

*MILTECH  
INDUSTRIES  
INC.*

*ISO/9001-2000 QUALITY MANUAL*

# MILTECH INDUSTRIES INC.

## ISO9001: 2000 QUALITY MANUAL

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**0.1 Forward**

This Manual describes in writing the organization and policies of Miltech Inc. and identifies procedures, which ensure that the quality management system is in compliance with American National Standard ANSI/ISO/ASQ/9001-2000 "Quality Management Systems Requirement".

This manual and the information contained herein is the property of Miltech Inc. and must not be reproduced in whole, in part or otherwise disseminated without written approval of Miltech Inc.

This manual will be reviewed annually by Miltech's The President to assure compliance and identify improvements to the Quality Management System. No changes can be made to this manual with out approval of said Steering team.

## **0.2 Introduction**

The purpose of this Quality Assurance Manual is to provide in writing a description of the organization and policies of the Quality Management System in place at Miltech Inc. The quality Assurance Manual constitutes the basic document of the development and implementation of the Quality Management System. It will be reviewed annually and revised as required.

The Quality Management System is designed to meet the requirements outlined in the ANSI **ISO 9001-2000** Quality systems Requirements

The Quality System Manual is to present our quality system to our customers and to inform them what specific controls are implemented to assure product quality.

### **0.3 Company Background.**

The following is for information purposes only, and not subject to the assessment process.

MILTECH INDUSTRIES, INC. established February 1, 1995, is dedicated to serving the surrounding industrial community with regard to assembly of plastic and metal components as well as building and repairing wire harnesses. Located in a 3000 square foot facility in Sterling Heights, Michigan, with six full and part time employees, we offer services throughout the Tri-County area. Miltech Industries is dedicated to continuous improvement in all areas of quality, reliability, and productivity. To exceed customer expectations for Quality is our number one priority.

Currently our company has commitments from supplier. These contracts provide us a means to sustain a hold in the current marketplace as we focuses on the cultivating of additional customers from local businesses as well as through personal contacts obtained over the years.

Presently, there are other assembly companies doing business in the area; however, research has shown a problem exists in finding those companies who provide above average quality service. The condition of the industry today is such that increasing demands for improvement in performance, delivery, workmanship, cost reduction and quality is foremost. MILTECH has established a track record of good service, competitive pricing and quality workmanship for our customers. We intend to continue advancing ourselves in the marketplace as a world-class assembly company for both automotive and non-automotive related businesses The vision for our company is one in which the company prospers, jobs are created, and a good work environment exists for both employer and employee.

#### **0.4 QUALITY POLICY STATEMENT**

At Miltech Inc. the quality of our behavior, product and service must be second to none. We employ quality standards that meet and/or exceed the expectations of our customers and ourselves. To achieve this:

- We will do what we say and never develop or communicate a standard that we do not adhere to.
- We will have controlled processes in place, with tangible accountability, to assure the integrity of the product we create.
- We will never knowingly provide a part, product or service that does not meet contractual terms or written specifications.

