



Quality Procedures Manual

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D090002 Rev 7	Date: 12/16/08	G:\Documents\D090000 QMS Documentation\D090000 QMS Manual\D0900002 Quality Procedures.doc	DCR842	Page 2 of 2
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Quality Procedure Manual

Description	Page
4.2.3 Documentation Requirements; Control of Documents.....	5-6
4.2.4 Documentation Requirements; Control of Records.....	7
8.2.2 Measurement, Analysis and Improvement; Internal Audit.....	8
8.3 Measurement, Analysis and Improvement; Control of Non-Conforming Product.....	8-9
8.5.2 Analysis of Data; Corrective Action.....	10
8.5.3 Analysis of Data; Preventative Action.....	11

The above procedures have been reviewed and are approved for use at Robinson Fin Machines, Inc.

D090002 Rev 7	Date: 12/16/08	G:\Documents\D090000 QMS Documentation\D090000 QMS Manual\D0900002 Quality Procedures.doc	DCR842	Page 3 of 3
------------------	-------------------	--	--------	-------------

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D090002 Rev 7	Date: 12/16/08	G:\Documents\D090000 QMS Documentation\D090000 QMS Manual\D0900002 Quality Procedures.doc	DCR842	Page 4 of 4
------------------	-------------------	--	--------	-------------

Documentation Requirements, Control of Documents 4.2.3

Procedure:

The document coordinator will maintain a master list of all documents that are controlled.

Travelers:

Travelers will be written up and processed per the Job Traveler WI, found in M1 help file.

Purchase Orders:

The purchase order form will be controlled through RFM's accounting program.

External documents: Documents of external origin, other than customer prints & purchase orders, will be maintained either in hard copy or electronic form in the customers company file. External audits, where a hard copy is provided, are filed in the document control office. Customer prints & Purchase orders are kept in the job file with which they correlate.

All Other Documents:

New document requests shall be submitted to the Document Coordinator. The Document Coordinator will create the document, assign the document a document number, record it in the master document list, and file it. All documents will be approved by a member of management, which member will be dependant on what department the document effects.

D090002 Rev 7	Date: 12/16/08	G:\Documents\D090000 QMS Documentation\D090000 QMS Manual\D0900002 Quality Procedures.doc	DCR842	Page 5 of 5
------------------	-------------------	--	--------	-------------

All documents that affect quality will be electronically indexed per the RFM document numbering

Type	RFM Numbering System Example
Internal Documents	D000001
Engineering Drawings	R000001
Document Change Requests	DCR00001 (as assigned by Change request management in Production software)
ENGINEERING CHANGE REQUESTS	ECR00001
Corrective Actions	CA00001 (as assigned by Quality Management in production software)
Preventive Actions	PA00001
DMR	DMR00001 (as assigned by DMR management in production software)
Request for Deviation	RFD00001 (as assigned by RFD /Job management in production software)
Internal Audit Results	IA00001 (as assigned by Inspection management in production software)
RFM Quality Policies	QM____
RFM Quality Procedures	QP____

Quality System documentation will be evaluated for changes during internal audits and the changes will be reviewed with executive management during the Management Review. When changed, RFM Quality Policies and Procedures will be distributed to people who have controlled copies. If the document is to be distributed to the shop floor, the document controller will provide the Production Manager with a copy of the document. If it is to be distributed to office personnel, the document controller will provide that person with a copy of the document. Obsolete documents will be removed from use by appropriate personnel and replaced with new issue. (See **M1 Change request management**)

Documentation Requirements, Control of Records 4.2.4

Procedure:

Management Reviews will be maintained by order of date.

Documents required for jobs including purchase of incoming product, receiving, in process, final and source inspections shall be maintained in Customer/ Job files. If requested, the documents pertaining to their quality records shall be made available to our Customers. These documents can be retrieved by: either customer or job number. Files are kept in the office area at RFM.

Document changes, engineering changes, corrective actions, supplier performance reviews, and internal audit results will be maintained in document type/ numerical order. Document changes, Corrective actions, and internal audit results are also maintained in production software. Preventative actions are controlled in the CIC list.

Reject notices/ returned goods received, and requests for deviation will be kept per the numbering system in the customer/job file and in production software Quality Module.

External documents will be kept and maintained by the appropriate personnel who are affected by the documents. For example; External Audits are kept in ISO/AS Coordinators office in a documented file. Prints, where supplied, are put into the job file that coordinates with the purchase order. If no Rev change or part change is noted on the P.O. then a print from a previous run with the same revision level, can be used. Customer Purchase orders are kept in its individual Job file.

