Service Rubber Group, Inc.

QUALITY MANUAL

ISSUE 6

APPROVED BY: **Brian E. Greninger, President**

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____________________________________ ____________________________________

CEO/ President QMS Manager

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1 SCOPE

This quality manual specifies requirements for the quality management system of Service Rubber Group, Inc. :

a) To demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements.
b) To enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.
c) Service Rubber Group, Inc does not conduct any activities associated with Sub-clause 8.3, Design and development, since it is not applicable.

2 NORMATIVE REFERENCES

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for it application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 9001:2015, Quality management systems-*Requirements*

3 TERMS AND DEFINITIONS

For the purposes of this document, the terms and definitions given in ISO 9001:2015 apply.

4 CONTEXT OF THE ORGANIZATION

4.1 Service Rubber Group Context

Service Rubber Group, Inc. has determined the following internal and external inputs to be relevant to the purpose and strategic direction of the company and the QMS:

Internal	External
Products and Services Offerings	Domestic and International Legislation
SRG Management / Responsibilities / Organization	Global Issues Impacting Production Sectors
National Standards and Regulations	General Taxation Issues
Capabilities	Seasonal Weather
Sales Processing	Consumer Buying Patterns
Employee Morale and View of the Company	Market Changes in Material Pricing
Delivery and Quality Performance	Maturity Of Technology

The issues stated above are reviewed periodically during Management Review and evaluated for relevance with respect to the scope of the organization. Changes affecting any inputs are identified and considered as risks or opportunities.

The review of these issues is based upon an ongoing awareness of current events impacting political, economic, social and technological influences on the company.

4.2 Interested Parties
The following interested parties are relevant to the QMS of Service Rubber Group:

Interested Parties	Needs and Expectations
Customer	• Quality of Product • Price • On-Time Delivery of products and Services • Technical Support Where Needed
Owner/Shareholder	• Profitability • Return On Investment • Continued Growth In The Market
Management	• Increased Growth, Sales and Profitability • Efficiency And Effectiveness Of Processes
Employees	• Suitable Work Environment • Health And Safety • Proper Training Of Job Being Performed • Availability Of Tools To Complete Required Job
Suppliers	• Feedback on product/service performance • Increased Scope And Volume Of Purchases • Long-Term Contractual Arrangements • Insight And Information On Future Needs
Regulatory Bodies / Government	• Compliance With Applicable Requirements And Industry Standards • Submission Of Applicable Forms and Reports
Competitors*	• Lead Times, Pricing, Delivery Goals • Market Knowledge • Capital Investments • Gaps In Product Or Service Offerings

Service Rubber Group monitors and reviews information about these interested parties and their relevant requirements and presents any developments periodically as needed during Management Review.

4.3 Scope of the QMS
Service Rubber Group, Inc. is a recognized leader in providing through the process and distribution, quality rubber, polyurethane and thermoplastic products to meet customer requirements. Sub-Section 8.3 Design and Development Of Products and Services is not applicable to SRG. SRG does not perform these functions and thus they do not impact SRG's ability or responsibility to provide product conforming to customer's requirements. The Quality Management System and Quality Assurance Manual are in accordance to ISO 9001:2015.

4.4 Quality Management System Processes
SRG has established, implemented, maintained and continually improves a quality management system, based upon the following:

a) Inputs and outputs of processes;
b) The sequence and interaction of these processes;

c) The criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation and controls of these processes;
d) The resources needed for these processes and ensures their availability;
e) The responsibilities and authorities for these processes;
f) Relevant risks and opportunities as determined in accordance with the requirements of 6.1;

The processes relevant to the QMS are shown in **Annex A.**

SRG also evaluates these processes and implements any changes needed to improve the processes to ensure that these processes achieve their intended results.

4.4.2 Documented Information to support QMS Processes
Based upon organization size, activity, type of products, process complexity and available resources, SRG maintains documented information and records to support the operation of QMS processes.

5 LEADERSHIP

5.1 Leadership and commitment

5.1.1 General
The top management of Service Rubber Group, Inc. demonstrates leadership and commitment to an effective QMS by:

a) Taking accountability for the effectiveness of the quality management system;
b) Establishing the context and strategic direction of the company and communicating an effective quality policy and relevant objectives.
c) Integrating the QMS into SRG's business processes.
d) Promoting the use of the process approach and risk based thinking;
e) Ensuring that the resources needed for the QMS are available;
f) Communicating the importance of effective quality management and of conforming to the quality management system requirements;
g) Ensuring that the quality management system achieves its intended results;
h) Engaging, directing and supporting persons to contribute to the effectiveness of the QMS;
i) Promoting improvement;
j) Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

5.1.2 Customer focus
The top management of SRG is committed to enhancing customer satisfaction. The SRG QMS is reviewed during the Management Review process to assure that customer requirements are met and that customer satisfaction is enhanced. In addition, management reviews:

a) Customer and applicable statutory and regulatory requirements
b) Relevant risks and opportunities.

5.2 Policy
5.2.1 Establishing the quality policy

The following quality policy has been established, implemented and maintained:
Service Rubber Group, Inc. is a provider of high quality, cost effective products and services.
SRG is committed to maintaining and continuously improving its processes and systems based on the guidelines of ISO 9001:2015 in order to satisfy the applicable requirements of the parties interested in the Organization. Our employees understand and implement this policy throughout the company to make sure that;

"**The management and employees of Service Rubber Group, Inc. are committed to providing a level of and service that meets or exceeds the expectations of those with whom we work.**

To this extent, we shall make every effort to provide:

- **Unparalleled SERVICE**
- **Superior QUALITY**
- **Competitive PRICING**
- **Reliable ON-TIME DELIVERY**

Every employee of SERVICE Rubber Group, Inc. accepts responsibility for putting the needs of the customer first and maintaining a safe work environment and providing products which meets the highest standard".

5.2.2 Communicating the quality policy
The quality policy is:

a) Communicated, understood and applied
b) Available to all interested parties

5.3 Organizational roles, responsibilities and authorities
Roles, responsibilities and authorities in the SRG QMS are defined in the relevant process work instructions and the organizational chart included in **Annex B.**

6 PLANNING

6.1 Actions to address risks and opportunities

6.1.1
When planning for the quality management system, Service Rubber Group, Inc. considers the issues referred to in 4.1 and the requirements referred to in 4.2 and determines the risks and opportunities that need to be addressed in order to:

a) Give assurance that the quality management system can achieve its intended result(s);
b) Enhance desirable effects;
c) Prevent, or reduce, undesired effects;
d) Achieve improvement.

