



Quality System Manual ISO 9001:2000

Vic's Turning Company, Inc.

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QM-01
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Table of Contents

Quality Systems Manual Refers to ISO 9001:2000

Company Profile	1
<i>Vic's Turning Company Inc.</i>	1
1.0 Scope	3
1.1 General.....	3
1.2 Permissible Exclusion	3
2.0 Systems Manual Foundation.....	3
3.0 Terms and Definitions.....	3
4.0 Quality Management System Requirements	4
4.1 General.....	4
4.2 Documentation Requirements.....	5
4.2.1 General.....	5
4.2.2 Quality Manual.....	6
4.2.3 Control of Documents	6
4.2.4 Control of Records.....	7
5.0 Management Responsibility	7
5.1 Management Commitment.....	7
5.2 Customer Focus	8
5.3 Quality Policy.....	8
5.4 Planning.....	9
5.4.1 Quality Objectives.....	9
5.4.2 Quality Management System Planning	10
5.5 Responsibility, Authority and Communication	10
5.5.1 Responsibility and Authority.....	10
5.5.2 Management Representative	11
5.5.3 Internal Communication	11
5.6 Management Review	11
5.6.1 General.....	11
5.6.2 Review Input.....	12
5.6.3 Review Output	12
6.0 Resource Management.....	13
6.1 Provision of Resources	13
6.2 Human Resources	13
6.2.1 General.....	13
6.2.2 Competence, Awareness and Training	13
6.3 Infrastructure.....	14
6.4 Work Environment	14
7.0 Product Realization.....	15
7.1 Planning of Product Realization	15
7.2 Customer-related Processes.....	15
7.2.1 Determination of requirements related to the product.....	15
7.2.2 Review of requirements related to the product.....	16
7.2.3 Customer Communication.....	17

7.3	Design and Development.....	18
7.3.1	Design and Development Design and development is not currently an activity provided by Vic's Turning Company due to customer's providing all their designs/specifications for Vic's Turning Company to process, if capable. (See 1.2 Permissible Exclusions).....	18
7.4	Purchasing.....	18
7.4.1	Purchasing Process.....	18
7.4.2	Purchasing Information.....	18
7.4.3	Verification of Purchased Product.....	19
7.5	Production and Service Provision.....	19
7.5.1	Control of Production and Service Provision.....	19
7.5.2	Validation of Processes for Production and Service Provision.....	20
7.5.3	Identification Status and Traceability.....	21
7.5.4	Customer Property.....	22
7.5.5	Preservation of Product.....	23
7.6	Control of Monitoring and Measuring Devices.....	23
8.0	Measurement, Analysis, and Improvement.....	24
8.1	General.....	24
8.2	Monitoring and Measurement.....	24
8.2.1	Customer Satisfaction.....	24
8.2.2	Internal Audit.....	25
8.2.3	Monitoring and Measurement of Processes.....	26
8.2.4	Monitoring and Measurement of Product.....	26
8.3	Control of Nonconforming Product.....	27
8.4	Analysis of Data.....	28
8.5	Improvement.....	29
8.5.1	Continual Improvement.....	29
8.5.2	Corrective Action.....	29
8.5.3	Preventive Action.....	30

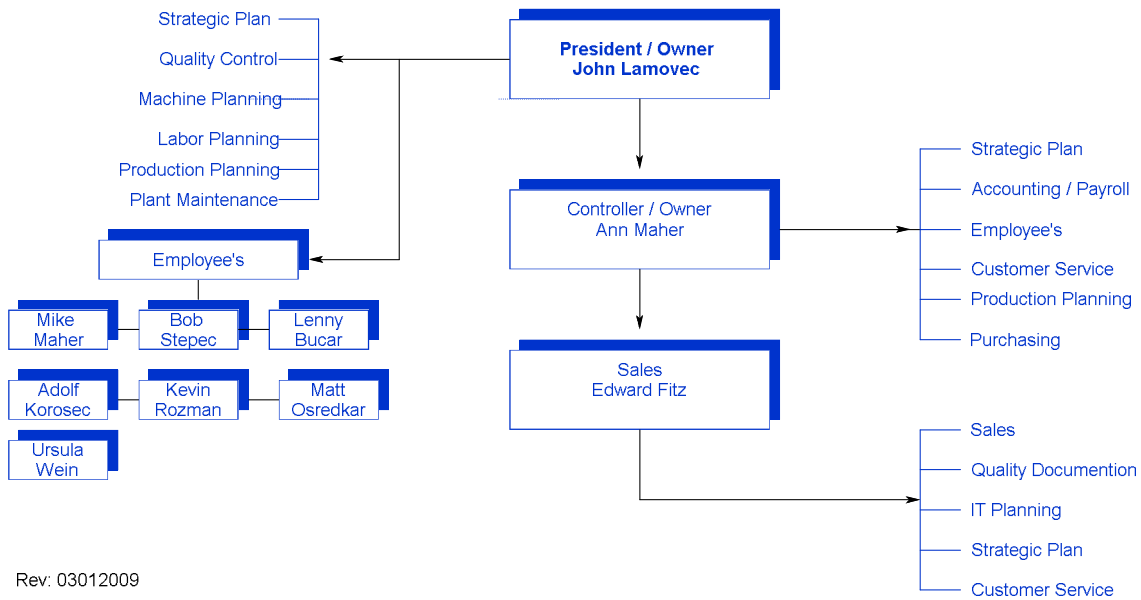
Appendix

Date: 3-01-2009



Vic's Turning Company Inc

Organizational Chart



Rev: 03012009

..... 32

High Level Quality Management System (QMS) Flow 33

Quality System Manual Authorization..... 35

Vic's Turning Company Inc.

