

This is a copy of the Fox Valley Stamping Company, henceforth referred to as FVSC, Quality Assurance Manual, as of October 1, 2002.

Please sign, date, and return this cover sheet to acknowledge receipt of this manual and destroy or return any obsolete copies in your possession.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

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## Index To Contents

(Outline similar to the current ISO Standard)

Page	ISO Reference number	Subject
1		Cover sheet
2		Index to contents of this manual
3		Introduction and company profile
3		Register of holders of controlled copies of this manual
3		Amendment record of this manual
4		Quality policy statement
5	4.1	Management responsibility
7	4.2	Quality system
8	4.3	Contract review
9	4.4	Design control
9	4.5	Document and data control
10		Organizational Chart
11	4.6	Purchasing
11	4.7	Control of Customer Supplied product
11	4.8	Product identification and trace ability
12	4.9	Process control
12	4.10	Inspection and testing
13	4.11	Control of inspection, measurement, and test equipment
13	4.12	Inspection and test status
13	4.13	Control of non-conforming product
14	4.14	Corrective and preventative action
14	4.15	Handling, storage, packaging, preservation, and delivery
15	4.16	Control of quality records
15	4.17	Quality audits
15	4.18	Training
16	4.19	Servicing
16	4.20	Statistical techniques
16		Appendix-Content of level 2 procedures manual

**Quality Control Manual**  
**Fox Valley Stamping Company**

**Introduction and Company Profile**

Fox Valley Stamping Company (FVSC) is a manufacturer of Short-Run Metal Stampings and Fabrications. With over thirty years of satisfying the short-run metal stamping needs of our customers, FVSC has developed a reputation for quality, responsiveness, integrity, and value in this highly competitive industry.

Management is dedicated to working with customers to improve products, minimize costs, and at the same time achieve a 100% acceptance rate. It is FVSC's goal to establish and maintain a practical, yet cost effective quality system based on applicable sections of the current ISO 9000 standard.

**MISSION Statement**

Our mission at Fox Valley Stamping Company is to provide our customers, our suppliers, and our team members with world-class value, performance, service, and profitably in the "short-run" marketplace.

**Register of Holders of FVSC Controlled Copies**

Register of holders is located in the Master Document Control List held on computer (MS Excel/F:/Corp/Quality/QA Files/Proposed ISO Manual Format/Master Document Control List)

**Amendment Record**

Issued	10/18/98
Revision 1	4/1/99
Revision 2	10/1/02

Control of this manual is accomplished by updating the issue status of the manual itself. Changes are identified by the date of issue.

It should be noted that outside audits by customers might be limited, at FVSC's discretion, to the auditing of customer specific information only. This is necessary in order to comply with existing non-disclosure agreements with our other customers.

**Quality Policy Statement**

This quality manual defines FVSC's policies and objectives regarding the application of controlled quality assurance to ensure that all services rendered by FVSC are of the required quality and comply fully with the terms stated on the purchase order.

The quality system as documented and implemented is intended to establish and maintain a quality system, which is based on, and addresses sections of the ISO 9000 standard as applicable to FVSC's operation.

The content of this quality assurance manual and supporting documents, is applicable to all company employees, and shall be observed and implemented by all personnel as applicable to their activities. No deviation is permitted without the express permission of the undersigned.

The Quality Coordinator is hereby vested with full responsibility for the proper and timely implementation of the quality system, together with the appropriate level of authority, for ensuring its continuing effectiveness.

**Douglas A. Morrison**  
**President of Fox Valley Stamping Company**

## **Management Responsibility**

### **ISO 9001: Clause 4.1**

#### **4.1.1. Quality policy**

FVSC's quality policy, objectives and commitment to quality are defined in the president's policy statement (page 4). The policy and means of implementation are relayed to all personnel by the publication of the documented quality system, communication on quality matters by the Quality Coordinator and by training programs for all employees, whether existing or new.

#### **4.1.2 Organization**

##### **4.1.2.1 Responsibility and Authority**

The management organizational chart (page 10), defines the lines of responsibility of all personnel. The schedule of key personnel responsibilities and authorities (page 6), details job functions and levels of authority. Additionally, procedures clearly indicate responsibilities for their implementation.

