

SECTION 1

QUALITY POLICY

Approval Record

President _____
Approval _____

Tech-Max Machine, Inc. Commits to:

- **Comply With the Requirements of the:**
 - **Customer,**
 - **Quality Management System,**

- **Continually Improve the Effectiveness of its Quality Management System,**

- **Establish Quality Objectives in Procedure (3).**

SECTION 2

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LIST OF MANUAL LOCATIONS

Following is a list of the locations at Tech-Max where the master (original) and controlled copies of both the Quality Manual and the Quality Management System Procedures (hereafter Procedures) can be found:

1. Management Representative (original)
2. Plant

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SYSTEM DESCRIPTION AND SCOPE

SCOPE

Tech-max:

1. Is located at 2503 Pan Am Blvd., Elk Grove Village, IL 60007,
2. Began in business in 1989,
3. Provides large sized steel, aluminum, bronze, iron and plastic parts made to customer specifications,
4. Employs approximately 30 people,
5. Has adopted the philosophy, mandates and requirements of ISO 9001:2000,
6. Has developed and documented its Quality Policy, shown on the first page of this manual,
7. Has prepared Procedures and Work Instructions that support the policy and address the requirements of the standard,
8. Maintains, operates and continually improves its Quality Management System.

ASSIGNMENT OF RESPONSIBILITY AND AUTHORITY

It is Tech-max's policy that whenever a Procedure or Work Instruction assigns responsibility and authority for the performance of a task, the responsible party may delegate performance of the task to anyone they choose, providing they ensure that the:

1. Assignment is clear to and understood by the appointee,
2. Appointee is competent to perform the task,
3. Results of the work performed meet the requirements.

PERMISSIBLE EXCLUSIONS

The Design and Development requirements (Clause 7.3) of the standard have been excluded from this system because they don't currently apply to the type of product / service that Tech-Max offers its customers. In the event that management changes its direction to include these

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requirements, this system will be modified accordingly.

UNCONTROLLED QUALITY MANUALS

An uncontrolled copy of the Quality Manual may be given to anyone, with the understanding that Tech-max has the right to revise the manual, at its discretion, without giving them notice.

HOW THE CLAUSES OF THE STANDARD ARE ADDRESSED

Legend

QMS = Quality Management System
P = Procedure

Clause	Clause Description	How the Clause is Addressed
4 Quality Management System		
4.1(a)	<u>The Organization Shall</u> - Identify QMS Processes & Their Application Throughout the Organization	Quality Manual & QMS
4.1(b)	Determine the Sequence & Interaction of Processes	Quality Manual - Appendix B
4.1(c)	Determine Criteria & Methods to Ensure Effective Operation & Control of Processes	QMS
4.1(d)	Ensure Availability of Resources to Support Operation & Monitoring of Processes	Management Review (P3)
4.1(e)	Monitor, Measure & Analyze Processes	Management Review (P3)
4.1(f)	Implement Actions to Achieve Planned Results & Continually Improve Processes	QMS
4.1 ---	Control Outsourced Processes	QMS
4.2.1 (a)	<u>The QMS Shall Include</u> - a Documented Quality Policy & Quality Objectives	Quality Policy & Management Review (P3)
4.2.1(b)	A Quality Manual	Quality Manual
4.2.1(c)	Documented Procedures	QMS Procedures
4.2.1(d)	Documents Needed for Planning, Operation & Control of Processes	QMS
4.2.1(e)	Records Required by the Standard	QMS & Record Control (P2)
4.2.2 (a)	<u>The Organization Shall Establish a Quality Manual that Includes</u> - the QMS Scope & Exclusions	Quality Manual

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4.2.2(b)	Procedures or Reference to Them	Quality Manual & QMS Procedures
4.2.2(c)	Interaction Between Processes & the QMS	Quality Manual - Appendix B
4.2.3(a)	<u>The QMS Shall Establish a Documented Procedure to Control Documents to</u> - Include Document Approval	Document Control (P1)
4.2.3(b)	Include Document Review	Document Control (P1)
4.2.3(c)	Ensure the Identification of Change Revision Status	Document Control (P1)
4.2.3(d)	Ensure Availability of Documents at Point of Use	Document Control (P1)
4.2.3(e)	Ensure that Documents Remain Legible & Readily Identified	Document Control (P1) & Record Control (P2)
4.2.3(f)	Ensure that Documents of External Origin are Identified & Distribution is Controlled	Document Control (P1)
4.2.3(g)	Prevent the Unintended Use of Obsolete Documents & Provide Proper Identification, if They are Retained	Document Control (P1)
4.2.4	The QMS Shall Establish a Documented Procedure to Provide Evidence of Conformity Records	Record Control (P2)