Company Profile

Vic's Turning Company Inc.

Vic's Turning Company Inc., has served the following industry Aircraft, Aerospace, Automotive, Fittings, Locomotive, Machine Tool, Medical Equipment since 1972. We are a family owned business located in Cleveland Ohio that operates out of a 20,000 sq.ft. manufacturing plant. Our goal is to provide our customer with high quality machined components to their specifications at a fair market price.

We strive on customer feedback, employee involvement and continuous innovative process improvements that will guide Vic's Turning Company products to meet and exceed our customer expectations for a quality product.

The Quality Program is developed to assure customer satisfaction by providing quality products. We will perform all activities in a manner that meets or exceeds the expectations of our customers.

Vic's Turning Company Quality Policy

- **It is the intent of Vic's Turning Company Inc. to deliver quality machined parts, free from defects to our customers at a fair cost.**
- **Our customer Satisfaction is our first and last concern.**

Quality System Manual

QM-01

Quality Manual

1.0 Scope

1.1 General

This document specifies the quality management and related systems of Vic's Turning Company. The systems requirements of this manual are aimed at achieving customer satisfaction by consistently providing conforming product, meeting or exceeding customer requirements through application of the quality management system, continuous improvement, and prevention of nonconformity.

This document ensures Vic's Turning Company adequately identifies customer requirements, through all quality management system processes, to achieve customer satisfaction with a closed-loop methodology.

This document applies to all product categories and satisfies the requirements and intent of ISO 9001:2000. The High Level Quality Management System (QMS) Flow, see Appendix, describes the overall system and interactions.

1.2 Permissible Exclusion

Vic's Turning Company satisfies the full requirements of ISO 9001:2000.

2.0 Systems Manual Foundation

The following documents contain requirements, which constitute requirements of this system's manual. This system's manual and supporting documentation will be revised as necessary to align with these documents as they are revised. ISO 9001:2000 International Standard.

3.0 Terms and Definitions

I, M & TE – Inspection, Measuring and Test Equipment

MR – Management Representative

NMR – Nonconformance Material Report

MRT – Management Review Team (President, V.P. of Engineering, V.P. of Sales, Controller, Production Manager, President)

PFC – Process Flow Chart
QM – Quality Manual (Level I)
QAP – Quality Assurance Procedures (Level II)
R&A – Responsibility and Authority
RMA Number – Return Material Authorization Number
Standard(s) – Customer, Industry, National and International Standards, Quality Standards such as ISO 9001:2000

4.0 Quality Management System Requirements

4.1 General

Vic's Turning Company has defined and manages processes necessary to ensure that products conform to customer requirements. As a means of implementing and demonstrating the defined processes, Vic's Turning Company has established, documented and maintains a quality management system covering the requirements of ISO 9001:2000.

The quality management system is implemented, maintained, and continually improved by Vic's Turning Company.

The implementation of the quality management system will

- a.) Identify the processes needed for the quality management system and their application throughout the organization,
- b.) Determine the sequence and interaction of these processes,
- c.) Determine criteria and methods needed to ensure that both the operation and control of these processes are effective,
- d.) Ensure the availability of resources and information necessary to support the operation and monitoring of these processes,
- e.) Monitor, measure and analyze these processes, and
- f.) Implement actions necessary to achieve planned results and continual improvement of these processes.

Vic's Turning Company will manage these processes in accordance with the requirements of ISO 9001:2000. Where Vic's Turning Company chooses to outsource any process that affects product conformity with requirements, Vic's Turning Company ensures control over such processes. Control of such outsourced processes will be identified in the quality management system in 7.4 purchasing area.

Supporting Documentation includes, but is not limited to:

- QM-01 Quality Manual
- PFC-01 High Level Quality Management System (QMS) Flow

4.2 Documentation Requirements

4.2.1 General

The Vic's Turning Company quality management system documentation includes

- a.) Documented statements of a quality policy and quality objectives,
- b.) A quality manual,
- c.) Documented procedures required by ISO 9001:2000,
- d.) Documents needed by Vic's Turning Company to ensure the effective planning, operation and control of its processes, and
- e.) Records required by this international standard (see Section 4.2.4).

The extent of the quality management system documentation is based upon such factors as

- a.) The size of organization and type of activities,
- b.) The complexity of the processes and their interaction, and
- c.) Competence of personnel.

The documentation structure is as follows:

- **Level I:** Quality Manual
- **Level II:** Quality Procedures
- **Level III:** Work Instructions, Manuals, Drawings, etc.
- **Level IV:** Forms, Tags, Labels, etc., that become Quality Records

Supporting Documentation includes, but is not limited to:

- QM-01 Quality Manual
- QAP-424-01 Quality Records Procedure

4.2.2 Quality Manual

Vic's Turning Company's Quality Manager is responsible for preparation and maintenance of a quality manual. The quality manual includes

- a.) The scope of the quality management system, including details of, and justification for, any exclusions (see Section 1.2),
- b.) Documented procedures established for the quality management system, or reference to them, process flows, and
- c.) A description of the interaction between the processes of the quality management system.

