the Plant Manager via the CIF, so that the equipment can be evaluated and repaired. Verbal communication is allowed in the case of an emergency.

PM Records are maintained.

References

Continuous Improvement Forms (CIF's)
Preventative Maintenance Schedule
Preventative Maintenance Records
Work Instructions

6.4 Work Environment

Purpose
This Procedure describes how the work environment is managed to achieve conformity to product requirements.

Responsibilities
- The Management Representative is responsible for managing the work environment needed to achieve conformity to product requirements.

Procedure
Each type of product is manufactured in a clean, orderly and dedicated area by employees dedicated to that type of product using specific equipment and tooling for that product. The routing of product through the manufacturing process is indicated on the Shop Traveler.

References
Shop Traveler

Revision History
This document was originally issued on October 1, 2002 at revision 0. It has been revised as follows:

Revision Description	Date	Rev.
6 Upgraded to 2008 from 2000	6/3/10	3
6.2.2(a) was changed to describe the Organization's hiring and training practices	12/03/03	2
Modified 6.2.2(c) – Evaluate employees 90 days after training	10/20/02	1

Approval | Date

7 Product Realization

Scope

The system and related operating procedures described in this section of the Quality Manual comply with the requirements of the Standard as described in:

ISO 9001:2008, Element 7

7.1 Planning of Product Realization

Purpose

This Quality Management System procedure describes the method of establishing a system for quality planning and how they relate to the quality systems.

Responsibilities

- The President has overall responsibility for product realization and the quality of the product.

- The Management Representative has overall responsibility for the control of documents for product realization.

Procedure

a) Quality objectives and requirements for the product shall be determined by the Management Representative before production of the product.

b) The processes needed to produce the product have been determined based on prior manufacturing processes and are spelled out on the shop traveler. When a new product is introduced or a made-to-order part is manufactured, the processes will be reviewed by the Management Representative and/or President. The specifications for the product are either spelled out on the drawing or purchase order and are reviewed by either the Management Representative or President and entered onto the shop traveler.

c) Quality personnel inspect during and/or after completion of the manufacturing process to ensure that it meets the stated quality requirements. Acceptance is noted with inspector's initials along with evidence as shown on the inspection report stored on the BCS.

d) The shop traveler and corresponding inspection data will serve as the record to provide evidence that all necessary processes have been completed.

References

Drawings
Final Inspection Reports
Purchase Orders
Shop Traveler

7.2 Customer-related processes

7.2.1 Determination of Requirements Related to the Product

Purpose

This Procedure describes the method of determination of customer's specification, as well as, regulatory and statutory requirements related to the product.

Responsibilities

- The CFO has ultimate responsibility for the contract review process.
- The CFO or the President is responsible for coordinating the review of customer orders prior to acceptance.
- The President is responsible for monitoring the progress of all orders.
- The Sales Staff is responsible for entering the customer orders and entering releases in the Business Computer System (BCS).

Procedure

a) Both request for quotations and new orders are reviewed by the sales staff for requirements specified by the customer, including but not limited to, delivery and pricing.

b) The sales staff consults with either the President or Plant Manager to determine which item will meet the specific requirements for the customer, when required.

c) All Federal, State and local statutory and regulatory requirements will be met on all products shipped.

d) The sales staff will take into consideration any and all special or additional requirements prior to quoting or entering any new orders.

7.2.2 Review of Requirements Related to the Product

Purpose

This Procedure describes the method of reviewing customer orders and verifying that requirements can be met.

Responsibilities

- The President and/or CFO are responsible for reviewing the terms and conditions of non-disclosure agreements, consultant agreements, confidentiality documents and supplements to order terms from the customer and reviewing the releases.

- The sales staff is responsible for reviewing the releases and entering the requirements in the business computer system (BCS).

Procedure

a) When reviewing a request for quotation or new order, all customer-defined requirements will be addressed prior to submitting a quote or entering an order. Verbal telephone orders are allowed on standard catalog items only. Mailed, faxed, emailed and verbal orders are allowed without customer confirmation on standard catalog items only. If a verbal order is received on a custom item, it must be followed up with a mail, fax or email confirmation.

b) When entering a new order resulting from a supplied quotation all requirements and specifications will be compared for any discrepancies that may have occurred. If conflicting information is found the sales staff reviews this information with the President or CFO and if necessary, contacts the customer to resolve the discrepancy. Amendments to the original quotation or the customers order must be confirmed by mail, fax or email.

c) Upon entering a new order the sales staff verifies the ability of the organization to meet the defined requirements for special items. If conflicts are found, the customer is notified and a resolution acceptable to both parties is negotiated. Any changes must be confirmed by mail, fax or email.

