

SERVICE Rubber Group, Inc.

QUALITY MANUAL

ISSUE 5

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1.0 SCOPE

- 1.1 The Quality Assurance System encompasses receipt verification, the stocking and issuing of materials and parts, and the entire process of manufacturing and/or fabricating, packaging, storing and shipping.**
- 1.2 The Quality Assurance System is designed to assure early detection and positive corrective action on any discrepancies in services, supplies or the manufacturing process and to assure customer satisfaction.**
- 1.3 Written inspection and test procedures are prepared to supplement applicable drawings and other specifications as stated in the customer's purchase order.**
- 1.4 SERVICE RUBBER Group, Inc. (SRG) follows to the ISO 9001: 2008 standard and to the market of molding, extruding & fabricating rubber, polyurethane & thermoplastics.**
- 1.5 SRG is exempt from Design & Development because we don't design.**

2.0 QUALITY MANUAL

- 2.1 The Quality Assurance Manager is responsible for possession and maintenance of the SRG Quality Assurance Manual.**
- 2.2 The Quality Assurance Manual is designed to describe the scope of the quality management system and, where applicable, make reference to required documented procedures and work instructions.**
- 2.3 A description of the interaction of the processes of the SRG quality management system shown in Appendix 4-A.**

3.0 CUSTOMER'S PURCHASE ORDER CONTROL

- 3.1 The customer's confirming purchase order should state any special requirements, such as material or process certification, physical and/or chemical analysis, test reports, or Government or SRG source inspection. The customer shall also furnish to SRG any required drawings or specifications.**
- 3.2 Customer Confirming Purchase Order Review.**
- 3.3 Upon receipt of customer's confirming purchase order, the SRG Quality Department will review customer's associated drawings and specifications. Quality Control will confirm that all aspects of the customer's requirements are clearly indicated.**

- 3.4** The SRG Quality Control Manager & Quality Assurance Manager will be responsible for ensuring all pertinent requirements can be met, substantiated and documented in accordance with customer's requirements.
- 3.5** Customer's specification, certification, special process, inspection/test qualification, packaging/handling, preservation/shipping, storage/age control will be reviewed so as to assure compliance. Document traceability and material certifications from suppliers will be the responsibility of the SRG purchasing personnel to ensure availability and compliance.
- 3.6** In the event of a drawing or specification change, the customer will issue a purchase order change which will state any and all changes being made to the drawing or to the specifications. If changes are being made to a drawing, the customer must send SRG a copy of that new drawing.
- 3.7** Test reports, certification, quality assurance records, quality audits, and notarized documents are items that can assure specified material quality. Past performance, size of manufacturer, research, laboratory, and development of products weigh heavily in SRG choice of suppliers. When customer requirements dictate verification of validity of certifications/ test reports received from suppliers by periodic laboratory analysis, the following procedure will be adhered to: the SRG Quality Department will establish with the raw material supplier the frequency of verification required by SRG customers. (In most instances SRG is not familiar with the customer's end use or the corrected selection of material to the functional performance in the assembly and end product.) SRG will also establish to what extent the material should be analyzed in the verification process to satisfy the dictates of the customer's requirements. Any such verification will become incorporated into purchase agreements between SRG and the raw material supplier.
- 3.8** When special certification is required by customer's purchase order regarding purchase of goods or special process, customer's approved sources will be used. A special Certificate of Compliance shall be furnished with source name and address, specification number with applicable change letter and source certification date with required stipulations.
- 3.9** When Government Source Inspection is required per customer's purchase order, SRG will note Government Source Inspection required prior to shipment. Request for Government Source Inspection shall be initiated by the Quality Control Manager upon review of customer's confirming purchase order.
- 3.10** All certifications and test reports will be maintained for ready reference and Support of customer requirements. These records will be kept on file a minimum of seven years.

4.0 PURCHASING PROCESS

- 4.1** Quality Assurance Manager is responsible for control of the SRG purchasing function. A list of approved vendors is available for all critical materials or services purchased by SRG for use in consumer products. New Suppliers are selected only after undergoing a trial period during which time they are

evaluated by management. The Quality Assurance Manager will keep records of Tier 1 suppliers and their performance to determine if they should remain on the Approved Vendor List. Those who are unwilling or unable to comply with SRG expectations will be dropped.