##### **4.1.2.2 Resources**

Resources are demonstrated throughout the documented quality system and may include internal quality audit and verification covering administration, customer service and all forms of process control.

##### **4.1.2.3 Management Representative**

The company's Management Representative for all quality matters whether in house or external, is the Quality Coordinator. Responsibilities and authorities are defined in detail in the schedule of responsibilities (page 6).

#### **4.1.3 Management Review**

The effectiveness of the Quality System is formally reviewed by the FVSC Leadership team and chaired by the President. The management review meeting is scheduled annually. The object of the review is to examine irregularities in the operation of the quality system itself and its contents. To this end, the Quality Coordinator maintains an ongoing analysis of non-compliances, corrective actions and preventative actions taken during the year. Totals are presented for the year and are compared with data for earlier periods. As appropriate, the meeting determines any changes of policy, course or action. An informal record of the Management review is maintained, together with details of decisions.

### **Level 2 Procedure References**

P-4.1.3 Management Review

## **Schedule of key personnel responsibilities and authorities**

FVSC management lies in the hands of the designated team members. As such, and in view of the fact that the company is relatively small, responsibility and authority are shared.

The President, who is also the accounts director, has designated team members for office administration, invoicing, credit control and budgeting matters. He has authorized team members to purchase materials and services for the company's operation. Team members are focal points for customer contact and as such they affect contract review.

The Material Review Board has the responsibility and authority for the control of Non-conforming material.

The Production Review Team has the responsibility and authority for the control of production scheduling.

The Engineering Review Team has the responsibility and authority for the control of production processes and technical matters.

The Customer Relations Manager has the responsibility and authority for the control of contact and day-to-day office work.

The Quoting Coordinator has the responsibility and authority for the control of contract review.

The Purchasing Representative has the responsibility and authority for the control and the purchase of material.

The Accounts Manager has the responsibility and authority for the control of payables and receivables.

The Production Manager has the responsibility and authority for the control of production personnel.

The Quality Coordinator has the responsible and authority to setup and implement a quality system addressing the requirements of the current ISO standard. And as such is the Management Representative for all quality matters. In addition will work in parallel with the Production Manager, covering all responsibilities and authorities assigned to them.

**President**

**Douglas A. Morrison**

**Material Review Board**

**Production Manager  
Quoting Coordinator  
Quality Coordinator**

**Production Review Team**

**President  
Customer Relations Manager  
Production Manager  
CAD/Turret/Laser  
Quality Coordinator**

**Engineering Review Team**

**President  
Production Manager  
Quoting Coordinator  
CAD/Laser  
Tool room  
Quality Coordinator**

## **Quality System**

### **ISO Reference Clause 4.2**

#### **4.2.1 General**

The FVSC documented quality system is structured in two levels.

Level 1, the Quality Assurance Manual, defines policy, demonstrates scope, commitment, and governs the implementation of the level 2 Procedures Manual.

All quality related documentation is formally controlled, updated and reissued by means of secured access or an issue and retrieval system designed to ensure withdrawal of outdated copy.

#### **4.2.2 Quality System Procedures**

The content of the level 2 procedures manual are FVSC's standard methods of operation. In the event that a customer specifies requirements beyond these, special notes will be added to the Data Collection system, the Job Traveler and to the Quality Instructions. This will take precedence over the FVSC documented quality system should any conflict arise.

Definitions used throughout the documented quality system are defined in our glossary, a plain English version of ISO 8402, (<http://connect.ab.cal~praxion/index.htm>).

#### **4.2.3 Quality Planning**

The documented quality system covers all aspects of FVSC's activities. Level 2 procedures supporting this manual cover requirements for quality planning, particularly the need for review of the quality system.

