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# **PRODUCTION SUPPLY INCORPORATED**

## **QUALITY ASSURANCE POLICY MANUAL (Mil-I-45208A)**

**# QAD1000-000 REV. A**

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DATE November 2016

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DATE November 2016

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DATE November 2016

### **EXPLANATION OF REVISION CHANGES**

<b>Rev. Level</b>	<b>Date</b>	<b>Sections Affected</b>	<b>Description</b>
A	12/09/2008	NONE	INITIAL RELEASE

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**1.0 INTRODUCTION, MANAGEMENT STATEMENT, RESPONSIBILITY**

## Production Supply Inc. QUALITY ASSURANCE MANUAL #1000-000 REV.D

This Quality Assurance Policy Manual and the Quality System it describes, applies to all Production Supply Inc. facilities, products and personnel. This Manual describes the Quality policies of Production Supply Inc., and defines the Production Supply Inc. system. It addresses the following:

All customer interface will be conducted with the specific intent of understanding the customer's need and identifying whether we have the means to satisfy it. All internal communication will be accurate and consistent to assure proper translation of the customer requirement into the goods and services provided.

All products will be documented, providing detailed technical specification of the product and its manufacturing processes, including test methods and plans.

Routine adequacy assessment of vendors, processes and methods will aid efforts to continuously improve.

Continuous Improvement of the QA System will be accomplished through scheduled audits of the total system, corrective action plans will be prepared as required.

Management review of the QA system will be achieved and documented.

Quality is everyone's job and is best achieved by a management system that involves, trains and motivates our employees.

There will be clearly assigned responsibility for conformance to each Quality System element.

### **ASSIGNMENT OF RESPONSIBILITY**

The matrix contained in the Appendix identifies the department with primary responsibility for each element of the Q.A. system.

The Quality Assurance Manager has the authority and responsibility for ensuring that the QA System, including all the elements of this manual are implemented. In the Quality Assurance Manager's absence, the Managing Director will then be the responsible person.

The Quality Assurance Manager, with assistance from applicable departments, has the responsibilities as follows:

- Planning for Quality at the overall systems level
- Quality Assurance Systems Audits
- Corrective Action
- Education and Awareness

### **Production Supply Inc. STATEMENT OF QUALITY:**

All employees of Production Supply Inc. will be adequately trained and prepared to perform all the required functions as outlined in the Quality Control Manual, Written Procedures and Work Instructions in order to assure compliance to our customers requirements. Production Supply Inc. employees will fully understand the requirements of their jobs and the systems that support Production Supply Inc., which systems will be continuously improved.

The necessary training and resources will be allocated by Production Supply Inc. management to assure that this statement will be in effect. All training and classroom attendance will be documented and become part of the employee record. This statement will be posted in the warehouse and office areas.

## **2. QUALITY POLICY AND OBJECTIVES**

## **Production Supply Inc. Quality Policy**

Production Supply Inc. Quality Policy and Objectives establishes the authority and responsibilities for the management of activities which affect product, processes and /or service quality.

Our QA System shall comply with sound business management practices. Production Supply Inc. shall continuously improve in all aspects of Quality (communication, documentation, paper-work flow and conformance of goods and services to their requirements), and provide products that meet our customer's requirements, in a cost effective manner.

Production Supply Inc. Internal Departments are responsible:

- To assure information, products or paperwork they pass to others are complete accurate and timely.
- For conformance to this quality manual, procedures and their improvement.

All products are manufactured by Production Supply Inc. in total conformance to design and process specifications. All activities are carried out in accordance with approved procedures.

## **Quality Objectives**

To provide to, and demand from our vendors and employees only goods and services which meet our requirements.  
To achieve and maintain an effective level of quality which enhances Production Supply Inc. reputation with customers.  
To continuously improve our products and processes.

## **3.0 DEFINITIONS**

In general, definitions are defined within established Quality System Standards as contained in such documents as Mil-I-45208, Specific definitions are found in the applicable Production Supply Inc. Operating Procedures and Work Instructions as needed.

## **4.0 QUALITY ASSURANCE SYSTEM**

The Production Supply Inc. Quality Assurance System applies to all activities of the company and has been developed in accordance with Mil-I-45208A Standards. The Production Supply Inc. Quality Assurance System is described by means of documentation and the execution of such documentation into company policy.