Supporting Documentation includes, but is not limited to:

- QM-01 Quality Manual
- PFC-01 High Level Quality Management System (QMS) Flow

4.2.3 Control of Documents

Vic's Turning Company has established quality management system level procedure(s) for controlling new and revised documents required for the operation of the quality management system.

Documents required by the quality management system are controlled. Records are a special type of document and are controlled according to the requirements given in Section 4.2.4.

The quality system procedure(s) are established to define the controls needed

- a.) To approve documents for adequacy prior to issue,
- b.) To review, update as necessary and re-approve documents,
- c.) To ensure that changes and the current revision status of documents are identified,
- d.) To ensure that relevant versions of applicable documents are available at points of use,

- e.) To ensure that documents remain legible, readily identifiable and retrievable,
- f.) To ensure that documents of external origin are identified and their distribution controlled, and
- g.) To prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose. Once a controlled document becomes obsolete, one copy is marked "Obsolete" and is maintained by the Quality Manager.

Supporting Documentation includes, but is not limited to:

- QAP-423-01 Document Control and Revision Procedure
- QAP-424-01 Quality Records Procedure
- PFC-12 Document and Data Control Process

4.2.4 Control of Records

Records required for the quality management system are controlled and listed on the Quality Records Master List in the Supporting Documentation. Such records are maintained to provide evidence of conformance to requirements and of effective operation of the quality management system. Quality records shall remain legible, readily identifiable, and retrievable.

Vic's Turning Company has established and maintains quality management system level procedure(s) for the identification, storage, retrieval, protection, retention time, and disposition of quality records.

Supporting Documentation includes, but is not limited to:

- QAP-424-01 Quality Records Procedure
- F-002 Quality Records Master List

5.0 Management Responsibility

5.1 Management Commitment

Vic's Turning Company's top management provides evidence of its commitment to the development and implementation of the quality management system and continually improving its effectiveness by

-
- a.) Communicating to Vic's Turning Company the importance of meeting customer as well as statutory and regulatory requirements,
- b.) Establishing the quality policy,
- c.) Ensuring that quality objectives are established,
- d.) Conducting management reviews, and
- e.) Ensuring availability of resources.

Supporting Documentation includes, but is not limited to:

QAP-560-01 Management Review Procedure

5.2 Customer Focus

Vic's Turning Company's top management ensures that customer requirements are determined and are met with the aim of enhancing customer satisfaction (see Sections 7.2.1 and 8.2.1).

Supporting Documentation includes, but is not limited to:

QAP-720-01 Customer Quotation/Purchase Order Receipt, Review, and Entry Procedure
PFC-02 Customer Quotation Process
PFC-04 Customer Purchase Order Receipt, Review and Entry Process

5.3 Quality Policy

Vic's Turning Company's top management has established its policy for quality and ensures that the quality policy

- a.) Is appropriate to the purpose and mission of Vic's Turning Company,
- 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 continued suitability.

The Vic's Turning Company quality policy is a controlled document.

Vic's Turning Company Quality Policy

- **It is the intent of Vic's Turning Company Inc. to deliver quality equipment, parts, and repair service free from defects to our customers at a fair cost.**
- **Our customer satisfaction is our first and last concern.**

Supporting Documentation includes, but is not limited to:

QP-01 Quality Policy Statement

5.4 Planning

5.4.1 Quality Objectives

Vic's Turning Company's top management ensures that quality objectives, including those needed to meet requirements of Vic's Turning Company's products, are established at relevant functions and levels within Vic's Turning Company. The quality objectives are measurable and consistent with the quality policy. The quality objectives are established, reviewed and documented in the management review meetings. The quality objectives are posted and communicated to the employees.

Supporting Documentation includes, but is not limited to:

QAP-560-01 Management Review Procedure
Management Review minutes:

5.4.2 Quality Management System Planning

Vic's Turning Company's top management ensures that

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

Supporting Documentation includes, but is not limited to:

PFC-01 High Level Quality Management System (QMS) Flow

5.5 Responsibility, Authority and Communication

5.5.1 Responsibility and Authority

Vic's Turning Company's top management ensures that responsibilities and authorities are defined and communicated within the organization. Organizational charts, quality system procedures, and process flows are used within the quality management system to facilitate this understanding and communication.

Each associate of Vic's Turning Company has the responsibility and appropriate authority to carry out the quality activities in support of Vic's Turning Company's quality policy and quality system documentation.

Supporting Documentation includes, but is not limited to:

OC-01 Organization Chart
QAP-622-01 Human Resource Hiring/Training Procedure
PFC-09 Human Resource - New Hire Process

5.5.2 Management Representative

The Service & Repair Manager is the Management Representative and the President is appointed as back-up Management Representative, who, irrespective of other responsibilities, have defined authority which includes

- a.) Ensuring that processes of the quality management system are established, implemented and maintained,
- b.) Reporting to top management on the performance of the quality management system, including needs for improvement, and
- c.) Ensuring the promotion of awareness of customer requirements throughout the organization.

Supporting Documentation includes, but is not limited to:

- OC-01 Organization Chart

5.5.3 Internal Communication

The President and the management team ensure that appropriate communication processes are established within its organization and that communication takes place regarding the effectiveness of the quality management system. Internal communication methods are via bulletin boards, emails, hand outs, internal audits, surveys, and employee meetings. Examples include the quality policy statement, management review meeting summaries, posted quality objectives, and employee meetings.