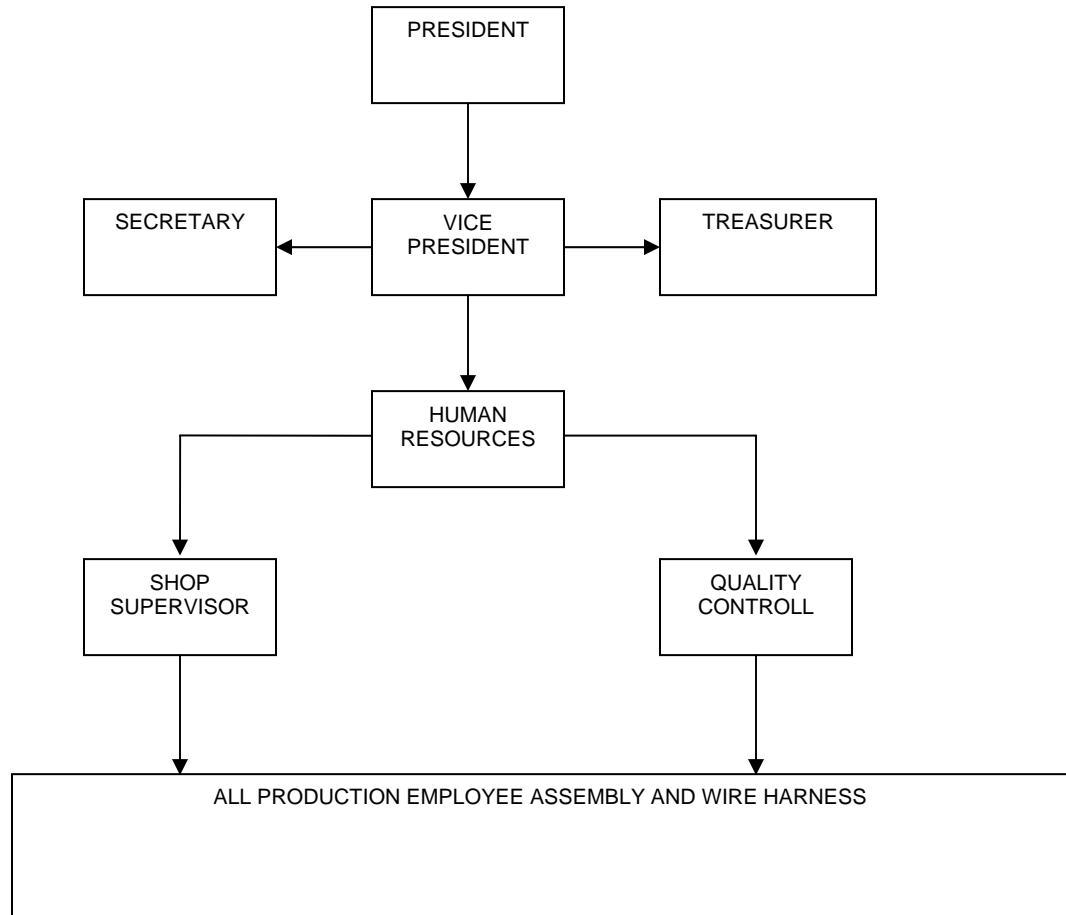
As President of Miltech Inc., I personally affirm this commitment to our Quality System. Each employee of Miltech Inc. shall adhere to our philosophy of continuous improvement.

Miltech Industries, Inc. is dedicated to providing our customers defect free product, on time deliveries and excellent service.

Gary Miller  
President, Miltech Industries Inc.

0.7

COMPANY ORGANIZATION CHART



## **1. Scope**

### **1.1 General**

Miltech Inc. Quality manual specifies the requirements of its quality management system in accordance with Q9001-2000 to:

- a) Demonstrate its ability to consistently provide product that meets customer and applicable regulatory requirements, and
- b) Aims to enhance customer satisfaction through effective application of its system, including processes for continual improvement of its system and the assurance of conformity to customer and applicable regulatory requirements.

### **1.2 Application**

Miltech Inc. system does not provide for the “design and development” of its products, and will require an exclusion for clause 7.3 for reduced scope for registration.

## **2. Normative Reference**

Miltech Inc. Utilizes ISO 9001-2000 Quality Management Systems fundamentals and vocabulary.

## **3. Terms and Definitions**

For the purpose of Miltech Inc. quality management documentation, the terms and definitions given in the ISO Q9001-2000 are utilized. Specific reorganization of the following terms has evolved:

- a) The term “organization” replaces the term “supplier” and
- b) The term “supplier” is introduced in place of “subcontractor”

## **4. Quality Management System**

### **4.1 General Requirements**

Miltech Inc. establishes documents, implements, maintains and continually improves a quality management system in accordance with ANSI/ISO/ASQ 9001-2000 “Quality Management System requirement” Standard.

To implement the quality management system Miltech Inc.

