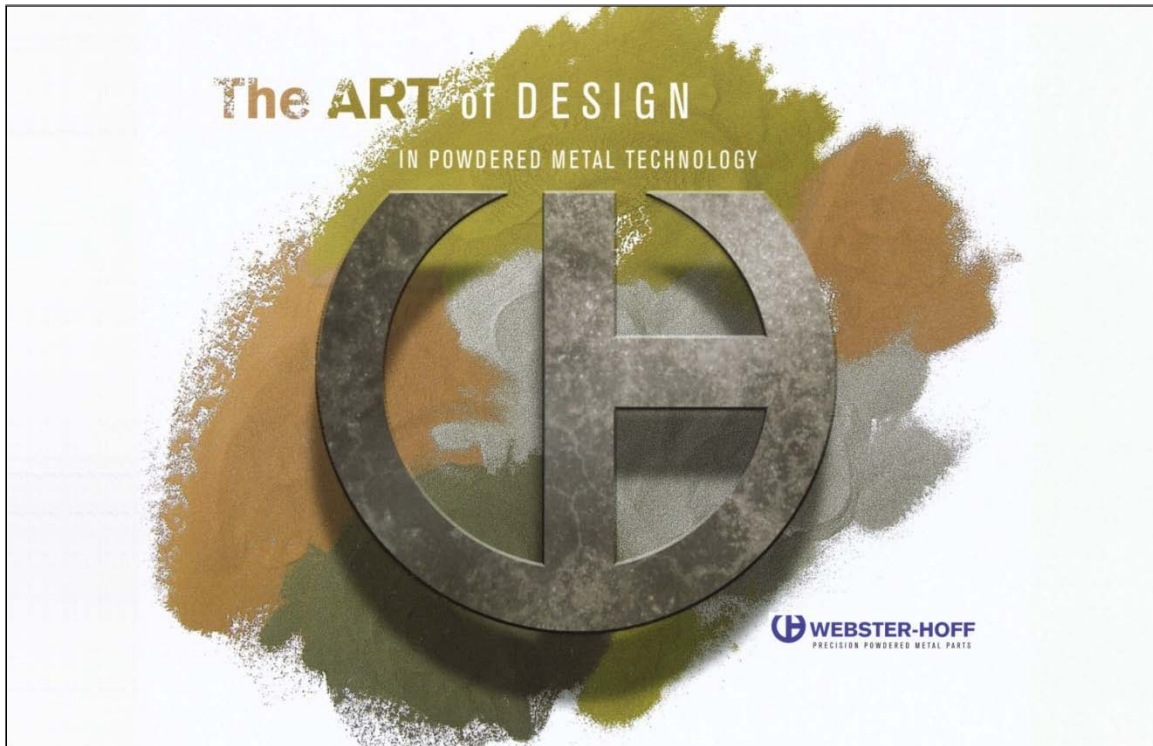


Webster - Hoff Corporation

Quality Manual



Registered to ISO 9001:2008 ANSI/ISO/ASQ Q9001-2008



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Management Approval of Quality Manual

The signatures that appear below indicate that the executive management of Webster - Hoff Corporation has reviewed and approved the following documents contained in this manual:

- Corporate Quality Policy
- Quality Objectives
- Quality Policies addressing the individual elements of ISO 9001:2008
- Organizational chart.

(1.2, 4.2.2) Exclusions: Where requirements of the International Standard can not be applied as permitted in section 1.2 of the International Standard due to the nature of the organization these requirements are excluded and listed in the following table:

ISO 9001 Standard Section	Quality Manual Policy	Reason For Exclusion
7.5.1 Servicing	QP-11	Webster - Hoff Corporation does not perform servicing that require warranties as part of our business activities

Bryan Webster, President & CEO

July 7, 2010

Date

Jim Varner, Management Representative

July 7, 2010

Date

The manual is effective the date of the President's signature. The policy/procedure cross reference appended to this manual does not require the President's approval because it does not change policy content.

Note: Online versions of the Quality Manual, for online reading or for printing use an electronically embedded signature for both the President and the Management Representative. The Management Representative holds the original with the actual signatures. All of these versions are considered controlled copies.

Uncontrolled, printed, copies of the Quality Manual are stamped "UNCONTROLLED COPY" on the cover page.

Corporate Quality Policy

Webster-Hoff Corporation is dedicated to complete customer satisfaction through continuous improvement.

Corporate Quality Objectives

- Focus on our key markets
- Maintain a high customer satisfaction rate (based on customer surveys).
- Provide solutions to our customers (new tools and alternate processes).
- Continuously improve product quality and process efficiency.
- Reduce our manufacturing costs by 5% per year.
- Have a least 2 people trained or qualified for every task.
- Reduce the Engineering Change Order (ECO) cycle time to 3 days.
- Reduce the cost of non-conforming materials (scrap and rework) by 15% a year.

