



ISO 9001:2008 Quality Systems Manual

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COPY**

AMCO Enterprises • Quality Systems Manual

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1. Scope and Introduction

1.1 General

AMCO Enterprises has developed a quality management system to

- better satisfy the needs of its customers
- meet all applicable statutory and regulatory requirements
- improve the management of the company

It covers purchasing of product for resale, receiving inspection, in-process inspection, where applicable, and final inspection of both Metric and Standard fasteners for distribution. The quality manual outlines the policies, procedures and requirements of the Quality Management System. The system is structured to comply with the conditions set forth in the International Standard ISO 9001:2008.

1.2 Application

AMCO Enterprises has determined that the following requirements are not applicable to the operations at this site and are documented as exclusions:

- 7.1 Planning of Product Realization Processes has been excluded because AMCO is not currently a manufacturer.
- 7.3 Design and Development has been excluded because AMCO does not participate in conceptual design activities.
- 7.5.2 Validation of processes for product and service provision has been excluded because AMCO does not perform any special processes.
- 7.5.4 Customer Property has been excluded because AMCO does not handle customer property in any capacity.
- 8.2.3 Monitoring and measurement of processes has been excluded because AMCO is not currently a manufacturer.

2. Normative Reference

2.0 Quality Management System References

The following documents were used as reference during the preparation of the Quality Management System:

- American National Standard ANSI/ISO/ASQ Q9000-2005, Quality Management Systems - Vocabulary
- American National Standard ANSI/ISO/ASQ Q9001-2008, Quality Management Systems – Requirements
- American National Standard ANSI/ISO/ASQ Q9004-2000, Quality Management Systems – Guidelines for performance Improvements

3. Definitions

3.0 Quality Management System Definitions

This section is for definitions unique to AMCO Enterprises.

- Product – The end item result of meeting all contract terms and conditions (e.g.: manufactured goods, merchandise, services etc.).
- Quality Records – information generated from the processes described in quality system documents, and retained as indicated in this procedure.
- Executive Management – The Chief Executive Officer, the President, the Secretary and the Treasurer constitute the executive management.

4. Quality Management System

4.1 General requirements

AMCO Enterprises has established, documented and implemented a Quality Management System (QMS) in accordance with the requirements of ISO 9001:2008. The system is maintained and continually improved through the use of the quality policy, quality objectives, audit results, corrective and preventive action and management review.

To design and implement the QMS AMCO Enterprises has:

- Determined and documented the processes needed for the QMS and their application throughout the organization
- Determined the sequence and interaction of these processes
- Determined criteria and methods needed to ensure that the operation and control of the processes are effective, and documented them in quality plans, operating procedures, work instructions and applicable standards that meet the requirements of customer contracts
- Ensured the continuing availability of resources and information necessary to achieve planned results and continual improvement of these processes
- Established systems to monitor, measure where applicable and analyze these processes
- Established processes to identify and implement actions necessary to achieve planned results and continual improvement of these processes

4.2 Documentation Requirements

4.2.1 General

The QMS documentation includes:

- A documented Quality Policy
- This Quality Manual
- Documented Procedures and Records
- Documents, including records, determined by the organization to be necessary for the effective planning, operation and control of our processes

4.2.2 Quality manual

This Quality Manual has been prepared to describe AMCO Enterprises' QMS. The scope and permissible exclusions of the QMS are described in section one of this

manual. Each section of the manual references documented QMS procedures relating to the requirements outlined in that section.

4.2.3 Control of documents

All of the QMS documents are controlled according to the Document Control Procedure. This procedure defines the process for:

- Approving documents for adequacy prior to issue
- Reviewing and updating as necessary and re-approving documents
- Ensuring that changes and current revision status of documents are identified
- Ensuring that relevant versions of applicable documents are available at points of use
- Ensuring that documents remain legible and readily identifiable
- Ensuring that documents of external origin determined by the organization to be necessary for the planning and operation of the quality management system are identified and their distribution controlled
- Preventing the unintended use of obsolete documents and to apply suitable identification to them if they are retained for any purpose

4.2.4 Control of quality records

Quality records established to provide evidence of conformity to requirements and of the effective operation of the QMS shall be controlled. The records are maintained according to the Control of Quality Records Procedure. This procedure requires that quality records remain legible, readily identifiable and retrievable. The procedure defines the controls needed for identification, storage, protection, retrieval, retention and disposition of quality records.

5. Management Responsibility

5.1 Management commitment

Executive management has been actively involved in implementing the quality management system (QMS). It has provided the vision and strategic direction for the growth of the QMS, and established quality objectives and the quality policy.