- a) Identifies the processes needed for its quality management systems and their application throughout the organization;
- b) Determines the sequence and interaction of its processes;
- c) Determines criteria and methods needed to ensure that both the operation and control of their processes are effective;

- d) Ensures the availability of resources and information necessary to support their operation and monitor their processes;
- e) Monitors, measures and analyzes its processes, and
- f) Implements actions necessary to achieve planned results and continual improvements of its processes.

## **4.2 Documentation Requirements**

### **4.2.1 General**

The Quality management system documentation includes:

- a) documented quality policy statement and quality objectives;
- b) this quality manual;
- c) documented procedures as required by Q9001-2000 Standard;
- d) documents needed by Miltech Inc. to ensure the effective planning operation of control of its processes, and
- e) Records required by Q9001-2000 Standard.

The extent of documentation is in accordance with our size of organization, type of activities, complexity of processes and their interaction as well as the competence of personnel.

### **4.2.2 Quality Manual**

The quality manual has been established and maintained to include:

- a) the scope of its quality management system, as described in clause (1.2) of this manual.
- b) references to its documented procedures, and
- c) a description of the interaction between the processes of the quality management system.

This manual is maintained as a controlled document.

### **4.2.3 Control of Documents**

Documents required for the quality management system are controlled per QS005. In addition, their records are controlled according to the requirements given in 4.2.4.

Document procedure has been established to define the controls needed:

- a) to approve documents prior to use;
- b) to review and update as necessary, including reprove; to ensure that changes and the current revision status of documents are identified;

- c) to ensure that relevant versions of applicable documents are available at point of use;
- d) to ensure that documents remain legible and readily identifiable;
- e) to ensure that documents of external origin are identified and their distribution controlled, and
  
- f) to prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose.
- g) Where not otherwise specified, the document effective date may be considered as five (5) days after the approval date shown on the document.

#### **4.2.4 Control of Records**

All records are kept per Control of Records procedure QS016 to provide evidence of conformity to the requirements and the effective operation of the quality management system. These records are legible, readily identifiable and retrievable. QS016 define the controls needed for the identification, storage, protection, retrieval, retention and disposition of these records.

#### Reference Documents:

QS001	Management Responsibility
QS002	Quality Management System
QS005	Control of Documents
QS014	Corrective and Preventive Actions
QS016	Control of RECORDS
QSM	Quality Manual

## **5. Management Responsibility**

### **5.1 Management Commitment**

The President provide evidence of its commitment to the development and the implementation of its quality Management System and continually improving its effectiveness by:

- a) communicating to the organization the importance of meeting customer as well as statutory and regulatory requirements. Several channels of communication will be used including training, employee meeting, posting on bulletin boards, ect.;
- b) established a quality policy statement;
- c) establishing quality objectives; (sections 5.3 & 5.4.1)
- d) conducting management reviews; (section 5.6)

- e) ensuring the availability of resources by reviewing the workload.

## **5.2 Customer Focus**

The president ensures that the customers' needs and expectations are determined per procedure QS003, converted into requirements, and met with the aim of achieving customer satisfaction, per section 7.2.1 and 8.2.1 of this manual.

## **5.3 Quality Policy**

The President has defined and approved the company's quality policy that:

- a) is appropriate to the purpose of the organization;
- b) includes a commitment to comply with requirements and continually improve the effectiveness of the quality management system;
- c) provides a framework for establishing and reviewing quality objectives;
- d) is communicated and understood within the organization, and
- e) is reviewed for continuing suitability.

The quality policy is a controlled document and is displayed on employee bulletin boards and other appropriate locations in the organization.

## **5.4 Planning**

### **5.4.1 Quality Methodology**

The President has reviewed, approved, published and communicated the company's mission statement and quality core values to all employees. It is the responsibility of each employee to understand, adhere to, practice and support in their daily activities

### **5.4.2 Quality Management System Planning**

The President ensures that:

- a) The planning of the Quality Management system is carried out in order to meet the requirements given in 4.1, as well as its quality objectives, and
- b) The integrity of its quality management system is maintained when changes to its quality management system are planned and implemented.

