

<b>Pro Seal &amp; Plastics, LLC</b> ----- <b>Seal Products</b>	Document :	<b>QM-M01</b>	<b>Quality Manual</b>
	Revision:	<b>1/2/08</b>	Page:  1 of 22
	Reviewed by ISO Management Representative (JW) Signature/Date:		Approved by Principles (JS/MM) Signature/Date:

**\* \* \* \* \***

**Pro Seal & Plastics, LLC**  
**Seal Products**

**Quality Manual ISO9001 – 2000**

**\* \* \* \* \***

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## “Quality Policy Statement”

We are committed to **SUCCESS**:

- Achieving our customers' expectations in all encounters
- Full Service Support to our customers
- Aiming to achieve zero defects in our products and services
- The continuous improvement of our business management system through applicable customer, national, and international standards

We will support this Quality Policy through:

- Employee involvement, empowered teams, education and training
- Leading edge practices, techniques and technologies
- Respect and ethical treatment for our suppliers, peers, customers, stakeholders, and community

*Pro Seal is committed to being a leader in Fluid Power Sealing Industry by providing timely product and engineering services with total dedication to customer satisfaction. Continuous quality improvement as it relates to our Customers' success is our ultimate goal.*

For Pro Seal, business relationships are a long-term investment and therefore it is essential that all aspects of the Pro Seal quality system support this investment. Pro Seal **customers** should feel that they are highly valued and want to continue to do business with us. Our objective is to ensure 'customer retention' as well as 'customer acquisition'.

Pro Seal **personnel** should be made to feel equally highly valued and through this value should understand that they make a vital contribution to ensuring that our customers continue the long-term business relationships that are essential to the company's success.

Pro Seal's manufacturing **partners** should believe that Pro Seal will provide the highest standard of service achievable and be confident in our ability to deliver our promises.

**Suppliers** to Pro Seal are an essential part of the chain and it is important that these relationships are well maintained and managed by the quality framework.

The Principle Owners at Pro Seal & Plastics have formulated this quality policy and supports continuous improvement in our quality systems. This policy document is available in all specified departments.

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**Jody Stafford**  
Principle

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**Mark Miller**  
Principle

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**Jay Witte**  
Principle

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## 1.1 Introduction

The Quality System at Pro Seal & Plastics is owned by all employees and governed by the Business Planning and Quality Management Process, which is managed and owned by the three Company principles.

## 1.2 Purpose and Scope

This quality manual describes the quality control system in operation at Pro Seal & Plastics and as required to meet the ISO 9001 – 2000. The purpose of this document is to provide the definition of the existing and intended processes being followed by the organization.

## 1.3 Exclusions

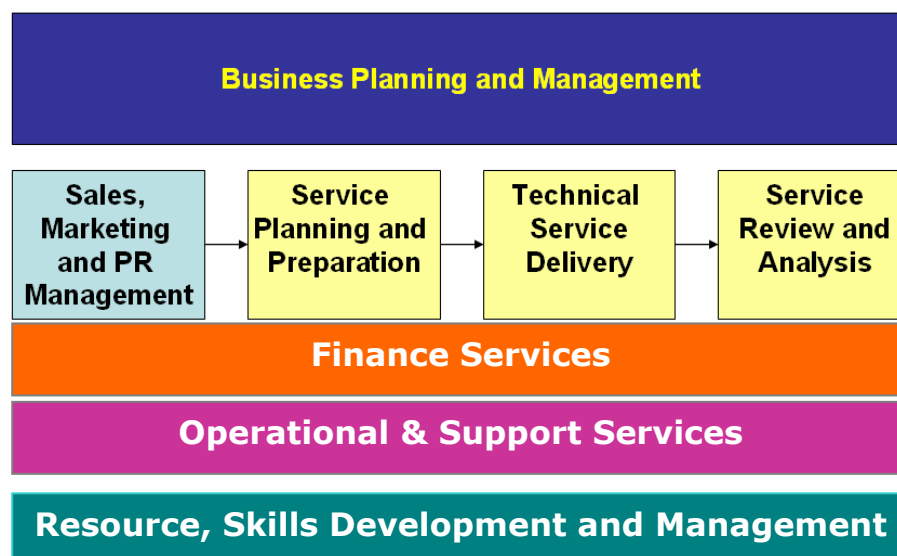
None.

## 1.4 Intended Audience

The intended for this document is:

- Any customer or business partner who can access the external web site of Pro Seal & Plastics at [www.ProSealPlastics.com](http://www.ProSealPlastics.com).
- The certification agencies for external auditing purpose
- The Quality Team to ensure that all the essential elements are put into the quality system
- The users of the processes: all employees of Pro Seal & Plastics.