Supporting Documentation includes, but is not limited to:

- QAP-560-01 Management Review Procedure and Reports

5.6 Management Review

5.6.1 General

Vic's Turning Company has established and maintains a quality management system procedure for management review. Top management at planned quarterly intervals, reviews the quality management system to ensure its continuing suitability, adequacy and effectiveness. The review includes assessing opportunities for improvement and the need for changes to the quality management system, including quality policy and quality objectives.

Supporting Documentation includes, but is not limited to:

QAP-560-01 Management Review Procedure and Reports

5.6.2 Review Input

Inputs to management review include information on

- a.) Results of audits (internal and external),
- b.) Customer feedback,
- c.) Process performance and product conformity,
- d.) Status of preventive and corrective actions,
- e.) Follow-up actions from previous management reviews,
- f.) Planned changes that could affect the quality management system, and
- g.) Recommendations for improvement.

Supporting Documentation includes, but is not limited to:

QAP-560-01 Management Review Procedure

5.6.3 Review Output

The outputs from management review include any decisions and actions related to

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

Results of management reviews are recorded (see Section 4.2.4).

Supporting Documentation includes, but is not limited to:

QAP-424-01 Quality Records Procedure
QAP-560-01 Management Review Procedure

6.0 Resource Management

6.1 Provision of Resources

Vic's Turning Company determines and provides the resources needed

- a.) To implement and maintain the quality management system and continually improve its effectiveness, and
- b.) To enhance customer satisfaction by meeting customer requirements.

Supporting Documentation includes, but is not limited to:

- QAP-622-01 Human Resource Training Procedure
- PFC-09 Human Resource - New Hire/Training Process

6.2 Human Resources

6.2.1 General

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

Supporting Documentation includes, but is not limited to:

- QAP-622-01 Human Resource Training Procedure
- PFC-09 Human Resource - New Hire/Training Process
- F-003 Employee Training Log/matrix/Matrix

6.2.2 Competence, Awareness and Training

Vic's Turning Company

- a.) Determines the necessary competence for personnel performing work affecting product quality,
- b.) Provides training or takes other action to satisfy these needs,
- c.) Evaluates the effectiveness of the actions taken annually,
- d.) Ensures that its employees are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives, and
- e.) Maintains appropriate records of education, training, skills and experience (see Section 4.2.4).

Supporting Documentation includes, but is not limited to:

- QAP-622-01 Human Resource Training Procedure
- PFC-09 Human Resource - New Hire/Training Process
- F-003 Employee Training Log/matrix

6.3 Infrastructure

Vic's Turning Company determines, provides and maintains the infrastructure needed to achieve the conformity of product requirements. Infrastructure includes, as applicable,

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

Supporting Documentation includes, but is not limited to:

- QAP-751-02 Preventive Maintenance Procedure
- PFC-07 Preventive Maintenance Process

6.4 Work Environment

Vic's Turning Company determines and manages the work environment needed to achieve conformity to product requirements.

Supporting Documentation includes, but is not limited to:

- QM-01 Quality Manual

7.0 Product Realization

7.1 Planning of Product Realization

Product realization is that sequence of processes and sub-processes required to achieve the product. Planning of product realization is consistent with the requirements of other processes of the Vic's Turning Company quality management system, and is documented in a form suitable for Vic's Turning Company's method of operation. Inter-relationships and responsibilities of plans are defined in the quality management system documentation. The quality management system documentation consists of a Level I Quality Manual, Level II Quality Assurance Procedures and/or Department Procedures, Process Flows, Level III Work Instructions, and Level IV Forms, which become records for objective evidence. Quality planning of the realization processes are defined through the quality system documentation and/or records.

In planning the processes for realization of products, Vic's Turning Company determines, as appropriate

- a.) quality objectives for the product,
- b.) the need to establish processes, documents, and provide resources and facilities specific to the product,
- c.) required verification, validation, monitoring, and inspection and test activities specific to the product and the criteria for product acceptance, and
- d.) Records needed to provide evidence that the realization processes and resulting product meet requirements (see Section 4.2.4).

Supporting Documentation includes, but is not limited to:

QAP-424-01	Quality Records Procedure
QAP-743-01	Receiving Process and Receiving Inspection Procedure
QAP-751-01	Production Process and Quality Plan Procedure
PFC-03	Purchasing PO Receiving and Receiving Inspection Process
PFCs	Various Production and Quality Plan Processes (see Process Flow list in F-4.2-001 Document Control Master List)

7.2 Customer-related Processes

7.2.1 Determination of requirements related to the product

Vic's Turning Company's Customer Service and Technical Sales determine the customer requirements including

- a.) requirements specified by the customer, including the requirements for delivery, and post-delivery support 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 by Vic's Turning Company.

Supporting Documentation includes, but is not limited to:

QAP-720-01	Customer Quotation/Purchase Order Receipt, Review, and Entry Procedure
PFC-02	Customer Quotation Process
PFC-04	Customer Purchase Order Receipt, Review and Entry Process

7.2.2 Review of requirements related to the product

Vic's Turning Company reviews the requirements related to product together with additional requirements determined by Vic's Turning Company. This review is conducted prior to the commitment to supply a product to the customer (e.g. submission of a quotation, acceptance of a contract or customer order, acceptance of changes to contracts or orders) and ensures that

- a.) product requirements are defined,
- b.) contract or order requirements differing from those previously expressed (e.g. in a quotation or order) are resolved, and
- c.) Vic's Turning Company has the ability to meet the defined requirements.

Records of the results of the reviews, and actions arising from the reviews, are maintained (see Section 4.2.4)

Where customer provides no documented statement of requirement, the requirements are confirmed by Vic's Turning Company before acceptance.

