PLAS-TECH Inc.

Quality Manual

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Introduction

PLAS-TECH Inc. has developed and implemented a Quality Management System (QMS) in order to document the company's best business practices, to better satisfy the requirements and expectations of its customers and to improve the overall performance of the company.

The PLAS-TECH Inc. Quality Management System addresses the design and production of the company's products. This document describes the quality management system, delineates authorities, inter-relationships and responsibilities of process owners and personnel within the system.

Quality Policy

PLAS-TECH INC. will consistently provide products that meet or exceed the requirements and expectations of our customers. We will actively pursue quality improvements through training programs that enable each employee to do their job right the first time and every time.

Quality Objectives:

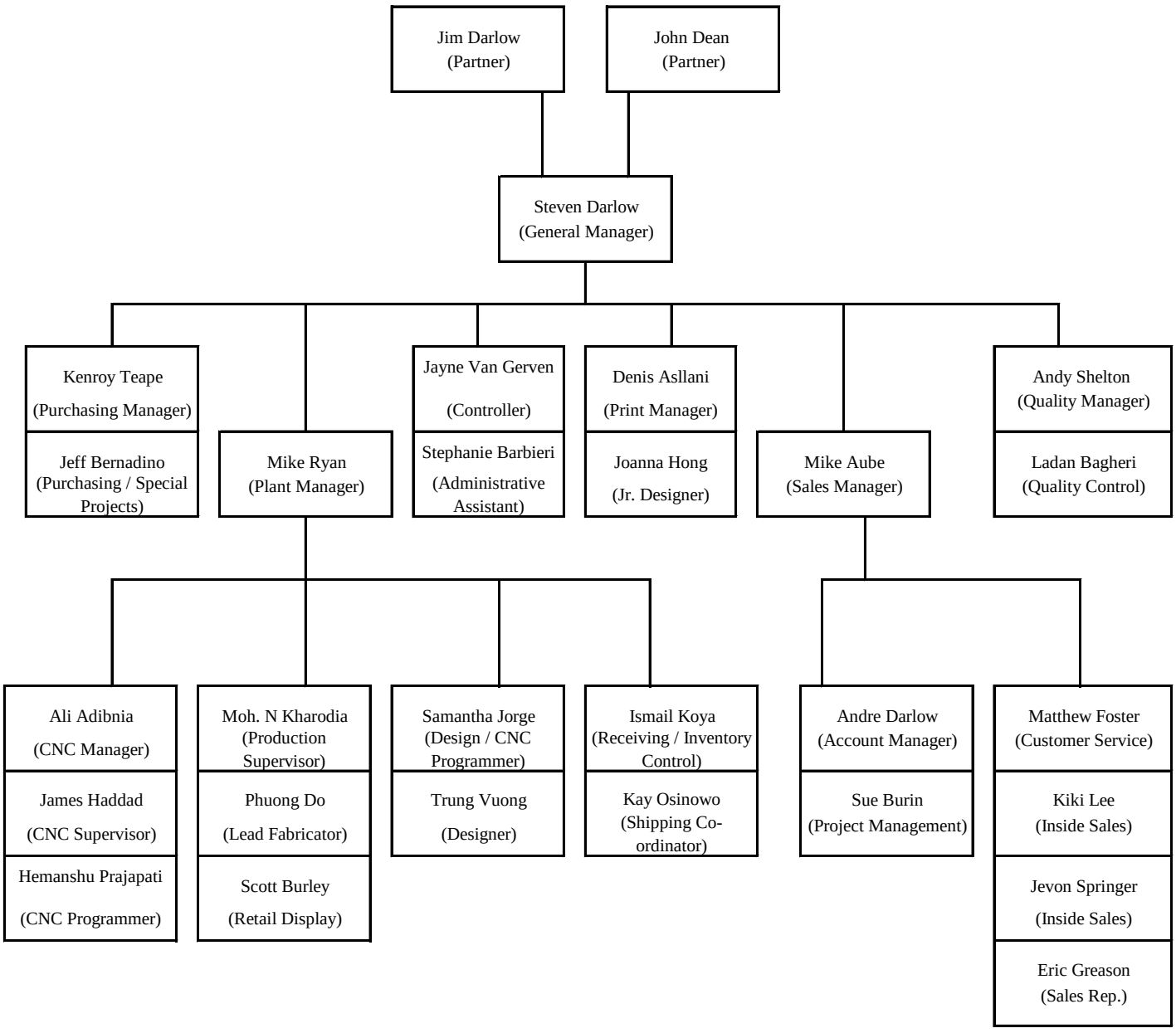
99 % of on time deliveries
2 % of internal scrap
1 % defects