6.1.2
SRG evaluate risk based on a SRG COTO Log . The top management is responsible for evaluating the risks that affect locations and reviewing these risks at every Management Review.

6.2 Quality objectives and planning to achieve them

6.2.1
SRG establishes quality objectives at relevant functions, levels and processes needed for the quality management system. These objectives are:

a) Sales
    I. Tracked by: On-Time Delivery and Formal Customer Complaints

b) Production
  I. Tracked by: On-Time Delivery and Formal Customer Complaints
c) Purchasing
  I. Tracked by: Vendor On-Time Delivery and Formal Customer Complaints

6.2.2
SRG plans to achieve its quality objectives and determines:

a) What will be done;
b) What resources will be required;
c) Who will be responsible;
d) When it will be done;
e) How will the results be evaluated.

These quality objectives are monitored, communicated and updated as deemed appropriate during Management Review. Documented information regarding Quality Objectives is sent out quarterly for review and plans to achieve them are updated as necessary.

6.3 Planning of changes
When Service Rubber Group, Inc. determines the need for changes to the quality management system, the changes shall be carried out in a planned manner.

Service Rubber Group, Inc. considers:

a) The purpose of the changes and their potential consequences;
b) The integrity of the quality management system;
c) The availability of resources;
d) The allocation or reallocation of responsibilities and authorities.

7 SUPPORT

7.1 Resources

7.1.1 General
Service Rubber Group, Inc. will provide resources and personnel required to establish, implement, and maintain the QMS and continually improve its effectiveness.
SRG will consider the capabilities and constraints of existing internal resources and utilize external providers as necessary.

7.1.2 People
SRG determines and provides the persons necessary for the effective implementation of its quality management system and for the operation and control of its processes.

7.1.3 Infrastructure
SRG determines, provides and maintains the infrastructure necessary for the operation of its processes and to achieve conformity of products and services.
Infrastructure includes:

a) Buildings, workspaces and associated utilities;
b) Process equipment, including hardware and software;
c) Supporting services such as transportation, communication or information systems.

7.1.4 Environment for the operation of processes
SRG determines, provides and maintains the environment necessary for the operation of its processes and to achieve conformity of products and services. Environment includes:

a) Social
b) Psychological
c) Physical

7.1.5 Monitoring and measuring resources

7.1.5.1 General
SRG determines and provides the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements.

SRG ensures that the resources provided:

a) Are suitable for the specific type of monitoring and measurement activities being undertaken; these resources may include but not be limited to: Sales, Calipers, Scissors, Durometers, and Rulers.
b) Are maintained to ensure their continuing fitness for their purpose.

7.1.5.2 Measurement traceability
When measurement traceability is a requirement, or is considered by SRG to be an essential part of providing confidence in the validity of measurement results, measuring equipment shall be:

a) Calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to NIST or equivalent international standards; when no such standards exist, the basis used for calibration shall be recorded.
b) Identified in order to determine their status.
c) Safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results.

Records of the results of calibration and verification are maintained. When equipment is found that does not conform to requirements, SRG assesses the validity of previously measurement results. Appropriate action is taken on the equipment and any products affected. If computer software or webpage is used in identification, calibration and validation of monitoring and measuring equipment it is recorded as documented information.

7.1.6 Organizational knowledge
SRG determines the knowledge necessary for the operation of its processes and to achieve conformity of products and services. Organizational knowledge can be based on:

a) Internal sources (e.g. SRG specifications, ‘tribal knowledge’)
b) External sources (e.g. obtaining ASTM/AMS specifications, technical seminars, Customer Specs.)

7.2 Competence
Training of each employee consists of:

a) Determining the necessary competence of person(s) doing work under its control that affects the performance and effectiveness of the quality management system;
b) Ensuring that they are competent on the basis of appropriate education, training, or experience;
c) Where applicable, taking actions to acquire the necessary competence, and evaluating the effectiveness of the actions taken. This can be achieved through training, mentoring, re-assignment, etc.
d) Maintaining records of education, training, skills and experience as evidence of competence.

Top Management maintains the job specific training documentation of all employees participating in training activities.

7.3 Awareness
The **QMS Representative** ensures that persons doing work under SRG’s control are aware of:

a) The quality policy;
b) Relevant quality objectives;
c) Their contribution to the effectiveness of the quality management system, including the benefits of improved performance;
d) The implications of not conforming to the quality management system requirements.

7.4 Communication
The **QMS Representative** will determine the internal and external communications relevant to the quality management system, including;

a) On what he/she will communicate;
b) When to communicate;
c) With whom to communicate;
d) How to communicate;
e) Who communicates;

7.5 Documented information

7.5.1 General
SRG's QAM includes:
a) Documented information required by this International Standard;
b) Documented information determined by the SRG as being necessary for the effectiveness of the QMS;

7.5.2 Creating and updating
When creating and updating documented information, SRG ensures appropriate:
a) Identification and description;
b) Format and media;
c) Review and approval for suitability and adequacy.

7.5.3 Control of documented information

7.5.3.1 Documented information required by the quality management system and by this International Standard shall be controlled to ensure:
a) It is available and suitable for use, where and when it is needed;
b) It is adequately protected

7.5.3.2 For the control of documented information, SRG addresses the following activities, as applicable:
a) Distribution, access, retrieval and use;
b) Storage and preservation, including preservation of legibility;
c) Control of changes (e.g. version control);
d) Retention and disposition.

Documented information retained as evidence of conformity shall be protected from unintended alterations.
Retention periods for documented information and records are defined within Annex C

8 OPERATION

8.1 Operational planning and control
Service Rubber Group, Inc. plans, implements and controls the processes (see 4.4) needed to meet the requirements for the provision of products and services, and to implement the actions determined in Clause 6, by:

a) Determining the requirements for the products and services;
b) Establishing criteria for:
   1) The processes;
   2) The acceptance of products and services;
c) Determining the resources needed to achieve conformity to the product and service requirements;
d) Implementing control of the processes in accordance with the criteria;
e) Determining, maintaining and retaining documented information to the extent necessary:
   1) To have confidence that the processes have been carried out as planned;
   2) To demonstrate the conformity of products and services to their requirements.

The output of this planning shall be suitable for the organization's operations.
SRG shall control planned changed and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.

Service Rubber Group, Inc. ensures that outsourced processes are controlled (see 8.4)

8.2 Requirements for products and services

8.2.1 Customer communication
Communication with customers shall include:

a) Providing information relating to products and services;
b) Handling inquiries, contracts or orders, including changes;
c) Obtaining customer feedback relating to products and services, including customer complaints;
d) Handling or controlling customer property;
e) Establishing specific requirements for contingency actions, when relevant.