5.0 CONTROL OF RECORDS

5.1 SRG has a documented procedure for the identification, storage, retrieval, protection, retention time, and disposition of quality records.

5.2 The Quality Assurance Manager is responsible for overall administration of the quality management system record retention program.

5.3 SEE APPENDIX B

6.0 SPECIFICATION AND CHANGE CONTROL

6.1 SRG fabricates and manufacturers to customer drawings and/or specifications, which are filed in print files. All specifications are carefully reviewed upon receipt of customer's confirming purchase order. Any document which is incorrect, unclear or marked up is immediately questioned, confirmed, authenticated or replaced. Any changes on a drawing or will be rejected unless it is initialed by a controlling authority, normally the customer's.

6.2 The Sales Department receives engineering changes, drawing, and specification changes from SRG Tier 1 and other customers and is responsible for immediately forwarding these changes to production. The Sales Department maintains a system for the control of production drawings, tool drawings, specifications, and any changes to these documents. The system will ensure timely removal of obsolete documentation from the production and inspection areas.

6.3 Any changes in specifications, drawings, or test requirements will immediately be forwarded to SRG Tier 1 & other vendors, if that vendor is affected by those changes. The vendor will then acknowledge those changes.

7.0 RECEIVING INSPECTION

7.1 All parts and materials are received by Receiving Department. The packing list is matched with the appropriate purchase order, verified, and dated. Materials are verified against the packing list and the paperwork is signed and dated. Receiver is then sent to purchasing. All products will be labeled with identification as to stock number, date received, cure date, and quantity as applicable.

- 7.2 All receiving inspection records will include the number of items received, date received, and positive identification of Receiving Inspector's signature and date.**
- 7.3 When material control is required, the Receiving Inspector will not accept parts and/ or materials until it has been determined that the proper certification, physical and chemical test data, special process certification, or Government or SRG Source Inspection Certificate accompanies the parts and/or materials presented for inspection.**
- 7.4 Certified materials and those purchased for a specific customer order are identified and tagged by Receiving Inspection and sent to stock after being received and verified.**
- 7.5 When the contract or purchase order requires inspection and test of purchased or provided materials and/or articles/processes the following procedure will be adhered to by the Receiving Department.**
 - 7.5.1 Procurement is from a SRG approved source unless customer dictates the material is to be purchased from a customer approved source.**
 - 7.5.2 Segregation/identification of non-conforming articles, articles awaiting inspection, articles accepted, articles in "hold" status, and customer supplied material.**
 - 7.5.3 Manufacturer's identification of raw materials by process batch, lot, type, class, etc. is maintained on the materials or traceable to associated records. Assurance that appropriate purchase orders, drawings, specifications, inspection/test procedures, supplier catalogs and adequate measuring and test equipment are available to perform the inspections and tests.**
 - 7.5.4 Test reports/certifications are available, when required, and compared to specification requirements and are cross-referenced to applicable purchase orders.**
 - 7.5.5 Inspection status identification on articles, including traceability to procurement documents.**
 - 7.5.6 Records of inspection and test shall include quantity received, quantity inspected, quantity accepted, procurement source, purchase order number, sampling plan employed, quantity rejected, reasons for rejection, disposition of non-conforming articles and if required, corrective action.**
 - 7.5.7 Age-dated material and articles requiring special handling (e.g. ESD, environmentally sensitive) are identified, packaged, and controlled.**
 - 7.5.8 Earliest practical inspection by Government representative of Government furnished property when required by purchase order.**

7.6 A sampling inspection plan when utilized conforms to MIL-STD-1916 (formerly MIL-STD-105E) or Customer requirements.

7.6.1 When inspection sampling is used in receiving inspections SRG Quality Supervisor will perform the inspection. Records of inspection and test shall include quantity received, quantity inspected, quantity accepted, procurement source, purchase order number, sampling plan used, rejected quantity and reason. Disposition of rejected material will be sent to non- conforming material area

7.6.2 One hundred percent inspection is utilized unless customer approves sampling plans.

7.6.3 Review is made of receiving records by the Inspection Department to detect vendor process problems.

7.6.4 The Purchasing Department and applicable vendors will receive a copy of all rejection reports and disposition will be requested.

7.6.5 Corrective action to prevent recurrence of discrepancies discovered by Receiving Inspection is the responsibility of the Quality Control Department.

7.6.6 Follow-up to ensure that corrective action taken by vendor was effective is the Quality Department's responsibility.