Where product requirements are changed, Vic's Turning Company ensures that relevant documents are amended and the relevant personnel are made aware of changed requirements.

Supporting Documentation includes, but is not limited to:

QAP-720-01	Customer Quotation/Purchase Order Receipt, Review, and Entry Procedure
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PFC-02	Customer Quotation Process
PFC-04	Customer Purchase Order Receipt, Review and Entry Process
PFC-05	Customer Repair Order Receiving & Receiving Inspection Process

7.2.3 Customer Communication

Vic's Turning Company determines and implements effective arrangements for communicating with customers relating to

- a.) product information,
- b.) inquiries, contacts or order handling, including amendments, and
- c.) Customer feedback, including customer complaints.

Supporting Documentation includes, but is not limited to:

QAP-720-01	Customer Quotation/Purchase Order Receipt, Review, and Entry Procedure
QAP-821-01	Customer Feedback – Satisfaction Procedure
QAP-852-01	Corrective and Preventive Action Procedure
PFC-02	Customer Quotation Process
PFC-04	Customer Purchase Order Receipt, Review and Entry Process
PFC-14	Customer Feedback/Satisfaction Process
PFC-13	Corrective - Preventive Action Process

7.3 Design and Development

7.3.1 Design and Development

Design and development is not currently an activity provided by Vic's Turning Company due to customer's providing all their designs/specifications for Vic's Turning Company to process, if capable. (See 1.2 Permissible Exclusions)

7.4 Purchasing

7.4.1 Purchasing Process

Vic's Turning Company controls its purchasing processes to ensure purchased product conforms to requirements. The type and extent of methods to control these processes is dependent on the effect of the purchased product on subsequent product realization of the final product.

Vic's Turning Company evaluates and selects suppliers based on their ability to supply product in accordance with Vic's Turning Company's requirements. Criteria for selection, evaluation and re-evaluation are defined in the purchasing procedure(s). Records of the results of evaluations and any necessary actions arising from the evaluation are maintained (see Section 4.2.4).

Supporting Documentation includes, but is not limited to:

QAP-742-01	Purchasing PO Procedure
QAP-741-01	Supplier Qualification and Evaluation Procedure
QAP-743-01	PO Receiving Process and Receiving Inspection Procedure
PFC-10	Purchasing PO Process
PFC-03	PO Receiving Process and Receiving Inspection Process
PFC-06	Supplier Qualification and Evaluation Process

7.4.2 Purchasing Information

Purchasing documents contain information describing the product to be purchased, including where appropriate

- a.) Requirements for approval of product, procedures, processes, and equipment,
- b.) Requirements for qualification of personnel, and

- c.) Quality management system requirements.

Vic's Turning Company ensures the adequacy of specified requirements prior to their communication to the supplier.

Supporting Documentation includes, but is not limited to:

QAP-742-01	Purchasing PO Procedure
QAP-741-01	Supplier Qualification and Evaluation Procedure
PFC-10	Purchasing PO Process
PFC-06	Supplier Qualification Evaluation Process

7.4.3 Verification of Purchased Product

Vic's Turning Company identifies and implements the inspection or other activities necessary for ensuring that purchased product meets specified purchase requirements.

Where Vic's Turning Company or its customer intends to perform verification at the supplier's premises, Vic's Turning Company specifies the intended verification arrangements and method of product release in the purchasing information.

Supporting Documentation includes, but is not limited to:

QAP-741-01	Supplier Qualification and Evaluation Procedure
QAP-743-01	PO Receiving Process and Receiving Inspection Procedure
PFC-03	PO Receiving Process and Receiving Inspection Process
PFC-05	Repair Order Receiving and Receiving Inspection Process
PFC-06	Supplier Qualification and Evaluation Process

7.5 Production and Service Provision

7.5.1 Control of Production and Service Provision

Vic's Turning Company plans and carries out production under controlled conditions. Controlled conditions include, as applicable,

- a.) The availability of information that describes the characteristics of the product,

- b.) The availability of work instructions as necessary,
- c.) The use of suitable equipment,
- d.) The availability and use of monitoring and measuring devices,
- e.) The implementation of monitoring and measurement, and
- f.) The implementation of release, delivery and post-delivery activities.

Supporting Documentation includes, but is not limited to:

QAP-751-01	Production Process and Quality Plan Procedure
QAP-751-02	Preventive Maintenance Procedure
QAP-760-01	Control of Monitoring and Measuring Devices Procedure
QAP-743-01	Receiving Process and Receiving Inspection Procedure
QAP-830-01	Control of Nonconforming Material Procedure
QAP-423-01	Document Control Procedure
QAP-424-01	Quality Records Procedure
PFC-08	Production and Quality Plan Process
PFC-03	Receiving Process and Receiving Inspection Process
PFC-16	Nonconforming Material Process
PFC-17	Control of Monitoring and Measuring Devices Process
PFC-07	Preventive Maintenance Process
PFC-12	Document and Data Control Process
PFCs	Various Production and Quality Plan Processes (see Process Flow list in F-001 Document Control Master List)

7.5.2 Validation of Processes for Production and Service Provision

Vic's Turning Company validates any processes for production and service provision where the resulting output cannot be verified by subsequent monitoring or measurement. This includes any processes where deficiencies become apparent only after the product is in use or the service has been delivered.

Validation shall demonstrate the ability of these processes to achieve planned results.