## **5.5 Responsibility, Authority and Communication**

### **5.5.1 Responsibility and Authority**

The President ensures that responsibility and authority are defined and communicated within the organization.

### **5.5.2 Management Representative**

The President has appointed a member of management, irrespective of other responsibilities, with having responsibility and authority that includes:

- a) ensuring that processes needed for its quality management system are established, implemented and maintained;
- b) reporting to top management on the performance of its quality management system and any need for improvement, and
- c) ensuring the promotion of awareness of the customer requirements throughout the organization.

### **5.5.3 Internal Communication**

The President ensures that appropriate communication processes (e.g., memos, e-mail fixed and cell phones, other oral communication, and employee meeting) are established within its organization. Urgent communications are handled through oral communication, cell phones and e-mail. Audit reports summary and performance information are posted on bulletin boards. Employee communication meetings cover the QMS and customer operating issues as well as improvements opportunities

## **5.6 Management Review**

### **5.6.1 General**

The President reviews its organization's quality management system, every six months, to ensure its continuing suitability, adequacy and effectiveness. This review includes assessing opportunities for improvement and the need for changes to the quality management system, including its quality policy and quality objectives.

### **5.6.2 Review Input**

The input to Miltech's management reviews include information on:

- a) results of audits;
- b) customer feedback
- c) process performance and product conformity;
- d) status of preventive and corrective action;
- e) follow-up actions from previous management reviews;
- f) changes that could affect its quality management system; and
- g) Recommendations for improvement.

### **5.6.3 Review Output**

The output from the management reviews include any decisions and actions related to:

- a) improvement of the effectiveness of its quality management system and its processes;
- b) improvement of product related to customer requirements, and
- c) resource needs.

#### Reference Documents

QS001	Management Responsibility
QS002	Quality Management System
QS003	Customer Related Process
QS014	Corrective and Preventive Action
QS016	Control of RECORDS
QSM	Quality Manual

## **6. Resource Management**

### **6.1 Provisions of Resources**

- a) President reviews resources needs regularly depending on operation workload. The organizational resources needed are provided to implement and maintain QMS and its effectiveness and also to enhance customer satisfaction.

### **6.2 Human Resources**

#### **6.2.1 General**

Personnel performing work affecting service/product quality shall be competent on the basis of applicable education, training, skills and experience.

#### **6.2.2 Competence, Awareness and Training ( Ref.: QS018)**

Miltech Inc.

- a) Identify competency needs for personnel performing activities affecting quality using job descriptions.
- b) provide training or take other action (e.g., coaching, communication, reading) to satisfy these needs when training is needed;
- c) evaluate the effectiveness of the actions taken;
- d) ensure that its employees are aware of the relevance and importance of their activities and how they contribute to the achievement of its quality objectives, and
- e) Maintains appropriate data to demonstrate competence.

### **6.3 Infrastructure**

The President provides and maintains the infrastructure needed to achieve conformity to product requirements. It's including as applicable:

- a) buildings, workspace and associated utilities;
- b) processes equipment (hardware software), and
- c) supporting services (transport communications).
- d) Work environment

### **6.4 Work Environment**

The President determines and manages the work environment (e.g., facilities and supporting items/services) needed to achieve conformity to product requirements.

#### Reference Documents

QS001	Management Responsibility
QS014	Corrective and Preventive Actions
QS016	Control of Records
QS018	Resource Management

## **7. Product Realization**

### **7.1 Planning of Product Realization**

Miltech Inc. plans and develops the processes needed for product realization. Planning of product realization is consistent with the requirements of its other processes of its quality management system. In planning product realization, Miltech Inc. determines the following as appropriate:

- a) quality objectives and requirement for the product; section 5.4.1
- b) the need to establish processes, documents, and provide resources specific to the products; section 6.1
- c) required verification, validation, monitoring and inspection activities specific to the product and the criteria for product acceptance;
- d) RECORDS needed to provide evidence that the realization processes and resulting product meets requirements.