8.0 RAW MATERIAL CONTROL

8.1 Raw material, bun stock, and sheet stock are inspected and identified to the proper certification and are stored in a designated area in warehouse (Ref 4.0).

8.2 Copies of all vendor certifications are filed with SRG purchase orders and are available for review at the customer's request.

8.3 All certification will be identifiable to the applicable SRG purchase order, date, or receipt of the material and the inspector who inspected the material.

8.4 Verification of supplier's certification are accomplished by independent testing laboratories when required by customer or deemed necessary by the SRG Quality Department

8.5 All materials shall be tagged with material type, purchase order number, date received (date inspected), cure date if applicable and shop order number (if ordered for that particular order). Any material which has any discrepancy shall be moved to the non-conforming material area for disposition (Ref 8.0). Warehouse shall be restricted to authorized stock control personnel. Stock will not be distributed by anyone other than authorized personnel.

- 8.6 A controlled area is maintained for the storage for product to prevent withdrawal by unauthorized personnel.**
- 8.7 Storage areas are audited at appropriate intervals to verify product quality, shelf life, temperature control, configuration (revision level) and protective measures.**
- 8.8 Any materials whose shelf life is enhanced by an air conditioned storage room shall be stored in a controlled atmosphere. Any such materials shall not be stored in direct sunlight storage.**
- 8.9 All materials and/or parts subject to aging and deterioration will be clearly marked to determine date of manufacture, shelf life and date of receipt. These articles are to be issued to production on a “First in/First out” basis.**
- 8.9.1 Any material which has an unlimited shelf life shall be so tagged**
- 8.9.2 Any liquid, powder, or granular material stored in bulk and controlled by cure date or subject to aging on shelf life deterioration when distributed in smaller containers will be so labeled.**
- 8.10 Material shall be examined before issuance for cure date requirements or age control. Any out-of-date material will be moved to non-conforming material area for disposition.**
- 8.11 Any date controlled material that is discovered to be out of cure date will be reported to the quality control manager for disposition. Any variation from specification established limits will be documented and authorized by the SRG purchasing agent before approval by the quality manager.**
- 8.12 Only raw material that has been accepted by Receiving Inspection is to be released for production.**
- 9.0 IN PROCESS INSPECTION**
- 9.1 First article inspection is performed by the Quality Department after set-up is completed and approved by production.**
- 9.1 No production runs are made until First Article Inspection is complete and found acceptable.**
- 9.2 When required, a first article check sheet will be made, listing actual dimensions, tolerances allowed and method used in inspection. (i.e. gauges, visual, etc.) One copy will accompany the first article and the other will be filed in the customer’s file.**

- 9.3 All tooling will be inspected, approved, stamped, and signed off by inspector before any production is begun.**
- 9.4 After First Article Inspection acceptance, in-process inspections are performed by the Quality Department at adequate intervals to provide early detection of processes producing non-conforming parts. The SRG inspection report form will be completed for those customer's whose products require close surveillance and documentation. The inspection report form will identify the specific article by part number or title, and list the required characteristics per customer specification and resultant characteristics as determined by inspection.**
- 9.5 Records of First Article and In-Process inspections are maintained by the Quality Department by customer request.**
- 9.6 Inspection records will include the number of pieces accepted, date of inspection and positive identification of the Inspector.**
- 9.7 Inspection records are stored for five years in the customer's file and are available for customer review.**
- 9.8 Non-Conforming items are clearly identified by a tag and moved to a Non-Conformance area separate from the normal flow of in-process materials.**
- 9.9 Obtaining corrective action and performing follow-up action to prevent recurrence of discrepant material is the responsibility of the Quality Control Department.**
- 10.0 FINAL INSPECTION**
- 10.1 Final inspection will be performed on 100 percent of parts or on a sample basis, as applicable to complexity of the items produced and/or customer requirements. Inspection will be in accordance with customer supplied procedures, when available.**
- 10.2 SRG use of the Inspection Sampling Plan MIL-STD-1916 (formerly MIL-STD-105E) will be used as follows:**
- 10.2.1 All lots will be inspected to General Level S-2 -- AQL 6.5 unless otherwise specified. The SRG inspection report shall indicate the number of parts inspected under the column "Sample Size." The number of parts that can be rejected without rejecting the entire lot is indicated in the column "Acceptance Number" and the number of rejected parts that result in the entire lot being rejected is indicated in the column "Rejection Number." Any deviation from specified tolerances will result in the tooling being reworked before any production runs are made. The reworked tooling will then go back through the inspection process and parts through the first article inspection. Normally, any deviation should be corrected on the first article sample. Inspection records will include the number of pieces**

observed, date of inspection, and positive identification of the inspector. Inspection will include quantity accepted, quantity rejected, nature of deficiency, and responsibility of corrective action. The records shall be of sufficient detail, accuracy, and format to permit analysis of quality performance.