To continue to provide leadership and show commitment to the improvement of the QMS, management will do the following.

- Communicate the importance of meeting customer, statutory, and regulatory requirements
- Establish quality objectives annually
- Establish the quality policy
- Conduct periodic management reviews
- Ensure the availability of resources

5.2 Customer focus

AMCO Enterprises strives to identify current and future customer needs, to meet customer requirements and exceed customer expectations.

Executive management ensures that customer requirements are understood and met, by requiring compliance with documented customer communication procedures. Customer requirements are determined, converted into internal requirements, and communicated to the appropriate people in our organization.

5.3 Quality policy

Executive management has established the following quality policy:

The Quality Policy of AMCO Enterprises is derived from our Primary Objective: customer satisfaction. We are committed to achieving the highest levels of quality performance so that we may consistently meet or exceed the quality requirements of our customers. We are committed to a program of continuous improvement of our Quality Management System so as to assure its ongoing suitability to meet the requirements of our company and of our customers.

Executive management ensures that the quality policy is communicated to all employees. It is included in new employee training and training on the QMS. It is

posted in prominent places throughout the facility to maintain high standards within our organization.

Management reviews the quality policy at each management review meeting to determine the policy's continuing suitability for our organization.

5.4 Planning

5.4.1 Quality objectives

Quality objectives are established annually to support our organization's efforts in achieving our quality policy. Objectives have been established for the Purchasing, Receiving, Quality Assurance, Packaging, Sales and Shipping departments. Objectives for decreasing customer complaints, returns, late deliveries, vendor and customer rejections are in place. Quality objectives are measurable, and reviewed against performance goals at each management review meeting.

Goals and Objectives are documented in the Quality Procedures Manual.

5.4.2 Quality management system planning

The quality system has been planned and implemented to meet our quality objectives and the requirements of 4.1 of the ISO 9001:2008 standard. Quality planning takes place as changes that affect the quality system are planned and implemented.

5.5 Responsibility, authority and communication

5.5.1 Responsibility and authority

An organizational chart has been established to show the interrelation of personnel in the organization. Job descriptions define the responsibilities and authorities of each of the positions on the organizational chart. Job descriptions and the organizational chart are reviewed and approved by executive management for adequacy. These documents are available throughout the organization to help employees understand responsibilities and authorities. An organizational chart is located at the end of this section.

5.5.2 Management representative

The Quality Assurance Manager has been appointed by executive management as management representative. The President is appointed as the alternate management representative in the event the Q. A. Manager is unavailable. As management representative they have the following responsibility and authority:

- Ensure that processes needed for the quality management system are established and implemented
- Report to executive management on the performance of the quality management system, and note needed improvements
- Promote awareness of customer requirements throughout the organization

5.5.3 Internal communication

Processes are established for communication within the organization. Methods of communicating the effectiveness of the QMS include department and management meetings, management review, circulation of minutes of management review meetings, Internal Audit Closing meetings, and other routine business communication.

5.6 Management review

5.6.1 General

Executive management reviews the QMS periodically. This review (Management Review, section P-500 Procedures Manual) assesses the continuing QMS suitability, adequacy and effectiveness, identifying opportunities for improvement and needed changes. Defines methods for monitoring and measuring of QMS processes. Records are maintained for each management review meeting.

5.6.2 Review input

Assessment of the QMS is based on a review of information inputs to management review. These inputs include the following:

- Results of audits
- Customer feedback
- Process performance and product conformity
- Status of preventive and corrective actions
- Follow-up actions from previous management reviews
- Planned changes that could affect the quality management system
- Recommendations for improvement

