

Sirois Tool Co., Inc.

QUALITY POLICY MANUAL

Procedure No. QPM
Revision G
Date 12/03/07

Originator:	Position:	Unless stamped in red, hardcopies are uncontrolled.
Signature:	Date:	
Approved by:	Position:	
Signature:	Date:	

Sirois Tool Co., Inc.	<i>Page No:</i> 2 of 39	<i>Procedure No:</i> QPM
	<i>Effective Date:</i> 12/03/07	<i>Revision Letter:</i> G
<i>Subject:</i> QUALITY POLICY MANUAL		

TABLE OF CONTENTS

Section	Topic	Page No.
	Revision & Amendment Record	4&5
	Scope	6
	Exclusions (and justifications)	6
	Authorization	6
	Distribution Policy & Distribution List	6
	Company Profile	7
	Quality Policy Statement	7
4	Quality Management System	8
4.1	General Requirements	8
4.2	Documentation Requirements	8
4.2.1	General	8
4.2.2	Quality Manual	10
4.2.3	Control of Documents	10
4.2.4	Control of Records	11
5	Management Responsibility	11
5.1	Management Commitment	11
5.2	Customer Focus	12
5.3	Quality Policy	12
5.4	Planning	13
5.4.1	Quality Objectives	13
5.4.2	Quality Management System Planning	13
5.5	Responsibility, Authority and Communication	14
5.5.1	Responsibility and Authority	14
	Quality Management Principles	15
5.5.2	Management Representative	16
5.5.3	Internal Communication	16
5.6	Management Review	16
5.6.1	General	16
5.6.2	Review Input	17
5.6.3	Review Output	17
6.0	Resource Management	17
6.1	Provisions for Resources	17
6.2	Human Resources	17
6.2.1	General	17
6.2.2	Competence, Awareness and Training	17
6.3	Infrastructure	18
6.4	Work Environment	18

Sirois Tool Co., Inc.	<i>Page No:</i> 3 of 39	<i>Procedure No:</i> QPM
	<i>Effective Date:</i> 12/03/07	<i>Revision Letter:</i> G
<i>Subject:</i> QUALITY POLICY MANUAL		

Section	Topic	Page No.
7.0	Product Realization	20
7.1	Planning of Product Realization	20
7.2	Customer-related Processes	22
7.2.1	Determination of Requirements Related to the Product	22
7.2.2	Review of Requirements Related to the Product	22
7.2.3	Customer Communication	23
7.3	Design and Development	23
7.4	Purchasing	23
7.4.1	Purchasing Process	23
7.4.2	Purchasing Information	24
7.4.3	Verification of Purchased Product	25
7.5	Production	26
7.5.1	Control of Production	26
7.5.2	Validation of Processes for Production	27
7.5.3	Identification and Traceability	27
7.5.4	Customer Property	28
7.5.5	Preservation of Product	29
7.6	Control and Monitoring of Measuring Devices	29
8.0	Measurement, Analysis and Improvement	32
8.1	General	32
8.2	Monitoring and Measurement	32
8.2.1	Customer Satisfaction	32
8.2.2	Internal Audit	33
8.2.3	Monitoring and Measurement of Process	34
8.2.4	Monitoring and Measurement of Product	34
8.3	Control of Nonconforming Product	35
8.4	Analysis of Data	36
8.5	Improvement	37
8.5.1	Continual Improvement	37
8.5.2	Corrective Action	37
8.5.3	Preventive Action	39

Sirois Tool Co., Inc.*Page No:***4 of 39***Procedure No:***QPM***Effective Date:***12/03/07***Revision Letter:***G***Subject:***QUALITY POLICY MANUAL****Revision & Amendment Record**

