

# **QUALITY MANUAL**



***J. T. MANUFACTURING  
CORP.***

***ISO9001: 2008***

Document No: Level 1 , Rev. D, Feb 11 2010



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## Revision and Approval Log

### Revision Level

### Sections

**A**

**Original**

**B**

Revisions page

**C**

All, to ISO 9001:2008 Standard

**D**

Amend all ISO2001:2000 ref. to current std.

### **APPROVALS:**

President: Frank J. Anastasi

ISO Management Rep: Director of Operations



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## QUALITY POLICY

JT Manufacturing's Quality Policy:

**WE AT J. T. MANUFACTURING CORP. ARE COMMITTED TO CUSTOMER SATISFACTION BY MEETING OR EXCEEDING OUR CUSTOMERS' NEEDS, WITH A COMMITMENT TO CONTINUOUS IMPROVEMENT AND THE REQUIREMENTS OF ISO 9001.**

JT Manufacturing Commits to Review the Continued Suitability of This Policy, Promotes this Throughout the Organization, Assures Compliance with All Requirements and Continually Maintains the Effectiveness of the QMS.

President: Frank J. Anastasi



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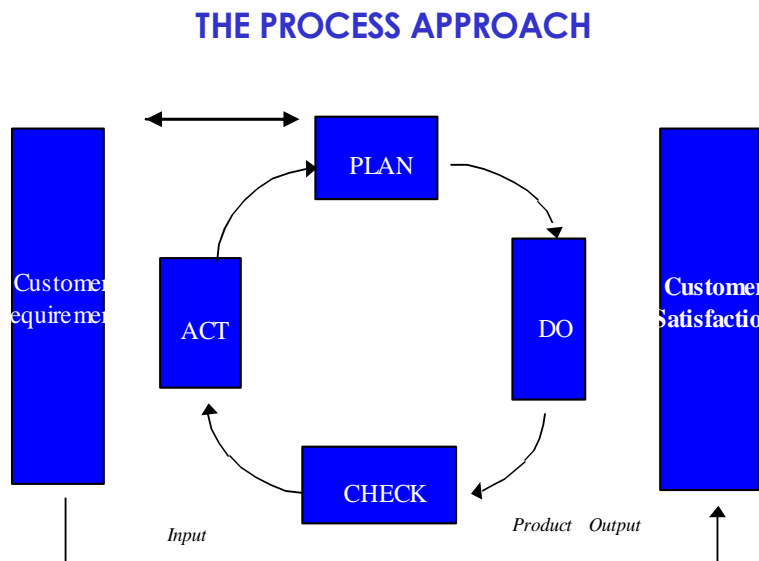
## (0) INTRODUCTION

### 1 General

This (QSM) Quality Systems Manual (Quality Manual, Level I) specifies requirements for JT Manufacturing to address Customer satisfaction, to meet Customer, statutory and applicable regulatory requirements, applicable to the product and to meet ISO9001 requirements.

### 0.2 Process Approach

This Manual has adopted the process approach to quality management. The following diagram is a conceptual illustration of the process approach at JT Manufacturing. JT Manufacturing utilizes the Plan-Do-Check-Act Methodology through its processes.



*For Continuous Improvement  
Of The Quality Management System*



## **(1) SCOPE**

### **1.1 General**

This document specifies requirements for a quality management system where JT Manufacturing: a) demonstrates its ability to provide consistent product that meets Customer, applicable statutory and regulatory requirements, and  
b) addresses Customer satisfaction through the effective application of the system, including processes for continual improvement and the prevention of nonconformity.

### **1.2 Application**

JT Manufacturing has excluded “design of product” and “service” from its operating processes and procedures due to the structure and nature of the product, Customer requirements and applicable statutory and regulatory requirements.

## **(2) NORMATIVE REFERENCE**

Standards

ISO9001 Fourth Edition 2008-11-15 (ISO 9001:2008(E))

## **(3) TERMS AND DEFINITIONS**

Throughout the text of this manual, wherever the term “product” is published, only  
applies to  
product intended for, or required by, the Customer and any intended output  
resulting from the product realization processes



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## **(4) QUALITY MANAGEMENT SYSTEM**

### **4.1 General Requirements**

JT Manufacturing has established, documents, implements, maintains and continually improves its quality management system in accordance with the requirements of ISO 9001.

