Stricker Refinishing, Inc.

QUALITY MANUAL

ISO 9001:2015

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Stricker Refinishing, Inc.			
Prepared By	**Approved By**	**Issue Level**	**Issue Date**
President & Vice President	President & Vice President	5	05/09/18
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SECTION	DATE	DESCRIPTION
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Introduction	05/09/18	Interested Parties

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President & Vice President	President & Vice President	2	02/06/18
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President & Vice President	President & Vice President	2	02/06/18
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Quality Policy

Stricker Refinishing, Inc. is committed to:

Satisfying customers for refinishing and plating.

Meeting or exceeding requirements.

Measurable improvement of the quality management system.

Vice President

President

Stricker Refinishing, Inc.

Prepared By	Approved By	Issue Level	Issue Date
President & Vice President	President & Vice President	2	3/28/17
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Stricker Refinishing, established in 1984, is family owned and operated. Our first-hand experience in the plating business dates back to 1976. Prior to that, our father, Robert H. Stricker, had experience in the plating industry dating back to the mid-thirties.

Since our beginning in 1984, we have handled parts for the electronic industry both for switchgear and telecommunications as well as medical, automotive and aerospace. We also specialize in plating over stainless steel and aluminum.

We pride ourselves on our reputation for producing quality work as well as offering competitive pricing and prompt and reliable delivery service to our customers. We offer 1 to 5 day service and free pick-up and delivery.

Introduction

This Quality Manual describes the policies and company wide control system of the quality management system for **Stricker Refinishing, Inc.** The quality management system described in this manual meets the requirements of the ISO 9001:2015 international standard. Procedures have been created and implemented that also meet the requirements of this international standard.

Scope of Registration:
Includes all products & services, activities and services involved in the plating of metal parts at our Cleveland, Ohio facility.

Interaction of Processes:

The basic process for product & service realization involves the review of customer requirements, quoting, contract review, quality planning, the procurement of raw materials and supplies for, cleaning, plating, inspection, packaging, and the delivery of machined parts.

Other processes of the management system including: documented information, training, control of nonconforming product & service, product & service identification, and preventive maintenance help to stabilize and maintain current process capability.

The process of setting quality objectives, internal audits, analyzing data, management review, risk management and corrective actions are part of the improvement process and are applied to the entire quality management system.

These various processes interact with each other primarily as outputs from some processes are inputs to other processes. The specific details of these interactions are included in the individual sections of this manual and/or their referenced procedures.

Interested Parties:

1. Owners
2. Treasurer
3. Secretary
4. General Managers
5. Employees

6. Customers
7. External Providers/Suppliers
8. Regulatory Agencies
9. Subcontractors

Permissible Exclusions:

Stricker Refinishing, Inc. does not perform design and therefore the requirements of element 7.3 of ISO 9001:2015 do not apply.
Stricker Refinishing, Inc. does not perform Post Delivery and therefore the requirements of element 7.5.1 of ISO 9001:2015.

Quality Management System

4.1 Scope and Purpose:

The purpose of this section is to define the corporate commitment to quality and to define the requirements of the Quality Management System (QMS). It is the intent of this section to conform to the requirements of ISO 9001:2015 Section 4 titled: Quality management system requirements.

4.2 Responsibilities and Authorities (R&A)

The R&A for overall administration of quality management system activities is shared by ownership, including: the *President* and the *Vice President*. Employees have the responsibility to complete quality activities in support of the quality policy, quality system documented information, and customer requirements. Employees have been granted authority in order to meet specified requirements.

4.3 Quality Management System

General requirements:

4.3.1 A quality management system has been established, documented, implemented, maintained and is continually improved in accordance with the requirements of ISO 9001:2015. To implement the system, the organization has:

- Identified the processes needed for the quality management system and their application throughout the organization;
- Determined the sequence and interaction of these processes;
- Determined the criteria and methods needed to ensure that both the operation and control of these processes are effective;
- Ensured the availability of resources and information necessary to support the operation and monitoring of these processes;
- Monitored, measured, and analyzed these processes; and,
- Implemented actions necessary to achieve planned results and improvement of these processes.