Vic's Turning Company establishes 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 specific methods and procedures,
- d.) Requirements of records (see Section 4.2.4), and
- e.) Revalidation.

Currently Vic's Turning Company has no manufacturing processes in use where the determinants of acceptability of the process cannot be judged until that specific process or operation has been completed. The requirements for any qualifications of process operators, including associated equipment and personnel (see Section 6.2.2), are specified.

Supporting Documentation includes, but is not limited to:

QAP-424-01	Quality Records Procedure	
QAP-622-01	Human Resource Training Procedure	
QAP-751-01	Production Process and Quality Plan Procedure	
QAP-760-01	Control of Monitoring and Measuring Devices	
PFC-09	Human Resource - New Hire Process	
PFC-17	Control of Monitoring and Measuring Devices Process	
PFCs	Various Production and Quality Plan Processes (see Process Flow list in Control Master List)	F-4.2-001 Document

7.5.3 Identification Status and Traceability

Vic's Turning Company identifies, where appropriate, the product by suitable means throughout production and service operations.

Vic's Turning Company identifies the status of the product with respect to measurement and monitoring requirements. Status is maintained from product receipt, through production, storage, and in shipping per procedures and process flows referenced in this section.

Vic's Turning Company controls and records the unique identification of the individual, or batches of product, where traceability is a requirement (see Section 4.2.4).

Supporting Documentation includes, but is not limited to:

QAP-424-01	Quality Records Procedure	
QAP-743-01	Receiving Process and Receiving Inspection Procedure	
QAP-751-01	Production Process and Quality Planning Procedure	
QAP-760-01	Control of Measuring and Test Equipment Procedure	
QAP-830-01	Control of Nonconforming Material Procedure	
QAP-760-01	Control of Monitoring and Measuring Devices	
PFC-03	Receiving Process and Receiving Inspection Process	
PFC-16	Nonconforming Material Process	
PFC-17	Control of Monitoring and Measuring Devices Process	
PFCs	Various Production and Quality Plan Processes (see Process Flow list in Master List)	F-001 Document Control

7.5.4 Customer Property

Vic's Turning Company exercises care with customer property while it is under Vic's Turning Company's control or being used by Vic's Turning Company. Vic's Turning Company identifies, verifies, protects and maintains customer property provided for use or incorporation into the product. Occurrence of any customer property that is lost, damaged or otherwise found to be unsuitable for use is recorded and reported to the customer and records are maintained (see Section 4.2.4).

Supporting Documentation includes, but is not limited to:

QAP-424-01	Quality Records Procedure	
QAP-720-01	Customer Quotation/Purchase Order Receipt, Review, and Entry Procedure	
QAP-751-01	Production Process and Quality Plan Procedure	
QAP-743-01	Receiving Process and Receiving Inspection Procedure	
QAP-830-01	Control of Nonconforming Material Procedure	
PFC-03	PO Receiving Process and Receiving Inspection Process	
PFC-16	Nonconforming Material Process	
PFC-02	Customer Quotation Process Flow	
PFC-04	Customer Purchase Order Receipt, Review, and Entry Process	

PFCs Various Production and Quality Plan Processes (see Process Flow list in Master List) F-001 Document Control

7.5.5 Preservation of Product

Vic's Turning Company preserves conformity of product during internal processing and delivery to intended destination. This shall include identification, handling, packaging, storage and protection. This also applies to the constituent parts of a product.

Supporting Documentation includes, but is not limited to:

QAP-751-01	Production Process and Quality Plan Procedure	
PFC-11	Packaging & Shipping Process	
PFC-18	Inventory Control Processes	
PFCs	Various Production and Quality Plan Processes (see Process Flow list in Master List)	F-001 Document Control

7.6 Control of Monitoring and Measuring Devices

Vic's Turning Company determines the monitoring and measurement to be undertaken and the monitoring and measuring devices needed to provide evidence of conformity of product to determined requirements (see Section 7.2.1).

Vic's Turning Company established a procedure to ensure that monitoring and measurement can be carried out, and are carried out, in a manner that is consistent with the monitoring and measurement requirements.

Where necessary to ensure valid results, measuring equipment will

- a.) be calibrated or verified at specified intervals, or prior to use, against measurement standards traceable to international or national standards, where no such standards exist, the basis used for calibration shall be recorded,
- b.) be adjusted or re-adjusted as necessary,
- c.) be identified to enable the calibration status to be determined,
- d.) be safeguarded from adjustments that would invalidate the measurement result, and
- e.) Be protected from damage and deterioration during handling, maintenance and storage.

Vic's Turning Company assesses and records the validity of previous measurement results when the equipment is found not to conform to requirements. Vic's Turning Company takes appropriate action on the equipment and any product affected. Records of the results of calibration and verification shall be maintained (see Section 4.2.4).

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.

Supporting Documentation includes, but is not limited to:

- QAP-424-01 Quality Records Procedure
- QAP-760-01 Control of Monitoring and Measuring Devices Procedure
- PFC-17 Control of Monitoring and Measuring Devices Process

8.0 Measurement, Analysis, and Improvement

8.1 General

Vic's Turning Company plans and implements the monitoring, measurement, analysis and improvement processes needed

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

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

Supporting Documentation includes, but is not limited to:

Various databases used to collect and analyze data

8.2 Monitoring and Measurement

8.2.1 Customer Satisfaction

As one of the measurements of the quality management system, Vic's Turning Company monitors information relating to customer perception as to whether Vic's Turning Company has met customer requirements. The methods for obtaining and using the information are documented in the Customer Satisfaction Procedure.