#### **Level 2 Procedure References**

See Appendix (page 16)

**Contract Review**  
**ISO Reference Clause 4.3**

**4.3.1 General**

FVSC maintains procedural instructions to govern Contract Review, ref. Procedures Manual P-4.3

**4.3.2 Review**

Each inquiry, invitation to bid, to supply, or perceived market opportunity after review by the Quoting Coordinator may in addition be reviewed by the Engineering Review Team as appropriate, in order to establish the acceptability of the inquiry content, ability of FVSC to supply and completeness of data furnished. On receipt of an order, the response to the inquiry and the order are compared. In the event that any discrepancy is identified, the matter is referred to the customer to a point of mutual agreement. Thereafter, the order is accepted, acknowledged and executed.

**4.3.3 Amendment to Contract**

In the event FVSC or the customer should seek to vary the contract conditions or requirements, reversion shall be made to the details of Para.4.3.2 above to a status of mutual agreement with the customer.

**4.3.5. Records:**

Formal records of contract review activities are to be maintained per P-4.16 Control of Quality Records.

**Level 2 Procedure References**

P-4.3 Contract Review

Quote sheets

Engineering Review Team notes

## **Design Control**

### **ISO Reference Clause 4.4**

FVSC does not design parts, but rather develops tooling and processes to manufacture parts and / or assemblies to customer specifications. We will, upon request, suggest options for our customers to evaluate.

## **Document and Data Control**

### **ISO Reference Clause 4.5**

#### **4.5.1. General**

Quality manuals, Procedure manuals, Reference Standards and Specifications are subject to document control by procedure.

The President and the Quality Coordinator are the only persons authorized to release or reissue controlled manuals. Interim or hand written changes will not be permitted.

#### **4.5.2. Document and Data Approval and Issue**

All controlled documentation is reviewed by at least two persons from the FVSC Leadership Team, or by the Quality Coordinator prior to issue. A master document control list is maintained in Excel/Corporate/Quality/QA Files/Document Control Matrix), to demonstrate issue currency. Obsolete documents are removed from circulation. All personnel have access to pertinent data. Obsolete documents can be, but are not necessarily maintained for reference purposes, reference P-4.16 Control of Quality Records.

#### **4.5.3. Document and Data Changes**

At least two Leadership Team members must approve changes to documents. Changes are identified by issue date.