REV	DATE	DESCRIPTION OF CHANGE
D 1	10/20/04	Initial draft.
A	1/16/05	Initial release.
B	4/20/05	Revised "Controlled" block, revised para. 5.2, 6.3, 7.4.1, 7.4.3, 7.5.1, 7.5.2, 7.5.4, 8.2.4, 8.3 & 8.5.3.9, re-paginated as necessary and revised "Table of Contents".
C	5/27/05	Replace "the company" with "Sirois Tool Co., Inc.", removed "For Clause 7.5.1.5" from Exclusions, fixed numbering of Quality Management System and General Requirements sections, added reference to specific procedures to headings as appropriate, added paragraph 4 to section 4.1 to cover Control of Outside Processes, removed 2 nd paragraph of section 5.3, changed responsible person for Control of Records on chart in section 5.5.1, removed last sentence of the 2 nd paragraph of section 5.5.2, removed unnecessary wording in 2 nd paragraph of section 8.1 and changed the heading of 7 th paragraph of section 8.5.2 to "Investigation of supplier <u>non-conformities</u> ", revised paragraph 8.5.3 to move process description to P852-01.
D	11/21/05	Added "Work environment cleaning may be done by employees or by outside contractors." to paragraph 6.4
E	05/10/06	Revised and expanded paragraph 6.3 Infrastructure and 8.2.3 Monitoring and Measurement of Process

Sirois Tool Co., Inc.

Page No:

5 of 39

Procedure No:

QPM

Effective Date:

12/03/07

Revision Letter:

G

Subject:

QUALITY POLICY MANUAL

F	04/02/07	<p>Added "Education" to last paragraph on page 9 (now page 10). Combined Quality Policy Goals and Objectives on page 7 (now page 8) with Quality Policy Requirements on page 12 (now page 13). Section 6.3, 1st Paragraph, 2nd Sentence changed to read: "Records of significant repairs are maintained." Changed Monthly to Weekly in section 5.2 Changed Director or Administration to Customer Manager in section 7.2.2 in three places. Removed "scheduled periodic supplier surveys" from 7.4.1 Removed text about "self release programs" from 7.4.1 Changed "Vendor/Supplier" to just "Supplier" in 7.4.1 bullets. Removed "regularly while in storage areas" from paragraph 2 of 7.5.5 Added "or in the minutes of the weekly management review/production meeting" to paragraph 4 of 8.2.1 Bullet "Screen Product" added to 8.3</p>
G	12/03/07	<p>6.2.2 Remove Reference to employees without Training records 5.6.1 Added - <u>Annual</u> Management Review based on info from Manager Continuous Improvement and Quality 7.4.1 Added - <u>quarterly</u> review of Supplier performance based on info from Purchasing Manager 8.2.2 Added Internal Audits may be subcontracted to qualified Supplier 5.5.3 Added reference to Weekly Production meeting minutes in E-2 Misc. Changed "outside vendors" to "approved suppliers" QPM Repaginated – Table of Contents updated</p>

Sirois Tool Co., Inc.	<i>Page No:</i> 6 of 39	<i>Procedure No:</i> QPM
	<i>Effective Date:</i> 12/03/07	<i>Revision Letter:</i> G
<i>Subject:</i> QUALITY POLICY MANUAL		

Scope

The Management System described in this Quality Policy Manual (and the related documents within the Quality Manual as a whole) apply to the operations of Sirois Tool Co., Inc. in providing contract machining services to customers to their specifications and/or industry specifications.

Exclusions (and Justifications)

The requirements of ISO 9001:2000 for the following clauses have been excluded from this quality system for the reasons described:

- For Clause 7.3, Design and Development, as the requirements relate to the design of product. Sirois Tool Co., Inc. has taken this exclusion as it does not have the capabilities to provide product design services to Customers and does not accept orders for product design-related activities.
- For Clause 7.5.1 (f) Control of Service Operations, Sirois Tool Co., Inc. does not solicit, or accept, orders from Customers for after-sales servicing. Therefore, Control of Service Operations is not within the scope of the Quality Management System at this time.

Authorization

This Quality Policy Manual is published under the authority of the Executive Team of Sirois Tool Co., Inc. It is intended to establish and communicate the Quality Policy and structure of the quality management system for Sirois Tool Co., Inc. The intent is to effectively implement a Quality Management System that complies with International Standard ISO 9001:2000. It will be reviewed and updated as necessary to reflect changes in policies and quality management system practices. Changes or amendments to this manual will be referenced in its revision record section.