## 2.0 Process Diagram and Descriptions [QMS Fig 1.]



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## 2.1 High Level Process Areas

### 2.1.1 Business Planning & Quality Management

#### Quality Policy

*“Pro Seal is committed to being a leader in Fluid Power Sealing Industry by providing timely product and engineering services with total dedication to customer satisfaction. Continuous quality improvement as it relates to our Customers’ success is our ultimate goal.”*

#### Activities

- Manages ISO 9000-2001 (Establishes and maintains the quality system and manages improvement and change)
- Manages the Quality Team process
- Prepares the vision, strategy and business plans and definition of the service areas
- Defines and manages the business systems
- Defines the corporate business culture
- Defines and manages the strategic partnerships that support the business
- Manages Customer Complaints.

### 2.1.2 Sales, Marketing & PR Management

#### Quality Policy

*“For Pro Seal, business relationships are a long term investment and therefore it is essential that all aspects of the Pro Seal quality system support this investment. Pro Seal customers should feel that they are highly valued and want to continue to do business with us. Our objective is to ensure ‘customer retention’ as well as ‘customer acquisition’. It is essential that there is continuous improvement in our business processes to ensure lasting relationships with our customers”*

#### Activities

- Defines Sales Process
- Deals with all customer and partner enquires and liaises with all internal groups as required
- Promotes, advertises and markets the company's services to the customer
- Verifies and checks customer specification
- Verifies service components and deliverables
- Prepares, communicates and manages all customer documentation and systems input
- Processes customer orders
- Checks and verifies post delivery communication and systems output.
- Verifies and responds to customer comments
- Special project management
- Assists with partner surveys and audits

### 2.1.3 Service Planning & Preparation Management

#### Quality Policy

*“Quality checks are in place to ensure that all elements of service planning and preparation are managed to ensure the consistency and predictability of the services provided and therefore to ensure customer satisfaction. There is also continuous improvement in the process by synchronizing our services with customer requirements and by ensuring that all of the resources used in the process meet the quality standard.”*

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### Activities

- Provides all communication and ensures that the business systems are updated
- Verifies that all resources [Facilities, People, Equipment & Materials] are available to deliver the service
- Confirms and communicates service deliverables
- Prepares all equipment and software
- Maintains materials that are needed for delivery
- Prepares all and distributes all documentation for service delivery
- Prepares and communicates any changes to service deliverables
- Supplier Approval

## 2.1.4 Technical Service Delivery

### Quality Policy

*“All quality measures are taken to ensure that the technical delivery meets or exceeds the expectations of the customer. Continuous improvement is achieved by ensuring that each element meets or exceeds the relevant metric set or checked against other quality measures.”*

### Activities

- Manages service deliverables
- Collects all service documentation
- Records Service deliverables
- Provides technical support for service delivery

## 2.1.5 Resource, Skills Development and Management

### Quality Policy

*“Pro Seal recognizes that its personnel are a highly valued asset and that the relevant HR processes are vital in ensuring employees remain effective and are treated fairly. Pro Seal is committed to investing in the development of its employees and has a dedicated HR function that encourages continual improvement and promotes continuous staff development and best practice.”*

### Activities

- Manages and reviews the Company Handbook
- Defines HR policies to find and recruit the best people
- Manages and reviews the recruitment and selection process
- Prepares for induction of new employees
- Manages and maintains personnel records
- Manages and reviews employee appraisals
- Identifies, manages, monitors and evaluates the continual training and development needs of all employees
- Manages the exit of employees from the company

## 2.1.6 Finance Services

### Quality Policy

*“Finance Services are an integral function within the Pro Seal Organization. Finance has both external and internal customers, who should feel that they are highly valued. Our objective is to ensure that all tasks are completed accurately and efficiently. It is essential that there is a continuous improvement in our business processes to ensure customer satisfaction”*

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### Activities

- Creates and manages all financial transactions and documentation with customers, suppliers, partners and banks.
- Manages and communicates all payroll transactions.
- Manages and communicates all Corporate Financial Information.
- Manages corporate resources and ancillary services

## 2.1.7 Operational & Support Services

### Quality Policy

*To provide a quality of service that supports the business activities of the company.*

*Maintains and supports operational and support systems to a high standard. To specify systems and services that meets the needs of the business. Quality checks and reviews are in place to ensure the continual improvement and efficiency of all support services, so providing overall customer satisfaction.*

### Activities

- Manages supplies and maintains telecommunications and computers systems:
- Manages, maintains and monitors applications
- Provides Backup & Disaster recovery for company data
- Manage Security Policies & Procedures
- Provide support to internal personnel
- Building maintenance
- General office administration
- Manages office records
- Manages and monitors environmental process

## 2.2 List of Process Levels, Processes and Process Responsibility Owner

<b>Process Level</b>	<b>Process Name</b>	<b>Owner</b>
1-00-00	Business Planning and Quality Management	JS/JW
2-00-00	Sales Marketing and PR Management	JS
3-00-00	Service Planning and Preparation Management	JW
4-00-00	Technical Service Delivery	MM
5-00-00	Resource Skills Development and Management	JW
6-00-00	Finance Services	JW
7-00-00	Operational & Support Services	MM

## 2.3 Definitions and Acronyms

This is provided in [Section 3](#).