The following standards are now considered as "PLAS-TECH Inc. Quality Assurance Program" in design. This program began November 2004 and is our teams collective goal to continually update, review and better this Quality Assurance Program.
PLAS-TECH Inc. embraces a path of Quality before Quantity.
We have put into place, systems teaching our employees how knowledge, care, and awareness are the keys to our collective realization that quality must be seen as a necessity to our customer's satisfaction.

General Manager: 

Steven Darlow

Quality Management Team



Product Identification and Traceability

Identification of purchased products

Purchased materials are identified with unique numbers, codes, or names.
The identification is the same as used in drawings, specifications, bills of materials, part lists, purchase orders... etc.
Materials are identified by marking, labeling, or tagging the packaging or containers holding them and, when appropriate and practical, by labeling the material itself.
Material identification is maintained while the products are in storage and/or are staged for production.

Identification during production

During all stages of production, parts are identified by the SO (Sales Order) or System plan (SP) number and information on respective work sheets.
These documents and records are kept in the area where the product is being fabricated or staged for the next processing step.

Identification of final product

Final products are identified in accordance with customer requirements.
For PLAS-TECH Inc. designed products and when the customer does not require any specific identification and marking, final products are identified by Customer name, PO Number, Item numbers, Quantity, Product Description and date of manufactured.
This identification is printed on a label and placed on product.
Identification of final products and the corresponding identification records are verified at final inspection by the Quality department.

PLAS-TECH Inc. Quality Standard Levels

Level O-1

Source and Batch from material manufacturer

-Traceability from source mill.

Material traceability from material supplier

-Certificate of Material Conformance.

Certificate of material compliance from Plas-Tech (form F03)

First off approval prior to production

-Part Submission Warrant (form F01).

-Actual first off part.

Process Control Template

-Production stock work order will be sent to production with
current process template and current drawing on file.

-Each process to be quality approved by specific process operator.

-Final approval signed off by Quality Department.

-Quality approved templates to be stored with production work orders.

3% random sampling audit.

-100% dimensional check/confirmation.

-Submission of completed “Quality Process Template Form” (form F02) when requested.

Revision level confirmation

-Confirmed at source (Customer)

Customer : Source Inspection “where needed”

Review and acceptance of “O1” quality standard prior to production with customer

Tolerance level: P1/1

-All dimensions to be supplied at +/- .010

-All material surfaces to be milled to meet specified tolerance.

PLAS-TECH Inc. Quality Standard Levels

Level O-2

Material traceability from material supplier

-Certificate of material compliance

Certificate of material compliance from Plas-Tech (form F03)

First off approval prior to production

-Part Submission Warrant (form F01)

-Actual first off part

Process Control Template

-Production stock work order will be sent to production with current process template and current drawing on file.

-Each process to be quality approved by specific process operator.

-Final approval signed off by Quality Department.

-Quality approved templates to be stored with production work orders.

3% random sampling audit.

-Customer specified “Critical Dimensions”

-Submission of completed “Quality Process Template Form” (form F02) when requested.

Revision level confirmation

-Confirmed at source (Customer)

Tolerance level: P1/2

-All dimensions to be supplied at +/-.010”

-All material surfaces to be as per manufacturer’s specifications.