Distribution Policy & Distribution List

This manual is available to: internal personnel, and upon request, to representatives of customers, or regulatory agencies.

Master Quality Policy Manual:

The Management Representative maintains the Master Quality Policy Manual. A working copy is located in the main office.

Uncontrolled Copies: Uncontrolled copies of the Quality Policy Manual are available for reference only. Uncontrolled copies will be clearly identified as uncontrolled copies. These are not updated. It is the holder's responsibility to verify that it is the current revision before using it.

Sirois Tool Co., Inc.	<i>Page No:</i> 7 of 39	<i>Procedure No:</i> QPM
	<i>Effective Date:</i> 12/03/07	<i>Revision Letter:</i> G
<i>Subject:</i> QUALITY POLICY MANUAL		

Company Profile

Sirois Tool Co., Inc. was established in 1960 as a manufacturer of precision tooling. Since then, we have expanded into the manufacturing of precision gauges and low-volume, complex machine parts and assemblies. We make Precision Tooling, Gauging and Quality OEM Machine Parts from Carbide, steel, aluminum and numerous other materials to your drawings or CAD files. We specialize in Jigs, Fixtures, Gauges, I.D. Grinding Quills, Wheel-screws, Pulleys, Spindle Shafts as well as Precision OEM Machine Parts and assemblies. We were originally located on Pane Road in Newington, CT, but we moved to Berlin, CT in 1999. Our new facility, which we designed and built, is 20,000 square feet and is located in the Riverbend Industrial Park.

Quality Policy Statement (See paragraph 5.3)

Sirois Tool Co., Inc. strives to deliver quality tooling, gauging and parts to our customers, to maintain reasonable lead times and to deliver as promised. We continue to look for new ways to improve both product quality and delivery to better serve our customers.

Sirois Tool Co., Inc.	<i>Page No:</i> 8 of 39	<i>Procedure No:</i> QPM
	<i>Effective Date:</i> 12/03/07	<i>Revision Letter:</i> G
<i>Subject:</i> QUALITY POLICY MANUAL		

4.0 QUALITY MANAGEMENT SYSTEM (ref. W410-01)

4.1 General Requirements

Sirois Tool Co., Inc. has established, documented, implemented and maintained a quality management system and continuously improves its effectiveness in accordance with the requirements of International Standard ISO 9001:2000. The quality management system is documented in this Quality Policy Manual, quality system procedures, work instructions and other quality system management documentation. The quality management system is designed to satisfy the requirements of ISO 9001:2000. The Director of Administration is the identified Management Representative and has overall responsibility for the administration of the quality management system.

Sirois Tool Co., Inc.'s management system fosters continuous improvement so that it is in continual compliance and effectiveness with the governing International Standards.

If and when any regulatory requirements are contractually imposed, Sirois Tool Co., Inc. incorporates those requirements as needed into Sirois Tool Co., Inc.'s associated Quality Policy Manual, Quality Systems Procedures and work instructions.

If any outside process that affects product conformity is outsourced, Sirois Tool Co., Inc. shall ensure control over such processes. Control of such outside processes shall be identified within the quality management system.

4.2 DOCUMENTATION REQUIREMENTS

4.2.1 General

Sirois Tool Co., Inc. has documented and implemented a quality system that satisfies the requirements of ISO 9001:2000 and any special customer requirements. This quality system has been established to ensure that quality, consistency and reliability are integral parts of all jobs and activities supporting production.

The quality system addresses the applicable clauses of ISO 9001:2000. There are appropriate procedures in place intended to address the requirements of the Standard and to ensure that, when complied with, these procedures represent the standard Quality Plan. The system has been developed to incorporate feedback loops to ensure that procedures and practices are documented and that there is objective evidence to show that the system is effective. The Director of Administration ensures that the appropriate revisions of Quality Documents are maintained and are accessible.