Webster - Hoff Corporation Operations Description

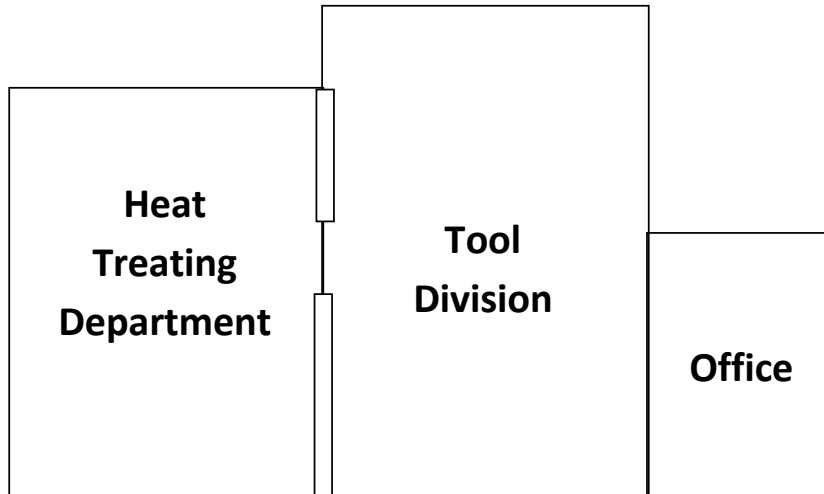
Webster - Hoff Corporation has been in business since 1971. The company is headquartered in Glendale Heights, Illinois at 704 East Fullerton Avenue. Webster-Hoff has some production and support operations in a building next door that is shared with a wholly owned subsidiary Tool Division. Although the building is shared, no Webster-Hoff manufacturing operations or equipment are shared between Webster-Hoff and the Tooling Division. The Tooling Division is not part of the ISO Quality System Registration. The drawing below shows the division of the Tool Division building

WEBSTER - HOFF CORPORATION specializes in manufacturing engineered powdered metal components. The design input to the customer is limited to manufacturability with respect to incorporation of specific design requirements pertinent to the production of powdered metal components. WEBSTER-HOFF CORPORATION's products are sold to manufacturers who incorporate the products into their designs. WEBSTER-HOFF CORPORATION sales personnel work closely with the customer to ensure that products are designed & manufactured to meet customers' specific needs.

Webster-Hoff Tool Division Building

714 East Fullerton Avenue, Glendale heights, Illinois

The building is partly occupied by the Heat Treating Department and the Tool Division which are in separately walled sections of the building. The Tool Division is excluded from the ISO Quality registration System.



Change History

Date / Revision	Description of Change
06/28/2010	Original Release of ISO 9001:2008 compliant Quality Manual
07/06/2010	Corrections, general, following SRI system audit

Clause 4

QUALITY MANAGEMENT SYSTEM

References to requirements of the ANSI/ISO/ASQ Standard 9001:2008 Quality Management System Requirements are noted in the “policy reference” statement at the start of each section and may be further noted in italics within the body of the text

QP-01
General Requirements
Documentation Requirements
Quality Manual
Quality Management System Planning

Policy Reference

ISO 9001:2008 STANDARD: 1.2, 4.1, 4.2.1 and 4.2.2

Purpose

The purpose of this policy is to clarify managerial responsibilities for the quality management system, and to ensure that an adequate system is documented.

Responsibilities

The President is ultimately responsible for the adequacy of the quality system. The President has delegated responsibility for the operation of the quality system to the Management Representative. The responsibilities of managers and employees are described within the procedures and work instructions that comprise the quality system organization, to support the operation & monitoring of the processes.

Quality Activities

1. (4.1, 4.2.1, 4.2.2) Documented policies, objectives, procedures and instructions have been prepared, where required, to fulfill the requirements of this manual and the ISO9001:2008 standard, and to ensure effective planning, operation, and control of company processes. The implementation & interaction of the processes of the quality management system are designed to provide for continual improvement of its effectiveness. See Appendix C for details of Process interactions.
2. (4.2.1) Quality records are maintained where necessary, to demonstrate conformance to requirements.
3. (4.1) Quality plans for products and services are prepared to ensure that quality requirements and quality objectives are met. Attention is paid to ensure that:
 - The sequence & interaction of these processes is determined.
 - Criteria & methods are defined to ensure that the operation & control of these processes is effective.
 - Processes are monitored, measured where applicable & analyzed.
 - Action is taken to achieve planned results & continual improvement of processes.
 - The processes, resources, information & equipment needed for the quality management system and their applications, are identified, acquired, and available throughout the processes is identified in the quality management system.
4. (4.1) Quality management system processes are managed in accordance with this manual & the ISO 9001:2008 standard.
5. (4.1) Where Webster - Hoff Corporation chooses to outsource particular processes that affect product conformity, Webster - Hoff Corporation ensures control of these processes by providing adequate specifications, appropriate supplier selection and inspection of incoming product.

QP-02

Control of Documents

Policy Reference

ISO 9001:2008 STANDARD: 4.2.3

Purpose

The purpose of this policy is to ensure that all documents required by the quality management system are controlled.

Responsibilities

The Management Representative is responsible to ensure that documents are reviewed, approved updated and re-approved as necessary & controlled according to procedures¹ referenced in this policy.

Quality Activities

Controlled documents include the following:

- Quality Manuals
- Operating procedures
- Work Instructions
- Customer Supplied Drawings
- Customer Supplied Specifications
- Quotations
- Pricing data
- Standards and other reference material
- Production Instructions, and quality plans
- Quality system forms

Controlled documents may be "hard copy" or in the form of electronic media.

A procedure is established to assure that the following controls are implemented for documents required by the quality management system:

1. Documents are reviewed and approved for adequacy by authorized personnel, prior to use;
2. Documents are reviewed & updated as necessary and re-approved;
3. Changes & the current revision of documents are identified;
4. Current copies of pertinent documents are made readily available to personnel to ensure effective system operation;
5. Documents remain legible & readily identifiable;
6. Documents of external origin determined by Webster-Hoff Corporation to be necessary for the planning and operation of the quality management system are identified & controlled.
7. Obsolete or invalid documents are removed from circulation or are suitably identified to prevent unintended use.