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### **3.0 Pro Seal & Plastics Background**

#### **3.1 Company Profile**

Mark Miller and Jody Stafford founded pro Seal & Plastics, LLC in June 2000. Mark and Jody are experienced seal design engineers with extensive customer contacts.

Jody was previously the Engineering Manager for Busak+Shamban Seals Division for (12) years. Mark was a Design Engineer at Busak+Shamban for (8) years. Additionally, Jody was past President of Hallite Seals, Inc. covering north and South America. Also, Mark was a Design Engineer for Hallite Seals.

Jody Stafford and Mark Miller bring an impressive database of seal design and customer knowledge to Pro Seal & Plastics. Both have considerable knowledge of the hydraulic seal industry, including the distribution network, end customers and key suppliers.

In December 2003, Pro Seal & Plastics purchased Seal Products, a division of PrimeTech, Inc. out of Indianapolis, IN and merged the two operations together and established a new location in Fort Wayne under the consolidation of Pro Seal & Plastics, LLC. Seal Products has been a recognized supplier for several decades in the mid-West region, representing many seal suppliers and component manufacturers.

Joining the organization, as part of the acquisition and merger of Seal Products is Jay Witte, an experienced seal development engineer with extensive background in the seal industry and brings experiences from the Automotive, Aerospace, and Industrial markets and has worked for major seal manufacturers in these respective markets since 1983. Jay held various positions with major seal manufacturers and most recently VP of R&D with the TI Group, Polymer Sealing Systems.

Pro Seal & Plastics offers a full line of hydraulic seal, marketing to the aftermarket, OEM manufactures and established seal distribution network.

#### **3.2 Office Location**

**Pro Seal & Plastics, LLC**  
**3702 Vanguard Drive**  
**Fort Wayne, Indiana 46809**  
Tel: (260) 436-7805  
Fax: (260) 436-9046  
[www.ProSealPlastics.com](http://www.ProSealPlastics.com)

#### **3.3 Range of Services**

- Seal Design
- Custom Stocking Services
- Seal Inventory for immediate Shipment
- OEM Seal Kitting Programs
- Real Time Customer Service
- Aftermarket Seal Kits
- Application Engineering Services
- Technical Training Services leading to professional qualifications

#### **3.4 Pro Seal's Customers**

Pro Seal has a wide range of customers in the US and overseas. The company primarily focuses on aftermarket sales and repair of hydraulic and pneumatic cylinders and large enterprise OEM customers requiring integrated supply and kitting.

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## **4.0 Definitions, Acronyms and Abbreviations**

Acronym	Description
QSM	Quality System Manual
QMS	Quality Management System
QM	Quality Manual
MR	Management Representative
MRC	Management Review Committee
BPQ	Business Planning and Quality Management Process
SMP	Sales Marketing and PR Management Process
SPP	Service Planning and Preparation Management Process
TSD	Technical Services Delivery Process
FSS	Finance Services Process
OSS	Operational & Support Services Process
RMS	Resource Skills Development and Management Process
COD	Commercial and Operations Director
HR/FS	Human Resources & Financial Services Director
TD	Technical Director
OM	Office Manager
Fig	Diagram Representation
Owner	This is the person responsible for the implementation, management and approval of the process and procedures relating to that process area.

## **5.0 Quality Management System**

### **5.1 General Requirements**

#### **5.1.1 Quality Policy**

**We are committed to:**

- **Achieving our customers' expectations in all encounters**
- **Full Service Support to our customers**
- **Aiming to achieve zero defects in our products and services**
- **The continuous improvement of our business management system through applicable customer, national, and international standards**

**We will support this Quality Policy through:**

- **Employee involvement, empowered teams, education and training**
- **Leading edge practices, techniques and technologies**
- **Respect and ethical treatment for our suppliers, peers, customers, stakeholders, and community**

*“Pro Seal is committed to being a leader in Fluid Power Sealing Industry by providing timely product and engineering services with total dedication to customer satisfaction. Continuous quality improvement as it relates to our Customers’ success is our ultimate goal.”*

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For Pro Seal, business relationships are a long-term investment and therefore it is essential that all aspects of the Pro Seal quality system support this investment. Pro Seal **customers** should feel that they are highly valued and want to continue to do business with us. Our objective is to ensure 'customer retention' as well as 'customer acquisition'.