### **Level 2 Procedure References**

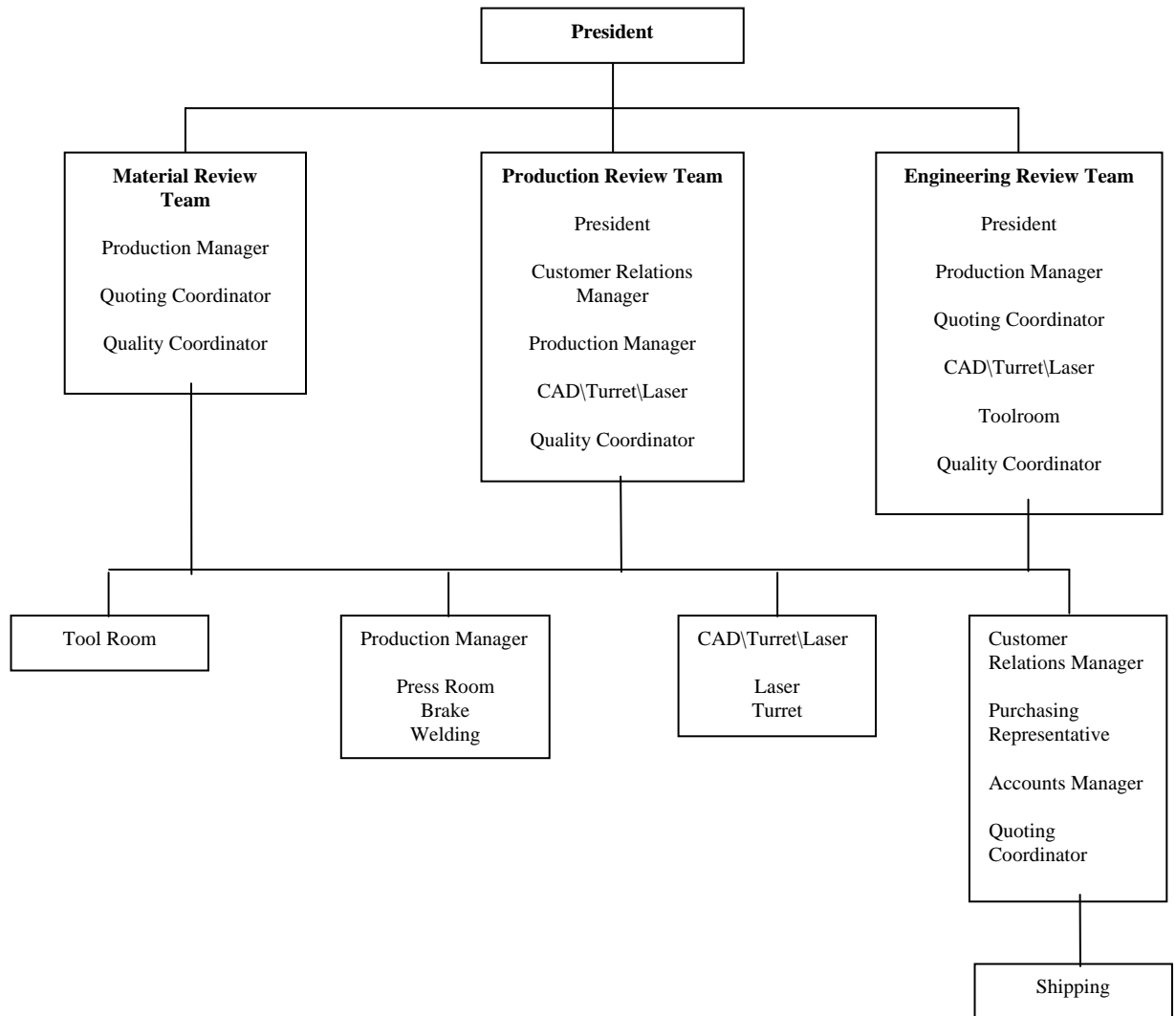
P-4.5 Document Control

Register of procedures is located in the Master Document Control List  
(MS Excel/F:/Corp/Quality/QA Files/Proposed ISO Manual Format/Master Document Control List)

Master copies held on computer  
(MS Word/F:/Corp/Quality/QA Files/Proposed ISO Manual Format/ISO Style Procedures)

Quality Issues List  
(Excel/Corp/Quality/Quality Issues List)  
MS Excel/F:/Corp/Quality/QA Files/Reference Standards Control List

# Organizational Chart



**Purchasing**  
**ISO Reference Clause 4.6**

**4.6.1. General**

FVSC maintains procedures to ensure that purchased product conforms to specified requirements.

**4.6.2 Evaluation of Subcontractors**

All subcontractors and suppliers are assessed in accordance with documented criteria and, if acceptable, are placed on the approved suppliers list. Purchases are made only from organizations appearing on the list. FVSC maintains monitoring control as specified by P-4.17 Quality Audits Procedure. Subcontractor records are maintained.

**4.6.3. Purchasing Data**

Purchasing documents detail fully the data describing the product or service required, including reference to standards and codes where applicable. All such documents are reviewed for completeness of specified requirements prior to issue.

**4.6.4. Verification of Purchased Product**

**4.6.4.1 Supplier Verification at Subcontractor's Premises**

In the event that FVSC shall opt to verify purchased product at the subcontractor's premises, details of verification arrangements and the means of product release, are stated in the purchasing documents.

**4.6.4.2. Customer Verification of Subcontracted Product**

Where specified at Contract Review stage (clause 4.3), the customer or agent, is afforded the right to verify product at the subcontractor's premises.

**Level 2 Procedure References**

- P-4.6 Purchasing
- P-4.6.2 Maintenance of the Approved Suppliers List
- P-4.10 Inspection & Testing

**Control of Customer Supplied Product**  
**ISO Reference Clause 4.7**

In this context, the receipt and handling of customer owned equipment, together with the free issue of any component, shall be viewed as customer supplied product.

All products not purchased by FVSC and not the property of FVSC shall be subject to receiving inspection.