PLAS-TECH Inc. Quality Standard Levels

Level O-3

Visual inspection

Certificate of material compliance from Plas-Tech (form F03)
-When requested by customer

First off approval prior to production
-Only when Plas-Tech feels a necessity for prior approval.
-Part Submission Warrant (Only where needed) (form F01)
-Actual first off part (Only where needed)

Process Control Template
-Production stock work order will be sent to production with
current process template and current drawing on file.
-Each process to be quality approved by specific process operator.
-Final approval signed off by Quality Department.
-Quality approved templates to be stored with production work orders.

2% random sampling audit
-Plas-Tech "Critical Dimensions"
-Submission of completed "Quality Process Template Form" (form F02) when requested.

Tolerance level: P3/2
-All machined dimension to be supplied at +/-.030"
-All material surfaces to be as per manufacturer's specifications

PLAS-TECH Inc. Quality Standard Levels

Level Q-4 (Generally applied to distribution and cut to size only)

Visual inspection

General dimension verification

-Thickness, width, length and material

Confirmation by Shipping department

Submission of material data specifications upon request

Material Certificate of Conformance upon request (form F03)

Tolerance level: P2

-All material dimensions supplied as per material manufacturer's specifications only

Quality Control Documentation

For all major stocking customers

-Produce SP (Systems Plan) Stock Work Order

-Release Shipping Work Order for distribution of parts

For First time Production

(Quality Control must produce First off Dimensional report)

-First off report to have 2 copies.

1. One kept in Quality Control
2. One copy to accompany first off work order back to office

Subsequent Stock Work Orders

(Quality Control must produce First off Dimensional Report on a predetermined percentage)

-First off report to have 2 copies

1. One kept in Quality Control
2. One copy to accompany stock work order back to office

Production Department

(Production department must produce in house process sheet)

Process sheet to have 2 copies

1. One to be kept in production department
2. One copy to be sent to office

Office Documentation Processing

(Office staff must be responsible to process all documents as follows)

First off & Process documentation to have 2 copies

1. First off reports MUST be attached behind first off production work orders
2. Subsequent reports must be attached behind ALL stock work orders
3. Processing documentation must be put into office production binders

Quality Documentation System

Customer Concern Record (CCR)

Customer concerns are taken seriously no matter the size of the orders.

At PLAS-TECH Inc. we value your concerns and your feedback.

Each individual concern is investigated for continuous improvement purposes.

CCR will be issued by Customer Service and Sales Team.

The CCR contains the following information:

-CCR confirmation number and the date of Purchase.