8.2.2 Determining the requirements for products and services
When determining the requirements for the products and services to be offered to customers, SRG ensures:

a) The requirements for the products and services are defined.
b) SRG can meet the claims for the products and services it offers.

8.2.3 Review of the requirements for products and services

8.2.3.1 SRG ensures:
That it has the ability to meet the requirements for products and services to be offered to customers. SRG conducts a review before committing to supply products and services to a customer.
SRG ensures that contract or order requirements differing from those previously defined are resolved.

When the customer does not provide a documented statement of their requirements, the customer's requirements shall be confirmed by Service Rubber Group, Inc. before acceptance.

8.2.3.2 Service Rubber Group, Inc. retains documented information, as applicable:

a) On the results of the review;
b) On any new requirements for the products and services.

8.2.4 Changes to requirements for products and services
Service Rubber Group, Inc. ensures that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.

8.3 Design and development of products and services
Service Rubber Group business practices do not involve design and development processes. In any case where requirements dictate that Service Rubber Group, Inc.'s QMS and QAM render Sub-Clause 8.3 as not applicable to SRG Scope.

8.4 Control of externally provided processes, products and services

8.4.1 General
Service Rubber Group, Inc. ensures that externally provided processes, products and services conform to requirements.
SRG determines the controls to be applied to externally provided processes, products and services when:

a) Products and services from external providers are intended for incorporation into the organization's own products and services;
b) Products and services are provided directly to the customer(s) by external providers on behalf of the organization;
c) A process, or part of a process, is provided by an external provider as a result of a decision by the organization;

SRG determines and applies criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements. SRG retains documented information of these activities and any necessary actions arising from the evaluations.

8.4.2 Type and extent of control
SRG ensures that externally provided processes, products and services do not adversely affect the SRG's ability to consistently deliver conforming products and services to its customers.

Service Rubber Group, Inc.:
a) Ensures that externally provided processes remain within the control of its QMS;
b) Defines both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output;
c) Takes into consideration:
   1) The potential impact of the externally provided processes, products and services on SRG's ability to consistently meet customer and applicable statutory and regulatory requirements;
   2) The effectiveness of the controls applied by the external provider;
d) Determines the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements.

8.4.3 Information for external providers
SRG ensures the adequacy of requirements prior to the communication to the external provider.
SRG communicates to external providers any applicable requirements for:
a) The processes, products and services to be provided;
b) The approval of:
   1) Products and services;
   2) Methods, processes and equipment;
   3) The release of products and services;
c) Competence, including any required qualification of persons;
d) The external providers' interactions with the organization;
e) Control and monitoring of the external providers' performance to be applied by the organization;
f) Verification or validation activities that the organization, or its customer, intends to perform at the external providers' premises.

8.5 Production and services provision

8.5.1 Control of production and service provision
SRG implements production and service provision under controlled conditions which include:
a) Availability of documented information that describes the required characteristics of the product;
b) Availability of any required work instructions as necessary;
c) Use of suitable equipment;
d) Availability and use of monitoring and measuring equipment;
e) Implementation of monitoring and measuring equipment;
f) Release and delivery of product;

SRG validates production and service provision where the resulting output cannot be verified by subsequent monitoring or measurement. Validation demonstrates capability of these processes to achieve planned results.

Processes have, as applicable:
a) Defined criteria for review and approval of processes;
b) Approval of equipment;
c) Qualification and continuous re-qualification of personnel to prevent human error;
d) Use of specific methods and procedures;
e) Requirements for records;
f) Requirements for revalidation;

8.5.2 Identification and traceability
SRG controls traceability for all products and maintains documented information. Applicable work instructions establish procedures for identification and traceability of product from receipt through delivery to customer. The status of outputs with respect to monitoring and measurement requirements is identified.

8.5.3 Property belonging to customers and external providers
Work instructions establish procedures for customer-supplied property. Service Rubber Group, Inc. identifies, verifies, protects and safeguards customer property in the same manner as SRG property. Customer property may include material, packaging supplies or containers, tooling, intellectual property and personal data. If any customer property is lost, damaged or otherwise determined to be unsuitable for use, the customer is advised and documented information is maintained of the notification and any applicable response or disposition of the property.

8.5.4 Preservation
Service Rubber Group, Inc. preserves the outputs during production and service provision to the extent necessary to ensure conformity to requirements.

8.5.5 Post-delivery activities
SRG considers requirements for post-delivery activities associated with all products. In determining the extent of post-delivery activities that are required, SRG considers statutory and regulatory requirements, potential undesired consequences, the use and intended lifetime of its products, customer requirements, and customer feedback.

8.5.6 Control of changes
SRG reviews and controls changes for production or service provision to ensure continuing conformity to requirements. Procedures are established to insure that changes and current revision status are identified for all necessary documented information.

8.6 Release of products
SRG implements planned arrangements, at appropriate stages, to verify that the product and service requirements have been met.

The release of products and services to the customer shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable by the customer.

Service Rubber Group, Inc. retains documented information on the release of products and services. The documented information shall include:

a) Evidence of conformity to the acceptance criteria, which may include but not limited to:
    i. Approved Sales Orders
    ii. Verified Testing Paperwork (when needed)
    iii. Approval of Delivery Date
b) Traceability to the person(s) authorizing the release.

8.7 Control of nonconforming outputs

8.7.1
That outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

SRG takes appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This shall also apply to nonconforming products and services detected after delivery of products, during or after the provision of services.

SRG deals with nonconforming outputs in one or more of the following ways, as defined by relevant work instructions:

a) Correction;
b) Segregation, containment, return or suspension of provision of products and services;
c) Informing the customer;
d) Obtaining authorization for acceptance under concession.

Conformity to the requirements shall be verified when nonconforming outputs are corrected.

8.7.2

Service Rubber Group, Inc. retains documented information that:

a) Describes the nonconformity;
b) Describes the actions taken;
c) Describes any concessions obtained;
d) Identifies the authority deciding the action in respect of the nonconformity.

9 PERFORMANCE EVALUATION

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

Service Rubber Group, Inc. determines:

a) What needs to be monitored and measured;
b) The methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;
c) When the monitoring and measuring shall be performed;
d) When the results from monitoring and measurement shall be analyzed and evaluated.

Service Rubber Group, Inc. evaluates the performance and the effectiveness of the quality management system.
Service Rubber Group, Inc. retains appropriate documented information as evidence of the results.

9.1.2 Customer satisfaction

SRG monitors customers' perceptions of the degree to which their needs and expectations have been fulfilled and determines the methods for obtaining, monitoring and reviewing this information.