Additionally, This Quality Assurance System is based on the belief that Quality is everyone's responsibility. It is the purpose of this system to assure all tasks are performed in a consistent, orderly, timely, accurate, and cost effective manner, assuring the goods and services provided to our customers meet their specified requirements.

Production Supply Inc. will maintain our QA system documentation at the latest revision level and have documentation appropriately distributed in order to provide accurate and timely support to our business requirements.

Production Supply Inc. will plan for quality through the application of the policies in this manual and the associated documentation as described below:

The Quality Manual which details the corporate quality policy and structure of Production Supply Inc. and additionally references appropriate Operating Procedures. The Quality Assurance Manual presents an overview of all the quality activities undertaken at Production Supply Inc., and provides our customers with confidence that an effective and

documented quality system exists. The manual lays out in broad policy terms, the main responsibilities, functions, and activities related to quality with the company.

This manual will be reviewed annually. When any section is updated, the overall manual is increased on revision level and the changes are described in the Change Explanation section in the front of the Manual after the index.

Copies for internal company use will be maintained in manuals distributed throughout the premises. As part of our controlled distribution process for documents, these manuals will have changes added to them as soon as the changes are approved. The following departments are holders of the Production Supply Inc. Policy Manual:

Administration (New Orleans)  
Quality Director (Virginia)

The Quality Department maintains a list of all controlled copies of the Production Supply Inc. manual. A controlled copy is one which will automatically have distribution made to it when a change is approved. The latest revision of the manual will also be available in the Production Supply Inc. computer system.

- Un-controlled copies are available to customers, vendors and others as required. There is no distribution of amendments or revision changes to un-controlled copies. Un-controlled copies are so marked.
- Operating Procedures which describe actual process' and controls applied to all activities concerned with the attainment of a quality assured system. Operating Procedures are identified with the prefix "OP".
- Work Instructions which detail specific information required to perform Assembly, Inspection, Areas of Fabrication and Test Instructions. Work Instructions are identified with the prefix "WI".

## Quality Planning

Production Supply Inc. plans for elimination of defects in outgoing product through the systematic application of the Production Supply Inc. Quality Assurance System. The Documentation used to establish the Production Supply Inc. Quality Control System is an important source of quality planning and is used to institute the means to identify and to satisfactorily meet our customer requirements. Any changes from the original contract requirements or use of alternative inspection equipment of procedures not referenced in the contract shall be reported to the customer for approval. Reference OP03 "Contract Review and Planning."

## 5.0 ORGANIZATION

Production Supply Inc. individuals will be aware of the scope, responsibility, and authority of their job functions and the impact they have on producing a quality product and service to our customers. The Production Supply Inc. organizational chart is enclosed on the following page as well as in Production Supply Inc. OP12 "Management Responsibility".

## 6.0 AUTHORITY AND RESPONSIBILITIES

The matrix as contained in Production Supply Inc. OP12 Para. 4.5 "Management Responsibility" identifies the department(s) with primary responsibility for the elements of the Q.A. System. All Production Supply Inc. employees share the authority and responsibility of identifying noncompliance's or possible improvements. Staff and employees are encouraged to submit possible improvements in Production Supply Inc. processes as well as preventative action to assure present and future product integrity.

## **7.0 COMPLIANCE WITH MIL-I-45208A**

The Production Supply Inc. Quality System is structured with policy statements relating to each area of activity being with the relevant Operating Procedure. The following elements of Mil-I-45208A are not addressed and not applicable to Production Supply Inc..

- Design.
- Servicing

## **8.0 MANAGEMENT REVIEW and INTERNAL AUDITS**

Management shall know and understand the organizations Quality System. Reviews may include: the organizational structure including the adequacy of staffing and resources, the degree of implementation of the Quality System, information based on feedback by both Production Supply Inc. customers and Production Supply Inc. internal audits.

Production Supply Inc. will, using internal personnel, perform periodic audits of our Quality Assurance System to evaluate and improve the effectiveness of all activities associated with the quality of products, services, internal tasks and processes. The Quality Department is responsible to assure such audits are performed. Auditors may not audit their own department. Internal audits assess conformance to the Quality Manual, Operating Procedures and Work Instructions. Reference OP13 & WI05 “Internal Quality Audits” and “Performance of a Self Assessment Audit”.

Audit schedules will be developed by the Quality Department each year to assure that all elements of the Quality Manual (with associated documents) are audited at least once during the year.