The philosophy within Pro Seal & Plastics is to ensure long-term business relationships through quality control and continuous improvement. It is our objective to meet or exceed our customer expectations. It is also essential that we encourage and develop employees to give them the skills and to assure them that they have the management support the prerogative to develop key relationships with our partners and suppliers, which will in turn ensure that we continue to deliver superior quality services to our customers. It is mandatory for all employees to contribute to and to support the quality policy and this is reflected in the objectives set for all personnel.

### 5.1.2 Scope

Applicable to all quality related processes in the company. Apart from the requirements of ISO9001-2000, the scope covers the requirements to meet customer requirements, applicable regulatory requirements and company objectives.

### 5.1.3 Responsibility

The Business Planning and Quality Management Process is responsible for establishing, implementing and maintaining the quality system as well as for checking and reporting the effectiveness of the quality system and initiating corrective actions through the process owners.

### 5.1.4 System Description

The QMS system overview in [QMS Fig 2](#), identifies the major process areas and their interaction, which constitutes the quality management system for the company. Each of the processes areas together with processes and sub-processes are outlined in the Quality Plan with details of all documented processes.

Each documented process details the inputs and outputs of, the processes, the measures used where applicable, the resources required for the operation and the monitoring and controls as detailed in the procedures, and the process owner.

The process also describes the performance parameters chosen that correlate with planned results. The parameter data are used to analyze the process performance and controls are fine tuned to achieve continual improvement.

All processes are managed in accordance with the ISO9001-2000 standard.

## 5.2 Documentation Requirements

### 5.2.1 General

- Quality Statement
- Quality Manual in the template form of the ISO requirements and the Quality Plan
- Process Descriptions and related procedures
- Process Flow Charts
- Mandatory Records required as per the standard
- Documents such as policies, standards, references, code, product/project or service related information as needed to ensure effective planning, operation and control of processes.
- Records required for data collection for proper monitoring and control of process.
- Partner Technical Specifications

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## 5.2.2 Quality Manual

The quality management system consisting of the 1) quality manual (top management directives and guides for effective operations, which also define the scope of the QMS), 2) the quality plan that details the processes for working, and 3) a description of the interaction between the various processes of the QMS is established and maintained.

## 5.2.3 Control of Documents

Documents required by the QMS are controlled. The process owners who generate, amend and issue documents are responsible for the distribution control of respective documents. The users receiving the documents are responsible for their proper use, their availability at the right place and the removal of invalid and/obsolete copies from the point of use.

QMS documentation is designed to support the quality system structure in [QMS Fig 1](#), and is identified in this manual and controlled in accordance with the document control procedures, national standards, international standards, and customer specifications, in addition these are used as references or basic documents in carrying out quality related tasks and deemed to be part of the quality system.

A documented procedure for changing documents is contained in the work instructions under Business Planning and Quality Management process, Document Change Process, which details the following:

- Approval of documents for adequacy prior to issue
- Review and update of the documents as necessary and re-approval of documents
- Identification of changes to the documents and the affixing of current revision status to the documents
- Ensuring that relevant versions of applicable documents are available at points of use
- Ensuring that documents remain legible and readily identifiable
- Ensuring that external documents are adequately identified and controlled
- Prevention of obsolete documents from unintended use and identifying them with an obsolete stamp if they are retained for any specific purpose

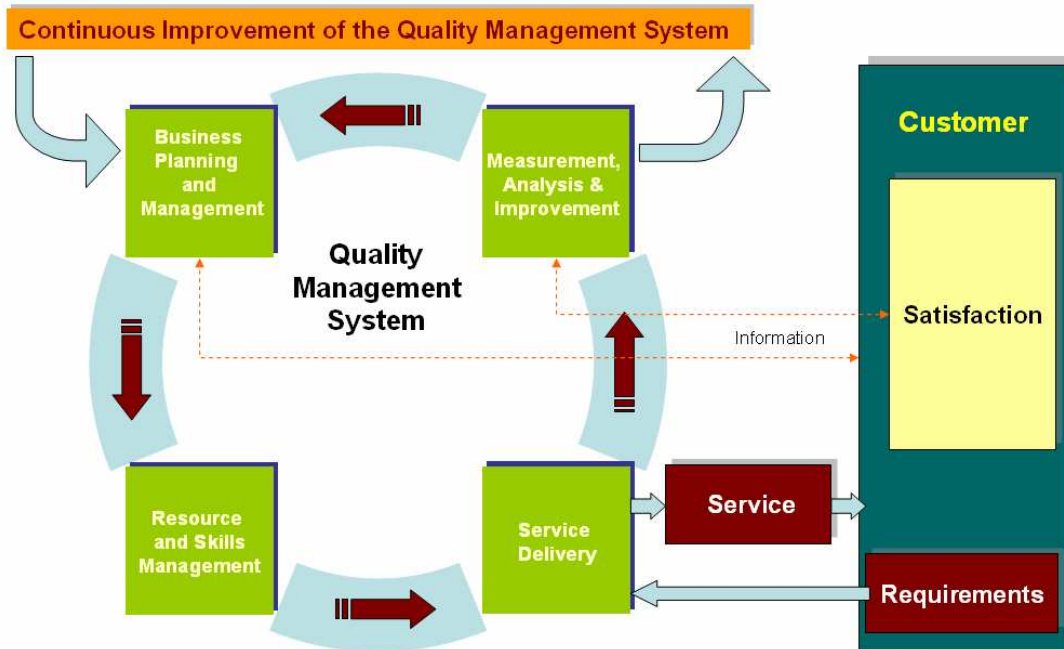
The document change process also defines the authority for the review and approval of documents. Documents controlled through electronic media are controlled as in the Document control procedure and by defining edit rights, access, backup, restoration, and security needs.