9.1.3 Analysis and evaluation

SRG analyzes and evaluates appropriate data and information arising from monitoring and measurement. The results of analysis shall be used to evaluate:

a) Conformity of products and services;
b) The degree of customer satisfaction:
c) The performance and effectiveness of the quality management system;
d) If planning has been implemented effectively;
e) The effectiveness of actions taken to address risks and opportunities;
f) The performance of external providers;
g) The need for improvements to the quality management system.

9.2 Internal audit

9.2.1

SRG conducts internal audits at planned intervals to provide information on whether the quality management system:

a) Conforms to:
    1) SRG's requirements for its QMS;
    2) The requirements of ISO 9001:2015;
b) Is effectively implemented and maintained.

9.2.2

Service Rubber Group, Inc. ;

a) Plans, establishes, implements and maintains an audit program including the frequency, methods, responsibilities, planning requirements and reporting, which shall take into consideration the importance of the processes concerned, changes affecting the organization, and the results of previous audits;
b) Defines the audit criteria and scope for each audit;
c) Selects auditors and conduct audits to ensure objectivity and the impartiality of the audit process;
d) Ensures that the results of the audits are reported to relevant management;

e) Takes appropriate correction and corrective actions without undue delay;
f) Retains documented information as evidence of the implementation of the audit program and the audit results

9.3 Management review

9.3.1 General
Service Rubber Group, Inc. performs Management Review at planned intervals as defined by the Internal Audit Procedure. The review will ensure the continuing suitability, adequacy, effectiveness and the alignment of the QMS with the strategic direction of the organization.

9.3.2 Management review inputs
a) The management review considers:
b) Actions from previous management reviews
c) Changes in external and internal issues relevant to the QMS
d) Information on the performance and effectiveness of the QMS, including trends in:
    1) Customer satisfaction and relevant interested parties
    2) Process performance and product conformity
    3) Nonconformities and corrective actions
    4) Monitoring and measurement results
    5) Audit results
    6) The extent to which quality objectives have been met
    7) Performance of external providers
e) The adequacy of resources
f) Effectiveness of actions taken to address risks
g) Recommendations for improvements

9.3.3 Management review outputs
The outputs of the management review include decisions and actions related to:
a) Opportunities for improvement;
b) Any need for changes to the quality management system;
c) Resource needs.

Documented information is retained as evidence of the results of the management review.

10 IMPROVEMENT

10.1 General
Service Rubber Group, Inc. determines and selects opportunities for improvement and implements any necessary actions to meet customer requirements and enhance customer satisfaction.
These include:
a) Improving products and services to meet requirements as well as to address future needs and expectations;
b) Correcting, preventing or reducing undesired effects;
c) Improving the performance and effectiveness of the quality management system.

10.2 Nonconformity and corrective action

10.2.1
When a nonconformity occurs, including any arising from formal complaints, SRG:
a) Reacts to the nonconformity and, as applicable:
    1) Takes action to control and correct it;
    2) Deals with the consequences;
b) Evaluates the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere by:
    1) Reviewing and analyzing the nonconformity

    2) Determining the causes of the nonconformity
    3) Determining if similar nonconformities exist, or could potentially occur;

c) Implements any action needed;
d) Reviews the effectiveness of any corrective action taken;
e) Updates risks and opportunities determined during planning, if necessary;
f) Makes changes to the quality management system, if necessary.

Corrective actions shall be appropriate to the effects of the nonconformities encountered.

10.2.2
Service Rubber Group, Inc. retains documented information as evidence of:

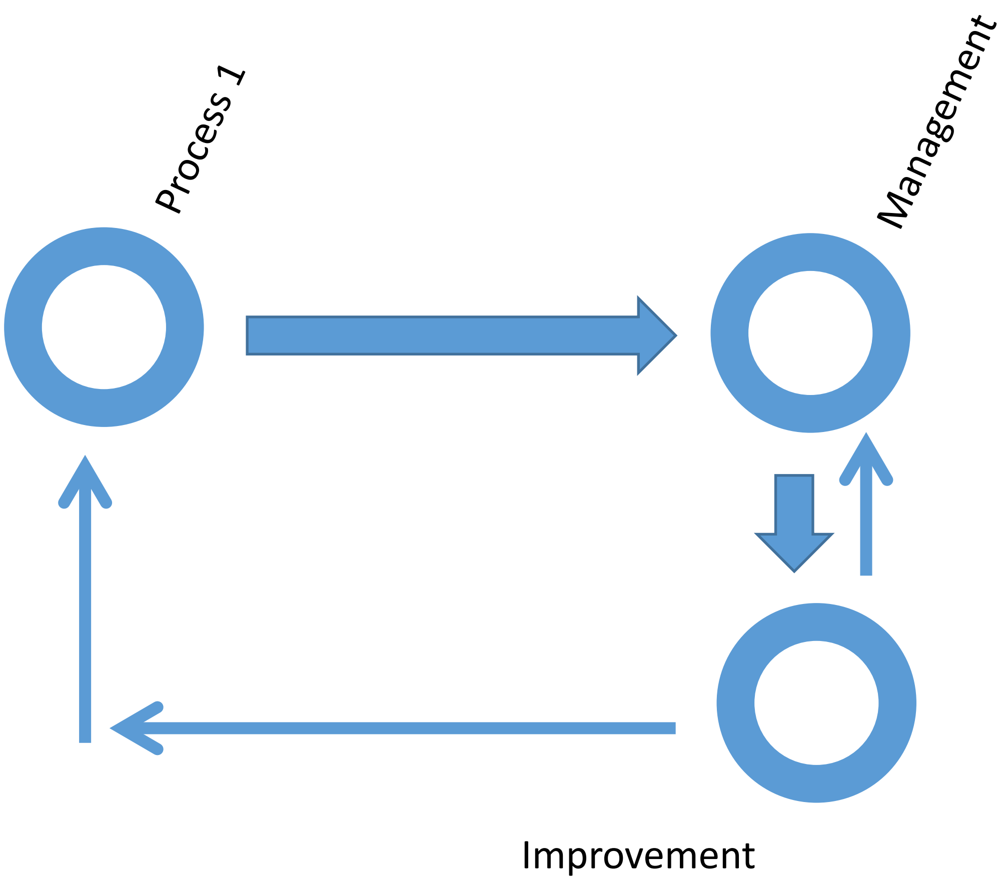
a) The nature of the nonconformities and any subsequent actions taken;
b) The results of any corrective action.

10.3 Continual improvement
Service Rubber Group, Inc. continually improves the suitability, adequacy and effectiveness of the quality management system.