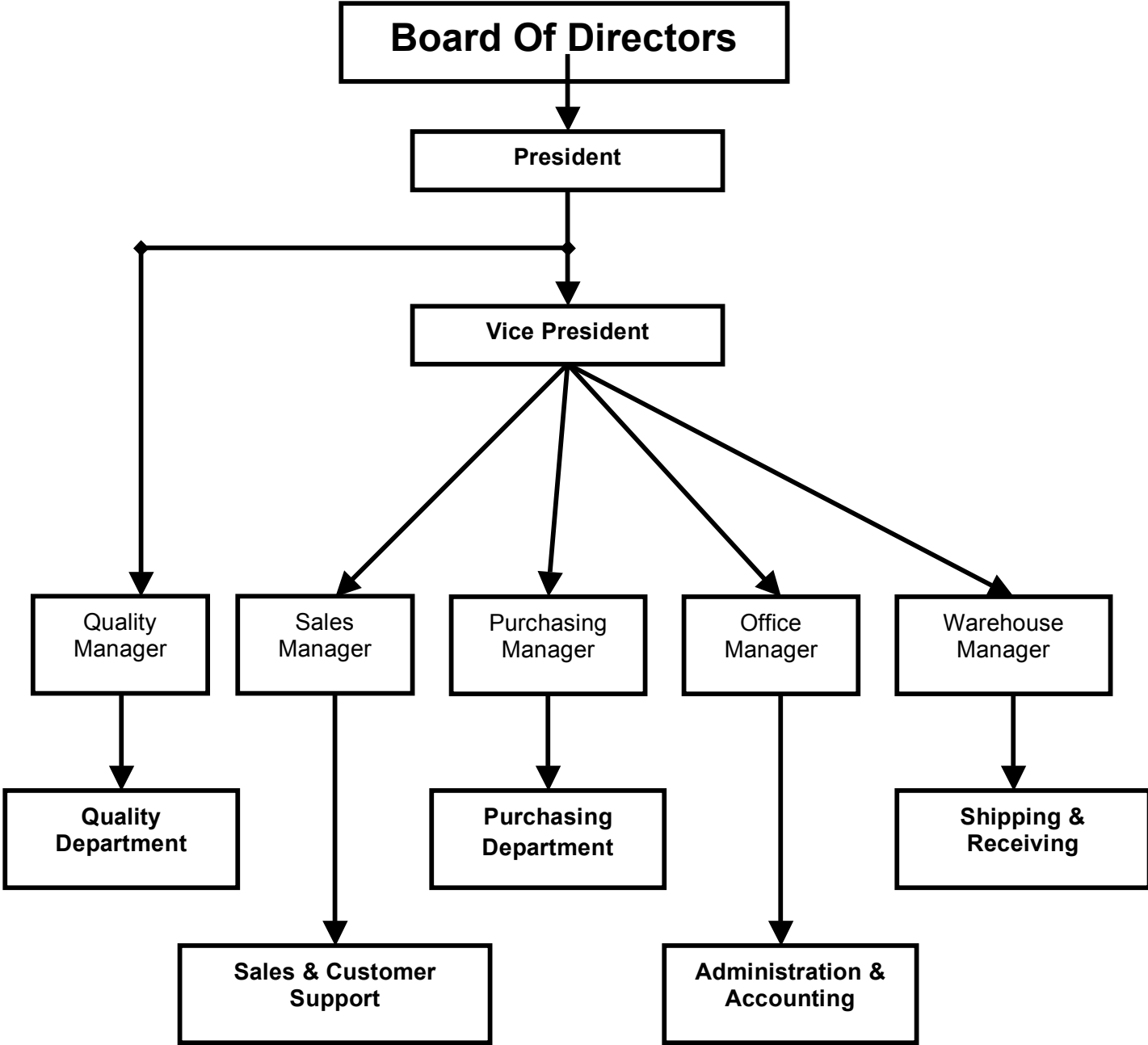
5.6.3 Review output

During these review meetings, management will identify appropriate actions to be taken regarding the following issues:

- Improvement of the effectiveness of the quality management system and its processes
- Improvement of product related to customer requirements
- Resource needs

Responsibility for required actions are assigned to members of the management review team. Any decisions made during the meeting, assigned actions, and their due dates are recorded in the minutes of management review.

AMCO Enterprises Organizational Chart



6. Resource Management

6.1 Provision of resources

AMCO Enterprises has implemented a Quality Management System that complies with the ISO 9001:2008 standard. This implementation was achieved with management commitment and with sufficient resources for the implementation. To effectively maintain and continually improve the system management determines necessary resources and provides those resources.

6.2 Human resources

6.2.1 General

To ensure competence of our personnel, job descriptions have been prepared identifying the qualifications required for each position that affects conformity to product requirements. Qualifications include requirements for education, skills and experience. Appropriate qualifications, along with required training, provide the competence required for each position.

6.2.2 Competence, training, and awareness

Qualifications are reviewed upon hire, when an employee changes positions and as the requirements for a position change (Competence, Training and Awareness, section P-622 Procedures Manual). If any differences between the employee's qualifications and the requirements for the job are found, training or other action is taken to provide the employee with the necessary competence for the job. The results are then evaluated to determine if they were effective.

All employees are trained on the relevance and importance of their activities and how they contribute to the achievement of the quality objectives.