The output of this planning is in a form suitable for the organizations method of operations.

## **7.2 Customer-Related Processes**

### **7.2.1 Determination of Requirements related to the Product**

Miltech Inc. determines:

- a) requirements specified by the customer, including the requirements for delivery and post delivery activities;
- b) requirements not stated by the customer but necessary for specified or intended use, where known;
- c) statutory and regulatory requirements related to the product, and
- d) any additional requirements determined applicable.

### **7.2.2 Review of Requirements Related to the Product**

Miltech Inc. reviews the requirements related to the product. This review is conducted prior to its commitment to supply to its customers (e.g. submission of quotation or acceptance of a job) and ensures that:

- a) product requirements are defined;
- b) contracts or order requirements differing from those previously expressed are resolved, and
- c) it has the ability to meet the defined requirements.

The results of the review and subsequent follow-up action are recorded (section 4.2.4). Where product requirements are changed Miltech ensures that relevant documentation is amended and communicates any changes to relevant personnel to ensure they are made aware of the changed requirements.

### **7.2.3 Customer Communication**

Miltech Inc. determines and implements effective arrangements for communicating with its customers in relation to:

- a) product information;
- b) inquiries, contracts or order handling, including amendments, and
- c) customer feedback, including customer complaint.

## **7.3 Design and development**

Miltech Inc. is submitting this manual with exclusion to this element with the following understanding:

- a) Design and development will be on the internal audit schedule to satisfy this exclusion.
- b) Clauses 7.3.1 through 7.3.7 will be reviewed.

## **7.4 Purchasing**

### **7.4.1 Purchasing Process**

Miltech Inc. ensures that their purchased product conforms to specified purchase requirements. The type and extent of control applied to the supplier and the purchased product is dependent upon the effect of the purchased product or subsequent product realization or the final product.

Miltech Inc. evaluates and selects its supplier based upon their ability to supply product in accordance with its requirements. Criteria for selection, evaluation and re-evaluation have been established. Records of the results of the evaluation and any necessary actions arising from the evaluation are maintained.

### **7.4.2 Purchasing Information**

Miltech Inc. purchasing information describes the product to be purchased, including where appropriate:

- a) requirements for approval of product, procedures, processes, and equipment.
- b) Requirements for competent personnel, and
- c) Quality management system requirements.

Miltech Inc. ensures the adequacy of specified purchase requirements prior to its communication to the supplier.

### **7.4.3 Verification of Purchased Product**

Miltech Inc. has established and implemented the inspection or other activities necessary for ensuring that purchased product meets specified purchase requirements. Where Miltech Inc. uses product supplied by customer visual inspections is performed for verification at the supplier's premises. Miltech Inc. will state the intended verification arrangements and the method for product purchased from supplier specified vendors.

## **7.5 Production and Service Provision**

### **7.5.1 Control of Production and Service Provision**

Miltech Inc. plans and carries out production under controlled conditions. Its controlled conditions include, as applicable;

- a) the availability of information that describes the characteristics of the product;
- b) the availability of work instructions, or visual aids as necessary;
- c) the use of suitable equipment;

- d) the use of monitoring and measuring methods, and
- e) the implementation of release, delivery and post-delivery activities.

### **7.5.2 Validation of Processes for Production and Service**

Miltech Inc. validates any processes for production where the resulting output cannot be verified by monitoring or measurement. This includes any processes where the deficiencies become apparent only after the product is in use. Validation activities demonstrate the ability of their processes to achieved planned results.

Miltech Inc. has established arrangements for these processes including, as applicable:

- a) defined criteria for review and approval of the processes;
- b) approval of equipment and qualification of personnel;
- c) use of specified methods and procedures
- d) requirements for RECORDS (see 4.2.4), and
- e) revalidation

### **7.5.3 Identification and Trace-ability**

Where appropriate, Miltech Inc. identifies the product by suitable means throughout product realization. Miltech Inc. identifies the product status with respect to monitoring requirements. Where trace-ability is required Miltech Inc. controls and records the unique identification of the product.