Supporting Documentation includes, but is not limited to:

- GAP-821-01 Customer Feedback – Satisfaction Procedure
- PFC-14 Customer Feedback/Satisfaction Process

8.2.2 Internal Audit

Vic's Turning Company's conducts periodic internal audits by verified independent auditors to determine whether the quality management system

- a.) Conforms to the planned arrangements (see Section 7.1), to the requirements of this International Standard (ISO-9001:2000) and to the quality management system requirements established by Vic's Turning Company, and
- b.) Is effectively implemented and maintained.

Vic's Turning Company planned audit program 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 in the Internal Quality Audit Procedure. The auditors are selected to ensure objectivity and impartiality of the auditing process.

The responsibilities and requirements for planning and conducting audits, and for reporting results and maintaining records (see Section 4.2.4) are defined in the Internal Quality Audit Procedure.

The management responsible for the area being audited shall ensure 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 (see Section 8.5.2).

Supporting Documentation includes, but is not limited to:

- GAP-424-01 Quality Records Procedure
- GAP-822-01 Internal Quality Audits
- GAP-830-01 Control of Nonconforming Material Procedure
- GAP-852-01 Corrective and Preventive Action Procedure
- GAP-560-01 Management Review Procedure
- PFC-16 Nonconforming Material Process
- PFC-01 High Level Quality Management System Flow
- PFC-13 Corrective - Preventive Acton Process

PFC-19 Internal Audit Process

8.2.3 Monitoring and Measurement of Processes

Vic's Turning Company applies suitable methods 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 shall be taken, as appropriate, to ensure conformity of the product.

Supporting Documentation includes, but is not limited to:

QAP-560-01	Management Review Procedure
QAP-751-01	Production Process and Quality Plan Procedure
QAP-822-01	Internal Quality Audits Procedure
QAP-852-01	Corrective and Preventive Action
PFC-01	High Level Quality Management System Flow
PFC-13	Corrective - Preventive Action Process
PFC-19	Internal Audit Process
PFCs	Various Production and Quality Plan Processes (see Process Flow list in F-001 Document Control Master List)

8.2.4 Monitoring and Measurement of Product

Vic's Turning Company measures and monitors the characteristics of the product to verify that product requirements are met. This is carried out at appropriate stages of the product realization process in accordance with the planned arrangements (See Section 7.1).

Evidence of conformity with the acceptance criteria is maintained. Records indicate the person(s) authorizing release of product (see Section 4.2.4).

Product release does not proceed until the planned arrangements (see Section 7.1) have been satisfactorily completed, unless otherwise approved by a relevant authority and, where applicable, by the customer.

Supporting Documentation includes, but is not limited to:

QAP-424-01	Quality Records Procedure
QAP-743-01	Receiving Process and Receiving Inspection Procedure
QAP-751-01	Production Process and Quality Plan Procedure
PFC-03	PO Receiving Process and Receiving Inspection Process
PFC-05	Repair Order Receiving and Receiving Inspection Process
PFCs	Various Production and Quality Plan Processes (see Process Flow list in F-001 Document Control Master List)

8.3 Control of Nonconforming Product

Vic's Turning Company ensures that product which does not conform to product requirements is identified and controlled to prevent unintended use or delivery. The controls and related responsibilities and authorities for dealing with nonconforming product are defined in the Control of Nonconforming Product Procedure.

The Control of Nonconforming Product Procedure addresses nonconforming product by one or more of the following ways:

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

Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained, are maintained (see Section 4.2.4).

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

When nonconforming product is detected after delivery or use has started, Vic's Turning Company will take action appropriate to the effects, or potential effects, of the nonconformity.

Supporting Documentation includes, but is not limited to:

QAP-424-01	Quality Records Procedure
QAP-830-01	Control of Nonconforming Material Procedure
QAP-852-01	Corrective and Preventive Action Procedure

QAP-560-01	Management Review Procedure
PFC-16	Nonconforming Material Process
PFC-13	Corrective – Preventive Action Process

8.4 Analysis of Data

Vic's Turning Company determines, collects and analyzes appropriate data to demonstrate the suitability and effectiveness of the quality management system and to evaluate where continual improvement of the effectiveness of the quality management system can be made. This includes data generated as a result of monitoring and measurement and from other relevant sources.

Vic's Turning Company analyzes this data to provide information relating to

- a.) Customer satisfaction (see Section 8.2.1),
- b.) Conformity to customer requirements (see Section 7.2.1),
- c.) Characteristics and trends of processes and products including opportunities for preventive action, and
- d.) Suppliers.

Supporting Documentation includes, but is not limited to:

QAP-741-01	Supplier Qualification and Evaluation Procedure
QAP-743-01	Receiving Process and Receiving Inspection Procedure
QAP-822-01	Internal Quality Audits Procedure
QAP-821-01	Customer Feedback – Satisfaction Procedure
QAP-830-01	Control of Nonconforming Material Procedure
QAP-852-01	Corrective and Preventive Action Procedure
PFC-06	Supplier Qualification Evaluation
PFC-03	PO Receiving Process and Receiving Inspection Process
PFC-16	Nonconforming Material Process
PFC-14	Customer Feedback/Satisfaction Process
PFC-13	Corrective – Preventive Action Process
PFC-19	Internal Audit Process

8.5 Improvement

8.5.1 Continual Improvement

Vic's Turning Company management continually seeks to improve the effectiveness of the quality management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management review. The continual improvement plans are summarized in management review meetings and include areas such as: the establishment and tracking of the quality objectives, customer survey reviews, customer complaints reviews, analysis of data, audit results, corrective and preventive actions and other improvement projects.