These processes are managed in accordance with ISO 9001:2015.

Control is ensured over any processes that may be outsourced, and control of such applicable processes is identified within the quality management system.

Documented information requirements:

4.3.2 Quality management system documented information includes:

- Documented statements of a quality policy and quality objectives;
- A Quality Manual;
- Documented information (procedures) required by ISO 9001:2015;
- Documented information needed by the organization to ensure the effective planning, operation and control of processes; and
- Documented information required by ISO 9001:2015.

Quality manual:

4.3.3 A Quality Manual has been established and maintained that includes:

- The scope of the quality management system, including details of and justification for any permissible exclusions;
- The documented information (procedures) established for the quality management system, or reference to them; and,
- A description of the interaction between the processes of the quality management system.

Control of documented information:

4.3.4 Documented information required by the quality management system are controlled.

Documented information (procedures) has been established to define the controls needed to:

- Approve documented information for adequacy prior to issue;
- Review and update as necessary and re-approve documented information;
- Ensure that changes and the current revision status of documented information are identified;
- Ensure that relevant versions of applicable documented information are available at points of use;
- Ensure that documented information remain legible and readily identifiable;
- Ensure that documented information of external origin is identified and their distribution controlled; and,
- Prevent the unintended use of obsolete documented information, and to apply suitable identification to them if they are retained for any purpose.

Control of documented information:

4.3.5 Documented information is established and maintained to provide evidence of conformity to requirements and of the effective operation of the quality management system.

Documented information is legible, readily identifiable and retrievable.

A documented procedure has been established to define the controls needed for the identification, storage, protection, retrieval, retention time and disposition of documented information.

4.4 Related and Support Documented Information

4.4.1 Quality Procedure QP-04-01 Documented Information Control
4.4.2 Quality Procedure QP-04-02 Documented Information

Leadership Responsibility

5.1 Scope and Purpose

The quality system described in this section of the QM conforms to the requirements of ISO 9001:2015 Section 5—Leadership responsibility. This policy defines the corporate commitment to quality.

5.2 Responsibilities and Authorities (R&A)

The R&A for overall administration of quality management system activities is shared by ownership, including: the *President* and the *Vice President*. Employees have the responsibility to complete quality activities in support of the quality policy, quality system documented information, and customer requirements. Employees have been granted authority in order to meet specified requirements.

5.3 Quality System Requirements

Leadership responsibility:

5.3.1 Leadership has provided evidence of its commitment to the development and implementation of the quality management system and improve its effectiveness by:

- Communicating to the organization the importance of meeting customer as well as statutory and regulatory requirements;
- Establishing the quality policy;
- Ensuring that quality objectives are established;
- Conducting management reviews; and,
- Ensuring the availability of resources.

Customer focus:

5.3.2 Leadership has ensured that customer requirements are determined and fulfilled with the aim of enhancing customer satisfaction.

Quality policy:

5.3.3 Leadership has ensured that the quality policy is:

- Appropriate to the purpose of the organization;
- Includes a commitment to comply with requirements and continually improve the effectiveness of the quality management system;
- Provides a framework for establishing and reviewing quality objectives;
- Communicated and understood within the organization; and,
- Reviewed for continuing suitability.

Planning and quality objectives:

5.3.4 Leadership has ensured that quality objectives, including those needed to meet requirements for product & service, are established at relevant functions and levels within the organization. The quality objectives are measurable and consistent with the quality policy.

Quality management system planning:

5.3.5 Leadership has ensured that:

- The planning of the quality management system is carried out in order to meet the requirements of the general requirements of ISO 9001:2015 Section 4.1; and,
- The integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

Responsibility and authority:

5.3.6 Leadership has ensured that the responsibilities, authorities and their interrelation are defined and communicated within the organization.