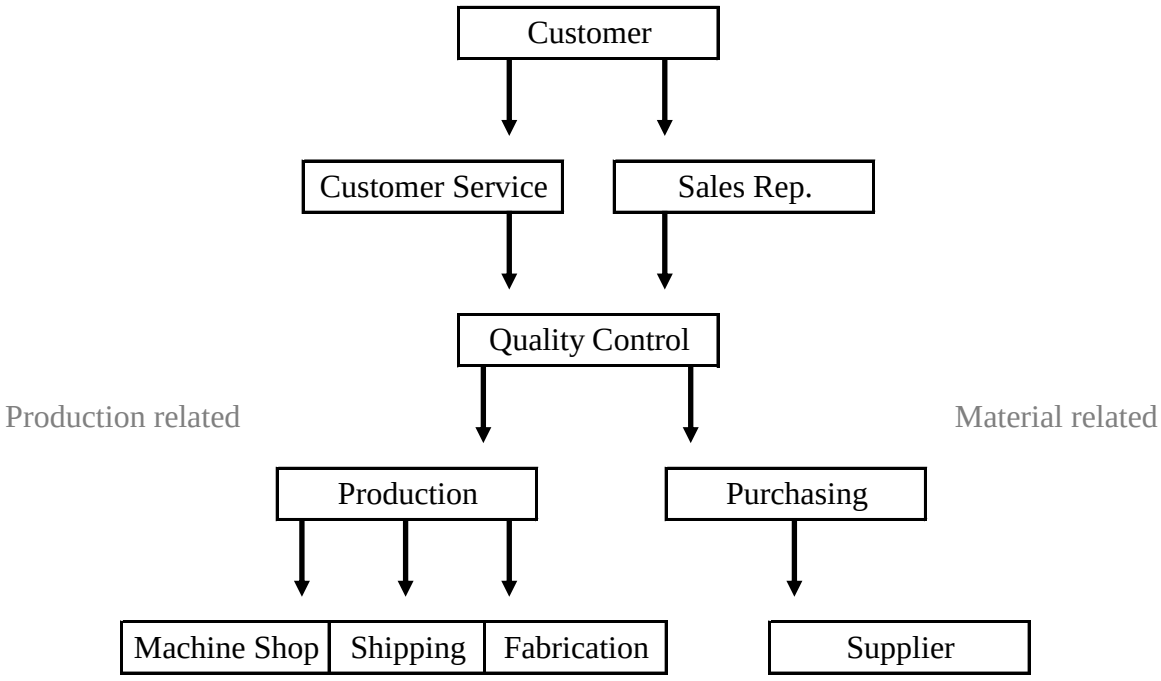
-The Sales Order (SO), Item number and Quantity.

-A statement of the concern, with a photograph whenever possible.

-The customer's statement.

-The date and signature of the person who completed the CCR.

Customer Concern Record (CCR) Process Flow



Quality Documentation System

Non Conformance Record (NCR)

PLAS-TECH Inc. ensures that product which does not conform to requirements is identified, isolated in QA area and controlled to prevent its unintended use or delivery.

PLAS-TECH Inc. takes action to eliminate the cause of nonconformities in order to prevent recurrence. Nonconformities are reviewed and corrective actions are taken in determining the location and causes of the nonconformities encountered during production of goods.

The NCR contains the following information:

-NCR confirmation number and Date.

-Customer and Sales Order (SO) number.

-Location of where Non-Conformance was found.

-Material description and usage.

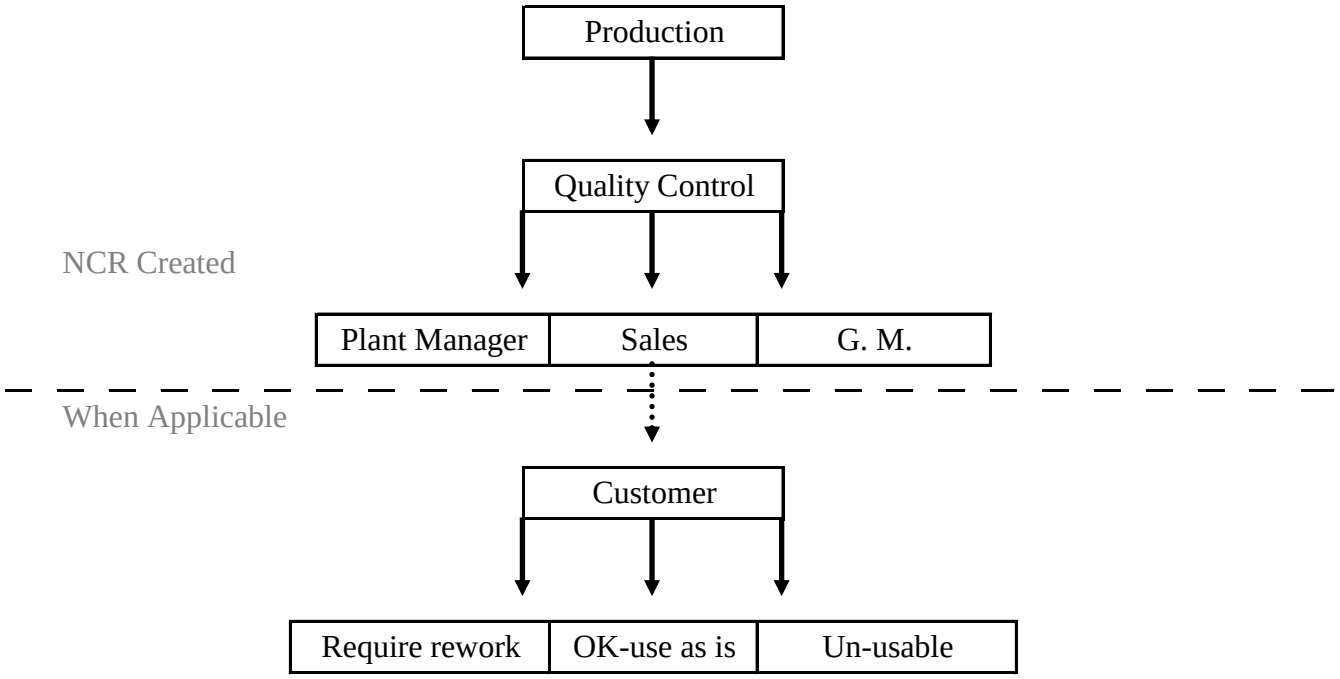
-Problem description and Quantity of parts inspected.