¹ See QOP-19-01

QP-03

Control of Records

Policy Reference

ISO 9001:2008 STANDARD: 4.2.4

Purpose

The purpose of this policy is to ensure that the requirements for the appropriate management of quality related records are clearly defined.

Responsibilities

The Management Representative is responsible for ensuring that records are maintained & managed according to a documented procedure that meets the requirements of this policy.

Quality Activities

Documented procedures have been developed and implemented to ensure that quality records are identified, collected, indexed, filed, and stored properly. These procedures ensure that:

1. Quality records are maintained to demonstrate conformance to specified requirements and the effective operation of the quality system;
2. All quality records shall be legible and are stored, protected, and retained in such a way that they are readily identifiable & retrievable, in facilities that provide a suitable environment to prevent damage, deterioration, and loss;
3. Retention times and disposition responsibilities & methods for quality records are established and recorded;

Clause 5

MANAGEMENT RESPONSIBILITY

QP-04

Management Commitment
Customer Focus
Quality Policy & Quality Objectives

Policy Reference

ISO 9001:2008 STANDARD: 5.1, 5.2, 5.3, 5.4.1, 5.4.2

Purpose

The purpose of this policy is to clarify top management responsibilities for implementing the quality management system & continually improving its effectiveness, to enhance customer satisfaction.

Responsibilities

The Management Representative is responsible and authorized to establish systems that comply with the requirements of this policy. The Management Representative reports to top management on the performance of the quality management system and any need for improvement and ensuring the promotion of awareness of customer needs throughout the organization.

Quality Activities

1. (5.1) Management is committed to develop & implement the quality management system & continually improve its effectiveness. Management communicates the importance of meeting customer, statutory, & regulatory requirements to the organization.
2. (5.2) Management ensures that customer requirements are determined & met in order to enhance customer satisfaction.
3. (5.3) Management has defined and documented its policies for quality. The policy appears as a foreword to this manual. Top management ensures that this policy:
 - Is appropriate to the purpose of this organization
 - Includes a commitment to complying with requirements & continual improvement of quality management system effectiveness
 - Provides a framework for establishing & reviewing quality objectives
 - Is communicated & understood within the organization
 - Is reviewed for continuing suitability
4. (5.4.1) Management ensures that measurable quality objectives, consistent with the quality policy, are established at relevant functions & levels in the organization. This includes objectives needed to meet requirements for product.
5. (5.4.2) Management also ensures that Quality Management System planning is carried out to meet the requirements of *clause 4.1* of ISO9001:2008, and the quality objectives. When quality management system changes are planned & implemented, management ensures that the integrity of the quality management system is maintained.
6. (5.1) Management conducts reviews of the Quality System.
7. (5.1) Management ensures the availability of resources.

QP-05

Responsibility, Authority & Communication

Policy Reference

ISO 9001:2008 STANDARD: 5.5.1, 5.5.2, 5.5.3

Purpose

The purpose of this policy is to ensure that top management establishes quality management system responsibilities, and communication processes.

Responsibilities

The Management Representative is responsible to ensure that systems are developed to comply with the requirements of this policy.

Quality Activities

1. (5.5.1) Management has defined the responsibilities, authority, and interrelationship of all personnel that manage, perform, or verify the correctness of quality-related work. The relationship has been documented in the organizational chart that appears in Appendix A. Specific task related responsibilities are communicated by documentation in the quality management system procedures.
2. (5.5.2) WEBSTER - HOFF CORPORATION's top management has appointed a Management Representative (see organizational chart). Irrespective of other responsibilities, that person has the responsibility & authority for ensuring that the processes needed for the quality management system are established, implemented, and maintained. The Management Representative is also responsible for reporting to top management on the performance of the quality management system for review and needed improvements and ensures the promotion of awareness of customer requirements throughout the organization.
3. (5.5.3) Top management ensures that appropriate communication processes are established at Webster - Hoff Corporation, including communication regarding quality management system effectiveness.

QP-06
Management Review

Policy Reference

ISO 9001:2008 STANDARD: 5.6.1, 5.6.2, 5.6.3, 8.5.1

Purpose

The purpose of this policy is to ensure that top management regularly reviews the performance of the quality management system, to ensure its effectiveness.

Responsibilities

Top management is responsible for participating in management reviews. The Management Representative is responsible for scheduling & reporting on system performance.

Quality Activities

1. (5.6) regularly scheduled executive management reviews are conducted to ensure that the quality management system continues to be suitable, adequate, effective and efficient. The review includes assessment of opportunities for improvement & the need for quality management system changes (including the quality policy & objectives). The following information provides input to the review:
 - Audit results
 - Customer feedback
 - Process performance & product conformity
 - Status of corrective & preventive actions
 - Follow-up actions from previous meetings
 - Changes that could affect the quality management system
 - Recommendations for improvement
2. (5.6) Records of these reviews are maintained. These records include decisions & actions related to:
 - Improvement of the effectiveness of the quality management system & its processes
 - Improvement of product related to customer requirements
 - Resource needs

Clause 6

RESOURCE MANAGEMENT

QP-07

Provision of Resources

Human Resources

Infrastructure

Work Environment

Policy Reference

ISO 9001:2008 STANDARD: 6.1, 6.2.1, 6.2.2, 6.3, 6.4

Purpose

The purpose of this policy is to ensure that resources are available & adequate to maintain and continually improve the quality management system.