Audits will identify aspects of the Quality System needing improvement. Management will review audits. Aspects of the system needing improvement will be put into the corrective action system. The audit team will follow the progress of the corrective action until closure. Audits will also be performed on corrective action implementation to assess the adequacy of the solution and the implementation.

Production Supply Inc. will permit Government and / or Customer Representatives to evaluate it’s inspection system, the supplies it generates, and all supporting requirements of drawings and contracts.

## **9.0 CONTRACT REVIEW**

It is Production Supply Inc. policy to review customer orders to assure we are able to meet the Customer’s expectations regarding product performance and delivery. Reference OP03 “Contract Review and Planning”. Entry into the QuickBooks system constitutes acceptance of the order by Production Supply Inc. from a customer. Customer orders will be accepted after review by the Sales Department and when applicable (Navy and Navy related orders / Aerospace and Aerospace related orders) by the Quality Department or Production Supply Inc. Management. A ‘hard’ copy customer Purchase Order is required prior to entry into QuickBooks, unless the customer does not routinely issue Purchase Orders.

## **10. DESIGN CONTROL**

N/A

## **11. DOCUMENTATION AND CHANGE CONTROL**

Production Supply Inc. will maintain a system for control and management of all documentation including initialization into the documentation system and changes to existing documentation. Reference OP01 "Control of Documentation". Documentation preparation is standardized to ensure that all necessary elements are included for ease of use and interpretation. All documentation is initiated into the system, numbered changed, approved, and distributed in accordance with Production Supply Inc. OP01 "Control of Documentation". The Quality Control Department maintains a Production Supply Inc. list of documentation, and a list of the locations of Quality Manuals and Operating Procedures, Work Instructions, Specifications, and Drawing. Requests for changes in documentation will require the signature of at least two (2) Production Supply Inc. employees familiar with the process for which the change is being requested. Documentation not subject to control includes:

- Customer Profile. All pertinent data relating to customers including, but not limited to RFQ's, Sales Brochures, Quality Manuals, Terms and Conditions of sales. Drawings and specifications will be updated as supplied by the customer. These records will be maintained in files called "Customer Profile".
- Vendor Profile. All pertinent data relating to vendors including, but not limited to quotes, Sales Brochures, Quality Manuals, Terms and Conditions of sales, and Catalogs. Drawings and Specifications will be controlled as supplied by the vendor. These records will be maintained in files called "Vendor Profile".
- Operations Files. All pertinent data relating to the operations of the company including, but not limited to, open orders accounting functions, shipping and receiving functions, equipment (not requiring calibration) and employee records will be maintained in files called "Operation Files."
- Product Profile. All pertinent data relating to products sold by Production Supply Inc. including, but not limited to, data sheets, product specifications, msds, will be maintained in files called "Product Profile". MSDS will be updated as new ones become available.
- Obsolete Files. Any obsolete documents will be stamped in red ink "Obsolete" and will remain in a segregated area to prevent accidentally usage.

Upon customer request, any and all quality related documents will be made available to that customer within a 36 hour time period from the time of the initial request. All signed quality documents will be issued on Production Supply Inc. letterhead and signed only by the managing director or the quality control manager. All subcontracted test reports and verification of conformance shall be signed by the respective companies authorized representative. Electronic or stamped signatures are not authorized.

Documentation generated which serves as objective quality evidence shall be legible, reproducible and documented with an instrument that provides a permanent record. Corrections and additions to quality documents shall be made as follows:

- Drawing a single line through the incorrect entry. Erasure or obliteration's including whiteout, of information is prohibited.
- Enter the correct information.
- Initial and date each correction.
- When additional information is added to a quality document, the entry must be initialed and dated.
- When a quality document is retyped or re-issued in whole or part. It will be identified as a corrected copy. The document will be re-signed and dated.