### **7.5.4 Customer Property**

Miltech Inc. exercises care with customer property while it is under its control or being used. They will also identify, verify, protect, and safeguards its customers property, If problems exist the customer will be notified.

### **7.5.5 Preservation of Product**

Miltech Inc. will preserve the conformity of product during internal processing and delivery to the intended destination. This preservation will include identification, handling, packaging, storage and protection; this applies to constituent parts of a product.

### **7.6 Control of Monitoring and Measuring Devices**

Miltech Inc. will determine the monitoring and measurement to be undertaken and the devices needed to provide evidence of conformity of product to determine requirements. A process has been established consistent with requirements.

Where necessary to ensure valid results Miltech Inc measuring equipment has:

- a) been calibrated and verified prior to use;
- b) been adjusted as necessary;
- c) been identified as to calibration status, and
- d) been protected from damage.

RECORDS of the results of calibration and verification are maintained. All computer software falls into this control procedure.

#### Reference Documents

QS003	Customer Related Processes
QS008	Identification & Traceability
QS011	Control of monitoring & Measuring Devices
QS015	Preservation of Product
QS007	Customer Property
QS006	Purchasing
QS009	Control of Product Provision
QS013	Control of Non Conforming Product
QS016	Control of RECORDS
QS020	Measurement, Analysis and Improvement

## **8. Measurement, Analysis and Improvement**

### **8.1 General**

Miltech Inc. plans (section 7.1) and implements the monitoring, measurement, analysis and improvement processes needed:

- a) to demonstrate conformity of the product;
- b) to ensure conformity of its quality management system, and
- c) to continually improve the effectiveness of its quality management system.

#### **8.2.1 Customer Satisfaction**

Miltech Inc. shall monitor information relating to customer perception, customer requirements and customer satisfaction.

#### **8.2.2 Internal Audit**

Miltech Inc. conducts internal audits at planned intervals to determine whether its quality management system:

- a) A documented procedure outlines conformity to its planned arrangements, to the requirements of Q9001-2000 and its own quality management system, and
- b) is effectively implemented and maintained.

- c) Takes into consideration the importance and status of the process to be audited;
- d) Considers the results of previous audits;
- e) Assigns auditors who do not audit their own work, and
- f) Ensures follow-up activities have included the verification of actions taken to be effective.

### **8.2.3 Monitoring and Measurement of Processes**

Miltech Inc applies suitable methods for monitoring and where applicable, measurement of its quality management system processes. These methods demonstrate the ability of the processes to achieve planned results. When planned results are not achieved corrective actions are taken and recorded to ensure conformity of the product.

### **8.2.4 Monitoring and Measurement of Product**

Miltech Inc. monitors and measures the characteristics of the products to verify that product requirements have been met. This is carried out as applicable throughout the realization process. (Section 7.1)

Evidence of conformity is maintained. Records indicate the persons authorizing release of product

Product release and delivery do not proceed until the planned arrangements have been satisfactory completed, unless otherwise approved by a relevant authority and, where approved by the customer.

### **8.3 Control of Nonconformity Product**

Miltech Inc. documented procedure ensures that product that does conform to product requirements is identified and controlled to prevent its unintended use or delivery. These activities and responsibilities are defined in documented procedure of the nonconformities and actions taken are kept per QS016.

Nonconforming product is corrected and subject to re-verification after correction to demonstrate conformity. When nonconforming product is detected after delivery or use has started, Miltech takes appropriate action regarding the consequences of the nonconformity.