To implement the quality management system, JT Manufacturing:

- a) determines the processes needed for the quality management system,
- b) determines the sequence and interaction of these processes,
- c) determines criteria and methods required to ensure the effective operation and control of these processes,
- d) ensures the availability of information necessary to support the operation and monitoring of these processes,
- e) measures, monitors where applicable and analyzes these processes, and implements action necessary to achieve planned results and continual improvement and
- f) implements actions necessary to achieve planned results and continual improvement of these processes.

JT Manufacturing manages all processes in accordance with the requirements of ISO 9001.

### **4.2 General Documentation Requirements**

The quality management system documentation includes:

- a) documented quality policy and quality objectives,
- b) this quality manual,
- c) documented procedures and records required by the international standard,
- d) documents, including records determined by the company to be necessary to ensure the effective planning, operation and control of our processes.





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### **4.2.2 Quality Manual**

This quality manual has been established and maintained to include, at a minimum:

- a) the scope of the quality management system, including details of, and justification for, any exclusions,
- b) the documented procedures established for the quality management system and
- c) a description of the interaction between the processes of the quality management system.

This quality manual maintained as a controlled document.

### **4.2.3 Control of Documents**

Documents required for the quality management system are controlled. Records are a special type of document and are controlled according to the requirements given in 4.2.4, below. Documented procedures have been established:

- 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 and readily identifiable,
- f) to ensure that documents of external origin determined by the company to be necessary for the planning and operation of the QMS 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.

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

Records established to provide evidence of conformity to requirements and to the effective operation of the quality management system shall be controlled. The company has established a documented procedure to define the controls needed for the identification, storage, protection, retrieval, retention and disposition of records. Records remain legible, readily identifiable and retrievable.



## **(5) MANAGEMENT RESPONSIBILITY**

### **5.1 Management Commitment**

Top Management provides evidence of commitment to the development and improvement of the quality management system by:

- a) communicating to JT Manufacturing the importance of meeting Customer as well as regulatory requirements; (if applicable),
- b) establishing the quality policy and quality objectives,
- c) conducting management reviews and
- d) ensuring the availability of necessary resources.

### **5.2 Customer Focus**

Top Management ensures that Customer needs and expectations are determined per procedures Product Realization 7.0, Customer-Related Processes, converted into requirements and fulfilled with the aim of achieving Customer satisfaction.

### **5.3 Quality Policy**

The President has defined the Company's Quality Policy. This policy:

- a) is appropriate to the purpose of JT Manufacturing,
- b) includes a commitment to meeting requirements and to continual improvement,
- c) provides a framework for defining, establishing, documenting and reviewing quality objectives,
- d) is communicated and understood at appropriate levels within the company and
- e) is reviewed for continuing suitability.

### **5.4 Planning**

#### **5.4.1 Quality Objectives**

The President ensures that quality objectives, including those needed to meet requirements for product, are established within JT Manufacturing. The quality objectives are measurable and consistent with the quality policy and include the commitment to continual improvement as well as those needed to meet requirements for product.



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

Top Management ensures that the resources needed to achieve the quality objectives are identified and planned. The quality plan is documented and kept according to procedures 4.0, 5.0, 6.0, 7.0 and 8.0. Management Representative ensures that change is conducted in a controlled manner and that the integrity of the quality management system is maintained during this change.

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

#### **5.5.1 Responsibility and Authority**

Top Management ensures that responsibilities and authorities are defined and communicated within the organization.

#### **5.5.2 Management Representative**

The President has appointed the Director of Operations, a member of the company's management, as the Management Representative who, irrespective of other responsibilities, has the responsibility and authority for:

- 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) promoting awareness of Customer requirements throughout JT Manufacturing.

#### **5.5.3 Internal Communication**

JT Manufacturing has created appropriate communication processes to ensure communication among its various levels and functions regarding the processes of the quality management system and their effectiveness.