## **12. PURCHASING**

Production Supply Inc. will ensure adequate control in the procurement of goods and services through periodic Vendor assessments, correct specifications, and adequately defined Quality requirements. Supplier 'flowdowns' shall be complete per Production Supply Inc. Customer requirements. All applicable specifications, quality requirements, order ratings, and complete and thorough product description shall be handed down to Production Supply Inc. suppliers via the written Purchase Order. Production Supply Inc. purchasing is accomplished either through the Purchasing Department or the Sales Person involved in the customer order. Whenever possible Production Supply Inc. strives to maintain low inventory, yet adequate to meet and sustain it's customer's needs. An approved Vendor List will be maintained and used for the procurement of Nuclear / Level 1 products. Ref. OP04 "Vendor Control, Evaluation and Rating". The individual purchasing the product is responsible for assuring that quality requirements are incorporated in the Purchase Order. Purchase Orders will be final reviewed by the Quality Department on the QuickBooks System. The Quality Department will be notified of Purchase Order changes, supplements, modifications, or addendums, and must re-review these changes. When required, purchased products shall be verified to the Govt. Qualified Products Listing (rare). Ref. OP06 "Purchasing".

## **13. CUSTOMER SUPPLIED ITEMS**

Goods received from customers (in most cases; returns and samples) are visually inspected at the receipt stage by the receiving supervisor. Production Supply Inc. will manage such materials in the same manner we manage our own materials, paying particular attention to their handling and storage. Ref. OP14 "Customer Supplied Product"

## **14. PROCESS CONTROL**

Production Supply Inc. will have adequate manufacturing controls in place to assure manufacture of products that conform to requirements. As needed, Instructions are provided to specific work locations detailing how the process will be accomplished and defining process requirements. All employees shall have sufficient knowledge allowing them to perform their primary responsibilities and produce a quality product. Ref. OP15 "Manufacturing Process Controls"

## **15. RECEIVING INSPECTION**

It is Production Supply Inc. policy that incoming items undergo inspection and / or testing per determined requirements either by the vendor or by Production Supply Inc.. All incoming items are identified and verified (as needed) in accordance with Production Supply Inc. requirements. Verification / Inspection is performed by either the Receiving Department or the Quality Department depending on the Level of Inspection assigned to the Purchase Order. Inspection records shall be maintained. Verification activities shall be performed with properly calibrated equipment. Ref. OP02 "Inspection and Testing"

## **16. INSPECTION AND TESTING**

Production Supply Inc. will ensure that required inspections and tests are performed throughout the receiving, manufacturing, and shipping cycles. Mandatory Inspection Locations include the Receipt Hold Area (Receiving Inspection), Fabrication Line (In-Process Inspection), and the Shipping area (Final Inspection as needed).

When required, purchasing documents will specify Government or Customer source inspection of supplies that are not manufactured with the Production Supply facility. All documents will be made available to the appropriate Government Representative for review. When required Production Supply shall add to purchasing documents the following statement: "Government inspection is required prior to shipment from your plant. Upon receipt of this order, promptly notify the Government Representative who normally services your plant so that appropriate planning for Government inspection can be accomplished". Ref. OP02 "Inspection and Testing"

## **17. INSPECTION, MEASURING, AND TEST EQUIPMENT**

Production Supply Inc. will document and maintain a Calibration System to ensure the accuracy of all Inspection, Measuring and Test equipment used throughout the company. This system will assure traceability to NIST or an acceptable equivalent. Equipment owned by Production Supply Inc. personnel will not be used in the inspection, testing, or measurement of Production Supply Inc. products. Ref. OP09 "Inspection, Measuring, and Test Equipment".

## **18. INDICATION OF INSPECTION STATUS**

Production Supply Inc. will ensure the inspection and test status of all product is known at all stages of manufacturing process. Rejected items will have a 'Reject Label' clearly visible and will be segregated from all other product. Incoming materials are verified according to their respective inspection levels before being put in the general stockroom. Because of the nature of Production Supply Inc. products, work in progress is limited to a limited and specific area(s). In-Process Inspection on the production line is used as an indicator of final acceptance. For the most part, product is packaged as it leaves the facing line. Acceptance status is indicated by the placement of labels containing the Customer's name, Purchase Order Number, and Lot Number on each carton. Prior to shipping, further inspections may be performed as needed to assure product quality. Reference OP08 "Product Identification and Traceability".

## **19. NON-CONFORMING ITEMS, PREVENTATIVE AND CORRECTIVE ACTION**

All Non-Conforming material shall be immediately identified and segregated from other material. A purge may be initiated if suspect material is widespread. All reworked material will be retested, measured or otherwise verified to ensure conformance prior to use or prior to shipment (Rare) Non-Conforming materials will not be used without approval from Production Supply Inc. management (Quality, Operations, Sales Manager). Where applicable, customer approval will be required prior to rework and / or product acceptance. Items found to be non-conforming, at whatever level from Raw Materials through Finished Goods, are handled in strict conformance with the Production Supply Inc. "Non-Conforming Material Handling Procedure---OP05".