Management representative (Leadership):

5.3.7 Leadership has appointed key people who, irrespective of other responsibilities, have responsibility and authority that includes:

- Ensuring that processes needed for the quality management system are established, implemented and maintained;
- Reporting to top management on the performance of the quality management system, and any need for improvement;
- Ensuring the promotion of awareness of customer requirements throughout the organization; and,
- Acting as liaison with external parties on matters relating to the quality system as appropriate.

Currently, the appointed key people are the *Vice President and President.*

- Currently training General Managers

Internal communication:

5.3.8 Leadership has ensured that appropriate communication processes are established within the organization and that communication takes place regarding the effectiveness of the quality management system.

Management review:

5.3.9 Leadership reviews the quality management system at planned intervals to ensure its continuing suitability, adequacy and effectiveness and addresses Risk Management and Risk Based Thinking. This review includes assessing opportunities for improvement and the need for changes to the quality management system, including the quality policy and quality objectives. Records of management reviews are maintained.

Management review input:

5.3.10 Input to Management review includes information on:

- Results of audits;
- Customer feedback;
- Risk Analysis (Risk Management Analysis/Risk Based Thinking)
- Process performance and product & service conformity;
- Status of corrective actions;
- Follow-up actions from earlier management reviews;
- Interested Parties;
- Planned changes that could affect the quality management system; and,
- Recommendations for improvement.

Management review output:

5.3.11 Output from Management review includes decisions and actions related to:

- Assessment of Risk Analysis actions;
- Improvement of the effectiveness of quality management system and its processes;
- Improvement of product & services related to customer requirements;
- External provider (supplier's performance)
  - Internal and external issue changes; and,
- Resource needs.

5.4 Related and Support Documented Information

5.4.1 QP-05-01 Leadership Responsibility.
5.4.2 QP-05-02 Management Review.
5.4.3 QP-05-03 Quality Objectives.
5.4.4 QP-05-04 Organizational Chart.

Resource Management

6.1 Scope and Purpose

The quality system described in this section of the QM conforms to the requirements of ISO 9001:2015 Section 6—Resource management. This policy defines the corporate commitment to quality.

6.2 Responsibilities and Authorities (R&A)

Leadership shares the R&A for overall administration of quality management system activities including: *President*, and *Vice President*. Employees have the responsibility to complete quality activities in support of the quality policy, quality system documented information, and customer requirements. Employees have been granted authority in order to meet specified requirements.

6.3 Resource Management

Provision of resources:

6.3.1 Resources have been determined and provided to:

- Implement and maintain the quality management system and improve its effectiveness; and,
- Enhance customer satisfaction by meeting customer requirements.

Human resources:

6.3.2 Personnel performing work affecting product & service quality are competent on the basis of appropriate education, training, skills and experience.

Competence, awareness and training:

6.3.3 The organization has:

- Determined the necessary competence for personnel performing work affecting product & service quality;
- Provided training or taken other action to satisfy these needs;
- Evaluated the effectiveness of the actions taken;
- Ensured that its personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives; and,
- Maintained appropriate documented information of education, training, skills, and experience.

Infrastructure:

6.3.4 The infrastructure needed to achieve conformity to product & service requirements has been determined, provided, and maintained.

Infrastructure examples may include, but not be limited to:

- Buildings, workspace and associated utilities;
- Process equipment, both hardware and software; and,
- Supporting services such as transport or communication.

Work environment:

6.3.5 The work environment needed to achieve conformity to product & service requirements has been determined and managed.

6.4 Related and Support Documented Information

6.4.1 Quality Procedure QP-06-01 Resource Provision
6.4.2 Quality Procedure QP-06-02 Training

Product and Service Realization

7.1 Scope and Purpose

The quality system described in this section of the QM conforms to the requirements of ISO 9001:2015 Section 7—Product and Service realization.