6.3 Infrastructure

To meet quality objectives and product requirements AMCO Enterprises has determined the infrastructure needed (Infrastructure, section P-630 Procedures Manual). The infrastructure has been provided and includes buildings, workspace, utilities, process equipment and supporting services. As new infrastructure requirements arise they will be documented in quality plans. Existing infrastructure is maintained to ensure product conformity. Maintenance requirements are documented in:

- Preventive maintenance plans

6.4 Work Environment

A work environment suitable for achieving product conformance is maintained. Requirements are determined during quality planning and documented in the quality plan. The work environment is managed for continuing suitability. Data from the quality system is evaluated to determine if the work environment is sufficient for achieving product conformance, or if preventive or corrective action related to the work environment is required.

7. Product Realization

7.1 Planning of product realization

This section is intentionally left blank. It has been excluded in accordance with section 1.2 of this manual.

7.2 Customer-related processes

7.2.1 Determination of requirements related to the product

AMCO Enterprises determines customer requirements before acceptance of an order. Customer requirements include those:

- Requested by the customer
- Required for delivery and post-delivery activities
- Not stated by the customer but necessary for specified use or known and intended use
- Statutory and regulatory requirements applicable to the product
- Additional requirements considered necessary by AMCO Enterprises

Customer requirements are determined according to the Customer Related Processes Procedure.

7.2.2 Review of requirements related to the product

AMCO Enterprises has a process in place for the review of requirements applicable to the product. The review is conducted before the order is accepted. The process ensures that:

- Product requirements are defined
- Contract or order requirements differing from those previously expressed are resolved
- AMCO Enterprises has the ability to meet the defined requirements
- Records are maintained showing the results of the review and any actions arising from the review

- Where a customer does not provide a documented statement of requirement, the customer requirements are confirmed before acceptance
- When product requirements are changed, AMCO Enterprises communicates changes to relevant personnel and amends relevant documents

7.2.3 Customer communication

AMCO Enterprises has implemented an effective process for communicating with customers in relation to:

- Product Information
- Inquiries, contracts and order handling, including amendments
- Customer Feedback, including customer complaints

7.3 Design and Development

This section is intentionally left blank. It has been excluded in accordance with section 1.2 of this manual.

7.4 Purchasing

7.4.1 Purchasing process

A documented procedure (Purchasing, section P-740 Procedures Manual) is followed to ensure that purchased product conforms to the specified purchase requirements. The procedure outlines the extent of control required for suppliers. Suppliers are evaluated and selected based on their ability to supply product in accordance with requirements as outlined in the procedure. Criteria for selection, evaluation and re-evaluation are documented in the procedure. Records of the evaluation and any necessary actions are maintained as quality records.

7.4.2 Purchasing information

Purchasing information describes the product to be purchased, including where appropriate:

- Requirements for approval of product, processes and equipment
- Requirements for qualification of personnel
- Quality management system requirements

The purchasing documents are reviewed to ensure the adequacy of requirements before orders are placed with the supplier.

7.4.3 Verification of purchased product

The Purchasing procedure describes the process used to verify that purchased product meets specified purchase requirements. If AMCO Enterprises or the customer will perform verification at the supplier's premises, the verification arrangements and method of product release are documented in the purchasing information.

7.5 Production and Service Provision

7.5.1 Control of production and service provision

AMCO Enterprises plans and carries out production and service provision under controlled conditions (Control of Production and Service Provision, section P-750 Procedures Manual). Controlled conditions include, as applicable:

- The availability of information that describes the characteristics of the product
- The availability of work instructions
- The use of suitable equipment
- The availability and use of monitoring and measuring equipment
- The implementation of monitoring and measurement
- The implementation of product release and delivery activities

7.5.2 Validation of processes for production and service provision

- This section is intentionally left blank. It has been excluded in accordance with section 1.2 of the Quality Systems Manual.

7.5.3 Identification and traceability

AMCO Enterprises identifies the product according to the Identification and Traceability procedure. Product is identified with respect to monitoring and measurement requirements.

AMCO Enterprises controls throughout product realization the unique identification of the product and maintains records wherever traceability is a specified requirement.

7.5.4 Customer property

This section is intentionally left blank. It has been excluded in accordance with section 1.2 of this manual.

7.5.5 Preservation of product

AMCO Enterprises preserves the product during internal processing and delivery to the intended destination in order to maintain conformity to requirements (Preservation of Product, section P-755 Procedures Manual). As applicable, this preservation includes

identification, handling, packaging, storage and protection. Preservation also applies to the constituent parts of a product.