Production Supply Inc. will establish documents, maintain procedures and obtain training to assure effective implementation of a system conducive to zero-defects.

As applicable, non-conformances will be solved to root cause, assuring resolution of the non-conformance. Process problems will be identified before they cause non-conformances or rework. Corrective and preventive action will be carried out for all product or process non-conformances, including in the vendor base.

Potential defects or problems will be identified through:

- Internal Audits
- Supplier Audits
- Incoming customer complaints and requests.
- Receipt Inspections.
- Functional Testing of product.
- Outside Agency audits. Reference OP05 “Control of Non-Conforming Material”

When applicable, Production Supply Inc. will additionally maintain and utilize a system to develop a means to trend \*customer complains. (\*This should not be recognized as a part of the non-conformance / corrective action process). When applicable, the below Production Supply Inc. departments will notate all incoming customer complains along with the immediate corrective action utilized to resolve such complaint(s). Reporting departments involved with this process are (but not necessarily limited) to:

Customer Service Department.  
Production Supply Inc. Sales Department.  
Shipping and Receiving (Warehouse) Department.  
Quality Department.  
Production Supply Inc. Executive.

Reporting customer complaints shall be accomplished via email transmittal from the above listed departments to the Quality Manager using a non-controlled, ‘point of use’ form that contains the relevant information. Once received the Quality Manager shall enter the applicable customer complaint using form # **xxxxx in conjunction with OP # XXXXX**. Results will be collected, defined, and analyzed for corrective / preventative action implementation. Effectiveness of corrective action will be analyzed during bi-yearly management meetings. Effectiveness may be monitored using Pareto Charting, Bar Graphs, and the like. Successful implementation shall be defined as a downward trend in complaints of each particular category, with the target result being zero (0) customer related complains.

## **20. HANDLING, STORAGE, PACKAGING, PRESERVATION AND DELIVERY**

Materials and goods received , whether the property of Production Supply Inc. or others, will, as far as practicable, be protected and their quality preserved until such time as they are transferred to a customer, or disposed of to a third party. The objective is to prevent deterioration and damage while in storage, or in the process of transportation. Production Supply Inc. will take adequate precautions in the handling, storage, preservation, and packaging of Raw Materials, Work in process and Finished Goods. All materials verified as conforming shall be kept in an accessible stockroom or immediately moved to the production line. Material will be clearly marked or labeled as to it’s nomenclature type, style, and / or Mil-Specification. Material removed from a marked container are put only in other containers with appropriate and clear marking. Shelf Life Items will be purchased for the specific job or customer purchase order and utilized upon receipt. (Rare). Packaging of products shipped to customers shall be adequate for the item and the method of transportation. Product shipments are dispatched in accordance with the Customer requirements. Where the customer has not specified a carrier, Production Supply Inc. will use the best commercially available method to effect delivery, Reference OP10 “Product Handling, Storage, Packaging and Delivery.”

Government furnished product (rare) will be examined for damage, quantity, completeness, and type. Government furnished product will be properly identified and protected from unauthorized use or disposition.

## **21. RECORDS**

All records will be collected and maintained ensuring they are identifiable and retrievable. All Production Supply Inc. facilities will store records in a designated storage area which is free from dampness and other agents which could cause premature deterioration. Records, as pertinent, shall be requested from Vendors and any Production Supply Inc. sub-contractors. Records will be archived for 7 years or as per customer requirements. Records will be made available to customers upon request. Records that are maintained on computer magnetic media are subject to periodic backup, with the “back-up” information being stored in a protective location to ensure security form loss or damage.

## **22. TRAINING**

Production Supply Inc. policy is to ensure that all personnel are trained and experienced to the extent necessary to undertake their assigned activities and responsibilities effectively. The company generally procures and recruits employees capable of meeting the technical, skill, experience and educational requirements of the company’s activities. Supervisors are responsible for the training of employees in their respective departments. Quality memo’s are used to further educate employees of specific requirements unique to Production Supply Inc.. New hires will undergo one day (or as needed) introduction training with their supervisor or other qualified employee as relating to their job function.

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