- 10.3 All non-conforming material is identified and separated from the normal flow of finished material.
- 10.4 Corrective action and performance of follow-up action to prevent recurrence of discrepant material is the responsibility of the Quality Department.
- 10.5 Non-conforming material which is subject to any repair or sorting is resubmitted to final inspection for verification of the adequacy of the rework.
- 10.6 Non-conforming material is not released for shipment to the customer without specific instructions from the customer to submit the non-conforming material.
- 10.7 SRG appropriately identifies, collects, indexes, accesses, files, stores, maintains and disposes of quality records.
- 10.8 All inspection records are retained for a minimum of five (5) years or longer according to property disposition.
- 11.0 **NON-CONFORMING MATERIAL**
- 11.1 All non-conforming returned supplies, parts and/or materials will be logged in as rejection on a Return Goods Form (Ref Appendix F) by Receiving and immediately taken to the designated non-conforming area. One copy of the form is attached to the carton of rejected material. Another copy along with all paperwork is given to the salesperson who took the order initially. That salesperson will talk with the customer to determine what action is to be taken (will parts be reworked or will customer's account be credited). After determination of disposition of non-conforming is made, immediate action is taken to scrap unusable material. A new shop order will be issued when appropriate for rework or replacement. If material is to be scrapped it will be disposed of immediately to preclude the possibility of mixing non-conforming materials.
- 11.2 The non-conforming characteristic(s) are clearly indicated on a rejection tag attached to each part or container. Appropriate tags will be attached throughout disposal operations.
- 11.3 No one is authorized to remove non-conforming items from the segregated area until a review is completed. When there is a requirement for Government or Customer Source Inspection, the applicable representative must be part of the review committee when the discrepancy is likely to affect form, fit, function, or safety.

11.4 Non-conforming material will not be shipped until concurrence from the customer is received.

11.4.1 All non-conforming material shipped per the customer's instructions shall have the discrepancy clearly indicated on the shipping documents.

11.5 Reworked material is segregated from other material until conformance of material to all specifications is established by Quality Department.

11.6 The integrity of all lots submitted to acceptance inspection are maintained under the control of the Quality Department at all times and will be segregated from normal material flow.

11.7 Unidentified material is segregated from the normal flow of production material until conformance of material to all specifications is established.

12.0 TOOL AND GAUGE CONTROL

12.1 All special tools, primarily production tooling, and measuring equipment are identified by part number and/or customer name.

12.2 Inspection gauges, measuring and test equipment, are calibrated by standards traceable to the National Bureau of Standards.

12.3 Correlation of special gauging supplied by the SRG customer is inspected in accordance to the schedule supplied by the customer's purchase order. If no schedule is supplied, a schedule will be assigned based on type, purpose, and severity of usage.

12.4 Any sub-contracted calibration (primarily calibration and certification of control gauges) must be contracted with a company certified to National Bureau of Standards and the calibration must be documented and notarized for authenticity. Yearly verification will be required.

12.5 Calibration is performed in accordance with ISO 10012:2003.

12.6 during the regular scheduled calibration, if any out-of-tolerance condition is detected, the inspector and/or user will be immediately notified. Determination will be made immediately as to any parts that could be non-conforming due to defective calibration. Re-call of any such parts will be issued immediately.

12.7 Inspection Tool Calibration Schedule per ISO 10012:2003.

12.8 Gauge blocks will be checked and certified annually.

12.9 Inspection tools and gauges are to have a tag or sticker showing date of calibration, next calibration date and identity of person performing calibration. All inspection equipment will be serialized with permanent engraving.

12.10 When an inspection tool or gauge is found to be out of calibration or defective it will be immediately tagged and removed from service. An out-of-tolerance measurement is any measurement which is more than 10% above or below the nominal measurement of the tool/gauge or as specified by the customer.