Sirois Tool Co., Inc.	<i>Page No:</i> 9 of 39	<i>Procedure No:</i> QPM
	<i>Effective Date:</i> 12/03/07	<i>Revision Letter:</i> G
<i>Subject:</i> QUALITY POLICY MANUAL		

4.2.1.1 Quality System Documentation Structure (ref. P423-01)

The Quality System is described in a Quality Manual, which is comprised of four levels as follows:

- **Level I - Quality Policy Manual (QPM)**
An overview document which outlines the requirements and how the requirements of ISO 9001:2000 are satisfied.
- **Level II- Quality Assurance Procedures (QAPs)**
Identifies the procedures utilized to comply with quality requirements of ISO 9001:2000. The procedures are written to address the everyday business requirements as well as provide for special requirements dictated by the customer or internal forces.
- **Level III - Work Instructions (WIs)**
Detailed, “how to “ instructions regarding techniques or unique processes. These are utilized when required and may include the use of flowcharts as instructional documents.
- **Level IV - Forms and Records**
These provide objective evidence that the procedures are utilized and are effective.

This Quality Policy Manual is made available to certain bodies outside Sirois Tool Co., Inc. including customers and/or customers’ representatives as required. Any QPMs issued outside of Sirois Tool Co., Inc. will be indicated as uncontrolled and are intended for reference only. Uncontrolled copies will not be updated when changes are made. Level II and Level III documents are considered proprietary and may be made available outside Sirois Tool Co., Inc. on a case-by-case basis.

Sirois Tool Co., Inc. has implemented an Employee Training program to assist in educating the personnel in the functions of this quality system as they apply to each employee, ensure that the relevant procedures and work instructions are fully implemented and to provide personnel with sufficient training to perform all tasks in the manner in which Sirois Tool Co., Inc. has described in quality documentation. Ensuring on-the-job competencies and related training is an ongoing task and is performed as needed. Whenever possible, people that are fully qualified for their jobs are hired.

The Quality Manual describes the document format of the procedures. The procedures describe the work, methods, education, skills and techniques to be followed in order to provide products that achieve the quality goals.

Sirois Tool Co., Inc.	<i>Page No:</i> 10 of 39	<i>Procedure No:</i> QPM
	<i>Effective Date:</i> 12/03/07	<i>Revision Letter:</i> G
<i>Subject:</i> QUALITY POLICY MANUAL		

Not all process descriptions will be in the format of narrative procedures. As deemed appropriate, checklists, flowcharts, physical samples etc. are used to depict processes or transmit process information. Regardless of the style of process description used, revision control is provided for and maintained.

The documentation used at Sirois Tool Co., Inc. may be in any form or type of medium; paper or electronic. Regardless of the medium, all documentation is controlled in accordance with the requirements of the quality system.

4.2.2 Quality Manual

Sirois Tool Co., Inc. has established and maintains a Quality Manual that includes:

- a) The scope of the quality management system, including details of (and justification for) any exclusions (see page 5).
- b) The documented procedures established for the quality management system, or reference to them.
- c) A description of the interaction between the processes of the quality management system.

4.2.3 Control of Documents (ref. P423-02)

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 4.2.4.

Documented procedures are established to define the controls needed to:

- a) Approve documents for adequacy prior to issue.
- b) Review and update as necessary and re-approve documents.
- c) Ensure that changes and the current revision status of documents are identified.
- d) Ensure that relevant versions of applicable documents are available at points of use.
- e) Ensure that documents remain legible and readily identifiable.
- f) Ensure that documents of external origin are identified and their distribution controlled.
- g) Prevent the unintended use of obsolete documents and to apply suitable identification to them if they are retained for any purpose.

A Master List of Controlled Documents (MLCD) is maintained which identifies the current revision level of all documents in the system. All master controlled documents are maintained in secured locations to protect against loss or change other than by the approved document and data change procedures.

Sirois Tool Co., Inc.	<i>Page No:</i> 11 of 39	<i>Procedure No:</i> QPM
	<i>Effective Date:</i> 12/03/07	<i>Revision Letter:</i> G
<i>Subject:</i> QUALITY POLICY MANUAL		

4.2.4 Control of Records (ref. P424-01)

Records are established and maintained to provide evidence of conformity to requirements and of the effective operation of the quality management system. Records shall remain legible, readily identifiable and retrievable. A documented procedure has been established to define the controls needed for the identification, storage, protection, retrieval, retention time and disposition of records.