Records generated within this procedure are maintained.

7.2.3 Customer Communication

Purpose

This Procedure describes the responsibilities and the communication process with customers.

Responsibilities

- The CFO has ultimate responsibility for the customer communications.
- Sales staff is responsible for taking orders and verifying customer information and requirements.

Procedure

a) Product information and specifications can be found in our published catalog or on the organization's website. The printed catalog page from the Internet and the published catalog pages are clearly marked as uncontrolled documents.

b) The sales staff handles all inquiries such as catalog requests, quotation requests, stock status and order entry. The CFO manages all blanket orders and contracts.

The sales staff, after verifying all specifications and requirements enters and prints the order and production tickets. The sales order form and production tickets are then distributed to the appropriate personnel for packaging or manufacturing.

If there is a change to an existing order, the sales staff verifies the change by mail, fax or email with the customer. Necessary changes are made to the order and the President or Plant Manager is informed of the changes so that manufacturing or purchasing schedules can be modified, if necessary.

c) General customer feedback is welcomed through surveys located on our website and through customer telephone inquiries conducted every two years by the sales staff. Complaints are processed through our continuous improvement forms. Reference Section 8.2.1.

References

Business Computer System (BCS)
CMM Instruction Manual
Customer Documentation
Customer Purchase Orders
Customer Request for Quote
Final Inspection Report
Jolico.com website
Material Certifications

Production Ticket
Quote Form
Reject Tag
Sales Order Form
Section 4.2, Documentation Requirements
Section 8.3, Control of Nonconforming Product
Shipper
Shop Order
Shop Traveler
Testing and Inspection Work Instructions (TIWI)

7.3 Design and Development

Design is not a function of Jolico/J-B Tool, Inc. If it becomes a function, this Element will be addressed.

7.4 Purchasing

Scope
The system and related operating procedures described in this section of the Quality Manual comply with the requirements of the Standard as described in:

ISO 9001:2000, Element 7.4

Purpose
This Procedure describes the methods of purchasing materials and services and approving vendors/subcontractors as described in ISO 9001-2000 Element 7.4 Purchasing.

Responsibilities
- The President has overall responsibility for purchasing activities.
- The Purchasing Agent, Buyer and designated employees are responsible for approving all Purchase Orders and placing orders.
- The Purchasing Agent, Buyer, Plant Manager and Receiving Personnel, as appropriate, are responsible for approving material and service vendors/subcontractors.
- The Purchasing Department is responsible for monitoring the quality performance of quality related subcontractors and assessing subcontractors who are either new to Jolico or who have not supplied goods recently. The Purchasing Department develops the quality-related subcontractors, as required.
- The CFO and/or Purchasing Agent are responsible for maintaining the Approved Subcontractors List (ASL).
- Monitoring delivery performance is the responsibility of the relevant departments.
- All employees are responsible for completing purchase requisitions of required materials and services.

7.4.1 Purchasing Process

Evaluation of Vendors/Subcontractors

All quality related vendors/subcontractors are evaluated per their ability to meet our requirements for Quality Management Systems and their ability to deliver product and services per the contract.

All current vendors/subcontractors of quality related materials and services as of August 1, 1998 are considered to be approved based on past performance.

A one-time buy is allowed for vendors/subcontractors not on the ASL.

One or more of the following approves new vendors/subcontractors:

- Proof of current ISO 9000 Registration,
- A completed and approved Subcontractor Self-Assessment Survey,
- The vendor/subcontractor is specified per the customer Approved Subcontractor List. If the customer provided an ASL only those vendors/subcontractors are used,
- The vendor/subcontractor only supplies non-quality related material/services,
- The vendor/subcontractor is approved after trial use. Trial use is defined as three separate purchase orders issued within a three-month period. The material supplied must be without defects and delivered within the stated purchase order requirements,
- The vendor/subcontractor that only supplies industry standard components.

Approved vendors/subcontractors are entered and maintained on the BCS by the Purchasing Agent or Buyer. This database is considered the Approved Subcontractor List.

The approval codes used on the ASL are as follows:

A	Non-quality related material or service subcontractor
QA	Quality related material or service subcontractor based on past history
I	ISO 9000 Registered
SA	Approved by a subcontractor self-assessment survey
TU	Approved by trial use
CS	Customer Specified

All vendors/subcontractors are deemed to have 100 points and lose points based on the following scale. If the vendors/subcontractor performance rating falls below 85 points, they will be removed from the ASL.