All records shall be maintained in-house and no disposition shall be made unless requested by the customer. (D011016 Record Retention).

Control of production process changes 7.5.1.2

Fin and EDM Set- up operators have been trained to Set up and test first piece so that customer specifications are met. (D084028, D084021 & Qualification Form). If set up deviates from traveler it will be noted. Any changes to specifications themselves will be relayed via Sales and with a change memo.

Control of production equipment, tools, and numerical control 7.5.1.3

Tools are stored in labeled bins, under controlled conditions to ensure it is maintained in usable condition. All tools are checked for damage prior to being stored, any damages are noted and repair takes place before next use. All tools are inspected per the Job traveler before use. N.C. programs are also inspected prior to use.

Measurement, Analysis and Improvement; Internal Audit 8.2.2

D090002 Rev 7	Date: 12/16/08	G:\Documents\D090000 QMS Documentation\D090000 QMS Manual\D0900002 Quality Procedures.doc	DCR842	Page 7 of 7
------------------	-------------------	--	--------	-------------

Procedure:

The Quality Management System and the processes that make it up will be audited by periodic internal audits using personnel independent of the activity and documented to verify and record the effectiveness of the quality system.

Processes as specified by the CIC shall be evaluated for conformance to the quality management system. Internal audits will be scheduled by the CIC on the basis of status and importance of the process being audited. The CIC will notify the auditor prior to audit of the process to be audited.

The auditor shall evaluate the process for activities that affect product quality using the following plan:

1. Check audit history.
2. Review the process to be audited.
3. Define the objectives of the process.
4. Perform the audit to answer
 - a. Is the process implemented effectively?
 - b. Are the planned objectives achieved?
5. If Corrective Action is required, fill out the form in M1 and give to the ISO Controller.
6. Deliver audit report to CIC.

The CIC will review the audit report and issue results, as appropriate, to the area being audited and other necessary personnel. If improvement ideas have been suggested, the CIC will review the idea and implement if reasonable. If corrective action is necessary, the CIC will complete follow up. (D095002 qualified auditors)

Measurement, Analysis and Improvement; Control of Non-Conforming Product 8.3

External Nonconforming Material (product that has been rejected by the customer)

When returned product is received from the customer it has paperwork returned with the parts, which contains a RMA/RGR# and description of problem. This paperwork is copied and used to label the parts to be dispositioned and the original return paperwork is given to the Quality manager. Process Control is notified to assure replacement of product is arranged. The Corrective action team will issue a Corrective Action, when appropriate, from the quality module of M1, to the appropriate department for correction to be made to the process. (8.5.2)

Internal Nonconforming Material (product in-house that is suspected or found nonconforming)

If nonconforming product is suspected or identified at a given operation, the operator will determine if the run can continue with scrap parts being pulled out and sorted during the run, if the operator can't determine disposition then he or she shall stop production and notify appropriate personnel. If the product does not meet specifications on the traveler, a Quality Auditor will determine if the parts actually meet customer requirements and can be accepted, will be reworked, or if part is to be scrapped and re-ran. *A traveler, with a red sticker containing a note about the issue will be kept with the parts if disposition cannot be determined in a timely manner.* Parts are kept in sequential order and will be reviewed and disposition will be made, *a corrective action, in M1, may be completed by the appropriate department, a record of the re-work will be entered in the M1 Order.* (QP 8.5.2)

D090002 Rev 7	Date: 12/16/08	G:\Documents\D090000 QMS Documentation\D090000 QMS Manual\D0900002 Quality Procedures.doc	DCR842	Page 8 of 8
------------------	-------------------	--	--------	-------------

If a product meets the customers specifications, but may not meet Robinson Fin's standard of quality a customer approval may be needed. If a nonconformance is found and cannot be changed or fixed the customer is contacted, a Request for deviation can be printed from M1 and sent to customer.

If product is to be reworked:

- a) If only a minor adjustment is needed which can be made by the initial or in process auditor, no rework sticker is needed. The auditor will relay applicable information to production manager and it will be added to M1 in nightly meeting. (D011011 Nightly to do list)
- b) ***If returned parts require repair or replacement, the parts will be received with Customers returned paperwork and brought to Quality personnel. The Process controller will then create a new order line and traveler and the parts will be sent back to production.***

After rework, inspection will be performed per inspection procedure to ensure product meets specified requirements. (D084024 Fin Inspection WI).