### **5.6 Management Review**

#### **5.6.1 General**

The JT Manufacturing management team reviews the quality management system at least twice per year to ensure its continuing suitability, adequacy and effectiveness. This review evaluates any need for changes to JT Manufacturing's Quality Management System while assessing opportunity for improvement, including our quality policy and quality objectives.



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### 5.6.2 Review Input

Input to management review includes current performance and improvement opportunities related to the following:

- a) audits results,
- b) feedback from internal and external Customers,
- c) process performance and product conformance,
- d) status of preventive and corrective actions,
- e) follow-up actions from earlier management reviews,
- f) changes that could affect the quality management system and
- g) recommendations for improvement

### 5.6.3 Review Output

The outputs from the management review include actions or decisions related to the:

- a) improvement 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 and maintained.



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## **(6) RESOURCE MANAGEMENT**

### **6.1 Provision of Resources**

The President working with staff reviews resource needs to a) implement and maintain the quality system and continually improve its effectiveness and b) enhance Customer satisfaction by meeting Customer requirements.

### **6.2 Human Resources**

#### **6.2.1 General**

Personnel performing work affecting conformity to product requirements are competent on the basis of appropriate education, training skills and experience

#### **6.2.2 Competence, Training and Awareness**

JT Manufacturing management:

- a) determines the necessary competence of personnel performing work affecting conformity to product requirements,
- b) where applicable, provides training or takes other action to achieve the necessary competence,
- c) evaluates the effectiveness of actions taken,
- 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, experience, training and qualifications.

### **6.3 Infrastructure**

JT Manufacturing determines, provides and maintains the infrastructure needed to achieve conformity to product requirements, including:

- a) workspace buildings and applicable utilities,
- b) process equipment (hardware and software) and
- c) supporting services (such as transport, communication or information systems).

### **6.4 Work Environment**

JT Manufacturing determines and manages the work environment needed to achieve conformity to product requirements.



## **(7) PRODUCT REALIZATION**

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

The sequence of processes and sub-processes required to achieve the product defines product realization. Planning of these realization processes is consistent with the other requirements of JT Manufacturing's quality management system and is documented in forms suitable for JT Manufacturing's method and areas of operation. In planning the processes for realization of product JT Manufacturing has determined the following, as appropriate:

- a) quality objectives for the product, project or contract,
- b) the need to establish processes, documents, and to provide resources specific to the product,
- c) required verification, validation, monitoring, measurement, inspection and test activities specific to the product and the criteria for acceptability and
- d) the records that are necessary to provide confidence of conformity of the processes and resulting product.

### **7.2 Customer-Related Processes**

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

JT Manufacturing determines Customer requirements including:

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

#### **7.2.2 Review of Product Requirements**

JT Manufacturing reviews the identified Customer requirements together with any additional requirements determined. Contract review is conducted prior to the commitment to supply a product to the Customer (e.g. submission of a tender, acceptance of a contract or order) and ensures that:

- a) product requirements are defined,
- b) where the Customer provides no documented statement of requirement, the Customer requirements are confirmed before acceptance,
- c) contract or order requirements differing from those previously expressed (e.g. in a tender or quotation) are resolved and
- d) JT Manufacturing has the ability to meet defined requirements.



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The results of the review and subsequent follow-up actions are recorded. Where product requirements are changed, JT Manufacturing ensures that relevant documentation is amended. JT Manufacturing communicates any changes to relevant personnel to ensure they are made aware of the changed requirements.

### **7.2.3 Customer Communication**

JT Manufacturing determines and implements effective arrangements for communicating with Customers relating to:

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

### **7.3 Design and/or Development**

This Design and Development Element is not applicable at JT Manufacturing.

## **7.4 Purchasing**

### **7.4.1 Purchasing Process**

JT Manufacturing has established purchasing processes to ensure purchased product conforms to requirements. JT Manufacturing:

- a) evaluates and selects its suppliers based on their ability to supply product in accordance with our requirements,
- b) defines the impact of purchased product on the quality of final product, and previously demonstrated capability and performance of vendors and
- c) establishes and maintains a list of acceptable suppliers/vendors.