12.11 Obsolete or out-of-service tools and gauges are identified by tags

13.0 OVERRUN STOCK CONTROL

13.1 The Quality Department shall have the responsibility of surveillance of any overrun stock.

13.2 The Quality Department will assure that any overrun parts presented for stock are properly identified as to inspection status (acceptance), date of inspection acceptance, part number, latest drawing number and specification revision, job number, quantity of parts, and proper packaging (to prevent deterioration or damage).

13.3 No overrun parts are shipped to a customer until re-inspection is accomplished to assure they are in acceptable condition and meet all the latest drawing and specification revisions.

14.0 PACKAGING AND SHIPPING

14.1 No order will be shipped to a customer until all shipping papers are completed.

14.2 No material will be shipped until all customer required certifications, test reports, special samples, etc. have been packed with the material.

14.3 All items shall be packaged in a manner that prevents damage, deterioration, or substitution.

14.4 Any required special packaging as specified by the customer will be controlled.

14.5 Adequate marking shall appear on the packaging, parts and as otherwise necessary to provide positive identification to the customer.

15.0 CORRECTIVE ACTION

15.1 Measures have been established to assure that conditions adverse to quality, such as non-conformance to material specifications, deviation from print standards, and deficiencies in workmanship are promptly identified and corrected. The cause of the non-conformance will be determined and corrective action taken to preclude repetition.

15.2 Corrective action will include:

15.2.1 Examining of all data to determine extent and cause of non-conformance.

15.2.2 Introducing of measures to improve the effectiveness of the comprehensive corrective action program.

15.2.3 Conducting follow-up activity to ensure that corrective actions are both timely and effective.

15.2.4 Notifying the customer, in detail, whenever a nonconformity is discovered in the supplier's processes or products that might affect product already delivered.

15.2.5 Documenting all corrective action and reporting to all levels of management.

16.0 CONTROL OF GOVERNMENT/BUYER FURNISHED PROPERTY

16.1 Any Government Furnished Property (GFP) or Customer Furnished Property (CFP) supplied to SRG in support of a customer's purchase order shall be strictly controlled. This property shall be identified, segregated and protected from improper use or disposition.

16.2 Upon receipt of GFP/CFP, SRG inspectors will examine the property and report conditions of said property to the respective government agency.

16.3 The SRG inspector will execute a complete inspection report. Any discrepancy will be immediately reported and pursued.

16.4 A copy of this report will be attached to the SRG receiving data. This report will be retained five (5) years or longer according to property disposition. The property will be protected, identified and stored in an assigned location. Information will be logged on receiving report for retrieval and use.

16.5 SRG will control and store GFP/CFP to preclude damage and reduced function of property.

- 16.6 GFP/CFP shall not be used for anything other than controlling authority's intended use or by approved purchase order or written instructions from the controlling authority.**
- 16.7 GFP/CFP will be re-inspected upon use or at least once each calendar year.**
- 16.8 Alteration on any GFP/CFP property will not be performed without prior written approval.**
- 16.9 Damage to GFP/CFP during the SRG possession will be reported immediately to the issuing agency.**

17.0 EMPLOYEE TRAINING

- 17.1 A training curriculum has been developed that provides levels of training for all personnel performing activities affecting manufacturing and quality.**
- 17.2 All production personnel will be familiar with drawings and have an understanding of specifications**
- 17.3 Personnel operating equipment are given instructions on the equipment and Informed of OSHA safety instructions.**
- 17.4 A Material Safety Data Sheet (MSDS) is on file for all products and readily available to all employees.**
- 17.5 Method sheets are written for each job that instructs the employees in the manufacturing/fabricating of each product.**

18.0 QUALITY OBJECTIVES

- 18.1 SRG has established quality objectives for relevant operations considered necessary for customer requirements and continual improvement goals. These objectives are measurable and consistent with the quality policy**

19.0 INFRASTRUCTURE

- 19.1 SRG has identified, provided, and maintains the facilities needed to ensure that products meet customer requirements. These facilities include buildings, adequate workspace, equipment, and supporting services.**

20.0 WORK ENVIRONMENT

- 20.1 SRG strives to identify and manage the human and physical factors of the work environment needed to achieve conformity of product. This involves consideration of employee safety and the provision of a clean, comfortable, and well-lit work environment.**

21.0 INTERNAL COMMUNICATION

21.1 SRG ensures that there is communication between various levels and functions by means of regular informal staff meetings and formal quality management system review meetings attended by personnel selected by the President.