7.2 Responsibilities and Authorities (R&A)

The R&A for overall administration of quality management system activities described in this section are shared by Leadership including: the *President* and *Vice President*. Employees have the responsibility to complete quality activities in support of the quality policy, quality system, documented information, and customer requirements. Employees have been granted authority in order to meet specified requirements.

7.3 Product and Service Realization

Planning of product and service realization:

7.3.1 The processes needed for product & service realization are planned and developed and are consistent with the requirements of the other processes of the quality management system. In planning product & service realization, the following has been determined, as appropriate:

- Quality objectives and requirements for the product & service;
- The need to establish processes, documented information, and provide resources specific to the product & service;
- Required verification, validation, monitoring, inspection and test activities specific to the product & service and the criteria for product & service acceptance;
- Records needed to provide evidence that the realization processes and resulting product & service fulfill requirements;
- Planning output is in a suitable form for methods of operation; and,

- Assessing risks and opportunities.

Determination of requirements related to the product and services:

7.3.2 Requirements related to the products and services have been determined, including:

- Requirements specified by the customer, including but not limited to, the requirements for delivery;
- Requirements not stated by the customer but necessary for specified use or known and intended use;
- Statutory and regulatory requirements related to the product and service; and,
- Determination of any additional requirements.

Review of requirements related to products and services:

7.3.3 Requirements related to products and services are reviewed. This review is conducted prior to committing to supply products and services to customers, and ensures that:

- Products and services requirements are defined;
- Contract or order requirements differing from those previously expressed are resolved;
- The organization has the ability to meet the defined requirements; and,
- Records of the results of review and actions arising from this review are maintained.

Where the customer provides no documented statement of requirements, customer requirements are confirmed before acceptance.

Where products and services requirements are changed, it is ensured that relevant documented information are amended and that relevant personnel are made aware of the changed requirements.

Customer communication:

7.3.4 Effective arrangements for communication with customers relating to the following are determined and implemented:

- Product and service information;
- Inquiries, contracts or order handling, including amendments; and,
- Customer feedback, including customer complaints.

Purchasing process:

7.3.5 Purchasing processes are controlled to ensure purchased product and services conforms to specified purchase requirements. The type and extent of control is applied to external providers and purchased products and services are dependent upon the effect of the purchased product and service on subsequent product realization or the final product and service.

External providers are evaluated and selected based on their ability to supply product and services in accordance with requirements. Criteria for selection, evaluation and re-evaluation and any necessary actions arising from the evaluation are maintained.

Purchasing information:

7.3.6 Purchasing information describes the products and services to be purchased, including where appropriate:

- Requirements for approval of products and services, procedures, processes, and equipment;
- Requirements for qualification of personnel; and,
- Quality management system requirements.

The adequacy of specified purchasing requirements prior to their communication to external providers is ensured.

Verification of purchased products and services:

7.3.7 Inspection or other activities necessary for ensuring that purchased products and services meets specified purchase requirements are established and implemented. Where verification of purchased product & service is intended at external providers' premises, including customer verification of such products and services, the verification activity and the method of product and service release are stated in the purchasing information.

Control of production and service provision:

7.3.8 Production and service operations are planned and carried out under controlled conditions, including, as applicable:

- The availability of information that describes the characteristics of the products and services;
- The availability of work instructions;
- The use of suitable equipment;
- The availability and use of monitoring and measuring devices;
- The implementation of monitoring and measurement; and,
- The implementation of release, delivery, and post-delivery activities.

Validation of processes for production and service provision:

7.3.9 Processes for production and service where the resulting output cannot be verified by subsequent monitoring or measurement are validated. This includes any processes where deficiencies become apparent only after the product & service is in use or has been delivered. Validation demonstrates the ability of these processes to achieve planned results. Arrangements are established for these processes including, as applicable:

- Defined criteria for review and approval of the processes;
- Approval of equipment and qualification of personnel;
- Use of specific methods and procedures;
- Requirements for documented information; and,

- Revalidation.