The results of evaluations and follow-up actions are recorded

### **7.4.2 Purchasing Information**

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

- a) requirements for approval of product, procedures, processes and equipment,
- b) requirements for the qualification of personnel and
- c) quality management system requirements.

Management ensures the adequacy of specified requirements contained in the purchasing documents prior to their release.

### **7.4.3 Verification of Purchased Products**

Electronically Controlled by ISO Management Representative as Revision D, Feb 11, 2010



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JT Manufacturing has established and implements the inspection or other activities necessary for verification of purchased product. Where JT Manufacturing or its Customer proposes to perform verification activities at the supplier's premises, we are to specify the intended verification arrangements and method of product release in the purchasing information.

### **7.5 Production Provision**

#### **7.5.1 Control of Production Provision**

JT Manufacturing controls production provisions through:

- a) the availability of information that specifies the characteristics of the product,
- b) where necessary, the availability of work instructions,
- c) the use and maintenance of suitable equipment for production and operations,
- d) the availability and use of measuring and monitoring equipment,
- e) the implementation of monitoring activities and
- f) the implementation of product release, delivery and applicable post-delivery activities.

#### **7.5.2 Validation of Processes for Production Provision**

Validation demonstrates the ability of the processes to achieve planned results. JT Manufacturing validates any production processes where the resulting output cannot be verified by subsequent measurement or monitoring. As a consequence deficiencies may become apparent only after the product is in use or the service has been delivered.

JT Manufacturing has established arrangements for validation that include the following, as applicable:

- a) defined criteria for review and approval of the process,
- b) qualification of equipment and personnel,
- c) use of defined methodologies and procedures,
- d) requirements for records and
- e) re-validation.

#### **7.5.3 Identification & Traceability**

JT Manufacturing identifies, where appropriate, the product by suitable means throughout product realization. Status is identified with respect to measurement





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and monitoring requirements throughout product realization. JT Manufacturing controls the unique identification of the product and maintains records.

### **7.5.4 Customer Property**

Care is exercised while Customer property is under control or being used by JT Manufacturing. JT Manufacturing will identify, verify, protect and maintain 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, JT Manufacturing reports this to the Customer and maintains records (this includes intellectual property and personal data).

### **7.5.5 Preservation of Product**

JT Manufacturing preserves product during internal processing and delivery to the intended destination in order to maintain conformity to requirements. As applicable, preservation includes identification, handling, packaging, storage and protection and applies to the constituent parts of a product.

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

JT Manufacturing identifies the measurements to be made as well as the measuring and monitoring equipment required to assure product conformity to specified requirements. Measuring and monitoring equipment used are controlled to ensure that measurement capability is consistent with the measurement requirements.

Where necessary to ensure valid results, measuring and monitoring equipment is:

- a) calibrated or verified, or both, periodically or prior to use, against devices traceable to international or national standards; where no such standards exist, the basis used for calibration is recorded,
- b) adjusted or readjusted as necessary,
- c) identified in order to determine its calibration status,



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- d) safeguarded from adjustments that would invalidate the calibration and
- e) protected from damage and deterioration during handling, maintenance and storage.

JT Manufacturing also assesses and records the previous measuring results when/if equipment does not conform, and takes immediate action on any affected product. Applicable records are maintained including results of calibration and verification. Note: If applicable, confirmation of the ability of computer software to satisfy the intended application would typically include its verification and configuration management to maintain its suitability for use.

## **(8) MEASUREMENT, ANALYSIS AND IMPROVEMENT**

### **8.1 General**

JT Manufacturing defines, plans and implements the measurement and monitoring activities needed to assure conformity and improvement processes needed

- a) to demonstrate conformity to product requirements,
- b) to ensure conformity of the QMS, and
- c) to continually improve the effectiveness of the QMS.

### **8.2 Monitoring and Measurement**

#### **8.2.1 Customer Satisfaction**

JT Manufacturing monitors information on Customer satisfaction and/or dissatisfaction as one of the measurements of performance of the quality management system. The method of obtaining and using this information has been determined and is addressed in other sections of JT Manufacturing's QMS.

Note: Monitoring Customer perception can include obtaining input from sources such as Customer satisfaction surveys, Customer data on delivered product quality,



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user opinion surveys, lost business analysis, compliments, warranty claims and dealer reports, if applicable.