-Quarantined location of Non-Conformance parts and Disposition Suggestions.

-Disposition and Authorization confirmation.

-The date and signature of the person who completed the NCR.

Non Conformance Record (NCR) Process Flow



Quality Documentation System

Supplier Corrective Action Report (SCAR)

During receiving, PLAS-TECH Inc. inspects and verifies material to ensure that it meets the requirements of the customer.

The SCAR contains the following information:

-SCAR confirmation number and Date.

-Supplier Name and PO number

-Material name, Dimensions and Quantity.

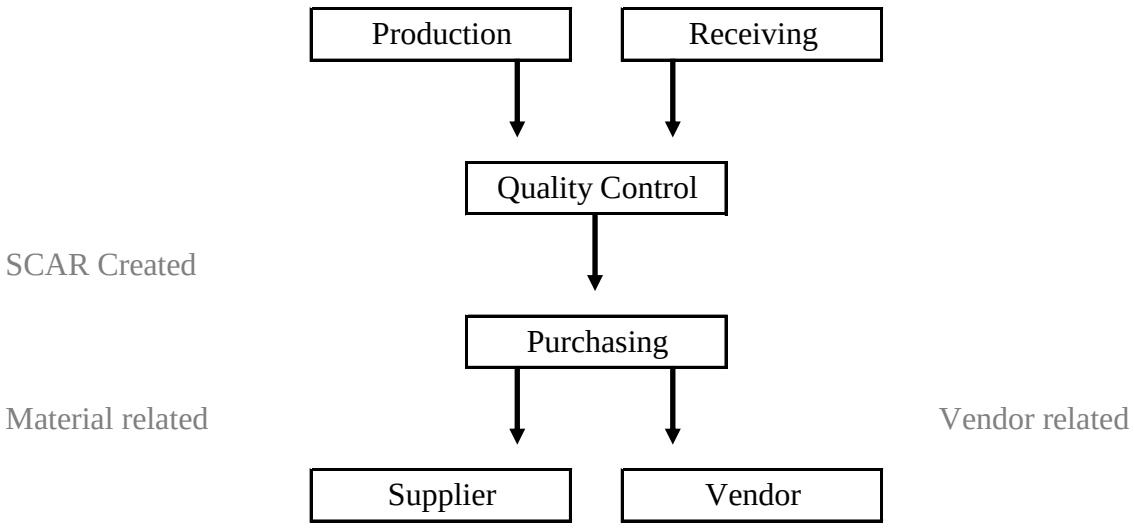
-Problem Description and Corrective Action

-Sales Order (SO) number, Part number and Quantity.