ANNEX A – Service Rubber Group, Inc Processes Maps

Process 1

ANNEX A – Service Rubber Group, Inc Interaction of Processes (pg. 2)
INTERACTION OF PROCESSES



ANNEX A – Service Rubber Group, Inc. Process Maps

SALES

WHAT

Specifications / Drawings
Industry Specific
Customer Specific (8.5.3)
Approved Suppliers List (8.4)
Customer Price List / Agreement (if any)
Context (4.1) and Interested Parties (4.2)

WHO

CEO, COO, CFO, GENERAL MANAGER

INPUT

RFQ

Input Requirements

Contract Reeview (8.2.1) , Confirmation (8.2.3)

Process Name/Description

Sales

Process steps/Activities

1. Receive Customer RFQ
2. Review Customer Requirements
3. Produce Quote
4. Receive Customer Order (P.O)
5. Sales Order Generated through Software

OUTPUT

Sales Order

Output Requirements

Confirmation

MEASURE

Customer Feedback (9.1.2)
CAR Reports (10.2.2)
Analysis of Trend (9.1.3)

Effectiveness is tracked with The Customer Satisfaction. Customer Satisfaction goal is an average of < 3 Formal Customer Complaints.Formal Complaints are logged and counted quartely, The goal is for Formal Customer Comlaints to be < 3 per year.

Effecrtiveness is also tracked with On-Time Delivery (OTD). Customer Satisfaction Survey goal is an average > 95% of all on-time deliveries.

HOW

Competency Records (7.2)
Infrastructure (7.1.3)
People (7.1.2)

Procedures/Control Documents

Sales Order, Training Records, Quickbooks, CEO/COO/CFO/General Manager

Risk and Opportunities

Software Issues - Consistent Server Backup
Incorrect Quote - Customer Confirmation
Inaccurate Turn-Around - Analysis Of Lead Time Estimate Procedures

ANNEX A – Service Rubber Group, Inc. Process Maps

PRODUCTION

WHAT

Notes on Sales Orders And Requirements (8.4.1)
Notes on Customer Accounts
Server System
Allocations And Controlls
Adjustment As Needed (8.2.4)
Traceability and Labeling of Maerials (8.5.2) (7.1.5.2)
Control of Production And Service Provision (8.5.1)
Release Of Products (8.6), Preservation (8.5.4)
Monitoring and Measuring Resources (7.1.5.2)
Packaging Requirments (8.2.3)
Customer Notes (8.2.3)
Final Inspection (8.6)

WHO

General Manager, Assembly Workers, Quality Inspector, Quality Manager, Sales, CTO, COO, CEO

INPUT

Sales Order, Shipping Paperwork, Testing Reports (7.5), List of Material to be Shipped, Material From supplier, Recieveing Paperwork (7.5)

Input Requirements

P.O # , Work Order, Customer Files

Process Name/Description

Production

Process steps/Activities

Verify Paperwork / Test Results
Check Condition and Specs Of Material
Recieve Material To A Location
Allocate Material
Perform All Required Processing To Conform To Order Requirements (cutting, prep)
Complete And Package Order
Confirmation Of Correct Material and Order Specs.
Ship to Customer

OUTPUT

Material In Stock, Test Reports Availible (7.5)MAterial Ready For Shippment To Customer, Loading Record (7.5), Delivery Record (7.5), Material Shipped To Customer

Output Requirements

Testing Repors, Customer Specs, Sales Confirmation, Turn-Around Date

MEASURE

Customer Feedback (9.1.2)
CAR Reports (10.2.2)
Analysis of Trend (9.1.3)

Effectiveness is tracked with On-Time Delivery and Monitoring Customer Complaints Customer Satisfaction goal is an average of < 3 Formal Customer Complaints. Formal Complaints are logged and counted quartely, The goal is for Formal Customer Comlaints to be < 3 per year.

Effecrtiveness is also tracked with On-Time Delivery (OTD). Customer Satisfaction Survey goal is an average > 95% of all on-time deliveries. OTD is tracked quarterly but combined annually.

HOW

Competency Records (7.2)
People (7.1.2)
Infrastructure (7.1.3)
Enviroment (7.1.4)
Monitoring And Measuring Of Resources (7.1.5.2)
Monitoring And Measuring OF Equipment (7.1.5.1)

Procedures/Control Documents

Test Reports, Preservation of Product, Training records, Inventory System

Risk and Opportunities

Accurate Inventory Count - Procedural Approach And Review To Inventory Management System
Nonconforming Product - Possible Equipment / Software Upgrades
On-Time Delivery Issues - Review and Upgrade Of Forcasting Procedures

ANNEX A – Service Rubber Group, Inc. Process Maps

PURCHASING

WHAT

Inventory Levels
Approved Supplier List (8.4)
Supplier Scope Of Approval
Specifications And Drawings (8.5.3)
Customer And Any Other Applicable Standards
Context (4.1) And Interested Parties (4.2)

WHO

CEO, COO, CFOR, OFFICE MANAGER, PURCHASING

INPUT

RFQ's , Sales Orders

Input Requirements

Contract Review (8.2.1)
Confirmation (8.2.3)
Inventory Levels

Process Name/Description

Purchasing

Process steps/Activities

Receive Customer Purchase Order
Review Customer Requirements
Evaluate Current Inventory
Determine Potential Suppliers(If needed)
Create Purchase Order (if needed)
Receive and Inspect/Verify (if needed)
Issue Quotations or POs

OUTPUT

Purchase Order to Assembly
Delivery Schedule

Output Requirements

Quickbooks

MEASURE

Customer Feedback (9.1.2)
CAR Reports (10.2.2)
Analysis of Trend (9.1.3)

Effectiveness is tracked with On-Time Delivery and Monitoring Formal Complaints to Vendors. Complaints To Vendors goal is an average of < 3 Formal Customer Complaints. Formal Complaints are logged and counted quartely, The goal is for Formal Comlaints To Vendors to be < 3 per year.

Effecrtiveness is also tracked with Vendor On-Time Delivery (VOTD). Vendor On-Time Delivery goal is an average > 95% of all on-time deliveries. OTD is tracked quarterly but combined annually.