7.6 Control of monitoring and measuring equipment

AMCO Enterprises has determined the monitoring and measurement to be undertaken and the monitoring and measuring equipment needed to provide evidence of conformity of product to determined requirements. A documented procedure outlines the process used to ensure that monitoring and measurement to be carried out are carried out in a manner that is consistent with the monitoring and measurement requirements. (Control of Monitoring and Test devices, section P-760 Procedures Manual).

Where necessary to ensure valid results, measuring equipment is:

- Calibrated or verified (or both) at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards
- Adjusted or re-adjusted as necessary
- Identified in order to determine its calibration status
- Safeguarded from adjustments that would invalidate the measurement result
- Protected from damage and deterioration during handling, maintenance and storage

In addition, Quality Assurance assesses and records the validity of the previous measuring results when the equipment is found not to conform to requirements. AMCO Enterprises takes appropriate action on the equipment and any product affected. Records 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 shall be undertaken prior to initial use and reconfirmed as necessary.

8. Measurement, Analysis and Improvement

8.1 General

AMCO Enterprises has planned and implemented the monitoring, measurement, analysis and improvement processes needed

- To demonstrate conformity to product requirements
- To ensure conformity of the quality management system
- To continually improve the effectiveness of the quality management system
- To evaluate the overall level of customer satisfaction

This process is identified in “Monitoring, Measuring and Analysis of Customer Satisfaction”, section P-821 Procedures Manual and includes determination of applicable methods, including statistical techniques, and the extent of their use.

8.2 Monitoring and Measurement

8.2.1 Customer Satisfaction

As one of the measurements of the performance of the quality management system, AMCO Enterprises monitors information relating to customer perception as to whether the organization has fulfilled customer requirements. The method for obtaining and using this information is identified in the Customer related processes and the Management Responsibility procedures.

8.2.2 Internal Audit

AMCO Enterprises conducts internal audits periodically 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
- Is effectively implemented and maintained

An audit program has been designed and implemented based on the importance of the areas to be audited, as well as the results of previous audits. The audit criteria, scope, frequency, and requirements for planning and conducting audits, and for reporting results defined and documented in the Internal Audit procedure.

The manager responsible for the area being audited is responsible for ensuring 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.

8.2.3 Monitoring and measurement of processes

This section is intentionally left blank. It has been excluded in accordance with section 1.2 of this manual.

8.2.4 Monitoring and measurement of product

AMCO Enterprises monitors and measures the characteristics of the product to verify that product requirements are fulfilled. This is carried out at appropriate stages of the process identified in the Monitoring and Measuring of Product procedure. Evidence of conformity with the acceptance criteria is maintained.

Records indicate the person authorizing release of product for delivery to the customer. Product and delivery of service to the customer does not proceed until all the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority, and where applicable, by the customer.

8.3 Control of Nonconforming Product

AMCO Enterprises ensures that product which does not conform to product requirements is identified and controlled to prevent its 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.

8.4 Analysis of Data

AMCO Enterprises 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 quality management system can be made. The process for determining, collecting and analyzing this data is defined in the Management Responsibility procedure. Appropriate data 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 requirements
- Characteristics and trends of processes and products including opportunities for preventive action
- Suppliers

8.5 Improvement

8.5.1 Continual improvement

AMCO Enterprises continually improves 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.

8.5.2 Corrective action

AMCO Enterprises takes action to eliminate the causes of nonconformities in order to prevent recurrence (Corrective and Preventive Action, section P-852 Procedures Manual). Corrective actions are appropriate to the effects of the nonconformities encountered.

A documented procedure defines 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
- Records of the results of action taken
- Reviewing effectiveness of the corrective action taken

8.5.3 Preventive action

AMCO Enterprises determines action to eliminate the causes of potential nonconformities in order to prevent their occurrence (Corrective and Preventive Action, section P-852 Procedures Manual). Preventive actions are appropriate to the effects of the potential problems.

A documented procedure defines requirements for:

- Determining potential nonconformities and their causes
- Evaluating the need for action to prevent occurrence of nonconformities
- Determining and implementing action needed
- Records of results of action taken
- Reviewing effectiveness of the preventive action taken

Quality System Manual Revisions

REV.	SECTION	SUB-SEC.	PARA.	REASON(S)	DATE	AUTHORIZED BY
A	All	All	All	Initial Release	09/01/03	Greg Watts
B	TOC	-	-	Formatting	01/27/05	Greg Watts/Rick Neil
C	Multiple	Multiple	Multiple	ISO 9001:2008	06/05/09	John Martindale