5 Management Responsibility

5.1(a)	<u>Mgmt Shall Demonstrate a Commitment to the QMS</u> - Communicate Importance of Meeting Requirements	QMS
5.1(b)	Establish a Quality Policy	Quality Policy
5.1(c)	Establish Quality Objectives	Management Review (P3)
5.1(d)	Conduct Management Reviews	Management Review (P3)
5.1(e)	Ensure Availability of Resources	Management Review (P3)
5.2	Management Shall Ensure that Customer Requirements are Determined & Met	QMS
5.3(a)	<u>Management Shall Ensure that the Quality Policy</u> - is Appropriate for the Organization	Quality Policy
5.3(b)	Includes a Commitment to Comply With Requirements & to Continually Improve the QMS	Quality Policy
5.3(c)	Provides a Framework for Establishing & Reviewing Quality Objectives	Quality Policy
5.3(d)	Is Communicated & Understood Within the Organization	Quality Policy
5.3(e)	Reviewed for Continuing Suitability	Quality Policy
5.4.1	Management Shall Ensure that Quality Objectives Needed to Meet Product Req'mts are Established	Management Review (P3)
5.4.2(a)	<u>Management Shall Ensure</u> - QMS Planning is Carried Out	QMS Procedures
5.4.2(b)	QMS Integrity is Maintained When Changes are Made	QMS Procedures

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5.5.1	Management Shall Ensure that Responsibilities & Authorities are Defined & Communicated	QMS Procedures
5.5.2(a)	Management Shall Appoint a Management Rep to - Establish, Implement & Maintain the QMS	Organization Chart & Management Review (P3)
5.5.2(b)	Report to Management on QMS Performance & Need for Improvement	Organization Chart & Management Review (P3)
5.5.2(c)	Ensure Awareness of Customer Requirements Throughout the Organization	Organization Chart & Management Review (P3)
5.5.3	Management Shall Ensure that Communication Processes are Established	QMS
5.6.1	Management Shall Review the QMS at Planned Intervals	Management Review (P3)
5.6.2(a)	Management Review Inputs Shall Include - Results of Audits	Management Review (P3)
5.6.2(b)	Customer Feedback	Management Review (P3)
5.6.2(c)	Process Performance & Product Conformity	Management Review (P3)
5.6.2(d)	Status of Corrective & Preventive Actions	Management Review (P3)
5.6.2(e)	Follow-up Actions from Previous Management Reviews	Management Review (P53) & Cor Act (P9) & Prev Act (P10)
5.6.2(f)	Changes that Could Affect the QMS	Management Review (P3)
5.6.2(g)	Recommendations for Improvement	Management Review (P3)
5.6.3(a)	Management Review Outputs Shall Include Decision & Actions Related to - Improved QMS Effectiveness	Management Review (P3)
5.6.3(b)	Improvement of Product Related to Customer Requirements	Management Review (P3)
5.6.3(c)	Resource Needs	Management Review (P3)

6 Resource Management

6.1(a)	The Organization Shall Determine & Provide Resources to - Implement & Maintain the QMS	Management Review (P3) & QMS
6.1(b)	Enhance Customer Satisfaction	Customer Satisfaction (P5)
6.2.1	Personnel Affecting Product Quality Shall Have Appropriate Education, Training, Skills & Experience	QMS
6.2.2(a)	The Organization Shall - Determine Competence of Personnel Performing Work Affecting Product Quality	QMS
6.2.2(b)	Provide Training or Take Other Actions to Satisfy These Needs	QMS
6.2.2(c)	Evaluate the Effectiveness of the Actions Taken	QMS
6.2.2(d)	Ensure that Personnel are Aware of How They Contribute to Quality Objectives	Quality Policy & QMS
6.2.2(e)	Maintain Records of Education, Training Skills & Experience	QMS