Responsibilities

The Plant Manager, Human Resources Manager, Facilities Manager & Management Representative are responsible for developing systems to comply with the requirements of this policy that apply within their individual span of control.

Quality Activities

1. (6.1) Resource requirements (including trained personnel) have been identified to:
 - Implement & maintain the quality management system
 - Continually improve quality management system effectiveness
 - Enhance customer satisfaction by meeting requirements
2. (6.2.1) competent personnel are assigned to perform work affecting conformity to product requirements. The assignments are based on appropriate education, training, skills & experience. (6.2.2) WEBSTER - HOFF CORPORATION's quality management system ensures that:
 - The necessary competence of personnel performing product conformity related work is determined.
 - Training or other actions are provided to assist personnel in attaining the required competence.
 - The effectiveness of training activities is evaluated.
 - Personnel are aware of the relevance & importance of their activities, and how they contribute to achieving the quality objectives.
 - Appropriate records of education, training, skills and experience are maintained.
3. (6.3, 6.4) Proper infrastructure (buildings, workspace, utilities, process equipment, & support services², as necessary) & work environment³ are provided, managed, maintained & used to achieve product conformity.

² Such as Transport, communication and information systems

³ Relates to these conditions under which work is carried out, including physical, environmental and other factors such as lighting, noise, temperature, humidity and weather.

Clause 7

PRODUCT REALIZATION

QP-08

**Planning Product Realization
Customer Related Processes**

Policy Reference

ISO 9001:2008 STANDARD: 7.1, 7.2

Purpose

The purpose of this policy is to ensure that the quality management system processes needed for product realization are planned effectively. This includes obtaining communication from the customer to establish requirements and receive feedback.

Responsibilities

The Quality Manager is responsible for developing and implementing verification activities. The Sales Manager is responsible for establishing systems that comply with this policy, and providing for effective customer communication to establish requirements.

Quality Activities

1. (7.1) Webster - Hoff Corporation ensures that the processes needed for product realization are developed & planned to be consistent with the requirements of other processes of the quality management system. In the planning of product realization, the following are determined:
 - Quality objectives & requirements for the product
 - Necessary processes and documents and to provide resources specific for the product
 - Product specific verification, validation, monitoring, measurement, inspection and test activities
 - Criteria for product acceptance
 - Records needed to provide evidence that the product & the realization process conform to requirements.
2. (7.2.1) Webster - Hoff Corporation determines the following requirements applicable to the product:
 - Customer specified requirements (including delivery & post-delivery activities).
 - Other requirements considered necessary (where known) for specified or intended use of the product which may not be stated by the customer
 - Applicable statutory & regulatory requirements
 - Any additional Webster - Hoff Corporation requirements considered necessary.
3. (7.2.2) Webster - Hoff Corporation reviews product related requirements prior to committing to supply that product to a customer. This review ensures that:
 - Product requirements are defined
 - Any contract or order requirements differing from those previously expressed are resolved
 - Webster - Hoff Corporation has the ability to meet the defined requirements
 - Customer requirements are confirmed before acceptance of the contract in cases where the customer provides no documented statement of requirements. Where product requirements are changed, relevant documents are amended and appropriate personnel are made aware of the changes. Records of this review and the resulting actions are maintained.
4. (7.2.3) Webster - Hoff Corporation has implemented effective methods of establishing customer communication regarding:
 - Product information communication & inquiries
 - Order handling
 - Amendments to orders & quotations
 - Solicitation of performance feedback including complaints

QP-09
Design & Development

Policy Reference

ISO 9001:2008 STANDARD: 7.3

Purpose

The purpose of this policy is to establish managerial responsibilities and procedural requirements managing quality during the process of designing and verifying the design of products.

Responsibilities

The VP of Engineering is responsible for developing, implementing, and maintaining procedures that comply with the requirements of this policy.

1.0 (7.3.1) The Engineering Manager through the Process Review Team is responsible for the Process Review activity that encompasses the development and maintenance of tooling and processes that meet customer specifications, including tooling and process development. The design of customer products is the responsibility of the customer and although Webster-Hoff may provide input to the customer regarding their product, ultimately those features and specification are controlled by the customer.

2.0 (7.3.4 and 7.3.7) Process Review Team

The process Review Team is a multidiscipline team that encompasses manufacturing, tooling, quality, engineering and all other personnel as they may be needed. The Process Review Team supervises all aspects of product development essentially from cradle to grave. Records of each review are kept and signed off as completed.

3.0 (7.3.2) Inputs to Process Review

- Customer Prints and specifications (performance and functional requirements)
- Quotes
- Customer meetings
- Corrective and Preventive Action requests
- Continuous Improvement requests
- Where applicable information derived from similar designs or processes
- Applicable statutory and regulatory requirements
- Other requirements essential for design and verification

4.0 (7.3.4) Outputs from Process Review

- Manufacturing Methods
- Tooling Drawings
- Inspection and acceptance criteria
- Product Preservation requirements
- Purchasing requirements
- Engineering Change Requests

5.0 (7.3.6 and 7.3.7) Verification and Validation

Verification and validation are performed as tools are tried for the first time and through First Article assessment including sampling to the customer. As all products are custom made to customer specifications validation and verification are limited to design inputs from the customer, all other validation and verification is the customers responsibility.