Identification and traceability:

7.3.10 Product and service is identified, where appropriate, by suitable means throughout production & service realization. The status of the product and service is identified with respect to measurement and monitoring requirements. Where traceability is a requirement, the unique identification of product and service is controlled and recorded.

Customer property:

7.3.11 Care is exercised with customer property while it is under control or being used. Customer property provided for use or incorporation into product is identified, verified, protected and safeguarded. Any customer property that is lost, damaged or otherwise found to be unsuitable for use is recorded and reported to customers.

Preservation of product and service:

7.3.12 Conformity of product and service during internal processing and delivery to the intended destination is preserved. This includes identification, handling, packaging, storage and protection. Preservation also applies to the constituent parts of a product and service.

Control of measuring and monitoring devices:

7.3.13 The monitoring and measurements to be undertaken, and the monitoring and measuring devices needed to assure conformity of product and service to determined requirements are determined. Processes are established to ensure that monitoring and measurement can be carried out and are carried out in a manner consistent with the monitoring and measurement requirements. Where necessary to ensure valid results, measuring equipment is:

- Calibrated or verified at specified intervals, or prior to use, against measurement standards traceable to international or national measurement

standards; where no such standards exist, the basis used for calibration is recorded;
- Adjusted or re-adjusted as necessary;
- Identified to enable the calibration status to be determined;
- Safeguarded from adjustments that would invalidate the measurement result; and,
- Protected from damage and deterioration during handling, maintenance, and storage.

The validity of the previous measuring results is assessed and recorded when the equipment is found not to conform to requirements. Appropriate action is taken on the equipment and any product & service affected. Documented information of the results of calibration and verification are maintained.

When used in the monitoring and measurement of specified requirements, the ability of computer software to satisfy the intended application is confirmed. This is undertaken prior to initial use and reconfirmed as necessary.

7.4 Related and Support Documented Information

7.4.1 Quality Procedure QP-07-01 Quality Planning for Product and Service Realization.
7.4.2 Quality Procedure QP-07-02 Customer Related Processes.
7.4.3 Quality Procedure QP-07-04 Purchasing.
7.4.4 Quality Procedure QP-07-05 Process Control.
7.4.5 Quality Procedure QP-07-06 Control of Monitoring and Measuring Devices
7.4.6 Quality Procedure QP-07-07 Product and Service ID & Traceability
7.4.7 Quality Procedure QP-07-08 Inspection and Test Status
7.4.8 Quality Procedure QP-07-09 Control of Customer Owned Product and Services
7.4.9 Quality Procedure QP-07-10 Preservation of Product and Services

Measurement, Analysis and Improvement

8.1 Scope and Purpose

The quality system described in this section of the QM conforms to the requirements of ISO 9001:2015 Section 8—Measurement, analysis and improvement.

8.2 Responsibilities and Authorities (R&A)

The R&A for overall administration of quality management system activities described in this section are shared by Leadership including: the *President*, and the *Vice President*. All employees have the responsibility to complete quality activities in support of the quality policy, quality system documented information and customer requirements. Employees have been granted authority in order to meet specified requirements.

8.3 Measurement, Analysis and Improvement

General requirements:

8.3.1 The organization has planned and implemented the monitoring, measurement, analysis and improvement processes needed to:

- Demonstrate conformity of the product and service;
- Ensure conformity of the quality management system; and,
- Improve the effectiveness of the quality management system.

This includes determination of applicable methods, including statistical techniques, and the extent of their use.

Customer satisfaction:

8.3.2 As one of the measurements of the performance of the quality system, the organization monitors information relating to customer perception as to whether customer requirements have been fulfilled. The methods for obtaining and using this information are determined.

Internal audit:

8.3.3 Periodic internal audits are conducted at planned intervals to determine whether the quality management system:

- Conforms to the planned arrangements, to the requirements of this International Standard, and to the quality management system requirements established by the organization; and,
- Is effectively implemented and maintained.