Quality:
When material or service does not meet the requirements stated on the purchase order this will result in a 3 point deduction.

Delivery:
When material or service does not meet the requirements stated on the purchase order this will result in a 2 point deduction.

Price and Quantity:
When material or service does not meet the requirements stated on the purchase order this will in a 1 point deduction.

All points are accumulated based on Subcontractor Problem CIF's and reviewed on a monthly basis by the Purchasing Agent or designated employee. Points that are deducted against a vendor are dropped 6 months from the date of issue.

Exceptions to this process are vendors/subcontractors who are the sole producer of the item, also vendors/subcontractors that are customer specified.

7.4.2 Purchasing Information

Purchasing Process – General Information
Acknowledgements, if received, from vendors/subcontractors agreeing to the order requirements are reviewed and attached to the Purchase Order and filed.

Amendments to Purchase Orders are processed for an open order when there is a change or addition in the items, quantity, price, or delivery. Amendments go through the same review and approval process as the original order.

Follow-up is done when the vendors/subcontractor is not meeting the Purchase Order requirements. The vendor/subcontractor is called by the Purchasing Agent or Buyer to find out when the order requirements are to be met, and the Purchase Order is amended, if required.

Receiving is done on the BCS when the packing list or shipper is turned into the appropriate individual.

Purchase Orders or Requisitions are not required for non-quality related purchases.

Purchasing Process – Tools and Equipment
External requisitions are provided to the Purchasing Agent/Buyer. The Purchasing Agent/Buyer reviews each requisition for accuracy, references to the associated specification, drawings, specific instructions, relevant technical data, and quantity.

If the external requisitions are complete, the Purchasing Agent/Buyer approves it by signing it, indicates a vendor from the Approved Supplier Listing (ASL) and processes an order on the Business Computer System (BCS). If the requisitions are not complete, the Purchasing Agent/Buyer sends the requisition back to the issuer or the Plant Manager for completion before processing.

Purchasing Process – Services

For outside services such as heat-treating, plating, painting, etc., an Outside Processing Shipper is issued in lieu of a Purchase Order. When the Outside Processing Shipper is issued, the number, date, quantity and the issuers' initials are recorded on the Shop Traveler.

Purchasing Process – Distribution Items

Production tickets for distribution items are provided to the Purchasing Agent/Buyer. The Purchasing Agent/Buyer reviews each ticket for accuracy, references to the associated specifications, drawings, contractual conditions, specific instructions, relevant technical data, quantity and price. The Purchasing Agent/Buyer then approves it with his or her mark or initials, selects a vendor from the ASL and processes an order on the BCS. If the requirements are not complete, the Purchasing Agent/Buyer sends the ticket back to the issuer for completion before processing.

Purchasing Process – Component Items

Production tickets that are created for kit or assembly parts are furnished to the Purchasing Agent. The Agent checks the stock of all the components needed for that assembly. If any components are not in stock, a requisition is filled out and given to the Purchasing Agent. The Agent then approves with his/her mark and selects vendor from ASL and processes an order on the BCS.

Purchasing Process – Raw Material

When the Shop Traveler is released to the plant for production, qualified personnel check it for material requirements. If adequate material is not in stock, then the Traveler is annotated with the word "no", signed and returned to the Purchasing Agent. The Agent verifies that the material is not in stock and places the Purchase Order on the BCS. The Purchasing Agent approves the Purchase Order by signing it.

All purchase orders are uniquely identified and have clearly stated references to associated specifications, drawings and specific quality and contractual conditions. Purchase orders are reviewed and approved before issue. Amendments to purchase orders are similarly controlled.

7.4.3 Verification of Purchased Product

If the customer's contract requires verification at the vendor/subcontractor's premises, the requirements are specified in the Purchase Order. Verification at the vendor/subcontractor's premises by our customer(s) is not used as part of our evaluation system nor does it waive the vendor/subcontractor of their responsibility to supply acceptable products.

Vendor/subcontractor nonconformances or quality issues are addressed with the CIF system.

References

Approved Subcontractor's List (ASL)
Business Computer System (BCS)
Drawings
Outside Processing Shipper
Production Tickets
Purchase Orders
Shop Traveler
Vendor Evaluation Database

7.5 Production and Service Provision

Scope

The system and related operating procedures described in this section of the Quality Manual comply with the requirements of the Standard as described in:

ISO 9001:2000, Element 7

7.5.1 Control of Production and Service Provision

Purpose

This Standard Operating Procedure describes the methods used to control the manufacturing process.