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6.3(a)	<u>The Organization Shall Provide the Infrastructure to Achieve Product Conformity - Including Buildings, etc</u>	Management Review (P3)
6.3(b)	Process Equipment	QMS
6.3(c)	Supporting Services	QMS
6.4	The Organization Shall Determine & Manage the Work Environment to Achieve Product Conformity	Management Review (P3)

7 Product Realization

7.1(a)	<u>The Organization Shall Plan & Develop Processes for Product Realization - Determine Quality Requirements</u>	QMS
7.1(b)	Determine Processes, Documents & Resources Specific to the Product	QMS
7.1(c)	Determine Verification, Validation, Monitoring & Inspection Activities Specific to the Product	Inspection (P7)
7.1(d)	Determine Records Needed to Provide Evidence that Product Realization Activities Met Requirements	QMS
7.1 ---	Product Realization Outputs Shall be in a Form Suitable to the Organizations Method of Operation	QMS
7.2.1(a)	<u>The Organization Shall Determine - Specified Customer Requirements</u>	QMS
7.2.1(b)	Unspecified Customer Requirements	QMS
7.2.1(c)	Statutory & Regulatory Requirements	QMS
7.2.1(d)	Any Additional Requirements	QMS
7.2.2(a)	<u>Before Acceptance of Customer PO the Organization Shall Ensure - that Product Requirements are Defined</u>	QMS
7.2.2(b)	PO Requirements Differing From Those Quoted are Resolved	QMS
7.2.2(c)	The Organization has the Ability to Meet Defined Requirements	QMS
7.2.2 ---	PO Review Records are Maintained	QMS
7.2.2 ---	When Documented Requirements are not Provided, the Requirements are Confirmed Before Acceptance	QMS
7.2.2 ---	PO Changes or Amendments are Properly Reflected in the Appropriate Documentation	QMS
7.2.3(a)	<u>The Organization Shall Have Effective Customer Communication Methods Regarding - Product Info</u>	QMS
7.2.3(b)	Inquiries, PO's, PO Amendments & PO Handling	QMS
7.2.3(c)	Customer Feedback, Including Customer Complaints	QMS
7.3	Design and Development	Excluded From This System
7.4.1 ---	The Organization Shall Ensure that Purchased Product Conforms to Specified Requirements	QMS
7.4.1 ---	The Organization Shall Evaluate & Select Suppliers	QMS

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Based on Their Ability to Meet Requirements

7.4.2(a)	<u>Where Appropriate, Purchasing Information Shall Describe</u> – Requirements for Product Approval	QMS
7.4.2(b)	Requirements for Qualification of Personnel	QMS
7.4.2(c)	QMS Requirements	QMS
7.4.3	The Organization Shall Establish Inspection or Other Activities to Ensure that Product Meets Requirements	Inspection (P7)
7.5.1(a)	<u>Production Shall Occur Under Controlled Conditions</u> - i.e. Available Info to Describe Product Characteristics	QMS
7.5.1(b)	Availability of Work Instructions, as Necessary	QMS
7.5.1(c)	Use of Suitable Equipment	QMS
7.5.1(d)	Availability & Use of Monitoring & Measuring Devices	Gage Calibration (P4)
7.5.1(e)	Implementation of Monitoring & Measurement	Inspection (P7)
7.5.1(f)	Implementation of Release, Delivery & Post Delivery Activities	QMS
7.5.2(a)	<u>Validation of Production Processes Shall Include</u> - Defined Criteria for Review & Approval	QMS
7.5.2(b)	Approval of Equipment & Qualification of Personnel	QMS
7.5.2(c)	Use of Specific Methods & Procedures	QMS
7.5.2(d)	Requirements for Records	Record Control (P2)
7.5.2(e)	Revalidation	QMS
7.5.3	Where Appropriate, the Organization Shall Identify Product / Status Throughout the Production Process	QMS
7.5.4	The Organization Shall Identify, Verify, Protect & Safeguard Customer Property	QMS
7.5.5	The Organization Shall Preserve Product Conformity During Internal Processing	QMS
7.6(a)	<u>Measuring & Monitoring Equipment Shall be</u> - Calibrated Against International Standards	Gage Calibration (P4)
7.6(b)	Adjusted as Necessary	Gage Calibration (P4)
7.6(c)	Identified to Enable Calibration Status	Gage Calibration (P4)
7.6(d)	Safeguarded from Adjustments that Would Invalidate Measurement Results	Gage Calibration (P4)
7.6(e)	Protected from Damage & Deterioration	Gage Calibration (P4)