QP-10
Purchasing

Policy Reference

ISO 9001:2008 STANDARD: 7.4

Purpose

The purpose of this policy is to establish WEBSTER - HOFF CORPORATION's policy regarding the purchasing process. Management recognizes that capable suppliers, accurate communication with them, and verification of purchased product are critical to producing products that conform to our customer's requirements.

The scope of this policy includes all products related to quality management system activities.

Responsibilities

The Purchasing Manager is responsible for developing purchasing procedures that ensure that this policy is completely implemented.

Quality Activities

1. (7.4.1) Webster - Hoff Corporation has established documented procedures that ensure that purchased products conform to requirements. These procedures ensure that:
 - Suppliers are evaluated and selected on the basis of their ability to supply product in accordance with Webster - Hoff Corporation's requirements. Criteria for selection, evaluation, & re-evaluation are established.
 - WEBSTER - HOFF CORPORATION control over the supplier's performance and product is planned and implemented. The nature of the control mechanism may depend on the effect of the purchased product on subsequent product realization or the final product.
 - Records of approved suppliers are maintained along with the results of evaluations & actions taken.
2. (7.4.2) Purchasing information describes the product to be purchased, including, where appropriate:
 - Requirements for product, process, equipment and procedure approval;
 - Personnel qualification requirements
 - Quality Management System requirements
 - Webster - Hoff Corporation reviews & approves specified purchase requirements to ensure their adequacy, prior to communicating them to the supplier.
3. (7.4.3) Webster - Hoff Corporation has established and implemented appropriate verification activities to ensure that purchased product meets purchase requirements. Occasionally, either WEBSTER - HOFF CORPORATION itself or WEBSTER - HOFF CORPORATION's customers reserve the right to inspect a product prior to authorizing its shipment from a WEBSTER - HOFF CORPORATION supplier. In these situations, the verification arrangements & method of product release are communicated to the supplier in the purchasing documents.

QP-11

**Control of Production and Service Provision
Validation of Processes**

Policy Reference

ISO 9001:2008 STANDARD: 7.5.1, 7.5.2

Purpose

The purpose of this policy is ensure that Webster - Hoff Corporation's production and servicing processes are properly controlled to ensure conformance to customer requirements with minimum rework and scrap.

Responsibilities

The Plant Manager is responsible for developing and implementing procedures that ensure that the quality activities listed below are properly carried out.

Quality Activities

1. (7.5.1) Webster - Hoff Corporation plans and conducts its production operations under controlled conditions. Controls have been established to ensure that:
 - Information describing product characteristics is available to our personnel.
 - Documented instructions are available when their absence would compromise quality;
 - Monitoring & measuring is implemented by ensuring the availability & use of appropriate monitoring & measuring methods and equipment.
 - Release, delivery & post-delivery activities are established & implemented.
2. (7.5.2) Processes for production are validated in instances where the resulting output cannot be verified by subsequent monitoring & measurement. This includes instances where deficiencies become evident only after the product is in use or the service has been delivered.
3. Webster - Hoff Corporation can demonstrate the ability of its processes to meet requirements utilizing monitoring & measurement of product. In cases of special processes where the result of the process may not be known until after the product has been placed in service then in those cases, Special Process Validation is used.
4. Webster - Hoff Corporation does not perform servicing as part of our business activities, therefore, any references to servicing in Clause 7.5.1-f of ISO9001:2008 are excluded from this policy.

QP-12
Identification and Traceability

Policy Reference

ISO 9001:2008 STANDARD: 7.5.3

Purpose

The purpose of this policy is to ensure that the quality system includes procedures that ensure accurate product identification, and if appropriate traceability, at all stages of processing. Accurate identification is necessary to ensure that only the correct materials are selected and further processed.

This policy applies only to materials and services for resale to WEBSTER - HOFF CORPORATION's customers.

Responsibilities

The Plant Manager is responsible for developing and implementing systems to comply with the requirements of this policy.

Quality Activities

Webster - Hoff Corporation ensures that raw materials, in-process materials, and finished goods are suitably identified throughout all stages of product realization. Identification may take the form of labels, tags, carton markings, location, attached documentation, or other forms of unambiguous identification. All product is identified with a job number.

Product status with respect to monitoring & measurement requirements is also identified.

In cases where traceability is a requirement, WEBSTER - HOFF CORPORATION ensures that the product is uniquely identified to the extent required by the customer or by regulations. The unique identification is controlled & recorded.

QP-13

Customer Property

Policy Reference

ISO 9001:2008 STANDARD: 7.5.4

Purpose & Scope

The purpose of this policy is to ensure that items supplied by customers for processing (or use in processing) and subsequent return to them are properly handled and safeguarded while in the possession of Webster - Hoff Corporation.

The scope of this procedure includes:

1. Raw materials provided by the customer (see statement 3, below)
2. Samples used for reference during purchasing and production
3. Tooling and fixtures used in production
4. Specification, manuals and other customer supplied documents⁴
5. Inspection and measuring equipment

Responsibilities

The Director of Operations is responsible for developing procedures governing the handling of customer property.

Quality Activities

1. (7.5.4) Webster - Hoff Corporation ensures that customer-supplied property is properly managed and cared for while under Webster - Hoff Corporation's control. This system provides for identification, verification, protection and safeguarding customer property provided for use or incorporation into the product.
2. When any customer property lost, damaged or otherwise found to be unsuitable for use, the customer is notified and records are maintained.
3. *Webster - Hoff Corporation does not and has not processed customer-supplied raw materials. Policies and procedures addressing this system element will be developed and implemented when and if necessary in the future.*

⁴ Powders, by supplier lot number, are tied to a job Number at the time that the powder is used for the job.