-Deposition and Authorization confirmation.

-The date and signature of the person who completed the SCAR.

Supplier Corrective Action Report (SCAR) Process Flow



Quality Documentation System

Quality Alerts (QA)

PLAS-TECH Inc. implants Quality Alerts to advise Manufacturing Associates in advance of documentation changes and Customer feedback.

A Quality Alert is completed when a Nonconformity is found and the Manufacturing Associates need to be aware of it immediately.

The Quality Alert (QA) contains the following information:

-Quality Alert (QA) number and Date.

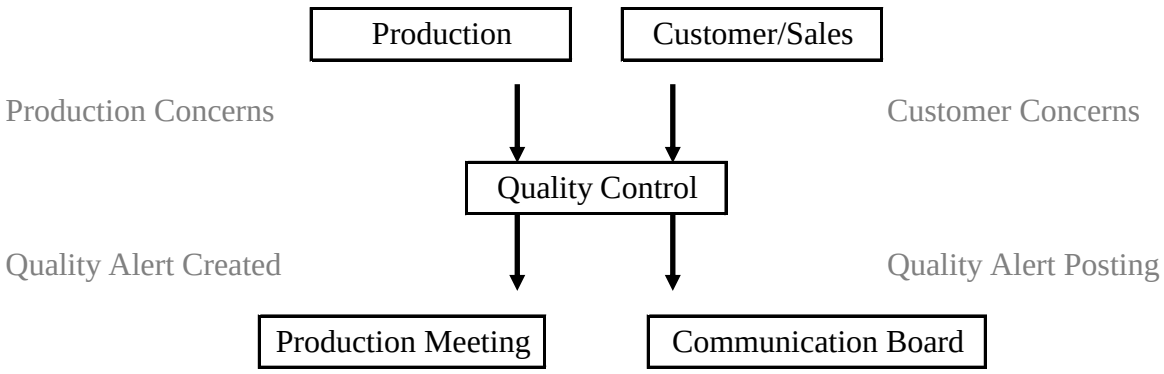
-Description of Problem.

-Description of Concern and cause.

-Confirmation of what is ACCEPTABLE (with pictures).

-Confirmation of what is NOT ACCEPTABLE (with pictures).