4.2.4.1 Records retention

The control of records satisfies regulatory and customer requirements.

5.0 MANAGEMENT RESPONSIBILITY

5.1 MANAGEMENT COMMITMENT

Sirois Tool Co., Inc.'s quality policies and objectives are communicated through Sirois Tool Co., Inc. through the documented quality management system, posted notifications, periodic publications, employee meetings and other communication means deemed appropriate by the Management of Sirois Tool Co., Inc. Additionally, the Executive Team communicates the importance of customer satisfaction and the necessity for compliance to regulatory and statutory requirements.

The Executive Team provides evidence of its commitment to the development and implementation of the quality management system and continually improving its effectiveness by:

- a) Communicating to all Company employees 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.
- e) Ensuring the availability of resources.

Sirois Tool Co., Inc.	<i>Page No:</i> 12 of 39	<i>Procedure No:</i> QPM
	<i>Effective Date:</i> 12/03/07	<i>Revision Letter:</i> G
<i>Subject:</i> QUALITY POLICY MANUAL		

5.2 CUSTOMER FOCUS

Company Management strives for 100% customer satisfaction by assuring that all customer requirements are met and that continual customer satisfaction is its primary goal.

Documented procedures are in place to ensure that the customer's requirements are adequately reviewed, understood and communicated to the appropriate departments.

Weekly management reviews monitor and analyze customer input in an effort to continually improve and enhance customer satisfaction.

5.3 QUALITY POLICY

Quality Policy Statement

Sirois Tool Co., Inc. strives to deliver quality tooling, gauging and parts to our customers, to maintain reasonable lead times and to deliver as promised. We continue to look for new ways to improve both product quality and delivery to better serve our customers.

The Executive Team has identified certain strategic goals and objectives which are used to direct the future development and operation of Sirois Tool Co., Inc. These strategic goals and objectives are proprietary and confidential and, as such, are not published or communicated to persons not part of the Executive Team. As a means of providing for the effective implementation of the strategic goals and objectives, The Executive Team has established and documented certain operational goals and objectives. These are measurable Company objectives, which are to be met through the effective implementation of the quality policy and the quality management system. These operational objectives are published to the Management team who will use them in running their respective departments. Progress toward attaining these objectives is monitored and reported.

These objectives will be evaluated by The Executive Team at regular intervals and adjusted as Company conditions, technological advances, market pressure or other circumstances change.

In addition, the Executive Team will seek and utilize relevant customer feedback that will measure customer satisfaction. This will be applied to potential improvements to the quality management system.

The quality policies and objectives are defined in this Quality Policy Manual. These policies and objectives are communicated to all levels of Sirois Tool Co., Inc. through this Quality Policy Manual, the documented quality system, posted notifications, periodic publications, employee meetings and other communication means as deemed appropriate by Management of Sirois Tool Co., Inc.

The Executive Team ensures that the quality policy:

Sirois Tool Co., Inc.	<i>Page No:</i> 13 of 39	<i>Procedure No:</i> QPM
	<i>Effective Date:</i> 12/03/07	<i>Revision Letter:</i> G
<i>Subject:</i> QUALITY POLICY MANUAL		

- a) Is appropriate to the purpose of Sirois Tool Co., Inc.
- 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 Sirois Tool Co., Inc.
- e) Is reviewed for continuing suitability.

5.4 PLANNING

5.4.1 Quality Objectives

Quality is the responsibility of all employees. Each employee understands and commits to the quality policy requirements and related objectives. Specifically, each employee understands their respective role within the quality system as defined in documented policies, procedures and work instructions and as otherwise communicated by the Executive Team. Additionally, each employee is aware of Sirois Tool Co., Inc.'s effort for continuous improvement in its operations. Each employee performs their respective job in accordance with documented instructions, in-process routers and associated documents, operation sheets, drawings as well as instructions relayed through Supervision. Employees are empowered to inform Supervision of any condition preventing the employee from complying with this requirement.