Any discrepancy or damage shall be reported to the customer.

**Level 2 Procedure References**

- P-4.10 Inspection & Testing

**Product Identification and Traceability**  
**ISO Reference Clause 4.8**

Identification and trace ability of materials, work in progress and stored product is maintained by Purchasing records, Receiving Inspection procedures and accompanying documentation.

**Level 2 Procedure References**

- P-4.6 Purchasing
- P-4.10 Inspection & Testing
- P-4.15 Handling, Storage, Packaging, Preservation, and Delivery

**Process Control**  
**ISO Reference Clause 4.9**

All process activities are governed by documented procedures. The work is controlled by means of documented instructions and records of work carried out are maintained. No processes, the results of which cannot be fully verified by subsequent inspection are carried out.

**Level 2 Procedure References**  
P-4.10 Procedure Inspection & Testing

**Inspection and Testing**  
**ISO Reference Clause 4.10**

**4.10.1 General**

FVSC maintains documented procedures for all forms of inspection, testing and for the records required to be maintained.

**4.10.2. Receiving Inspection and Testing**

Receiving inspection and testing is carried out as required on all goods received for use on jobs, whether purchased or customer supplied. No product may be used until receiving inspection procedure has been completed.

**4.10.3 In-Process Inspection and Testing**

In-process inspection and testing is implemented according to procedures or quality plans.

**4.10.4. Final Inspection and Testing**

Final inspection is implemented and recorded as required on all product supplied.

**4.10.5 Inspection and Test Records**

Inspection and test records are maintained as required for all forms of inspection activity.

**Level 2 Procedure References**  
P-4.10 Inspection & Testing

## **Control of Inspection, Measuring, and Test Equipment**

### **ISO Reference Clause 4.11**

#### **4.11.1 General**

FVSC maintains procedures for control of calibrated equipment. Control and calibration of instrumentation and calibration standards are in accordance with normal shop practice, with tolerances amended to suit the practical usage of the equipment. All such equipment is uniquely identified with each item supported by a record demonstrating identity, frequency of calibration, standards to be used, and calibrations carried out.

#### **4.11.2. Control Procedures**

All calibrations are supported by certification, referring trace ability to National Standards Technology. Full calibration records are maintained.

In the event equipment demonstrates it is out of tolerance prior to calibration, remedial retrospective action such as the review of tasks performed using the suspect equipment shall be implemented. The customer may be advised in writing if, after review such discrepancy, may have affected the accuracy of data supplied to the customer.

#### **Level 2 Procedure References**

- P-4.11 Control of inspection, measurement, and test equipment, calibration of customers equipment
- P-4.13 Non-conformances
- P-4.14 Corrective action

## **Inspection and Test Status**

### **ISO Reference Clause 4.12**

Each inspection and test stage is documented on the traveler as required, with an inspection line for verification by inspection or a second party upon start-up.

Operators will log into and out of the data collection system for each operation performed. Entering a quantity good will serve as the record of parts acceptable at the point of manufacture, reference P-4.10 Inspection and Testing.

#### **Level 2 Procedure References**

- P-4.10 Inspection and Testing

## **Control of Non-Conforming Product**

### **ISO Reference Clause 4.13**

#### **4.13.1 General**

FVSC maintains procedures for the control of non-conforming product. This includes those instances where any failure to provide service in accordance with agreed conditions is observed.

#### **4.13.2. Non-Conforming Product Review and Disposition**

Product that is identified as non-conforming shall be reported to the Quality Coordinator, for determination of disposition by the Material Review Board. Customer complaints and observed non-compliances are dealt with according to procedure.

#### **Level 2 Procedure References**

- P-4.14 Corrective action
- P-4.13 Non-conformances

## **Corrective and Preventive Action**

## **ISO Reference Clause 4.14**

### **4.14.1 General**

FVSC maintains procedures for implementing both corrective and preventive action. Changes to the documented quality system resulting from these activities are implemented and recorded.

### **4.14.2. Corrective Action**

Corrective action shall be instituted in all cases of failure factors.