Responsibility and Authority

- The President has overall responsibility for process control.
- The President or the Plant Manager is responsible for implementing and maintaining process control.
- All employees are responsible for the implementation and control of the process as defined in the Quality Management System documentation. They are also responsible for the continuous improvement and updating of processes and procedures, as necessary.

Procedure

Quality Policy

Plant production is determined (driven) by customer requirements and stock replacement.

Customer requirements begin with the order entry process in which a production ticket is created for each order line. Production tickets for items currently not in stock are reviewed daily by the President and /or Purchasing Agent. If the Production Tickets manufactured items are complete, the Purchasing Agent checks the BCS to verify existing stock and production status. If quantities within production are available, the Production Ticket will be placed with the current production run. If a new production run is required, a new traveler will be created and the production ticket will follow that run. If the requirements are not complete on the production ticket, the Purchasing Agent sends the ticket back to the issuer for completion before processing.

Stock replacement is determined by one or more of the following conditions: visual stock status, current market trends, prior sales history and surplus raw material. If any of these

conditions warrant a stock production run, the Purchasing Agent issues a new traveler for that item.

Manufacturing Process Instructions are as indicated in a step-by-step manner on the Shop Traveler. The Shop Traveler contains any information deemed necessary and can be changed or altered via the Continuous Improvement Form.

Shop Travelers, when issued, contain an expected completion date. These dates may be altered due to raw material availabilities, equipment availabilities, increased customer demand or special requests. If the completion date is changed, it will be noted on the Shop Traveler.

Any process that cannot be verified by later inspection or test is qualified and continually monitored by qualified operators.

Key manufacturing equipment is of known process capability and is monitored by a preventive maintenance system.

Jobs are inspected via the CMM equipment and/or company-owned, calibrated gages. Reference section 7.6 and 8.

7.5.2 Validation of Processes for Production and Service Provision

Purpose

This Standard Operating Procedure describes the methods used to control the manufacturing for special processes.

Responsibilities

- The President and Plant Manager are responsible for identifying any new Special Processes.

- All employees are responsible for the quality of their work and performing their assigned tasks in accordance with the applicable Shop Traveler.

Procedure

Special Processes

a) When a need is determined for new processes, defined criteria is set and capability studies are performed by the vendor(s)/sub-contractor(s). This information is then compared to the customer specifications and /or requirements and results are reviewed with the customer, if required. Changes to the current process follow the same review capability studies, when necessary.

b) Equipment is evaluated on an on-going basis to determine usefulness, obsolescence, and current capabilities on an informal basis. The President is responsible for new or replacement equipment. The President is also responsible for evaluating the suitability of all personnel.

c) The use of specific methods and procedures is evaluated by the President.

d) Records are maintained as shown in Section 4.2.4.

e) Revalidation of processes occurs when deficiencies become apparent. Authorized vendor(s)/sub-contractor(s) are used when the scope of the process exceeds the technical expertise of in-house personnel.

7.5.3 Identification and Traceability

Purpose

This Standard Operating Procedure describes the method of identifying and maintaining product identification and trace ability from receipt of raw material to delivery of shipments.

Responsibilities

- The President has overall responsibility for product identification and trace ability.
- The Plant Manager is responsible for the product identification and trace ability throughout the manufacturing cycle.
- All employees are responsible for maintaining product identification and trace ability.

Procedure

Raw material is identified by a color coding or part number. The Shop Traveler travels with each lot for trace ability throughout the manufacturing process. Parts requiring rework are assigned a new Shop Traveler for traceability during the balance of the process. Work-in-process is identified with a part number that travels with the items.

7.5.4 Customer Property

Purpose

This Standard Operating Procedure describes the method of controlling customer-supplied product.

Responsibilities

- The President has overall responsibility for the control of customer-supplied product.
- The Plant Manager is responsible for customer-supplied product while the product is located in the facility.
- A designated employee is responsible for notifying the customer if the customer-supplied product is lost, damaged, or otherwise unsuitable for use.

Procedure

Customer-supplied product is defined as any and all customer supplied material or components.

Customer-supplied product is stored in such a manner as to protect it from undo harm.

When customer-supplied material is received, a Customer-Supplied Product Sheet is completed to verify quantity and list any discrepancies between the packing list and the material. Any discrepancies are noted and reported to the customer via this form. This form will travel with the job until complete.

7.5.5 Preservation of Product

Purpose

This standard operating procedure describes the methods for handling, storage, packaging, preservation and delivery (HSPPD) of product.