HOW

Competency Records (7.2)
Infrastructure (7.1.3)
People (7.1.2)
Enviroment (7.1.4)

Procedures/Control Documents

Quickbooks, Minutes

Risks and Opportunities

Material Cost - Daily Review Of Market Prices
Material Lead Times Due To Enviromental Issues - Redundancy
Communication Breakbown (Human Error) - Systematic Follow-Ups

ANNEX A – Service Rubber Group, Inc. Process Maps

MANAGEMENT

WHAT

SRG Requirments
Management Review (9.2)
Context of Service Rubber Group, Inc. (4.1)
Interested Parties (4.2)

WHO

CEO, COO, CTO, GENERAL MANAGER, OFFICE MANAGER

INPUT

Sales
Production
Purchasing

Input Requirements

ISO 9001 Standard, Organizational Knowledge

Process Name/Description

Management

Process steps/Activities
Management reviews
Communications
Quality Policay And Quality Objectives
Determine Roles And Responsibilities
Addresses Risk And Opportunities
Infrastructure

OUTPUT

Set Quality Policy & Objectives
Management Review Minutes
Corrective Actions
Review Performance
Customer Satisfaction

Output Requirements

QMS, Objective Metrics, Any Other Relevant Documented Information

MEASURE

Management Review Performed At A Minimum OF Once Per Year
Objectives Trending Positive

HOW

Company Records (7.2)
Infrastructure (7.1.3)
People (7.1.2)
Enviroment (7.1.4)

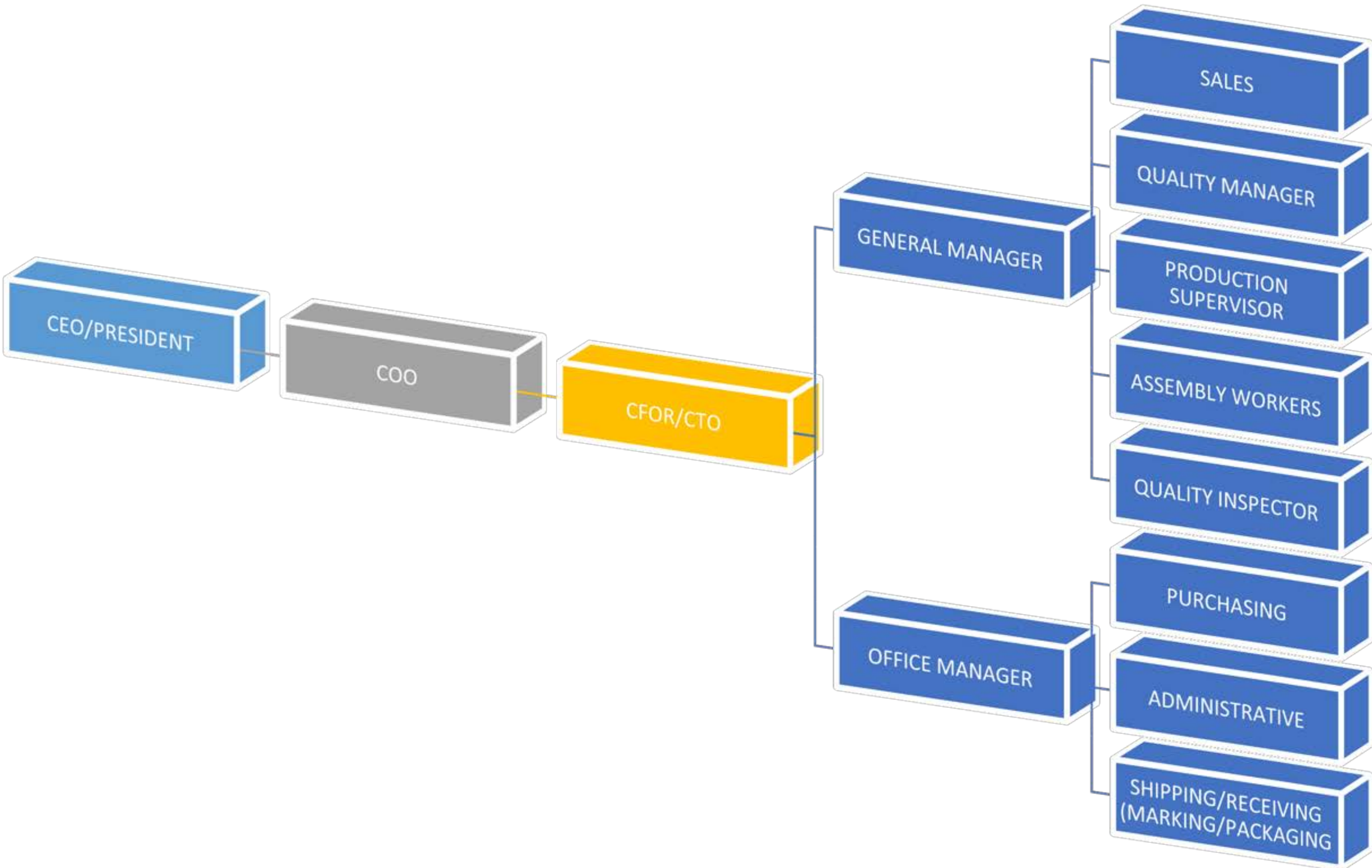
Procedures/Control Documents

Minutes Results, Audit Results, Feed Back, Etc.

Risk and Opportunities

Inadequate Process Development - Multiple Person Review System
Lack Of Infrastructure - Low Employee Turn-Over
Lack Communication - Presicion In Documentation

ANNEX B – Service Rubber Group, Inc Organizational Chart



ANNEX C – Service Rubber Group, Inc Document Control Procedure

1.0 PURPOSE

The purpose of this procedure is to describe how critical documented information required by the quality management system are controlled and maintained at Service Rubber Group

2.0 SCOPE

This procedure applies to all documents required by the Service Rubber Group quality management system including documents of external origin and those defined as quality records.

3.0 APPLICABLE DOCUMENTS

3.1 Customer Purchase Order Form

3.2 Product Specifications

3.3 Quality Assurance Manual

3.4 Documented Quality Procedures

3.5 Work Instructions

3.6 Any other documents or records required by the quality management system

4.0 RESPONSIBILITY

4.1 Quality Assurance Manager – to control and maintain the Quality Assurance Manual, documented quality procedures, customer specifications, work instructions, purchase orders, and any other documents required by the quality management system.

5.0 PROCEDURE

5.1 Documents required for the SERVICE Rubber Group quality management system will be controlled, including documents of external origin.

5.2 All orders from customers must be accompanied by a purchase order and/or any other materials necessary to properly convey their requirements.

5.3 All documents are reviewed and approved for adequacy by authorized SERVICE Rubber Group personnel prior to issue of the work order.

5.4 The Quality Assurance Manager or his designee will maintain a master list or equivalent document control index to identify the current revision status of documents in use at SERVICE Rubber Group.