21.2 The President and the Quality Assurance Manager have the responsibility of ensuring that communication regarding the effectiveness of the quality management system takes place within the organization.

22.0 DESIGN & DEVELOPMENT (Exempt from Chapter)

22.1 SRG is exempt from Design & Development because SRG does not design.

23.0 MANAGEMENT

23.1 SRG top management endeavors to provide evidence of its commitment to the quality management system at all times by:

23.2 Regular communication within the organization concerning the importance of meeting all customers, statutory and regulatory requirements. Establishment of a management quality policy and quality objectives (Appendix 5A) Conducting year, quarterly scheduled management reviews of the quality management system. Ensuring the availability of resources needed for the effective operation of the quality system.

24.0 RESPONSIBILITY AND AUTHORITY

24.1 The personnel who manage, perform, and verify work affecting quality are listed on the Management Organization Chart which can be seen in Appendix 5-B at the end of this section. The personnel listed have the organizational freedom and authority to initiate corrective action, identify and record problems relating to the quality system, recommend solutions to quality problems, and verify the implementation of solutions.

24.2 The responsibility of the quality management system personnel:

24.3 President is responsible for sales, finishing processes, delegating authority, overseeing financial and administrative operations of the company.

24.4 Quality Assurance Manager is responsible for administration and upkeep of the quality management system and setting the standards for outgoing product quality. Responsible for in-process and final inspection assistance of rubber, polyurethane & thermoplastic products. Responsible for production operations and production scheduling. Responsible for human resources, personnel.

24.5 SRG has a management team is listed on Appendix A. The management team is responsible for the review and disposition of nonconforming products and purchased materials

24.6 The Quality Assurance Manager and, if needed, a second representative chosen by the Quality Assurance Manager will be the Management Representative on matters concerning administration of the quality management system. The Management Representative has the responsibility for ensuring that the quality program is established and maintained to the ISO 9001: 2008 Standard and for regular reporting of its status to top management. The Management Representative is responsible for promoting the awareness of customer requirements throughout the organization.

25.0 MANAGEMENT REVIEW

25.1 The SRG quality assurance program will be formally reviewed on a quarterly basis under the direction of the Quality Assurance Manager. Management Review meetings are chaired by the President and take into consideration the need for changes to the quality management system to ensure its continuing suitability, adequacy, and effectiveness. Records of these meetings will be maintained by the Quality Assurance Manager with the review input & output of quality audits, Tier 1 customer feedback, process and product performance, status of corrective actions, Tier 1 vendor performance, follow-up actions from previous reviews and changes that could affect the quality management system.

26.0 CUSTOMER SATISFACTION (TIER 1)

26.1 SRG will monitor basic information relating to customer perception of the SRG SERVICE as one of the measurements of the adequacy of the quality management system.

26.2 Tier 1 Customer satisfaction data that is monitored includes on-time delivery performance and Tier 1 customer complaints. This information is used to gauge the quality of customer service and as a source of information useful for continuous improvement of the quality management system.

27.0 MONITORING & MEASUREMENT OF PROCESSES

27.1 The SRG operators, their supervisors, and the Quality Assurance Manager have the responsibility for monitoring and measurement of the quality management system processes.

27.2 Process monitoring is done informally by Department Heads daily as a part of their job function. Formal monitoring is done by means of the internal auditing program.

27.3 If process nonconformities are found during the monitoring process, corrective or preventative action will be taken as appropriate.

28.0 MONITORING & MEASUREMENT OF PRODUCT

28.1 SRG has verification programs which include receiving and special process inspections to the standards set by the customer and the Quality Assurance Manager.

28.2 The work instructions which are prepared for control of the operations will specify the required inspection and testing checkpoints and the acceptance

28.3 Inspection Checkpoints designated in the Log Orders and work instructions are verified by the operators and Quality Assurance personnel as evidence of conformity with the acceptance criteria. Records will indicate the person(s) authorizing release of product.

28.4 Shipment of products to the customer may not proceed until all specified activities have been completed unless a waiver has been received from the customer.

29.0 ANALYSIS OF DATA

29.1 SRG personnel plan and implement the monitoring, measurement, analysis, and improvement processes needed to promote product conformity and continual improvement of the quality management system. Applicable methods may include the use of statistical techniques where specified by the customer or the Quality Assurance Manager.