Responsibilities

- The President has overall responsibility for the HSPPD systems.
- The President and Plant Manager are responsible for the HSPPD of the Company's products.
- All employees are responsible for ensuring that products and equipment are handled, at all stages of the manufacturing process, to protect and preserve their quality.

Procedure

Handling

To prevent damage or deterioration, all products are placed in bins, trays, skid boxes, skids or other suitable containers while being transported.

Only authorized employees move material requiring a lift truck or special equipment. Training on this equipment is as specified in SOP 18, Training.

Storage

Raw materials are stored in their original containers or transferred to our containers and placed in specified locations until their release to production. Periodic visual inspection is performed for deterioration or damage. At a minimum, visual inspection for deterioration or damage will be performed prior to packaging and shipment.

All parts, while in process, are stored and stacked in bins, trays, skid boxes, skids or other suitable containers prior to use or delivery. All finished parts are packaged or stocked in the finished inventory area until shipment to the customer.

Receipt of finished goods is processed through the Business Computer System (BCS) and adds the item to inventory. Shipment through invoicing deletes the inventory to maintain the proper cycle count.

Packaging

Shipping personnel is responsible for verifying the final quantity received from the quality department with their initials and for submitting the shop traveler to production control. The product is then placed in inventory or prepared for shipment to the customer. Products are packaged to general commercial requirements that will prevent damage during delivery. After packaging, shipping containers are labeled according to both customer and internal requirements found on the Shop Order Form. The Shop Order Form is completed indicating quantities and any other necessary information with copies attached to the containers and originals submitted to the accounting personnel.

Preservation

All products are protected and segregated by the appropriate means to prevent damage or deterioration throughout all operations. Special requirements, if necessary, are indicated on the Shop Traveler.

Delivery

All products are shipped in conformance to customer requirements, adhering to customer specified transportation routings, stored in the Business Computer System (BCS), and printed on the Shop Order.

References

Business Computer System (BCS)
Color Code Chart
Common Carrier and Related Documents
Continuous Improvement Form (CIF)
Customer-Supplied Product Sheet
Drawings/Standards
Equipment Manufacturer's Reference Manuals
Lock-out/Tag-out Information

Material Requisition Form
MSDS Information
Outside Process Shippers
Packing List
PM Records
Preventative Maintenance (PM) Weekly Checklist
Preventative Maintenance (PM) Work Instructions
Production Ticket
Safety Manual
Shop Order
Shop Traveler
Spool Retainers English Bolt Reference
Spool Retainers Metric Bolt Reference
Training Records
Welder Certification

7.6 Control of Monitoring and Measuring Devices

Scope

The system and related operating procedures described in this section of the Quality Manual comply with the requirements of the Standard as described in:

ISO 9001:2000, Element 7.6

Purpose

This procedure describes the method of controlling Inspection, Measuring and Test Equipment (IMTE).

Responsibilities

- The President has overall responsibility for the control of the IMTE.
- The Plant Manager has the responsibility to identify the IMTE that are critical to the manufacturing process and to implement a calibration system for critical IMTE.
- The Plant Manager is responsible for assuring that the environmental conditions are appropriate for performing calibrations, inspections, and tests.
- The Plant Manager is responsible for evaluating customer specification changes and their affect upon IMTE, as appropriate.
- Quality personnel are responsible for performing the required calibrations and for maintaining the calibration system.
- All employees are responsible for only using calibrated IMTE when performing required inspections and tests and for handling and storing IMTE in a way that maintains its accuracy and fitness for use.

Procedure

Critical IMTE is selected based on the necessary accuracy and precision of the measurements performed.

Critical IMTE is uniquely identified by a sticker or is permanently etched and an individual calibration record is established. The status of calibration is either on a sticker attached to the IMTE or is found in the appropriate calibration record. The calibration record is retained by either electronic or hard copy means. Any IMTE that is not identified with a sticker or permanently etched will be for reference only.

The frequency of calibration is determined based on calibration history, testing or inspection method, severity of environment, frequency of usage, and the required accuracy of the measurement, as appropriate.

When calibrations are due, the person performing the calibration locates the IMTE, performs the calibration per the required Work Instruction (WI) with equipment which is traceable to known national or international standards, and records the as-found measurements and condition and any adjustments which are made. The calibration records are provided to the customer, if required.

If the as-found condition exceeds the acceptance criteria listed in the appropriate Work Instruction, the person performing the calibration notifies the Plant Manager and reports the findings. The Plant Manager analyzes the severity of the as-found condition and its effect on previously inspected and tested product since the last acceptable calibration. If it is determined that suspect material has been shipped, the Plant Manager or the sales staff notifies the customer.