5.5 The SERVICE Rubber Group document control procedure will ensure that:

- 5.5.1 The appropriate documents are available at all plant locations where operations essential to the effective functioning of the quality system are performed
- 5.5.2 Documents remain legible and readily identifiable
- 5.5.3 Invalid or obsolete documents are promptly removed from all plant locations
- 5.5.4 If obsolete drawings or other documents are retained for reference purposes, they will be clearly identified as such.

5.6 Changes or amendments to documents are reviewed and approved by the same personnel or department that performed the original review and approval. Where practicable, the nature of the change will be identified in the document or in appropriate attachments.

ANNEX D – Service Rubber Group, Inc Control of Records

CONTROL OF RECORDS

1.0 PURPOSE
The purpose of this procedure is to outline the SRG record retention policy which sets the requirements for the identification, storage, protection, retrieval, retention time, and disposition of quality records.

2.0 SCOPE
Applies to certain records deemed to be critical to the SRG quality management system and documenting the quality of manufactured products.

3.0 APPLICABLE DOCUMENTS
3.1 Management Review Records

3.2 Training, Education, Skills, and Experience Records

3.3 Supplier Evaluation Records

3.4 Traceability Records

3.5 Vendor Purchase Order Form

3.6 Customer Order Form

3.7 Monitoring and Measuring Device Calibration Records

3.8 Internal Audit Records

3.9 Product Inspection and Release Records

3.10 Nonconformance Records

3.11 Corrective/ Preventive Action Records

4.0 RESPONSIBILITY
4.1 The Quality Assurance Manager has overall responsibility for maintaining and protecting the above critical records in a legible condition for the minimum required time period.

5.0 PROCEDURE
5.1 The minimum time period for retention of the above critical quality records is five years after they are last used in the quality management system unless the retention time is otherwise specified by customer contract.

5.2 The Quality Assurance Manager will ensure that all records are kept in a safe location in an orderly manner for the minimum time period.

5.3 Department Heads are responsible for seeing that records pertaining to their operations are current and are maintained in a legible condition.

5.4 Records may be in the form of electronic or hard copy data.

5.5 No records may be removed from the above files without the knowledge and consent of the Quality Assurance Manager or his designee.

5.7 Only the Quality Assurance Manager, with the approval of the President, may destroy old or obsolete records after they have been retained for the minimum time period.

ANNEX E – Service Rubber Group, Inc Control of Nonconforming Product

1.0 PURPOSE

The purpose of this procedure is to describe the practices in effect at SRG to ensure that product which does not conform to specified requirements is identified and controlled to prevent its unintended use or delivery.

2.0 SCOPE

Applies to all products purchased, produced, stored or sold by SRG.

3.0 APPLICABLE DOCUMENTS

3.1 Work Instructions

3.2 Inspection Reports

4.0 RESPONSIBILITY

4.1 Quality Assurance Manager – to ensure that raw materials and workmanship put into SRG products meet the expectations of the customer and to ensure that corrective action is taken when quality standards are not being met.

4.2 Management – to meet as required, to review nonconforming materials and to decide on the disposition and corrective/ preventative action to be taken.

5.0 PROCEDURE

5.1 Operators and their supervisors, all of whom are trained as in-process inspectors, visually and dimensionally appraise products as they are processed through the required operations.

5.2 Nonconforming product will be held out by the Operators for review by their Supervisor who will either have them reworked or held for disposition by management.

5.3 All reworked or repaired products must be evaluated to ensure that they meet the original inspection criteria.

5.4 Nonconforming product which is considered unsalvageable is segregated by taking it out of the production flow, identifying it, and holding it in a designated location until it can be disposed of.

5.5 If the Tier 1 or other customers must be contacted to request a waiver to a specified requirement, it will be done by the President of their designee and a record of the customer’s approval will be kept on file.

5.6 If nonconforming product is detected after delivery or use has started, the Quality Assurance Manager will take action appropriate to the effects of the nonconformity.

5.7 If changes are made to the SRG proprietary procedures as a result of corrective or preventative action decided at the management review, a record will be kept to document the reason for the change.

ANNEX F – Service Rubber Group, Inc Internal Quality Audit Procedure

1.0 PURPOSE

The purpose of this procedure is to establish the means to determine whether the quality management system conforms to the planned arrangements, to the requirements of ISO 9001: 2015, and is effectively implemented and maintained.

2.0 SCOPE

Applies to all aspects of the quality management system, including the Quality Assurance Manual, Documented Procedures, and Work Instructions.

3.0 APPLICABLE DOCUMENTS

3.1 ISO 9001: 2015 Quality Management System - Requirements

3.2 Quality Assurance Manual

3.3 Documented Quality Procedures

3.4 Work Instructions

4.0 RESPONSIBILITY

4.1 President – to assign the personnel who will assist the Quality Assurance Manager in the internal quality audit and to see that results are discussed at the Management Review Meetings.

4.2 Quality Assurance Manager – to head the audit team, keep records of noncompliance, verify corrective action, and report results at Management Review Meetings.

5.0 PROCEDURE

5.1 The quality management system will be audited on a year, quarterly basis by the personnel selected by the President. All audit personnel will have received training in internal auditing techniques.

5.2 The SRG quality management system is audited to ensure that it conforms to the requirements of ISO 9001: 2015, that all written policies and procedures are observed, and that the work instructions are being followed in the production and inspection operations.

5.3 Audits are conducted on a year, quarterly basis, specific date varying on the status and importance of the activity and by personnel independent of the activity being audited.

5.4 A record will be kept of the nonconformances found and the corrective action taken to resolve them. Follow-up actions include the verification of corrective action implementation.

5.5 The Quality Assurance Manager is responsible for ensuring that all procedures found not to be in compliance are promptly corrected and brought back into compliance.

5.6 If it is found necessary to change any proprietary procedure, change any section of the Quality Assurance Manual, or to add new sections, it will be done under the direction of the Quality Assurance Manager.

5.7 All records of the internal quality audits will be kept under the direction of the Quality Assurance Manager.

5.8 Internal quality audit results are reported to the President and the other Department Heads at the management review meetings.

ANNEX G – Service Rubber Group, Inc Corrective Action Procedure

1.0 PURPOSE
The purpose of this procedure is to outline the system for eliminating the cause of nonconformities in order to prevent recurrence.

2.0 SCOPE
Applies to the action taken on reported customer quality problems, returned products, or in-plant quality problems.

3.0 APPLICABLE DOCUMENTS
3.1 Corrective/ Preventative Action Report Form

3.2 Proprietary Procedures

4.0 RESPONSIBILITY
4.1 Quality Assurance Manager – to utilize a Corrective/ Preventative Action Report upon notification of an in-plant or customer reported quality problem and when applicable, inform the customer of the action taken to resolve the problem.