8 Measurement, Analysis & Improvement

8.1(a)	<u>Monitoring, Measurement, Analysis & Improvement</u>	Inspection (P7)
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Processes Shall - Demonstrate Product Conformity

8.1(b)	Ensure QMS Conformity	Management Review (P3)
8.1(c)	Continually Improve the Effectiveness of the QMS	Management Review (P3)
8.2.1	The Organization Shall Monitor Customer Perception of the Organization	Customer Satisfaction (P5)
8.2.2(a)	<u>The Organization Shall Conduct Internal Audits to Determine if the QMS - Conforms With Plans</u>	Internal Audits (P6)
8.2.2(b)	Is Effectively Implemented & Records are Maintained	Internal Audits (P6)
8.2.3	Where Applicable, the Organization Shall Monitor the QMS for Compliance With Plans	Management Review (P3) & Internal Audits (P6)
8.2.4 ---	<u>The Organization Shall - Monitor & Measure Product Characteristics to Ensure Compliance With Specs</u>	Inspection (P7)
8.2.4 ---	Maintain Records of Product Conformity	Inspection (P7)
8.3(a)	<u>The Organization Shall - Take Action to Eliminate Detected Nonconformities</u>	Control of Noncon Prod (P8)
8.3(b)	Authorize Product Use, Release or Concession by Relevant Authority, or by the Customer	Control of Noncon Prod (P8)
8.3(c)	Take Action to Preclude its Original Intended Use or Application	Control of Noncon Prod (P8)
8.3 ---	Maintain Records of the Nature of the Nonconformity & Subsequent Actions Taken	Control of Noncon Prod (P8)
8.3 ---	Re-Verify Product Conformity After Nonconforming Product Has Been Corrected	Inspection (P6)
8.3 ---	Take Appropriate Action When Nonconforming Product Has been Detected After delivery or Use	Control of Noncon Prod (P8)
8.4(a)	<u>The Use & Analysis of Data Shall Provide Information Related to - Customer Satisfaction</u>	Management Review (P3) & Customer Satisfaction (P5)
8.4(b)	Conformity to Product Requirements	Inspection (P6) & Control of Noncon Prod (P8)
8.4(c)	Characteristics & Trends of Processes & Products Including Opportunities for Preventive Action	Inspection (P6) & Control of Noncon Prod (P8)
8.4(d)	Suppliers	QMS
8.5.1	The Organization Shall Continually Improve the Effectiveness of the QMS	Management Review (P3)
8.5.2(a)	<u>Action Shall be Taken to Eliminate the Cause of Nonconformities by - Reviewing Them</u>	Corrective Action (P9)
8.5.2(b)	Determining Their Cause	Corrective Action (P9)
8.5.2(c)	Evaluating the Need for Action to Ensure that They Do Not Recur	Corrective Action (P9)
8.5.2(d)	Determining & Implementing Action Needed	Corrective Action (P9)
8.5.2(e)	Maintaining Records of Action Taken	Corrective Action (P9)
8.5.2(f)	Reviewing Corrective Action Taken	Corrective Action (P9)

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8.5.3(a)	<u>Action Shall be Taken to Eliminate the Cause of Potential Nonconformities by - Determining Them</u>	Preventive Action (P10)
8.5.3(b)	Evaluating the Need to Prevent Their Occurrence	Preventive Action (P10)
8.5.3(c)	Determining & Implementing Action Needed	Preventive Action (P10)
8.5.3(d)	Maintaining Records of Action Taken	Preventive Action (P10)
8.5.3(e)	Reviewing Preventive Action Taken	Preventive Action (P10)

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SYSTEM DESIGN AND INTERACTION OF THE CLAUSES