QP-14

Preservation of Product

Policy Reference

ISO 9001:2008 STANDARD: 7.5.5

Purpose & Scope

The purpose of this policy is to ensure that materials and products are preserved during processing, are properly stored, packaged, and delivered so that product quality is not compromised.

This policy applies to all materials or products destined for resale to WEBSTER - HOFF CORPORATION's customers.

Responsibilities

The Director of Operations is responsible for establishing procedures to ensure that the quality activities described below are properly carried out.

Quality Activities

(7.5.5) Webster - Hoff Corporation ensures that the conformity of product & its constituent parts are preserved during internal processing & delivery. This includes:

1. Maintaining proper identification
2. Utilizing proper handling & packaging methods
3. Providing appropriate storage facilities & methods to protect the product

QP-15

Control of Monitoring & Measuring Devices

Policy Reference

ISO 9001:2008 STANDARD: 7.6

Purpose & Scope

The purpose of this policy is to ensure that the inspection, measuring and test equipment used by Webster - Hoff Corporation to verify products is maintained in a condition that yields accurate, precise, and useful results. This policy applies only to equipment that is used to verify product conformance to requirements. Equipment used as "process guides" are not subject to control and calibration.

Responsibilities

The Quality Manager is responsible for developing procedures that ensure that inspection, measuring, and test equipment is properly controlled.

Quality Activities

1. (7.6) Webster - Hoff Corporation determines the monitoring & measurement equipment that is needed to provide evidence of conformity to product requirements, along with the appropriate devices needed to provide this information. This equipment is defined in the quality plan. Webster - Hoff Corporation's processes are established to ensure that monitoring & measuring can be carried out in a manner consistent with monitoring & measuring requirements.
2. Where necessary to ensure valid results, measuring equipment is
 - Regularly calibrated or verified or both at specified intervals (or prior to use), traceable to national standards. Where no standards exist, the basis for calibration is documented.
 - Adjusted or readjusted as necessary.
 - Have Identification to indicate the calibration status.
 - Safeguarded from adjustments that would invalidate the measurement results.
 - Protected from damage & deterioration during handling, maintenance & storage.
3. Webster - Hoff Corporation reevaluates & records the validity of prior inspection results if measuring equipment is subsequently found to be out of calibration. Appropriate action is taken on affected equipment or product.
4. Records of calibration results are maintained.
5. If computer software is used for monitoring & measurement, the ability of the software to meet the applications requirements is confirmed prior to initial use, and reconfirmed as necessary.

Clause 8

MEASUREMENT, ANALYSIS AND IMPROVEMENT

QP-16
General Requirements
Customer Satisfaction
Monitoring and Measurement of Manufacturing Processes
Monitoring and Measurement of Product
Analysis of Data

Policy Reference

ISO 9001:2008 STANDARD: 8.1, 8.2.1, 8.2.3, 8.2.4, 8.4

Purpose & Scope

The purpose of this policy is to establish monitoring, measuring, & analysis processes in order to ensure product quality & quality management system effectiveness

Responsibilities

The Quality Manager is responsible for ensuring that systems are established to measure, monitor & analyze products & process performance in compliance with the requirements of this policy.

Quality Activities

(8.1) Webster - Hoff Corporation plans & implements the necessary monitoring, measurement, analysis & improvement processes to demonstrate product conformity, ensure conformity of the quality management system, and provide for continually improving its effectiveness. This includes determination of applicable methods, including statistical techniques, and the extent of their use.

(8.2.1) Webster - Hoff Corporation has determined & established methods of obtaining & monitoring information from customers about their level of satisfaction with Webster - Hoff Corporation's performance in meeting their requirements. This information is used as one way to measure Webster - Hoff Corporation's overall quality system performance.

(8.2.3) Webster - Hoff Corporation applies suitable methods for monitoring and measuring quality system processes. These methods demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, corrective action is taken, as appropriate, in order to ensure product conformity.

(8.2.4) Webster - Hoff Corporation monitors & measures product characteristics at appropriate stages of realization, as defined in the quality plan, to verify that product requirements are met. Evidence of conformity to the acceptance criteria is maintained. The records indicate the person authorizing the release of product.

Product release and service delivery does not proceed until the requirements outlined in the quality plan are satisfactorily completed. In situations where it is necessary to release product before completing quality plan requirements, approval is required from a relevant authority (including customer approval where applicable).

(8.4) Webster - Hoff Corporation determines, collects, and analyzes appropriate data to demonstrate the suitability & effectiveness of the quality management system. The data includes results of Webster - Hoff Corporation's monitoring & measurement as well as data from other relevant sources. This data is used to evaluate opportunities for continual improvement of system effectiveness.

Data analyzed includes information relating to:

- Customer satisfaction
- Conformance to product requirements
- Characteristics & trends of processes & products, including opportunities for preventive action
- Supplier performance

QP-17
Internal Audits

Policy Reference

ISO 9001:2008 STANDARD: 8.2.2

Purpose

The purpose of this policy is to establish a process based internal audit system that effectively detects system nonconformities and brings them to the attention of appropriate management authority for correction.

Responsibilities

The Quality Manager is responsible for development and operation of the internal audit system.

Quality Activities

(8.2.2) WEBSTER - HOFF CORPORATION has established and maintains documented procedures to ensure that internal audits are conducted at planned intervals, to verify that the quality management system conforms with planned arrangements, the requirements of the ISO standard, and to Webster - Hoff Corporation's system requirements. The audits also verify that the quality management system is effectively implemented & maintained.