After calibration, the IMTE is protected from adjustments, which would invalidate the calibration, if required.

Records of calibrations are retained per Element 4.2.

References

Calibration Records
Calibration Schedule
CalPro Instruction Manual
Gage Track Software
Shop Traveler

Revisions

This document was originally issued on October 1, 2002 at revision 0. It has been revised as follows:

Revision Description	Date	Rev.
7 Upgraded from 2000 to 2008	6/3/10	10
7.4.1 Changed incidental purchase to non-quality related purchases	6/12/08	9
7.4.1 Eliminate QS as a qualification for purchasing	11/19/07	8

Approval Date

8 Measurement, Analysis and Improvement

Scope

The system and related operating procedures described in this section of the Quality Manual comply with the requirements of the Standard as described in:

ISO 9001:2008, Element 8

8.1 General

Purpose

This procedure details how the Company measures, monitors, analyzes conformity of product and Management System and ensures the continuing effectiveness.

Responsibilities

- The President is responsible for ensuring that the product and Quality Management System conform to stated requirements.

Procedure

a) Conformity of product is demonstrated through the volume of scrap on the shop travelers and customer complaints.

b) Conformity of the Quality Management System is demonstrated through customer surveys and customer complaints.

c) Effectiveness of the Quality System is improved through monitoring both customer satisfaction and the entire CIF system.

At Management Review Meetings, a review of the above shall determine applicable methods up to and including statistical techniques and if preventative action is warranted.

8.2 Monitoring and Measurement

8.2.1 Customer Satisfaction

Purpose

This Procedure describes the responsibilities, methods and documents used in determining customer satisfaction that insure compliance with the Company's Quality Management System.

Responsibilities

- The President is responsible for customer satisfaction.
- The Management Representative is responsible for monitoring customer satisfaction.

Procedure

Jolico is dedicated to ensuring that customer satisfaction is met by offering customers a format to express their opinions through the Company's website: wwww.jolico.com and biennially telephone surveys. Monthly, the Management Representative or designated employee collects the surveys and enters the data into the Business Computer System. A report is also run on the BCS showing the on time versus late deliveries for that month. After the information is collected, it is then reviewed at the Management Review Meeting.

References

Business Computer System
www.Jolico.com

8.2.2 Internal Audit

Purpose

This Procedure describes the responsibilities, methods of working, and documents used in carrying out internal quality audits that insure compliance with the Company's Quality Management System.

Responsibilities

- The Management Representative is responsible for scheduling, coordination, effective implementation and maintenance of the internal quality audit process.
- Internal Quality Auditors are trained individuals responsible for carrying out internal quality audits in a timely and effective manner as directed by the Management Representative and this procedure.
- Departmental managers are responsible for taking timely and effective corrective action to eliminate audit nonconformances.

- All personnel working in the audited departments are required to cooperate with Internal Quality Auditors.

Procedure

General
The Company's Quality Management System is audited annually and more frequently if needed. Any nonconformances found in an area are discussed with the appropriate employee who arranges for timely and effective corrective action to be taken, reducing or preventing any reoccurrence.

Audit Scheduling
The Management Representative prepares an audit schedule to cover all sections and elements of the Quality Management System. This schedule identifies audits to be conducted during the year.

Audit Team Selection
Qualified trained auditors carry out audits. All Auditors receive training in the appropriate standard, auditing techniques, and practices by either internal or external sources.

The Management Representative selects an auditor or audit team who is assigned the responsibility for conducting the scheduled audits. The selection is based on experience of the auditor(s) and their independence from the department under audit.

In order to prepare the team for the audit, the Management Representative makes available the necessary audit documentation for use by the Audit Team. This information, which is controlled, typically includes:

- ISO 9001-2000 Standard
- Work Instructions (normally made available in the appropriate department)
- Quality Manual, Section 8.2.2, Internal Audit
- Copies of previous audits and outstanding corrective actions (if any)
- Blank Internal Audit Question Forms
- Continuous Improvement Forms

The appropriate information is given to the assigned Audit Team in advance of the scheduled audit date, for review and reference purposes.

Periodically, the Management Representative reviews Continuous Improvement Forms (CIF) and the Audit Summary Forms to ensure that audits were conducted correctly and appropriate action is taken if necessary.

Audit Arrangements

The assigned Audit Team is responsible for contacting the employee in the area to be audited, to arrange a mutually convenient time for the audit to be conducted. The audits shall be performed within the given month as stated on the schedule authorized by the MR.