29.2 SRG collects and analyzes appropriate data to determine the suitability and effectiveness of the quality management system and to identify improvements that can be made. Data collected includes that concerning on-time delivery performance, customer complaints, vendor performance & company document compliance. This data is analyzed to provide information on customer satisfaction, conformance to customer requirements, process and product quality trends, vendor performance, and continuous improvement.

30.0 INTERNAL AUDIT

30.1 The SRG quality management system is audited annually to ensure that it conforms to the requirements of ISO 9001:2008, that written policies and procedures are current, and that all written and verbal work instructions are followed in the production operations.

30.2 Internal Audits are conducted on a yearly, quarterly basis of status and importance of the activity and by personnel independent of the activity being audited.

30.3 SRG has a documented procedure for internal audits which includes the responsibilities and requirements for conducting audits, ensuring their independence, recording results, and reporting to top management.

30.4 The SRG Quality Assurance Manager has the responsibility of ensuring that timely corrective action is taken on deficiencies found during the internal audits.

30.5 Follow-up actions include verification of corrective action implementation and reporting of audit results at the Management Review meetings.

31.0 COMPETENCE, AWARENESS & TRAINING

- 31.1 It is the responsibility of the President and the Department heads to identify the competency needs of their employees and ensure that training is provided to satisfy these needs.**
- 31.2 Management and hourly employees periodically attend outside or inside educational seminars or meetings at company expense to keep up to date in their profession.**
- 31.3 New employees in all departments receive on-the-job training by their supervisors and experienced employees to ensure that they become proficient in their duties and are aware of the importance of their activities and how they contribute to the achievement of quality objectives.**
- 31.4 All new employees are formally evaluated by their supervisor during their orientation period to be certain that training has been effective. Those who are unable or unwilling to produce quality workmanship are terminated.**
- 31.5 Records of employee training, education, experience, and skills are kept under the direction of Quality Assurance Manager or his designee.**

32.0 IDENTIFICATION & TRACEABILITY

- 32.1 Products that are molded, extruded and fabricated by SRG may be identified whenever practical by means of shipping & receiving logs.**
- 32.2 Raw Materials or components used to fulfill customer requirements are properly identified and kept in designated locations or containers.**
- 32.3 The status of the product with regard to inspection and testing is clearly identified at all times by means of notations on the inspection sheets.**
- 32.4 SRG products are provided with a unique identification as requested by the customer when traceability is a requirement.**

33.0 VALIDATION OF PROCESS FOR PRODUCTION & SERVICE PROVISION

- 33.1 Special processes include any company on-site alterations required by the customer. Special processes will be inspected by shipping and receiving in order to insure it's conformance to customer requirements.**
- 33.2 SRG has a measurement & weight operation for certain products which are considered a special process requiring proper validation of the process & its operators.**
- 33.3 Validation of this special process demonstrates the ability of the process to achieve planned results.**
- 33.4 Arrangements for validation include qualification of the process, equipment, and operators, use of defined methods and procedures, and requirements for records.**

34.0 REVIEW INPUT

34.1 Inputs to the management review may include current performance and improvement opportunities related to the results of: Quality Audits, Customer Feedback, Process and Product performance, Status of Corrective Actions, Vendor Performance, Follow-up actions from previous reviews, Changes that could affect the quality management system.

35.0 REVIEW OUTPUT

35.1 Outputs from the management review include actions related to continuous improvement of the quality management system and Improvement of the product and resource needs to accomplish the above.

36.0 COMPANY PROFILE

36.1 Established in August 1989, SERVICE Rubber Group is a SERVICE-oriented QUALITY Molder, Extruder and Fabricator of industrial Rubber, Polyurethane and Thermoplastic products. We are dedicated to maintaining the latest and most updated production machinery, allowing our customers to receive the highest QUALITY products at predominantly competitive pricing.

36.2 The expertise of the company's thoroughly trained and experienced personnel has allowed SRG to develop a quality reputation among engineers, designers, architects, and purchasing agents in various industries throughout the United States of America.

37.0 PURPOSE

37.1 It is the purpose of this manual to outline in detail the inspection and quality control policies and procedures for incoming raw materials, manufacturing and in-house handling, packaging, and shipping of finished products in accordance with MIL-I45208A and ISO 9001:2008.

APPENDIX A