All operators are trained to identify a conforming part from a nonconforming part. Nonconforming parts are to be pulled from a job run and considered scrap. Conforming parts or parts that may be reworked are controlled with a job traveler, inspection sheet, or part label. Scrap parts are kept separate, either in cardboard boxes or in the scrap hopper with a scrap label on the box or hopper. Cardboard scrap containers will be dumped daily. Coffee Cans in Edm are also scrap containers and no other parts can be put in this type of container. If a part is considered scrap it will be baled in house or sent to scrap company to be baled. The scrap company signs a form at each pick- up agreeing they will bale all scrap. (See Qualification Form)

Appropriate personnel will be notified and new product will be manufactured.

Quality may issue a Corrective Action from M1 to the appropriate department for correction to be made to the process.

All required documents relating to nonconformance are to be completed, signed, dated and filed in master files.

Purchased material not conforming to requirements ***will be written up on the Purchase Order and a DMR will be done in the production software*** and the material returned to the vendor if necessary and a corrective action may be requested.

Post Shipment Nonconforming Material (product that appeared to be conforming, but once shipped, was discovered to be out of spec.)

If, after shipment, product is discovered to be nonconforming, a non-conformance entry will be made in M1. The customer will be notified by Sales, and the response will be noted on the form. The appropriate action will be taken.

Analysis of Data; Corrective Action 8.5.2

Scope:

Responsible personnel will identify problems and specific departments will take appropriate action to

D090002 Rev 7	Date: 12/16/08	G:\Documents\D090000 QMS Documentation\D090000 QMS Manual\D0900002 Quality Procedures.doc	DCR842	Page 9 of 9
------------------	-------------------	--	--------	-------------

correct and eliminate repeat of defect. Corrective actions shall be issued when necessary for such issues as: customer complaints, customer returned product, internal audit results, internal rejections, and purchased material. A corrective action response is required when submitted by the Customer or as deemed necessary by Quality to Manufacturing to preclude further rejections.

The CIC is responsible for discrepancy found during an internal quality audit and will issue corrective action as necessary.

Procedure:

Material and processes requiring corrective action will be dealt with in the following ways:

For Purchased material & Internal nonconforming material (ref 8.3 External Nonconforming Material)

- Customer returned material information will be routed to the Quality Department, *a copy of the incoming paperwork will be placed with the parts which will be located per the Quality Manager's instructions. The original incoming paperwork will be distributed to the Quality Manager and a non-conformance will be generated in M1 with all applicable information.* (If the customer has previously requested to return the parts an RMA will have been issued at that time. Upon arrival of the parts, the paperwork will be tied together). If no paperwork comes in with parts, receiving will fill out a no packing list received form. A disposition will be made to repair or replace defective material. Quality will meet with manufacturing (team to be determined based on the complaint or issue) to determine the root cause and appropriate action to be taken to assure the defect does not recur. A corrective action will be completed by the appropriate department and sent to the customer.
- All customer complaints will be routed to sales or the quality department. Quality will meet with Manufacturing (team to be determined based on the complaint or issue) to determine the appropriate actions to be taken to assure the defect does not recur. A corrective action will be completed by the appropriate department and sent to the customer, if required.
- Action plans for corrective actions will be created within ten (10) working days to determine what needs to be done so defect does not recur.
- When a corrective action is called for, the appropriate information will be entered in the quality Management module in M1, the file will be pulled and routed with the corrective action until it is completed. The corrective action will be a record of the investigation and decisions regarding the non-conformance and actions to prevent a recurrence of the issue. Prior to the completion of the corrective action, a follow up memo will be added to the part record designated to show the next time the part is quoted and / or ordered for reference. Once the reference has been reviewed and incorporated into the process, the memo will be made inactive.

Analysis of Data; Preventative Action 8.5.3

Scope:

Control of processes and procedures shall prevent defects from occurring. Prevention will ensure a quality product to our Customers. Preventive actions are anticipatory in nature and may be generated from any of these corrective actions if it is thought that the problem may occur in another area or they may be generated by any other means necessary.

Procedure:

The CIC will assign teams or individuals to review existing activities to evaluate the effectiveness of the present practice. Information used in this evaluation may include audit results, quality records, management reports and customer complaints. The CIC controls preventative actions and any action will be given a CIC reference number and put in the “PA” group on the CIC list.

When new product designs, process development and process controls are being created and implemented tools such as FMEA’s will be used when appropriate.