In Webster - Hoff Corporation's audit system:

1. Internal quality audits are planned & scheduled on the basis of the status and importance of the processes & areas to be audited, as well as the results of previous audits.
2. Audit criteria, scope, frequency, and methods are defined
3. To ensure objectivity & impartiality, auditors are selected to conduct audits where they will not audit their own work
4. The procedure defines responsibilities & requirements for:
 - Planning & conducting audits
 - Reporting results
 - Maintaining records
5. The results of the audits are recorded and brought to the attention of the personnel having responsibility in the area audited. The management personnel responsible for the area is responsible for taking prompt corrective action for nonconformance found during the audit, and their causes.
6. Follow-up audit activities are conducted to verify the implementation and effectiveness of the corrective action. Follow-up results are documented & reported.

QP-18

Control of Nonconforming Product

Policy Reference

ISO 9001:2008 STANDARD: Clause 8.3

Purpose & Scope

The purpose of this policy is to ensure that when planned results are not achieved correction and corrective action is taken and that nonconforming material is not inadvertently processed further or shipped to customers. This policy applies to all materials destined for incorporation in WEBSTER - HOFF CORPORATION's finished products or the finished products themselves.

Responsibilities

The Quality Manager is responsible for developing and implementing procedures that ensure that this policy is implemented.

Quality Activities

Documented procedures have been developed to ensure that:

1. Nonconforming material is identified and controlled to prevent unintended use or delivery;
2. Responsibilities for the review and disposition of nonconforming products are defined;
3. Products are either:
 - reworked to eliminate the nonconformity
 - sorted to remove nonconforming material (the final disposition of sorted parts may done separately)
 - Accepted as-is or with repair by concession, by a relevant authority (including the customer where applicable)
 - scrapped
4. Records of the nonconformities and any subsequent actions taken (including concessions obtained) are maintained for a period of 5 years.
5. Reworked or repaired products are re-inspected in accordance with the applicable quality plan.
6. When nonconforming product is detected after delivery or use, action is taken appropriate to the effects or potential effects of the nonconformity.

QP-19

Continual Improvement, Corrective Action, Preventive Action

Policy Reference

ISO 9001:2008 STANDARD: 8.5.1, 8.5.2, 8.5.3

Purpose

The purpose of this policy is to establish systems for continually improving the effectiveness of quality management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive action and management review

Responsibilities

The Quality Manager is responsible for the Corrective and Preventive Action system. The Quality Manager is responsible for establishing procedures that ensure that the activities listed below are effectively implemented. The Management Representative ensures that the activities of these systems are reported to management for review. The President of the company is responsible for the Continuous Improvement Program.

Quality Activities

(8.5.1) The quality policy, objectives, audit results, analysis of data, corrective & preventive actions⁵, and management reviews are used as tools to continually improve the effectiveness of the quality management system. A continuous improvement tracking system monitors continuous improvement events other than corrective and preventive actions (which are tracked in the Corrective Action System).

(8.5.2, 8.5.3) Webster - Hoff Corporation takes action to eliminate the cause of nonconformities & potential nonconformities, in order to prevent occurrence and/or recurrence. Corrective & preventive actions are appropriate to the effects of nonconformities & potential problems. Documented procedures have been developed to ensure that:

For Corrective Actions: (QOP-19-01)

1. Customer complaints and other nonconformities are reviewed;
2. Root causes of product, process, and system nonconformities are determined
3. The need for corrective action is identified to ensure the nonconformities do not reoccur
3. Corrective actions are identified and implemented
4. The effectiveness of corrective actions are verified
5. Records of the results of action taken are maintained