## 5.2.4 Control of Records

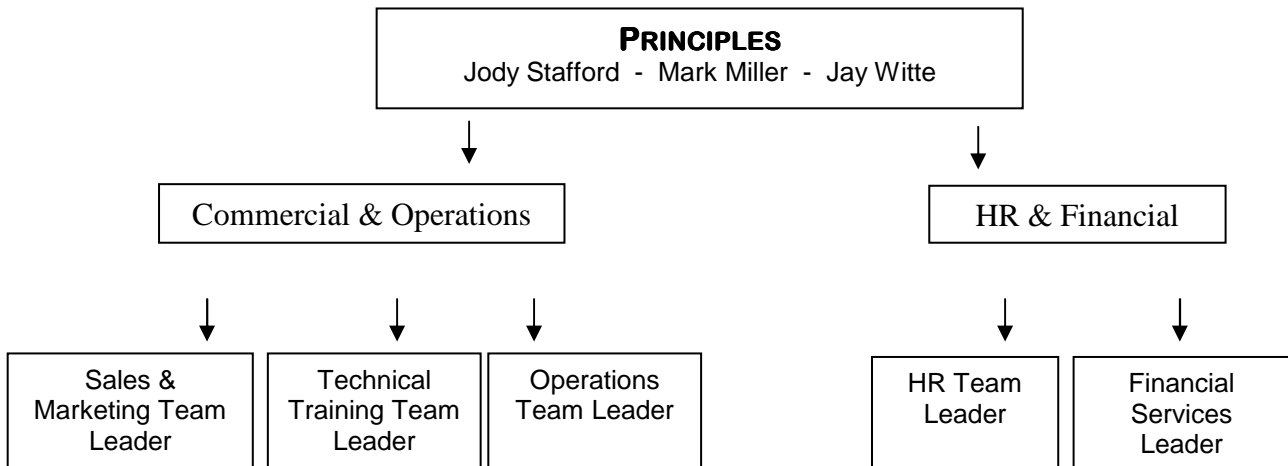
Records are established and maintained to provide evidence of conformity to requirements and of the effective functioning of the QMS. Records are controlled as per the process defined in the Business Planning and Quality Management Process. The process defines the methods to ensure legibility, ready identifiably, and the retrievable methods for accessing records. The process also details the storage methods, retention times and the disposition of records after their retention period expiry.

Records maintained through the electronic media are controlled as defined in the record control process by defining the edit rights, access, backup, restore and the security of the information.

### Quality Management System Overview Diagram [QMS Fig 2]



### 6.0 Management Responsibility and Org Chart



### 6.1 Purpose

To define and document the management commitment, quality policy and quality objectives and to evolve, implement, monitor, review and continually improve the quality system for all operations and which have the effect of:

- Enhancing the customer satisfaction level
- Moving towards the quality policy/organization goals by deploying quality objectives

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## 6.2 Scope

Applicable to all process areas

## 6.3 Responsibility

The principles acting as the Directors of [COD] Commercial and Operations as well as the Directors of [HR/FS] HR & Financial Services are responsible for achieving customer satisfaction and the achievement of the company goals as well as for the effectiveness of the QMS.

## 6.4 System Description

The COD effectively discharges the responsibility by adopting a documented quality management system and by communicating to everyone in the company about:

- The management commitment to QMS
- The Quality Policy
- The Quality Objective
- The Availability of Resource
- Management Reviews
- Management Representative
- The importance of meeting customer, statutory and regulatory requirements

The commitment of management to evolve, implement, adopt and continuously improve the effectiveness of the QMS is documented and communicated through the management commitment statement

### [Commitment.](#)

The quality Policy and objectives as established by the COD are provided [Quality Policy.](#)

The management commitment, Quality Policy and quality objectives are communicated to every member of staff by:

Company Meetings  
 Process Area Meetings  
 QMS Training Sessions

It is ensured that everyone understands and implements the quality policy. It is ensured that the quality policy is appropriate to the purpose of the organization (business goals) and includes a commitment to comply with requirements and continually improve the effectiveness of the QMS. The policy and commitment are communicated to and understood by everyone in the company by awareness programs and general company communications. The continuing suitability of the quality policy and the establishment of quality objectives and review are carried out at the management review meetings by the executives and quality team members.