4.2 Management – to review and analyze nonconforming products when requested and to assist the Quality Assurance Manager in a course of corrective action.

5.0 PROCEDURE
5.1 In-plant or customer requests for corrective action on product quality are referred to the Quality Assurance Manager.

5.2 A Corrective Action Report will be issued at the discretion of the Quality Assurance Manager and the problem is discussed with employees or the customer. If necessary, all similar products in process will be identified and segregated.

5.3 If deemed necessary, production and shipment of the products in question are stopped until the problem is resolved.

5.4 The Quality Assurance Manager and/or Management will analyze the problem to determine the root cause which is the underlying source of the nonconformity.

5.5 Once the root cause of the nonconformity is determined, the Quality Assurance Manager and/or Management will decide if action is to be taken. Any action taken will be appropriate to the effects of the nonconformity encountered.

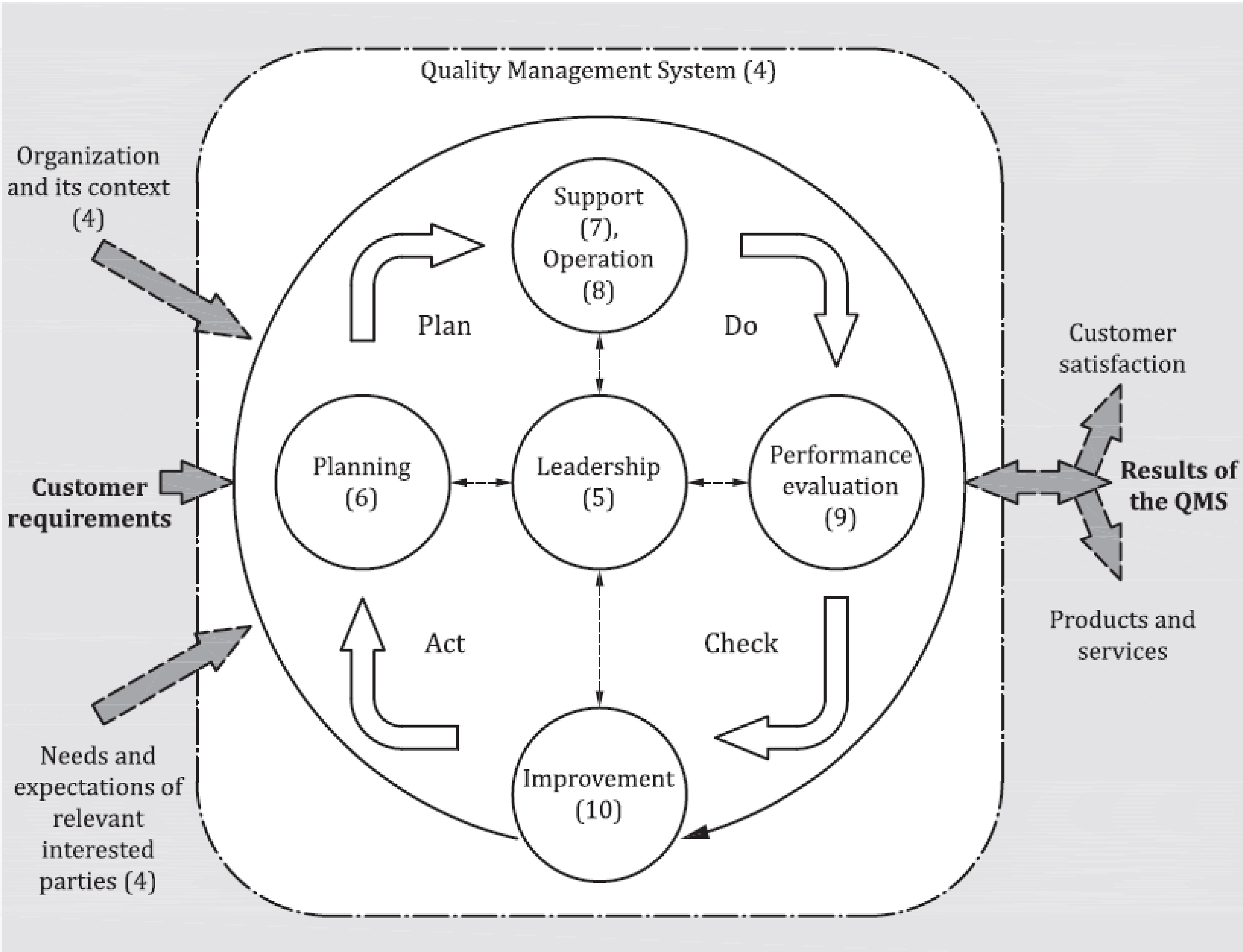
5.6 If any SERVICE Rubber Group customers have special forms or formats for the recording and follow-up of corrective action requests, the Quality Assurance Manager will see that they are completed.

5.7 If required, then SRG proprietary procedures are updated and the reason for the change is noted.

5.8 When the problem is resolved to the satisfaction of the Quality Assurance Manager and/or management, the Corrective/ Preventive Action Report is completed and kept on file. A copy is sent to the customer when so requested.

ANNEX H – Service Rubber Group, Inc Plan-Do-Check-Act Quality Model

The PDCA cycle can be applied to all processes and to the quality management system as a whole.
This figure illustrates how Clauses 4 to 10 can be grouped in relation to the PDCA cycle.



NOTE Numbers in brackets refer to the clauses in this International Standard.

The PDCA cycle can be briefly described as follows:

— **Plan**: establish the objectives of the system and its processes, and the resources needed to deliver results in accordance with customers' requirements and the organization's policies, and identify and address risks and opportunities;

— **Do**: implement what was planned;

— **Check**: monitor and (where applicable) measure processes and the resulting products and services against policies, objectives, requirements and planned activities, and report the results;

— **Act**: take actions to improve performance, as necessary.

ANNEX I – Service Rubber Group, Inc Quality Policy

Service Rubber Group, Inc. Quality Management System

The management and employees of SERVICE Rubber Group, Inc. are committed to providing a level of and SERVICE that meets or exceeds the expectations of those with whom we work.

To this extent, we shall make every effort to provide:

- Unparalleled SERVICE
- Superior QUALITY
- Competitive PRICING
- Reliable ON-TIME DELIVERY

Every employee of SERVICE Rubber Group, Inc. accepts responsibility for putting the needs of the customer first and maintaining a safe work environment and providing products which meets the highest standard.

______________________________________ ______________________________________

CEO/ President Quality Assurance Manager