

## Table of Contents

<b>1 Foreword.....</b>	<b>4</b>
<b>2 Our Company .....</b>	<b>5</b>
2.1 Our Vision .....	5
2.2 Our Mission.....	5
2.3 Organizational Chart.....	6
<b>3 Our ISO 9001 Quality Management System .....</b>	<b>7</b>
3.1 Documentation Structure .....	7
3.2 Scope of our ISO 9001 Quality Management System.....	9
3.3 Process Flowchart.....	10
3.4 Our Quality Policy.....	11
<b>4 Leadership .....</b>	<b>12</b>
4.1 Leadership and Commitment .....	12
4.2 Responsibilities and Authorities .....	16
4.3 Strategic Planning .....	19
4.4 Management of Processes.....	24
4.5 Quality Objectives.....	33
4.6 Customer Focus .....	38
4.7 Internal Communication .....	40
4.8 Management of Risks and Opportunities .....	41
4.9 Change Management .....	48
<b>5 Resources and Support.....</b>	<b>51</b>
5.1 Resource Allocation.....	51
5.2 Human Resources .....	54
5.3 Work Environment .....	62
5.4 Maintenance .....	64
5.5 Measuring Devices .....	68
5.6 Organizational Knowledge.....	73
5.7 Document Control .....	77
<b>6 Business Development and Sales .....</b>	<b>85</b>
6.1 Price Lists and Catalogs.....	85
6.2 Rate Quotes.....	88
6.3 Proposals and Contracts.....	91
6.4 Customer Orders .....	99
6.5 Contract Changes and Renewals.....	102
<b>7 Design and Planning.....</b>	<b>104</b>
7.1 Customer Awareness .....	104

7.2 Operational Planning .....	106
7.3 Design.....	109
7.4 Customer Communication Channels.....	115
<b>8 Purchasing and Outsourcing .....</b>	<b>117</b>
8.1 Supplier Selection.....	117
8.2 Supplier Maintenance.....	121
8.3 Order Information and Supplier Contracts .....	123
8.4 Receiving Inspection and Verification .....	133
<b>9 Production and Service Provision .....</b>	<b>136</b>
9.1 Customer and Supplier Property .....	136
9.2 Control of Production and Service Provision .....	139
9.3 Identification and Traceability.....	144
9.4 Preservation.....	146
9.5 Quality Control Inspection and Release .....	148
9.6 Nonconforming Products and Services.....	152
9.7 Process Changes .....	155
<b>10 Performance Analysis and Improvement.....</b>	<b>157</b>
10.1 Customer Satisfaction .....	157
10.2 Audit Program.....	162
10.3 Metrics.....	169
10.4 Corrective and Preventive Action .....	175
10.5 Management Review .....	180
<b>11 Appendix .....</b>	<b>183</b>
11.1 Appendix A: Cross-References .....	183
11.2 Appendix B: Exclusions.....	193
11.3 Appendix C: Legend .....	193
11.4 Appendix D: Revision and Approval .....	193