## 6.5 Planning

### 6.5.1 Quality Objectives

Measurable quality objectives consistent with quality policy (business goals) and those needed to meet service requirements are established within the process areas.

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## 6.5.2 Quality Management System Planning

It is ensured that the QMS is planned in order to meet the quality objectives as well as the general requirements for ISO 9001-2000. The changes made to the QMS are planned and implemented in order to ensure the integrity of the QMS.

## 6.5.3 Responsibility, Authority and Communication

The Responsibility and Authority of the process OWNERS are defined in the Quality manual. Each process area is defined in the quality plan, which outlines each process and the sub-processes within each process area. Responsibility for each process and sub-process is outlined in the process and sub-process documentation.

## 6.5.4 Management Representative

The Commercial and Operations Director(s) appoints the Management Representative by a formal order and communicated to everyone in the company. He or she has the authority and responsibility to ensure that the quality system is maintained and its efficiency is continuously improved, and that the system always complies with the requirements of the ISO9001 -2000 standards.

The MR has the following defined authorities:

- Establishment, implementation and maintenance of the quality management systems
- Reporting to TOP Management on the performance of the QMS and any need for improvement
- Ensuring the promotion of awareness of customer requirements throughout the organization.

## 6.5.5 Internal Communication

Appropriate communication is established within the company and it is ensured that pertinent communication about the effectiveness of the QMS is communicated through the appropriate means.

## 6.5.6 Management Review

The company's executive management reviews the quality system at least once a month. A Quarterly report is produced which demonstrates quality performance and which highlights any issues that need to be addressed. The purpose of the review is to assess the effectiveness of the quality system, to review any improvements that can be made to the current system and to contribute input to any new quality measures that would be introduced in the quality change management process.

## 6.5.7 Review Input

The COD defines the input for each review and meeting by selecting from the following:

- Audit Findings
- Customer Feedback
- Process Performance and service conformity
- Status of corrective actions
- Follow up actions from previous reviews
- Changes that could effect the QMS
- Recommendations for improvements

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The COD also ensures that there is no scope for overlap and that there are no aspects of the QMS are left out of the review.

### 6.5.8 Review Output

The output of each review will include any decision and activity relating to:

- The improvement and effectiveness of the QMS and process.
- Improvement of service related to customer requirement
- Resource needs

## 6.6 Quality Commitment

The executive team at Pro Seal decided that the company located at 3702 Vanguard Drive must establish a well-documented quality management system in line with the requirements of ISO9001-2000 and have the system successfully assessed through the appropriate certifying body.

The quality management system is primarily aimed at enhancing customer satisfaction by continuous improvement of system effectiveness and to demonstrate the ability to consistently meet customer needs, requirements and regulatory requirements. The objective is to exceed customer expectations.

We at Pro Seal hereby declare that we have approved the QMS manual and we also commit to operate as per the QMS. In addition we commit to continuously improve the QMS by active involvement of all employees.

### **Management Committee**

*PRINCIPLES* - *Jody Stafford*  
*Mark Miller*  
*Jay Witte*

### **Responsibilities**

*COMMERCIAL* - *Jody Stafford*  
*OPERATIONS* - *Mark Miller*  
*TECHNICAL* - *Mark Miller*  
*HR* - *Jay Witte*  
*FINANCIAL* - *Jay Witte*

### **Customer Focus**

A work environment is established whereby everyone works to fully meet the requirements of the internal and external customers. The COD, HR/FS, and MR ensure that the contract review process/quality planning process and customer requirements are determined and met with the aim of enhancing and achieving customer expectations.

## 6.7 Quality Policy and Objectives

### 6.7.1 Quality Policy

The Quality Policy is defined on page 3 of this document and also in the controlled document [Quality Policy.doc](#)

*"Pro Seal is committed to being a leader in Fluid Power Sealing Industry by providing timely product and engineering services with total dedication to customer satisfaction. Continuous quality improvement as it relates to our Customers' success is our ultimate goal."*

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## 6.7.2 Quality Objectives

It is possible for Pro Seal to keep its quality promise by deploying the following quality goals

- Create an appropriate work environment
- Clearly understand and track the customers needs and expectations
- Continuously synchronize our service offerings with customer requests
- Continuously skill ourselves to ensure a high level of competence
- Innovate and continuously improve the quality of our deliverables
- Develop and deploy quality systems based on the ISO9001-2000 model
- Continuously develop the feedback mechanisms in order to ensure that we take the appropriate actions.