### **8.2.2 Internal Audit**

JT Manufacturing conducts internal audits to determine whether the quality management system conforms to the requirements of ISO 9001 and has been effectively implemented and maintained.

JT Manufacturing plans the audit program, taking into consideration the status and importance of the activities and areas to be audited as well as the results of previous audits. The audit scope, frequency and criteria are to be defined at that time. Audits are conducted by personnel other than those who perform the activity being audited therefore the audits shall be impartial and objective. Records of the audits and their results are maintained. Management responsible for the area being audited ensures that any necessary corrections and corrective actions are taken to eliminate detected nonconformities and their causes. Follow-up actions include the verification of the implementation of action taken, and the reporting of verification results. A documented procedure is established to define the responsibilities and requirements for planning and conducting audits, establishing records and reporting results.

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

JT Manufacturing applies suitable methods for monitoring and where applicable, measurement of the quality management system process. When planned results are not achieved, corrective action is taken, as appropriate. These methods confirm the continuing ability of each process to satisfy its intended purpose.

Note: When determining suitable methods, JT Manufacturing considers the type and extent of monitoring and measurement appropriate to each of its processes in relation to their impact on the conformity to product requirements and on the effectiveness of the QMS.

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

JT Manufacturing measures and monitors the characteristics of the product to verify that requirements for the product are met. This is carried out at appropriate stages of the product realization process. Evidence of conformity with the acceptance criteria is documented and maintained. Records will indicate the authority responsible for release of product for delivery to the Customer. The release of product and delivery to the Customer does not proceed until all the specified activities have been satisfactorily completed, unless otherwise approved by the Customer.



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### **8.3 Control of Nonconforming Product**

JT Manufacturing ensures that product which does not conform to requirements is identified and controlled to prevent unintended use or delivery. A documented procedure is established to define the controls and related responsibilities and authorities for dealing with nonconforming product. Where applicable, JT Manufacturing deals with nonconforming product in 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 the Customer,
- c) by taking action to preclude its original intended use or application and/or
- d) by taking action appropriate to the effects, or the potential effects, of the nonconformity when conforming product is detected after delivery or use has started.

When nonconforming product is corrected it is re-verified to demonstrate conformity to the requirements. Records of the nature of the nonconformities and any subsequent actions taken, including concessions obtained, are maintained.

### **8.4 Analysis of Data**

JT Manufacturing determines, collects and analyzes appropriate data to demonstrate the suitability and effectiveness of the quality management system and to evaluate improvements that can be made. This includes data generated by measuring and monitoring activities and other relevant sources.

JT Manufacturing analyzes this data to provide information on:

- a) Customer satisfaction and/or dissatisfaction,
- b) conformance to Customer requirements,
- c) characteristics of processes, product and their trends and
- d) suppliers.

### **8.5 Improvement**

#### **8.5.1 Continual Improvement**



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JT Manufacturing plans and manages the processes necessary for the continual improvement of the quality management system.

JT Manufacturing continually improves the effectiveness of the quality management system through the use of the quality policy, objectives, audit results, analysis of data, corrective and preventive action and management review.

### **8.5.2 Corrective Action**

JT Manufacturing takes corrective action to eliminate the causes of nonconformities in order to prevent recurrence. Corrective action is to be appropriate to the impact of the problems encountered.

The documented procedure for corrective action is:

- a) reviewing nonconformities (including Customer complaints),
- b) determining the causes of nonconformity,
- c) evaluating the need for actions to ensure that nonconformities do not recur,
- d) determining and implementing action needed,
- e) recording results of action taken and
- f) reviewing the effectiveness of corrective action taken.

### **8.5.3 Preventive Action**

JT Manufacturing identifies preventive action to eliminate the causes of potential nonconformities from occurring. Preventive actions taken are appropriate to the impact of the potential problems. The documented procedure for preventive action is:

- a) identifying potential nonconformities and their causes,
- b) determining and ensuring the implementation of preventive action needed,
- c) determining and implementing action needed,
- d) recording results of action taken and
- e) reviewing the effectiveness of preventive action taken.