Quality objectives and their continued suitability for and towards Sirois Tool Co., Inc. are continually reviewed and adjusted, accordingly, to suit current business climates and customer needs.

5.4.2 Quality Management System Planning:

The Quality Management System is used to ensure that customer requirements and Sirois Tool Co., Inc.'s quality objectives are met. As necessary, key functions meet at production meetings to address ongoing quality planning needs. In parallel to this, The Customer Managers identify quality considerations and requirement by addressing the following planning activities:

- *Contract review activities prior to acceptance of order.*
- *Acknowledgement to Customer of order acceptance (and requirements).*
- *Process development.*
- *Quality Assurance requirements.*
- *Manufacturing capabilities.*

The "E2" database is used to initiate and document the review activity, provide a platform for the development of Job Travelers, utilized in the capture of information related to the production of an order and is maintained as a record.

Sirois Tool Co., Inc.	<i>Page No:</i> 14 of 39	<i>Procedure No:</i> QPM
	<i>Effective Date:</i> 12/03/07	<i>Revision Letter:</i> G
<i>Subject:</i> QUALITY POLICY MANUAL		

5.5 RESPONSIBILITY, AUTHORITY AND COMMUNICATION

5.5.1 Responsibility and Authority

The organizational chart for Sirois Tool Co., Inc. defines the lines of responsibility and interrelations for personnel who manage, perform, and verify work-affecting quality. Sirois Tool Co., Inc. has a limited number of employees, therefore, a single person may perform several functions.

Each Manager sets departmental and personnel expectations that support the quality policy and objectives of Sirois Tool Co., Inc. as a whole, assigning qualified people to meet those expectations, ensuring that prescribed procedures are followed and measuring results against expectations in their area of responsibility. The following table lists Sirois Tool Co., Inc. functions with the responsibilities for implementing and maintaining elements of the Quality Management System.

RESPONSIBLE PERSON	MANAGEMENT SYSTEM ELEMENT	ISO 9001:2000 REFERENCE
Executive Team	Management Responsibility	5.0
Director of Administration	Quality Management System	4.0
Director of Administration	Documentation Requirements	4.2
Customer Managers	Customer-related Processes	7.2
Director of Administration	Competence, Awareness and Training	6.2.2
Director of Administration	Purchasing	7.4
Department Managers	(Production) Process Control	7.5
Manager of Continuous Improvement and Quality	Monitoring and Measurement	8.2
Manager of Continuous Improvement and Quality	Internal Audit	8.2.2
Manager of Continuous Improvement and Quality	Control of Nonconforming Product	8.3
Executive Team	Continual Improvement	8.5
Manager of Continuous Improvement and Quality	Corrective Action	8.5
Manager of Continuous Improvement and Quality	Preventive Action	8.5
Director of Administration	Control of Records	4.2

Throughout the system, whenever responsibilities and/or authorities are specified, they may be delegated by the person so named. However, the person named maintains ultimate responsibility and authority despite the delegation.

The Executive Team has:

- Identified the processes needed for the quality management system and how these processes apply throughout Sirois Tool Co., Inc.
- Determined the sequence and interaction of these processes, through flowcharting and through planning for individual products.
- Determined the criteria and methods needed to ensure that both the operation and control of these processes are effective.

Sirois Tool Co., Inc.	<i>Page No:</i> 15 of 39	<i>Procedure No:</i> QPM
	<i>Effective Date:</i> 12/03/07	<i>Revision Letter:</i> G
<i>Subject:</i> QUALITY POLICY MANUAL		

- Implemented controls in order to ensure the availability of resources and information necessary to support the operation and monitoring of these processes.
- Implemented systems intended to monitor, measure and analyze these processes.
- Provided the necessary resources to continually implement actions necessary to achieve planned results and improve these processes.