Supporting Documentation includes, but is not limited to:

- QAP-822-01 Internal Quality Audits Procedure
- QAP-821-01 Customer Feedback – Satisfaction Procedure
- QAP-830-01 Control of Nonconforming Material Procedure
- QAP-852-01 Corrective and Preventive Action Procedure
- PFC-16 Nonconforming Material Process
- PFC-13 Corrective – Preventive Action Process
- PFC-19 Internal Audit Process

8.5.2 Corrective Action

Vic's Turning Company takes action to eliminate the cause of nonconformities in order to prevent recurrence. Corrective action will be appropriate to the effects of the nonconformities encountered.

The Vic's Turning Company documented procedure for corrective action defines requirements for

- a.) Reviewing nonconformities (including customer complaints),
- b.) Determining the causes of nonconformities,
- c.) Evaluating the need for actions to ensure that nonconformities do not recur;
- d.) Determining and implementing action needed,
- e.) Records of the results of action taken (see Section 4.2.4), and
- f.) Reviewing of corrective action taken.

Supporting Documentation includes, but is not limited to:

- QAP-424-01 Quality Records Procedure
- QAP-822-01 Internal Quality Audits Procedure
- QAP-821-01 Customer Feedback – Satisfaction Procedure
- QAP-830-01 Control of Nonconforming Material Procedure
- QAP-852-01 Corrective and Preventive Action Procedure
- PFC-16 Nonconforming Material Process
- PFC-14 Customer Feedback/Satisfaction Process
- PFC-13 Corrective – Preventive Action Process
- PFC-19 Internal Audit Process

8.5.3 Preventive Action

Vic's Turning Company determines action to eliminate the causes of potential nonconformities in order to prevent their occurrence. Preventive actions are appropriate to the effects of the potential problems.

The Vic's Turning Company documented procedure for preventive action defines the requirements for

- a.) Determining potential nonconformities and their causes,
- b.) Evaluating the need for action to prevent occurrence of nonconformities,
- c.) Determining and implementing actions needed,
- d.) Records of results of action taken (see Section 4.2.4), and
- e.) Reviewing preventive action taken.

Supporting Documentation includes, but is not limited to:

- QAP-424-01 Quality Records Procedure
- QAP-822-01 Internal Quality Audits Procedure
- QAP-821-01 Customer Feedback – Satisfaction Procedure
- QAP-830-01 Control of Nonconforming Material Procedure
- QAP-852-01 Corrective and Preventive Action Procedure
- PFC-16 Nonconforming Material Process
- PFC-14 Customer Feedback/Satisfaction Process

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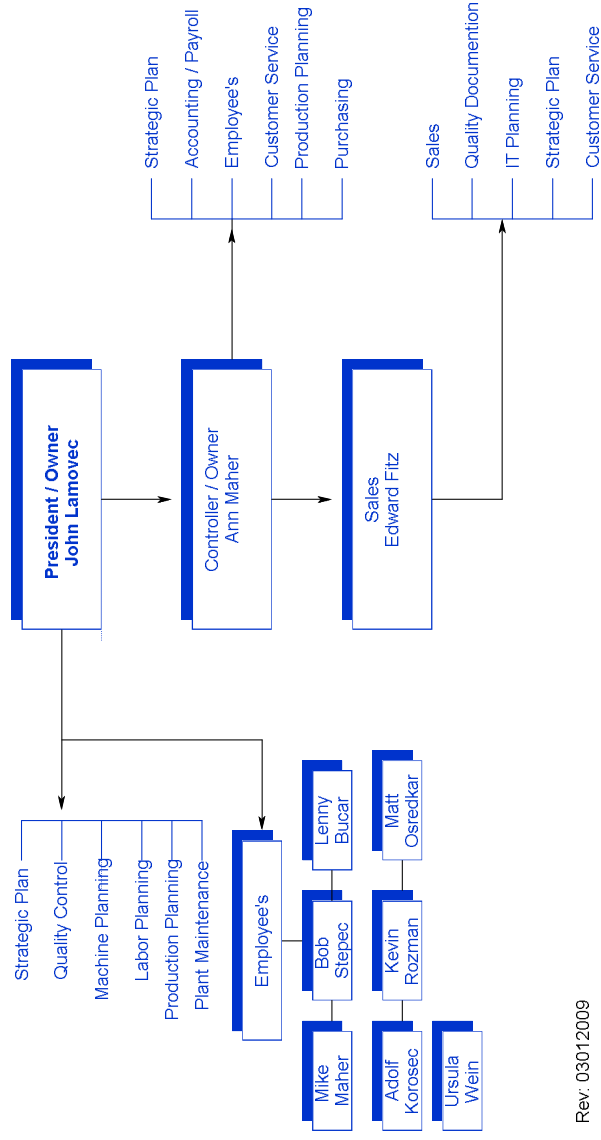
Quality Manual

PFC-13 Corrective – Preventive Action Process
PFC-19 Internal Audit Process



Vic's Turning Company Inc

Organizational Chart



Rev. 03012009

Appendix

Quality System Manual Authorization

Management Review Team

Approval:

President

Date

Account Manager

Date

Controller

Date

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