#### **8.4 Analysis of Data**

Miltech Inc. collects data and analyzes to demonstrate the effectiveness of its quality management system, and evaluate where continual improvement can be made. This includes data generated as a result of monitoring and measurement of its processes, and any other relevant source, to include:

- a) customer satisfaction or dissatisfaction ( section 8.2.1);
- b) conformity to product requirement;(section 7.2.1)
- c) corrective preventive actions, and
- d) supplier data.

#### **8.5 Improvement**

##### **8.5.1 Continual Improvement**

Miltech Inc. is in a constant search to improve the effectiveness of its quality management system, the use of its quality policy, quality objectives, audit results, analysis of data, and preventive and corrective actions, and management reviews.

##### **8.5.2 Corrective Action**

Miltech Inc. takes action to avoid and eliminate the cause of nonconformity in order to prevent recurrence. Corrective actions will be appropriate to the effects of the nonconformities encountered.

A Documented procedure has been established to define:

- a) reviewing nonconformance including customer complaints;
- b) determining the cause
- c) evaluating the need for action to stop recurrence;
- d) implementing necessary action;
- e) recording the results of actions taken, and
- f) management review of all actions

##### **8.5.3 Preventive action**

Miltech Inc. identifies preventive action to avoid and eliminating the causes of potential nonconformance in order to prevent their occurrence. Preventive actions are appropriate to the impact of the potential problems.

Miltech Inc. has established a documented procedure defining requirements for:

- a) determining potential problems and the cause;
- b) evaluating the need for action;

- c) implement action, and record results, and
- d) review of preventive action taken

Reference Documents

QS001	Management Responsibility
QS002	Quality Management System
QS003	Customer Related Process
QS004	Design & Development
QS005	Control of Documents
QS006	Purchasing
QS007	Customer Property
QS008	Identification & Traceability
QS009	Control of Product Provision
QS010	Monitoring and Measurement of Product
QS011	Control of monitoring & Measuring Devices
QS012	Continual Improvement
QS013	Control of Non Conforming Product
QS014	Correct & Preventive Action
QS015	Preservation of Product
QS016	Control of Records
QS017	Internal Audit
QS018	Resource Management
QS019	Provision for after sale Service
QS020	Measurement, Analysis and Improvement
QSM	Quality Manual

## Continuous Improvements Measurables

Continuous performance monitoring systems and special assessment projects provide data for effective identification of needs and opportunities for improvement. For the purpose of identifying improvement opportunities, Miltech Industries Inc. continuously operates the following performance monitoring systems:

- Cycle times — recorded in production daily work sheet reviewed for trends by Management.
- Scrap, rework,— recorded in production daily work sheet and or the nonconformance report and reviewed for trends by Production..
- Unscheduled machine downtime — recorded in production daily work sheet and or the equipment maintenance log and reviewed for trends by Management.
- Effectiveness of training — recorded in training evaluation reports and evaluated for trends by Management.
- Effectiveness of quality system — recorded in internal audit reports and evaluated for trends by Top Management.
- Customer satisfaction levels — recorded in customer satisfaction surveys and reports and evaluated for trends by The President.
- Customer complaints — recorded in customer complaint and evaluated for trends by Top Management.
- Subcontractor quality performance — recorded in subcontractor quality performance files and evaluated for trends by Production.
- On-time delivery performance — recorded in delivery performance reports and evaluated for trends by Production /The President.
- Non value-added use of floor space,
- Excessive handling and storage.

Following techniques for continuous improvement are used when appropriate:

- Overall Equipment Effectiveness
- Cost of Quality
- Parts Per Million Analysis
- Problem Solving
- Mistake Proofing

## Control Plans Measurables

Control Plan specifies the inspections, and process control measures required to ensure that products comply with specified requirements, and that production process variation stays within acceptable limits. The plan is based on the data, knowledge, and experience acquired during the production run.

Process instructions provide process operators with data and instructions explaining how to operate process fixtures and tools, how to set up and carry out inspections, and so forth. Process instructions are developed by the Top Management. Indicator for the control plan:

- Operator Instructions Sheet
- In-process Inspections
- Final Inspection
- Product Part Approval Process if required by Customer