Management attends, time permitting, the opening meeting with the Audit Team and plans attendance at the closing meeting to hear the results of the audit and to assign resources for any corrective actions raised. A Guide/Escort, who is familiar with the operation, is normally provided to an external Audit Team.

Audit Checklists

Questions are prepared by the Audit Team by using the Quality Manual.

Audit

The Audit Team carries out the audit in accordance with established audit plan as described in this Procedure, using the prepared audit checklists and taking audit notes, as appropriate. Objective evidence is sought and noted whenever possible.

Audit Nonconformance(s)

The CIF is used to record details of any nonconformance found during the audit. The auditors then complete the Audit Summary Form, which together with the CIF's are returned to the Management Representative. The written nonconformances are discussed with the Department Head to obtain agreement and commitment to timely and effective corrective action. The Management Representative places CIF's onto the CIF Summary.

The corrective actions will then be performed, without undue delay, by the Department or employee to whom the CIF is assigned. After which time, the Management Representative will follow-up on the actions performed.

A tracking system is used by the Management Representative who ensures the effective closing out of any reported nonconformances. The Management Representative assesses the effective closing out of corrective actions, taking one or more of the following review actions:

- A brief follow up audit by the Management Representative
- A follow up audit by the auditor/audit team
- A complete re-audit of the department
- Rescheduling the dates of the next audit of the department

8.2.3 Monitoring and Measurement of Process

Purpose
To detail the responsibilities and procedures for effectively monitoring and measuring the Quality Management System.

Procedure
Our organization monitors customer satisfaction, product quality and our total quality management system processes as shown throughout our quality manual. These methods account for reviewing results against planned objectives and corrective action when those results are not met.

References
On-Time Delivery Report
Rejected Material Log
Customer Feedback Form

8.2.4 Monitoring and Measurement of Product

Purpose
To detail the responsibilities and procedures for effectively monitoring and measuring the product quality.

Responsibilities
- The President has ultimate responsibility for ensuring that the product is being measured and monitored throughout all stages of the operation.

- The Management Representative is responsible for guaranteeing that the product is monitored through all stages of the process.

Procedure
Our organization monitors and measures the characteristics of the product we manufacture as shown in Product Realization Section 7.1. Evidence of the conformity is as shown on the inspection report logged on the traveler, or attached to the traveler. Acceptance is noted with the inspector's initials.

No product shall be released until the assigned inspection has been satisfactorily completed. Exceptions will only be allowed when approved by management and/or the customer in writing.

References
Shop Traveler
Work Instructions

8.3 Control of Nonconforming Product

Scope

The system and related operating procedures described in this section of the Quality Manual comply with the requirements of the Standard as described in:

ISO 9001:2000, Element 8.3

Purpose

This Procedure describes the method for control of nonconforming and suspected nonconforming product found in the Quality Management System (QMS).

Responsibilities

- The President has overall responsibility for controlling nonconforming product.
- The Plant Manager is responsible for logging nonconformances and issuing corrective actions on nonconforming product, if required.
- The President or the Plant Manager is responsible for obtaining a customer deviation on nonconforming product and notifying manufacturing on how to proceed.
- All employees are responsible for identifying and reporting nonconforming product to the Plant Manager.

Procedure

The President or the Plant Manager reviews all nonconforming products and action is taken, as appropriate.

Nonconforming raw material or product has a Reject Tag attached to the material from the time it is identified until it is released. It is moved to a nonconforming holding area.

Nonconforming material/product is released by one or more of the following:

- Reworked or adjusted to meet the customer requirements,
- Scrapped,
- Accepted with or without rework by deviation, as required by the customer contract,
- Returned to vendor.

Reworked or adjusted material is re-inspected according to the original Shop Traveler, as required.

For nonconforming product that is ready for shipment, the President or Plant Manager notifies the customer with a Concession Request Form for written approval to ship the material.

After customer written approval is received, the President or Plant Manager completes and approves the Concession Request Form and releases the material for shipment.

The MR maintains a Rejected Material Log of the nonconforming raw material and product. The Plant Manager initiates a corrective action for subcontractor/supplier's nonconforming products, as required.

Records for all nonconforming material are maintained.

When nonconforming product is detected after delivery the entire production lot manufactured on that individual traveler is recalled from the customer(s) for repair or replacement as necessary.