## 7.0 Resource Management

### 7.1 Resource, skills development and management

Resource management and skills development is essential to ensure the efficiency and effectiveness of operations within the company and also to ensure continuous improvement and customer satisfaction. It is also essential that we have the skills appropriate for the proper maintenance of the QMS system.

### 7.2 Human Resources

'Job Role' match is achieved for all personnel performing work affecting quality by ensuring that they are competent for the job assigned based on their education, training skills and experience and by ensuring that this is enhanced through the personal training plan.

### 7.3 Competence, Awareness and Training

The necessary competence for the personnel performing work-affecting quality is determined through a process of skills mapping. Providing appropriate training, selection and placement bridges the identified gaps. The effectiveness of training is measured through personnel input into the appraisal process.

Personnel are made aware of the relevance and importance of their activities to the achievement of the business goals by ensuring that their objectives meet the business goals.

Records of education, skill, training and experience and effectiveness of training are maintained. These are defined in the "Resource Skills and Development Management Process".

### 7.4 Infrastructure

All infrastructure (buildings, workspace, utilities, process, equipment and supporting services) needed to achieve conformity to service requirements are determined, provided for and well maintained. These processes form part of the "Operational and Support Services Process".

### 7.5 Work Environment

The work environment (physical, social and psychological) needed to achieve conformity to the service requirement is determined and managed. These are guided by any relevant regulatory requirements and industry practices. The determination and management are defined in appropriate policy documents, which are referenced in the "Resource Skills Development and Management Process".

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## **8.0 Service Realization**

### **8.1 Planning for Service Realization**

Processes needed for service realization are planned and developed ensuring that they are consistent with the requirements of other processes of the QMS. The service realization planning is defined in the quality plan document (in a form suitable for operations) which details:

- Quality Objectives and requirements of the service
- A need to establish processes, documents and provide resources specific to the service
- Required verification, validation, monitoring, and inspection specific to the service and acceptance criterion
- The records necessary to give evidence that the realisation processes and resulting service meet requirements

### **8.2 Customer Related Processes**

#### **8.2.1 Determination of Requirements Related to the service**

Service requirements are determined by taking into account:

- Customer specific requirements
- Requirements necessary for specified service deliverables
- Service determined by organizational directives

#### **8.2.2 Review of Requirements Related to Service**

Service requirements are reviewed as per a service review process. The review is carried out at appropriate stages of service management to ensure that:

- Service requirements are defined
- Service requirements differing from those previously established are resolved
- The internal capability exists to meet the defined requirements
- Service review records as well as the actions arising from the review are maintained

Where service requirements are not documented, the customer requirements are confirmed before acceptance. Where service requirements are changed, the relevant documents and systems are amended and concerned personnel are made aware of the change in requirements.

#### **8.2.3 Customer Communication**

Effective arrangements for communicating with customers are determined and implemented in respect of:

- Service Information
- Enquiries, service agreements, order processing, change management
- Customer Complaints response and resolution as well as other customer feedback

The Sales Marketing and PR personnel handle customer communication with the interaction of other support personnel whenever required.

### **8.3 Design and Development**

#### **8.3.1 TBD**

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## 8.4 Purchasing

### 8.4.1 Purchasing Process

It is ensured that purchased product and services conform to the specified purchase requirements by purchasing them from approved suppliers. The suppliers are evaluated and approved based on their ability to supply as per our requirements. The criteria for evaluation, selection, approval, rating, monitoring, re-evaluation and delisting are defined in the Service Planning and Preparation Management process area. The nature and extent of control applied to the supplier and the purchased product or service is dependent on the effect of the purchased product or service on the subsequent service realization.

Records of evaluations and consequential actions are maintained.

### 8.4.2 Purchasing Information

The products or services to be purchased are described as purchasing information. This includes where appropriate:

- Requirements of qualification of personnel
- Requirements for approval of service, process and equipment
- Quality Management system requirements

### 8.4.3 Verification of Purchased Product

Inspection or other activities necessary for ensuring that purchased products or services meet specified purchase requirements are established and implemented.

## 8.5 Service Provision

### 8.5.1 Control of Service Provision

Service provision is planned and carried out under controlled conditions which include as applicable:

- The availability of information that describes the service
- The availability of service instructions as necessary
- Use of suitable equipment
- Implementation of pre delivery, delivery and post delivery activities.

### 8.5.2 Validation of Processes for Service Provision

Such of those service provision processes where the resulting output cannot be verified by subsequent monitoring or measurement are validated.

The arrangement for these processes are established as applicable by defining:

- Defined criterion for review and approval of processes
- Approval of equipment and qualification of personnel
- Use of specific methods and processes
- Records requirements
- Revalidation

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### 8.5.3 Identification and Traceability

As the services are determined by the curriculum and products supplied by Pro Seal's software partners, Pro Seal personnel are not involved in identification and traceability.