Quality Alerts (QA) Process Flow



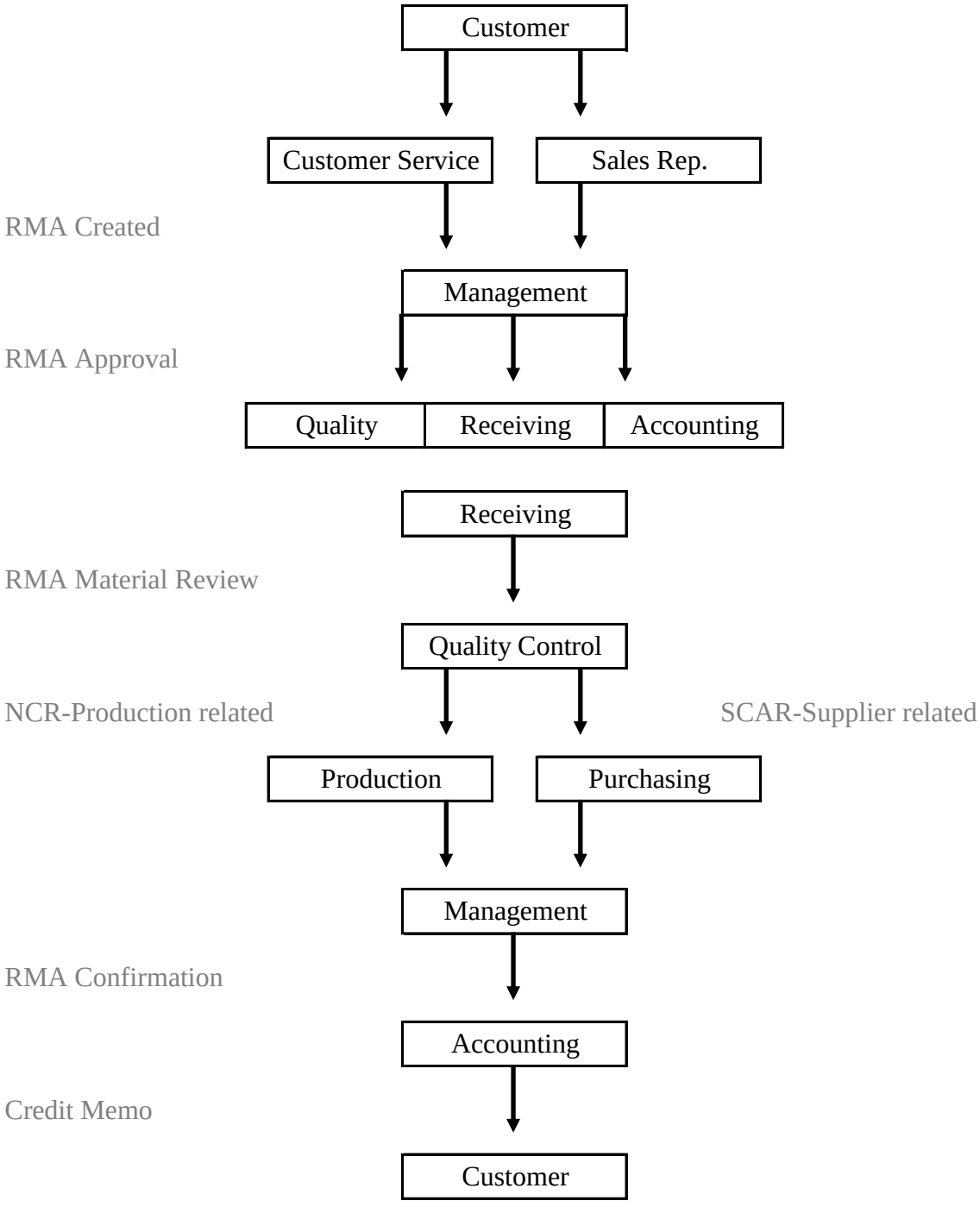
Return Material Authorization (RMA)

PLAS-TECH Inc. is committed to 100% Customer satisfaction.

All returns are investigated for containment and root cause analysis.

Each individual concern is monitored for continuous improvement purposes.

Return Material Authorization (RMA) Process Flow



Corrective and Preventive Action (CAPA)

PLAS-TECH Inc. has a Corrective and Preventive Action Procedure in place capable of satisfying Quality Assurance and Customer Service. Through the identification of the problem, nonconformity and incident, our Quality Management Team are able to eliminate the potential problem and reduce the impact on the company.
All Corrective and Preventive Actions are recorded and posted to our communication board to maximize the awareness of the issues through out the company.

Corrective and Preventive Action (CAPA) contains the following information:

1. Corrective/Preventive Action Request
Problem Description is identified and assessments are made of Potential Impact and/ or Risk.

2. Investigation Procedure
Outlines the assignments and the required personnel of the responsibility.

3. Problem Analysis
A thorough Analysis of the problem with appropriate documentation to determine the Root cause.

4. Action Plan
List of tasks with dates that must be completed to correct and/or prevent the problem.

5. Implementation and Evaluation of plan
A thorough follow up with verification of the completion of all tasks, and an assessment of the appropriateness and effectiveness of the actions taken.

Continuous Improvement Initiative

At PLAS-TECH Inc. "Quality achieved through employee efforts" is our slogan.
Our team members are encouraged to openly identify all concerns without judgement.
All areas of operation are monitored through employee quality efforts.
The Quality Management Team believes continuous improvement is gained through team members communication and involvement.
PLAS-TECH Inc. takes great pride of ongoing improvement of products, services or processes through incremental and breakthrough improvements.