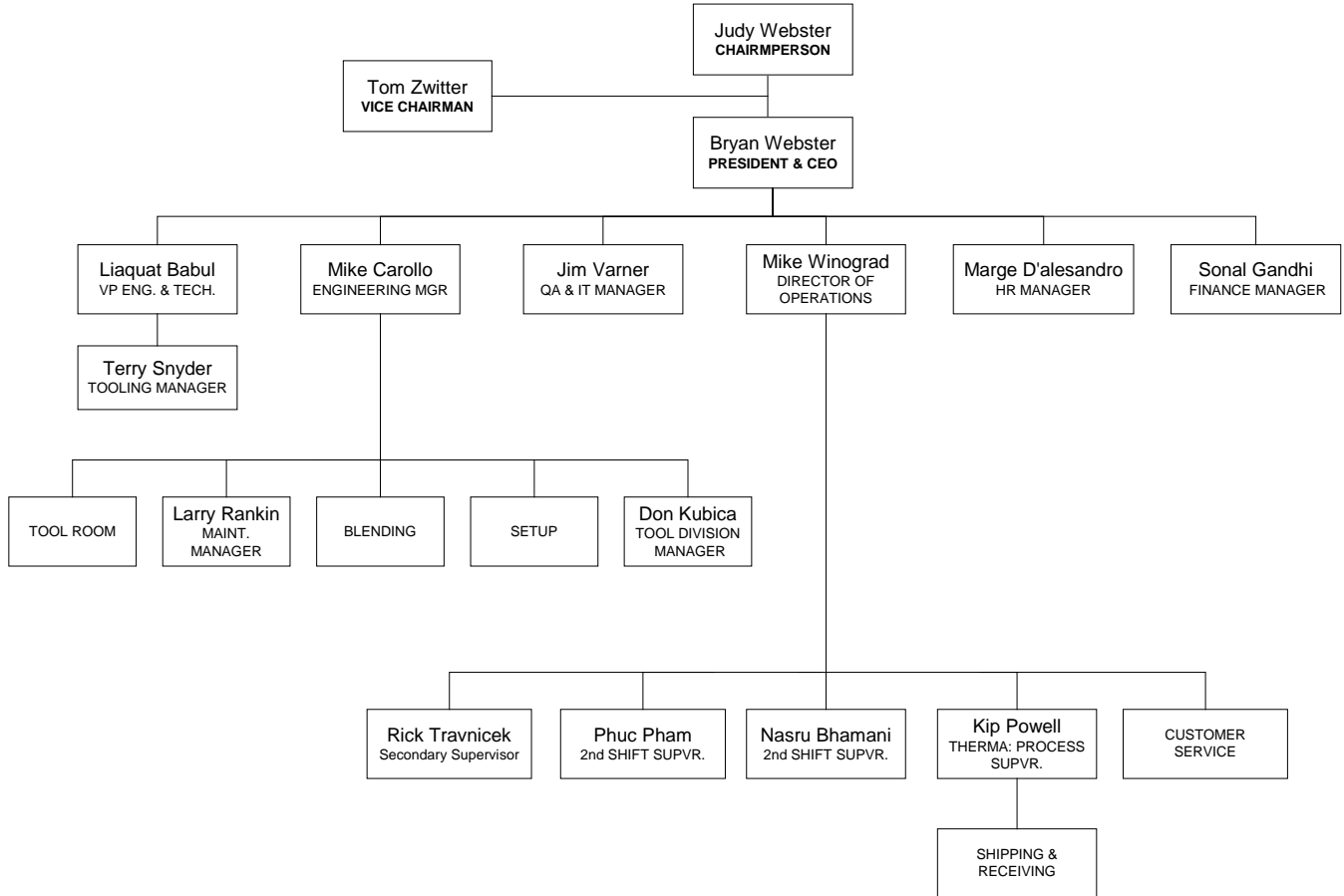
For Preventive Actions: (QOP-19-01)

1. Potential nonconformities & their causes are determined
2. The need for action to prevent occurrence of nonconformities is determined
3. The required action is implemented
4. The effectiveness of action taken is reviewed
5. Records of the results of action taken are maintained

For Continuous Improvement (QOP-19-02)

1. Ideas and events that contribute to improvement are logged and monitored
2. The effectiveness of the improvement is reviewed
3. Records of the results are maintained

Appendix A - Organization Chart



Appendix B - Policy/Procedure Cross Reference

Clause 4 – Quality Management System

Sub-clause Reference	Procedure Number	Procedure Name
QP-02	QOP-02-01	Document Control Procedure
QP-03	QOP-03-01	Control Of Records Procedure

Clause 5 – Management Responsibility

Sub-clause Reference	Procedure Number	Procedure Name
QP-6	QOP-06-01	Management Review Procedure

Clause 6 – Resource Management

Sub-clause Reference	Procedure Number	Procedure Name
QP-7	QOP-07-01	Training Procedure
QP-7	QOP-07-02	Preventive Maintenance Procedure
QP-7	QOP-07-03	Preventive Maintenance, Computer

Clause 7 – Product Realization

Sub-clause Reference	Procedure Number	Procedure Name
QP-08	QOP-08-01	Production Control Plans Procedure
QP-08	QOP-08-02	Customer Quotes Procedure
QP-08	QOP-08-03	Customer Satisfaction Procedure
QP-08	QOP-08-04	Order Processing
QP-09	QOP-09-01	Design and Development
QP-10	QOP-10-01	Purchasing Procedure
QP-10	QOP-10-02	Supplier Selection Procedure
QP-10	QOP-10-03	Supplier Evaluation Procedure
QP-11	QOP-11-01	Production Control Procedure
QP-11	QOP-11-02	Inspection and Test Procedure
QP-11	QOP-11-03	Inspection and Test Status Procedure
QP-11	QOP-11-04	Special Process Validation
QP-12	QOP-12-01	Identification and Traceability Procedure
QP-13	QOP-13-01	Customer Owned Property Procedure
QP-14	QOP-14-01	Preservation of Product Procedure
QP-15	QOP-15-01	Control of Monitoring and Measuring Devices

Clause 8 – Measurement, Analysis & Improvement

Sub-clause Reference	Procedure Number	Procedure Name
QP-16	QOP-16-01	Statistical Techniques Procedure
QP-16	QOP-16-02	Process Capability Procedure
QP-16	QOP-16-03	Cost of Quality Procedure
QP-16	QOP-16-04	Analysis of Company Data Procedure
QP-17	QOP-17-01	Internal Audit Procedure
QP-18	QOP-18-01	Control of Nonconforming Product Procedure
QP-19	QOP-19-01	Corrective and Preventive Action Procedure
QP-19	QOP-19-02	Continuous Improvement Procedure

Appendix E - Quality Manual Distribution Control

The signed original copy of the Quality Manual is the only controlled printed version of the Quality Manual and it is kept by the Management Representative.

The primary point of use for all employees is the electronic copy of the of the controlled version of the Quality Manual which is maintained by the Management Representative and accessed as a PDF file on the company network.

All other printed versions of the Quality Manual, including those that are supplied to customers are uncontrolled documents and when used in-house they are considered immediate point of use copies to be marked "Uncontrolled Copy" when printed. After the immediate use is finished copies are to be shredded and discarded