## **9.0 Measurement Analysis and Improvement**

### 9.1 General

Measurement, analysis and continuous improvement processes are planned and implemented.

- To demonstrate conformity of the service
- To ensure conformity to the QMS
- To continually improve the effectiveness of the QMS

### 9.2 Monitoring and Measurement

#### 9.2.1 Customer Satisfaction

Customer satisfaction is measured within the appropriate process areas and measurement and feedback is assessed with the appropriate actions taken where necessary. Customer satisfaction is validated through direct contact and also customer stories. The parameters for customer satisfaction are determined by the appropriate personnel and outlined in the specific process areas managed and defined by the Business Planning and Management process area.

#### 9.2.2 Internal Audit

The management representative plans and schedules at planned intervals and implements internal audits aimed at checking that the QMS conforms to:

- the service realization
- the requirements of the standard ISO9001-2000
- the QMS requirements

Audit also checks whether the QMS is effectively implemented and maintained. The audit plan is based on the status and importance of the processes and areas to be audited as well as in the previous audits. Persons trained to do audits and who are independent of the activity being audited carry the audits out at least once a quarter. The selection of auditors by the management representative and the conduct of auditors ensure objectivity and impartiality of the audit process.

The results of the audit are documented as audit findings and are brought to the attention of the relevant process owners. The owner responsible for the process will take timely action to prevent deficiencies and effect improvements as indicated in the audit findings.

The planning, scheduling and documenting of follow-up results are carried out in accordance with the internal audit process defined in the Business Planning and Management Process area to verify and record the implementation and effectiveness of the actions on audit findings.

The management representative as the quality driver is responsible for the effectiveness of the QMS and internal audit is used as a tool to achieve this objective. The internal audit is carried out as per the procedure defined in the Business Planning and Process.

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### 9.2.3 Monitoring and Measurement of Processes

The owners of processes and sub processes as identified in the QMS define the input, output, resource, controls and metrics for them. A quality objective (s) for each process that is directly linkable to the quality policy and organisational goal is also defined and reviewed periodically for its continuing business relevance by the senior management. The monitoring and measurement methods demonstrate the ability of the process areas to achieve the stated quality objective. When quality objectives are not achieved, correction and corrective actions are taken by process owners to ensure conformity of the product.

### 9.2.4 Monitoring and Measurement of Product

The identified service characteristics needed to verify the conformance of service requirements are monitored and measured. The quality plan defines the appropriate monitoring and measurement indicator. Records that evidence the conformity with the acceptance criterion in the quality plan are maintained. These records also indicate the person(s) authorizing service release. Service release and service delivery are not treated as complete until the defined monitoring and measurement activities of previous stages are satisfactorily completed, unless otherwise approved by a relevant authority and where applicable by the customer.

## 9.3 Control of Nonconforming Service

All nonconforming service is identified and controlled as per the process defined in the Service Review and Analysis Process area. The quality control personnel are responsible for nonconforming service control.

Records of nonconformity and any subsequent actions taken including concessions are maintained.

When nonconformity is detected after delivery or during service delivery, the appropriate actions are initiated which take into account the potential effect of the nonconformity. A customer complaint handling procedure is defined as part of the Business Planning and Management Process area.

## 9.4 Analysis

The data required that is required to demonstrate the suitability and effectiveness of the QMS and also the data required to evaluate the effectiveness of continual improvement of the QMS is determined, collected and analysed using appropriate techniques.

The output of the analysis is aimed towards providing information on Customer satisfaction.

## 9.5 Improvement

### 9.5.1 Continual Improvement

Senior management and the management representative are responsible for driving the continuous improvement in the organization by improving the effectiveness of the QMS. They are also responsible for the quality policy, quality objectives and derived metrics across functions and levels, audit findings, data analysis, corrective actions, and preventive actions. Service offering reviews, project reviews and management reviews are used as a means for continual improvement.

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### 9.5.2 Corrective Action

- + Anyone in the company may propose initiation of a corrective action, but only the quality department can assign a corrective action.
- + Corrective actions are initiated as a consequence of:

- Identification of service nonconformity causing redelivery
- Non compliance observed during audits
- Customer complaints or recommendations

### 9.5.3 Action items resulting from any management meetings or Management Review Meetings will be assigned as needed and some examples are:

- Service Quality Problems
- Non Conformities from an associate or a supplier
- Quality Reports

### 9.5.4 Use of Preventative Action is done by analyzing information from process description and procedures, audit results, quality records and customer comments. By the proper use of this information we can reduce or eliminate potential nonconformities.

### 9.5.5 Follow-Up

- + Each corrective action is documented and this is introduced formally in the minutes for the Management Review Meetings in order to determine how it should be followed up.
- + Corrective actions are reviewed by the management review monthly for effectiveness.