References

Concession Request Form
Rejected Material Log
Reject Tag
Shop Traveler

8.4 Analysis of Data

Scope
The system and related operating procedures described in this section of the Quality Manual comply with the requirements of the Standard as described in:

ISO 9001:2000, Element 8.4

Purpose
The purpose of this procedure is to define how information is collected and analyzed and to indicate the responsibilities of the appropriate individuals.

Responsibilities
- The President has ultimate responsibility for determining what and how data collected is analyzed.

- The Management Representative is responsible for collecting and analyzing data.

Procedure
Data will be collected and analyzed based upon the Quality Objectives:

a) Customer satisfaction (see 8.2.1)
b) Conformity to product requirements (see 7.2.1)
c) Characteristics and trends of processes and products including preventive actions (see 7.5.2)
d) Suppliers (see 7.4.2)

References
Customer Feedback Form
On-Time Delivery Report
Continuous Improvement Form
Rejected Material Log

8.5 Improvement

Scope

The system and related operating procedures described in this section of the Quality Manual comply with the requirements of the Standard as described in:

ISO 9001:2000, Element 8.5

8.5.1 Continual Improvement

Purpose

This Procedure defines the method of initiating, investigating and closing out corrective action requests or suggestions and the development of preventive action based on quality trends.

Responsibilities

- The Management Representative (MR) has overall responsibility to ensure that Continuous Improvement Forms (CIF's) are closed out, quality trends are analyzed and that effective preventive action is implemented.

- Designated employees are responsible for implementing corrective actions and demonstrating the overall effectiveness of the action.

- All employees are responsible for initiating CIF's on quality improvements and may use CIF's for requested changes in the Quality Management System documents.

8.5.2 Corrective Action

CIF's are used for both corrective actions and preventive actions. CIF's generated internally are filled out in accordance with instructions on the form.

Evidence is obtained to support the CIF, and the employee records immediate action to be taken, if any, and implements that action. The CIF is then forwarded to the MR to be logged in the Continuous Improvement Form Spreadsheet and assigned to the appropriate Department or Manager for permanent corrective or preventive action.

CIF's are initiated for customer complaints, employee suggestions, nonconforming products, subcontractor concerns, document changes, preventive actions, maintenance matters and safety concerns.

Corrective actions for the Quality System are addressed through internal and external audit CIF's, as appropriate.

The person initiating the CIF fills out Section 1 and returns form to Management Representative. The Management Representative determines who is responsible and assigns it by completing Section 2. The responsible individual answers the CIF by completing Section 3 explaining how they will resolve the problem or issue and selects a target date for those changes to take effect or for the problem to be resolved. After the target date has passed, the MR follows up to verify that the actions have been completed and signs and dates Section 4.

Customer discrepancies are addressed in the customer-prescribed format using their form, if required.

The MR or designee follows up on all CIF's after a suitable period of time to ensure that the corrective measures are in place and are effective. The MR forwards a copy of the tardy CIF's, those later than 10 working days from the Target Response Date, to upper levels of management, as appropriate.

After verifying implementation and effectiveness of corrective action, the MR dates and signs the CIF, closes the CIF in the Continuous Improvement Form Spreadsheet and retains a copy per SOP-16.

Persons dissatisfied with the results of any CIF may request a meeting with the MR for review, clarification and resolution. Should such reviews fail to resolve the issues, CIF's may be forwarded to the next level of management for review.

The MR, to detect any unfavorable trends, analyzes all CIF's, at a minimum, on a semi-annual basis. The results may be used to initiate additional corrective or preventive actions, as appropriate. In addition, open and closed CIF's and trends are reviewed at the Management Review Meetings.

8.5.3 Preventive Action

Preventive actions are taken to reduce or eliminate trends of nonconformance from repeating. Sources of information used to initiate preventive actions are generally, but not limited to, the outcome from reviewing CIF information during management review meetings. CIF information reviewed would be audit results, customer complaints, concessions, and similar nonconforming products.

After verifying that there is a need to initiate a preventive action, it will be written up on a CIF, routed and monitored in the same manner as a corrective action. Because these actions tend to remain open for longer periods of time they will be kept separate from normal CIF forms.

References

Continuous Improvement Form Database
Continuous Improvement Form (CIF)

Revisions

This document was originally issued on October 1, 2002 at revision 0. It has been revised as follows:

Revision Description	Date	Rev.
8 Upgraded from 2000 to 2008	6/3/10	13
8.5.3 Added statement to show verification of preventative action	1/18/10	12
8.2.2 Added that the nonconformance CIFs will be performed without delay	1/18/10	12
Amended audit schedule in 8.2.2 to eliminate twice annually	6/10/05	11

Approval Date