These are:

- Non-conforming items and/or work in progress
- Failure of personnel to observe the mandates of the quality system
- Customer complaints
- Recorded audit discrepancies
- Recorded accreditation authority discrepancies

All of the above are recorded in the Quality Issues list and are subject to verified closeout and periodic review in order to identify trends and recurrences. An analysis of Quality Issues list is submitted to the Management Review, referred to under clause 4.1, page 8 of this manual.

### **Preventive Action**

Preventive actions are implemented as a result of the identification of trends and recurrences identified by corrective action (4.14.2). Additionally, preventive action is applied to the ensurance of usability of equipment by periodic maintenance.

### **Level 2 Procedure References**

P-4.13 Non-conformances  
P-4.14 Corrective action  
P-4.17 Internal quality audits

## **Handling, Storage, Packaging, Preservation and Delivery ISO Reference Clause 4.15**

### **4.15.1 General**

FVSC maintains procedures for this subject.

### **4.15.2 Handling**

Product is handled in order to preserve integrity.

### **4.15.3. Storage**

Storage of all products is secure and identified.

### **4.15.4. Packaging**

Packaging is according to customer specifications and/or the nature of the product to ensure absence of damage in transit.

### **4.15.5. Preservation**

Preservation is applied, as required by the nature of the product.

### **4.15.6. Delivery**

Delivery or collection is as specified by the customer, or by FVSC.

### **Level 2 Procedure References**

P-4.15.18 Handling, Storage, Packaging, Preservation, and Delivery

### **Control of Quality Records**

## **ISO Reference Clause 4.16**

All job related records are maintained in dedicated files by customer name, purchase order or contact reference, as applicable.

The Quality Coordinator holds FVSC records pertaining to quality matters.

The responsibilities for preparation, maintenance, filing and indexing systems, periods of retention, destruction, and methods of destruction are all specified by procedure.

### **Level 2 Procedure References**

P-4.5.2 Preparation and maintenance of quality records

### **Internal Quality Audits**

#### **ISO Reference Clause 4.17**

All areas of FVSC, other than financial, health and safety, and fiscal are audited on a scheduled calendar basis such that all are covered at least once annually.

The audit system uses serialized reports and corrective action requests, which are verified as closed out by the internal auditor or Management Representative when satisfied.

Objective evidence of all items, documents, activities, and personnel viewed is recorded within the report. Audit is implemented against a combination of the procedures listed on page 9 of this manual and the reference standard elements.

### **Level 2 Procedure References**

P-4.14 Corrective action

P-4.17 Quality audit

### **Training**

#### **ISO Reference Clause 4.18**

Training requirements are reviewed each year, using an informal training plan which compares the individual performing the Job to the Job Description, and highlights training needs or requirements for the coming year. Additionally, training results act as a record of training and qualification achievements and is subject to periodic review and update as necessary. The Q.A. department maintains individual training records.

### **Level 2 Procedure References**

P-4.22 Training

**Servicing**  
**ISO Reference Clause 4.19**

FVSC does not engage in servicing activities.

**Level 2 Procedure References**

**Statistical Techniques**  
**ISO Reference Clause 4.20**

As a supplier of products to the customer, FVSC does not employ a formal program of statistical techniques.

**Level 2 Procedure References**

P-4.22 Training

**Appendix-Content of level 2 Procedures Manual**

P-4.01.03	Management Review
P-4.02.03	Quality Planning
P-4.03	Contract Review
P-4.04	Design Control
P-4.05	Document and Data Control
P-4.06	Purchasing
P-4.10	Inspection & Testing
P-4.11	Control of inspection, measurement, and test equipment
P-4.12	Inspection and Test Status
P-4.13	Control of Non-conforming Product
P-4.14	Corrective Action
P-4.15	Handling, Storage, Packaging, Preservation, and Delivery
P-4.17	Quality Audits
P-4.18	Training
P-4.19	Servicing
P-4.20	Statistical techniques

**Reference Master Document Control List**

(MS Excel/F:/Corp/Quality/QA Files/Proposed ISO Manual Format/Master Document Control List)