An audit program is planned that takes into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits. The audit criteria, scope, frequency and methods are defined. Selection of auditors and conduct of audits ensures objectivity and impartiality of the audit process. Auditors do not audit their own work.

The responsibilities and requirements for planning and conducting audits, and for reporting results and maintaining records, are defined in a documented procedure.

The Leadership responsible for the audited area ensures that actions are taken without undue delay to eliminate detected nonconformities and their causes. Follow-up activities include the verification of the actions taken and the reporting of verification results.

Monitoring and measurement of processes:

8.3.4 Suitable methods are applied for monitoring and, where applicable, measurement of the quality management system processes. These methods demonstrate the ability of the processes to achieve planned results. When planned results are not

achieved, correction and corrective action are taken, as appropriate, to ensure conformity of the product and service.

Monitoring and measurement of product and service:

8.3.5 The characteristics of the product and service are monitored and measured to verify that product and service requirements are fulfilled. This is completed at appropriate stages of the product and service realization process in accordance with planned arrangements.

Evidence of conformity with the acceptance criteria is maintained. Records indicate the person(s) authorizing the release of product and service.

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

Control of nonconforming product and service:

8.3.6 Product and service that does not conform to product and service requirements is identified and controlled to prevent its unintended use or delivery. The controls and related responsibilities and authorities for dealing with nonconforming product and service are defined in a documented procedure.

Nonconforming product and service is dealt with by one or more of the following manners:

- By taking action to eliminate the detected nonconformity;
- By authorizing its use, release or acceptance under concession by a relevant authority and, where applicable, by the customer; and,
- By taking action to preclude its original intended use or application.

Documented information of the nature of nonconformities and any subsequent actions taken, including concessions obtained, are maintained.

When nonconforming product and service is corrected, it is subject to re-verification to demonstrate conformity to the requirements.

When nonconforming product and service is detected after delivery or use has started, actions are taken appropriate to the effects, or potential effects, of the nonconformity.

Analysis of data:

8.3.7 The determination of, collection, and analysis of appropriate data are completed to demonstrate the suitability and effectiveness of the quality management system, and to evaluate where improvement of the quality management system can be made. This includes data generated as a result of monitoring and measurement and from other relevant sources.

The analysis of data provides information relating to:

- Customer satisfaction;
- Conformance to product and service requirements;
- Characteristics and trends of processes and products and services including risk analysis opportunities; and,
- External providers.

Improvement:

8.3.8 The effectiveness of the quality management system is improved through the use of the following:

- Quality policy;
- Quality objectives;
- Audit results;
- Analysis of data;
- Corrective actions;
- Risk analysis; and,
- Management review.

Corrective action:

8.3.9 Corrective action is taken to eliminate the cause of nonconformities in order to prevent recurrence. Corrective actions are appropriate to the impact of the problems encountered.

A documented procedure for corrective action is established defining requirements for:

- Reviewing nonconformities (including customer complaints);
- Determining the causes of nonconformities;
- Evaluating the need for action to ensure that nonconformities do not recur;
- Determining and implementing action needed;
- Recording of the results of actions taken; and,
- Reviewing corrective action taken.

8.3.10 Risk Management Analysis and Opportunities actions are used to identify and address potential risks.

A documented procedure for Risk Management Analysis and Opportunities is established defining requirements for:

- Assuring Quality Management System can achieve intended results;
- Enhance desirable effect;
- Evaluating the need for action to prevent/reduce undesired effect/risk;
- Achieve improvement;
- Determining and implementing action needed; and,
- Recording of results of action taken.

8.4 Related and Support Documented Information

8.4.1 Quality Procedure QP-08-01 Analysis of Documented Information (Data)
8.4.2 Quality Procedure QP-08-02 Inspection
8.4.3 Quality Procedure QP-08-03 Control of Nonconforming Product and Service
8.4.4 Quality Procedure QP-08-05 Corrective Action and Risk Analysis
8.4.5 Quality Procedure QP-08-06 Internal Audits