Quality Management Principles

These processes are managed by Sirois Tool Co., Inc. in accordance with the requirements of International Standard ISO 9001:2000 and encompass the eight “Quality Management Principles” (from ISO 9004:2000):

- **Customer Focus:** Focusing on and satisfying the customer is the primary goal that drives Sirois Tool Co., Inc. Sirois Tool Co., Inc. strives for 100% customer satisfaction and is regularly successful in meeting customer requirements while maintaining the profitability goals of Sirois Tool Co., Inc. Sirois Tool Co., Inc. routinely conducts various staff and management meetings that focus on the needs of the customer and how to improve the products and services offered to the customer. These meetings are focused on understanding current customer requirements and anticipating future needs.
- **Leadership:** Management has clear purpose and provides consistent direction for Sirois Tool Co., Inc. Feedback from both the customer and from the field is considered in providing direction to all personnel and departments. Sirois Tool Co., Inc. holds regular production meetings reviewing workload, critical and problem jobs, vendor issues and related corrective action and health of Company.
- **Involvement of People:** All personnel are given the opportunity to become involved in achieving Company objectives. Department Managers strive to involve all personnel as needed.
- **Process Approach:** Each process in the system has been developed as an activity with a desired function, relying on specific inputs and generating specific outputs.
- **System Approach to Management:** The entire operating system of Sirois Tool Co., Inc. has been designed as a series of inter-related and inter-dependant processes. All processes are value-added and focused on the goals and objectives of Sirois Tool Co., Inc.
- **Continual Improvement:** The culture of Sirois Tool Co., Inc. is one in which improvement is ingrained within Sirois Tool Co., Inc. as a constant expectation. There are regular meetings held to review jobs for “lessons learned” and identify opportunities for improvement.
- **Factual Approach to Decision-making:** Management has developed appropriate sources of information regarding significant aspects of Company operations. Feedback is sought and provided through ongoing Management meetings and through staff meetings to discuss general business issues. All decisions are supported by this available information.
- **Mutually beneficial Vendor Relationships:** One of the strengths of Sirois Tool Co., Inc. are the relationships that we have with Subcontractors and Suppliers. The mutual goals are: jobs completed on time, within budget and to the ultimate satisfaction of the customer. We view the subcontractors/suppliers as integral partners in the success of Sirois Tool Co., Inc.

Sirois Tool Co., Inc.	<i>Page No:</i> 16 of 39	<i>Procedure No:</i> QPM
	<i>Effective Date:</i> 12/03/07	<i>Revision Letter:</i> G
<i>Subject:</i> QUALITY POLICY MANUAL		

5.5.2 Management Representative

The Director of Administration has been appointed the Management Representative responsible for ensuring the quality management system is established, implemented and maintained to meet stated quality policies and objectives, customer requirements and ISO 9001 requirements. At scheduled meetings, the Director of Administration allocates time to discuss quality related issues such as those related to product quality, stated policies and procedures, customer requirements, this manual and ISO requirements.

As the appointed Management Representative, the Director of Administration has full authority to ensure that the quality management system requirements stated within the text of this document and support documentation are implemented and maintained to an acceptable level of performance.

The Director of Administration, on an ongoing basis, obtains from the Department Managers information on the performance of the quality management system. The information is reviewed during management and production meetings.

5.5.3 Internal Communication

The Director of Administration is the individual responsible for ensuring that issues as they pertain to the effectiveness of the quality management system are communicated to all employees. Such communications will be provided to the employees via postings on bulletin boards, internal memos and during formal and informal meetings, including Weekly Production Meetings.

5.6 Management Review (ref. P560-01)

5.6.1 General

Data indicating the suitability and effectiveness of the Quality Management System is compiled and presented by the Manager of Continuous Improvement & Quality to the Executive Team for analysis to determine its continuing suitability, adequacy and effectiveness. This review includes assessing opportunities for improvement and the need for changes to the quality management system, including the quality policy, and quality objectives. The Executive Team reviews data associated with the operation of Sirois Tool Co., Inc. e.g. minutes from weekly Production Meetings. The Management Review is held annually, typically in January.

Records from management reviews are maintained.

Sirois Tool Co., Inc.

Page No:
