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QUALITY SYSTEM MANUAL



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1.0 GENERAL INFORMATION

- **Purpose**

The purpose of the Basler Plastics Quality System Manual (QSM) is to define the quality policies of the Basler Plastics Company. As Basler Plastics upper tier quality document, this QSM is designed to and will be updated to comply with ISO 9001: 2008. Refer to AC605029 Quality System Index for appropriate Basler Plastics and Basler Electric Corporate standards and procedures.

- **Format**

This manual has five sections that correspond directly with sections four through eight of the American National Standard ISO 9001:2008.

- **Company Overview**

Basler Plastics Company manufactures plastic components and assemblies, including secondary services for commercial and industrial applications.


- **Mission**

Our mission is to become a worldwide leader in providing quality products and services to our customers. Further, our mission is to operate our business at a profitable level that will sustain growth and provide security for our employees, customers, suppliers, and the communities where our facility is located.

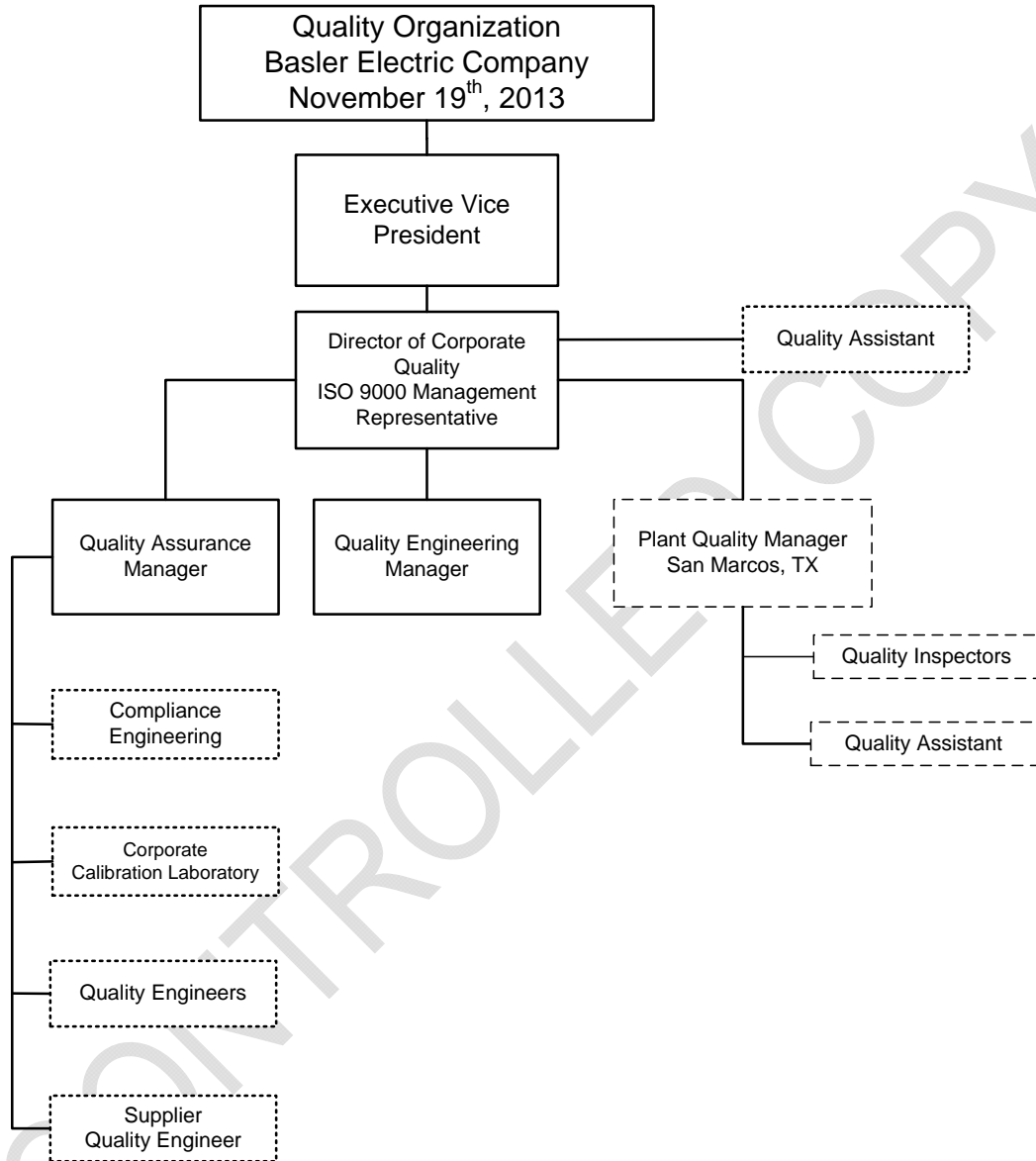
- **Objectives**

Basler Plastics Quality Objectives are shown below:

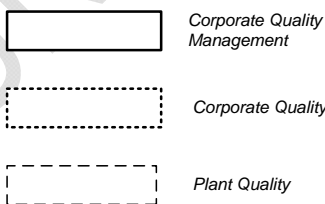
- Satisfy Customer Expectations while complying with Corporate Owner's Requirements.
- Meet product quality goals
- Meet product delivery goals

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- QUALITY ORGANIZATION**



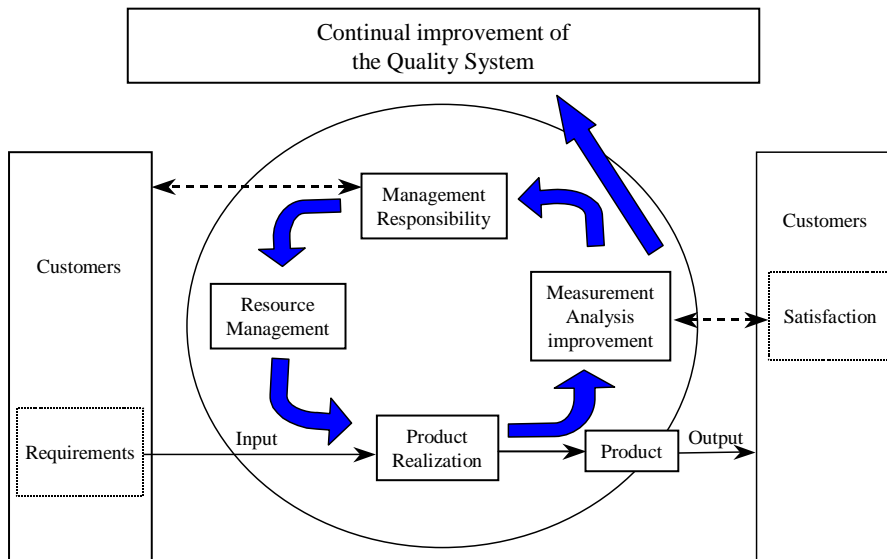
Legend



**CHECK THE MASTER LIST
 VERIFY THAT THIS IS THE LATEST VERSION BEFORE USE**

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- **QUALITY MANAGEMENT SYSTEM MODEL**



- **Exclusions to ISO 9001:2008 Standard**


Element 7.3, is excluded from the Basler Plastics facility.

- **Statutory and Regulatory requirements**

Basler Plastics products meet appropriate and applicable Underwriters Laboratories (UL) agency standards.

2.0 **DEFINITIONS**

Definitions given in ISO 9000 shall apply to all provisions of this Quality System.

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3.0 RELATED DOCUMENTS

- ISO 9001 Quality Management Systems-Requirements
- ISO 9000 Quality Management Systems Fundamentals and Vocabulary
- AC605029 Quality System Index
- AC605028 Management Review
- AC605015 Control of Quality System Manuals
- AC605017 Procedures, Forms and Work Instructions
- FB605001 Quality Policy – English
- Corporate and Facility Specific Procedures & Work Instructions

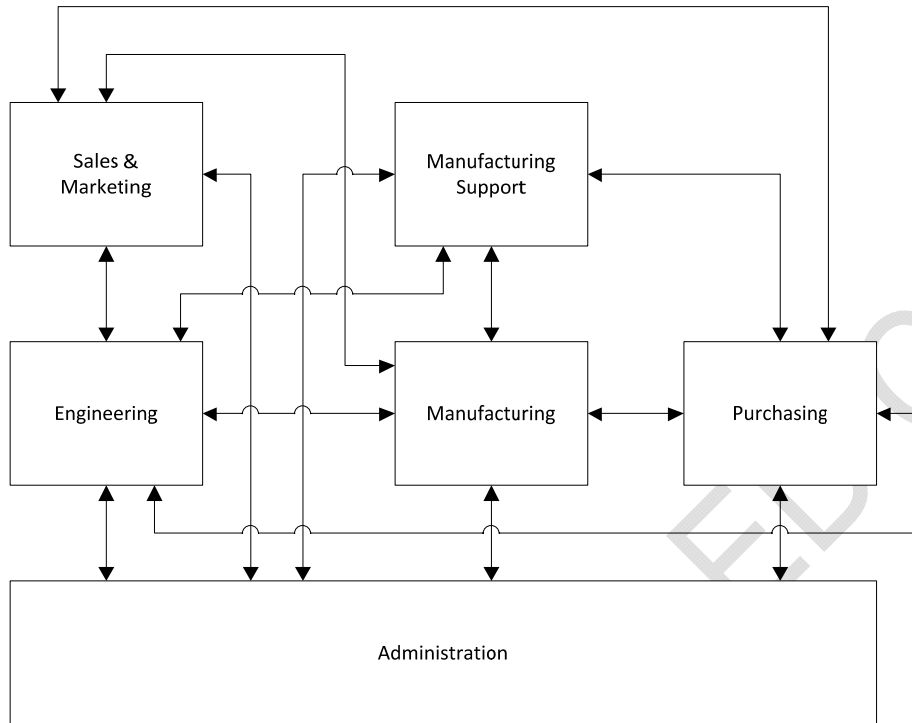
4.0 QUALITY MANAGEMENT SYSTEM

4.1 GENERAL REQUIREMENTS

Basler Plastics has developed a Quality Management System which also includes support from Basler Electric Company Corporate services. The Quality Management System stresses problem prevention and continuous process improvement involving employees, suppliers and associates. The management of Basler Plastics established and maintains this documented Quality Management System (QMS) as a mean of ensuring that products conform to specified requirements and in accordance with ISO 9001:2008. The following processes and their sequence of interaction have been identified for this QMS: Sales & Marketing, Purchasing, Manufacturing, Manufacturing Support and Administrative. The management of Basler Plastics is committed to provide the resources necessary to maintain this QMS at all levels and to determine criteria and methods needed to ensure that both the operation and control of these processes are effective while striving for continuous improvement. The outsourcing of any process that affects product conformity with specified requirements is controlled by the Purchasing Manager in accordance with the purchasing process as defined in section 7.4 of this manual.

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4.1.1 Sequence of Interaction



4.2 DOCUMENTATION REQUIREMENTS

4.2.1 General


This manual exists as a general outline of the formal QMS. The detailed procedures referenced herein are available through the quality department and as identified in procedure AC605017. This QSM, associated procedures and work instructions are controlled as documented in appropriate procedures. The policies that define Basler Plastics quality system are contained in this QSM.

4.2.2 Quality Manual

The quality system documentation has the following levels

- Quality System Manual
- Procedures (Basler Plastics and Corporate Specific)
- Work Instructions, Forms and Tags (Basler Plastics and Corporate Specific)
- Records

The QMS including this Quality System Manual will be reviewed at least annually. This review is the responsibility of the Director of Corporate Quality. The results of this review will be presented during the Management Review process.

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4.2.3 Control of Documents

This QMS documents the control of this QSM, documented procedures, work instructions, forms and data related to the requirements of ISO 9001:2008. Detailed procedures and processes are considered proprietary and may not be available for copying, if not pre-arranged contractually. Responsible managers are authorized to determine what documents and data may be viewed and/or copied. See related procedures, AC605012: Document Control – Quality Documentation and Records; AC605015: Control of Quality System Manuals; AC605017: Procedures, Forms and Work Instructions.

4.2.4 Control of Records

Control of records consistent with the requirements of ISO 9001:2008 are implemented and documented in accordance with Basler's QMS. Appropriate records are identified and controlled in procedure AC605024: Control of Records.

5.0 MANAGEMENT RESPONSIBILITY

5.1 MANAGEMENT COMMITMENT

Top Management's commitment to development, implementation and continual improvement of Basler Plastics QMS is demonstrated by the activities documented in this manual.

5.2 CUSTOMER FOCUS

Management has established and maintains procedures contained in this QMS for determining and meeting customer requirements in a manner that is consistent with enhancing customer satisfaction.

5.3 QUALITY POLICY

It is the responsibility of Management to ensure that this policy is understood, implemented and maintained at all levels of the organization. The Strategic/business plan will be reviewed and revised annually, as necessary, to support quality policy objectives.

QUALITY POLICY

We satisfy our customers by delivering defect-free, competitive products on time.

We accomplish this by knowing the requirements of our jobs and performing to the best of our abilities while striving for continuous improvement.

January 1996


5.4 PLANNING

5.4.1 Quality Objectives

The quality objective is yearly improvement of quality level as shown by measurement of Basler Plastics quality objectives. Process quality objectives are stated in appropriate procedures pertaining to each area. The quality planning procedure also addresses planning activities in select areas.

5.4.2 Quality Management System Planning

Planning is described in the quality control plan, manufacturing control plan and other procedures addressing departments and processes to ensure compliance with objectives and that the integrity of Basler Plastics QMS is maintained during process and product changes. Requirements for new product release are also addressed in these procedures.

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5.5 RESPONSIBILITY, AUTHORITY AND COMMUNICATION

5.5.1 Responsibility and Authority

AC605017 documents and communicates responsibility and authority appropriate for the QMS.

AC605029 Quality System Index defines responsibility and authority for the ISO sections.

5.5.2 Management Responsibility

The Plant Quality Manager is a member of the management staff, reports directly to the Director of Corporate Quality, and is the appointed ISO Management Representative for the facility. The Director of Corporate Quality is responsible for ensuring the quality system processes are established, implemented, maintained and ensures continuing suitability.

5.5.3 Internal communications

The Director of Corporate Quality reports on the performance and effectiveness of the QMS to top management, normally during the documented Management Review meeting and meeting minutes. Continuous Improvement and Quality System Management Review Meeting minutes are located on the Basler Network and available to all employees with access to a personal computer. Cost of quality, scrap, and quality analysis reports are distributed to managers.

5.6 MANAGEMENT REVIEW

5.6.1 General

Management Reviews are conducted at least once during each calendar year to evaluate the continuing suitability, adequacy and effectiveness of the QMS. The reviews are conducted in accordance with the requirements of AC605028.

5.6.2 Review Input

Reviews are conducted by the Director of Corporate Quality and the Plant Quality Manager in accordance with the requirements of AC605028.

5.6.3 Review Output

Minutes of the review meeting are recorded and distributed to management in accordance with the requirements of AC605028.

6.0 RESOURCE MANAGEMENT


6.1 PROVISION OF RESOURCES

Each year manpower and resource requirements needed to implement and maintain the quality management system, continually improve its effectiveness and meet customer's requirements are reported by Department Managers in the financial budget for approval by the President.

6.2 HUMAN RESOURCES

6.2.1 General

The Human Resource Department is responsible for evaluating new job applicants to ensure compliance with documented job descriptions, generated and maintained by Department Managers, and that they possess the minimum skills and education required to be eligible for employment. Personnel competency is determined by Department Managers.

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6.2.2 Competence, Awareness and Training

Basler Plastics has established and maintains procedure AJ605001 for identifying training needs and provides for the training of personnel performing activities affecting quality. Personnel performing specific assigned tasks shall be qualified on the basis of appropriate education, training, and/or experience, as required. Appropriate records of training are maintained. Department Managers and Supervisors determine the necessary competence for personnel reporting to them. A minimum competency level is required of employees, whose work affects quality, for them to remain in their assigned job function. Competency is verified by one of the following methods:

- Test results, when appropriate
- Acceptable completion of duties identified in job descriptions.
- Demonstrated ability to apply knowledge and skill.

6.3 INFRASTRUCTURE

The Plant Manager determines requirements for buildings, workspace and associated utilities. When the plant manager determines that there is a need for additional buildings, workspace or utilities they make their request for funding during the yearly budgeting process to acquire appropriate resources. This includes IT hardware, software and process needs. IT infrastructure requirements are identified by the Chief Information Officer and fall underneath the responsibility of the President and COO. Maintenance of buildings and associated utilities are determined by the appropriate Plant Manager and are performed by personnel assigned. Procedure AC605010 addresses the responsibility for acquiring equipment and supporting services.

6.4 WORK ENVIRONMENT

Basler Plastics maintains an adequate work environment needed to achieve conformity to product and regulatory requirements as documented in AJ605002.

7.0 PRODUCT REALIZATION

7.1 PLANNING OF PRODUCT REALIZATION

The processes, planning, objectives, requirements for the product, verification, validation, monitoring and records needed for product realization is addressed in AC605010, AC605011 and other procedures and work instructions documented in the QMS.

7.2 CUSTOMER-RELATED PROCESSES


The company has established and maintains procedures to determine product requirements, review of requirements and customer communications as described in AL605001.

7.2.1 Determination of Requirements Related to the Product

Contract review for acceptance and capability is performed by Customer Service, Marketing, Proposal Engineer, Project Coordinator and the appropriate Design Engineering Department.

7.2.2 Review of Requirements Related to the Product

Sales and Customer Service initiate a product quotation after determining that requirements are adequately defined. Exceptions to the Customer's Specifications and requirements are documented in the quotation. Records of such contract reviews are maintained in accordance with section 4.2.4 of this manual.

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7.2.3 Customer Communication

Customer Service and Sales representatives are the primary customer contact personnel. Communications regarding product information, correspondence, inquires, contracts, order handling, amendments to contracts and customer feedback such as complaints are routed through Customer Service. Customer complaints are recorded in a database and are addressed in accordance with section 8.5.2 of this manual.

7.3 DESIGN AND DEVELOPMENT

Exclusion for Basler Plastics facility.

7.4 PURCHASING

Suppliers are selected and maintained to support the organization's needs for material and service requirements. This function is performed at the Basler Electric corporate facility.

7.4.1 Purchasing Process

Suppliers are approved in accordance to the Supplier Approval and Verification procedure, AH100004 (Corporate procedure), which establishes criteria for selection, evaluation and re-evaluation. Records of results of evaluation and any necessary actions arising from evaluations are maintained. Refer to the Quality System Index, AC605029, for a complete list of procedures addressing Basler's purchasing process.

7.4.2 Purchasing Information

Purchasing information includes product specification drawings and/or customer specifications. The adequacy of specified purchase requirements are ensured prior to communicating requirements to the supplier. Where applicable purchasing information includes:

- Requirements for approval of product, procedures, processes and equipment.
- Requirements for qualification of personnel.

7.4.3 Verification of Purchased Product

Inspection and other activities necessary for ensuring that purchased product meets specified purchase requirements are established and implemented. Materials are inspected when received in accordance with Receiving Inspection procedure, AC605009, and work instructions to ensure that purchased product conforms to specified purchase requirements. Where Basler or our customer intends to perform verification at the supplier's premises the intended verification arrangements and method of product release is included in the purchasing information provided to the supplier.


7.5 PRODUCTION AND SERVICE PROVISION

Production and service provisions are planned and carried out under controlled conditions. Refer to Quality System Index AC605029 for a list of procedures addressing the control of production and service provision.

7.5.1 Control of Production and Service Provision

Where applicable the following controlled information is available:

- Characteristics of the product
- Work instructions
- Availability of measuring devices
- Implementation of monitoring and measuring equipment

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- Implementation of release, delivery and post delivery activities

7.5.2 Validation of Processes for Production and Service Provision

- Monitoring by Line Supervisors and Quality to defined criteria.
- Approval of equipment and qualification of personnel.
- Use of specific methods and procedures
- Records of qualification are maintained.
- Appropriate re-validation as required.

7.5.3 Identification and Traceability

Identification and Traceability is addressed in AC605007. All parts and materials used in the manufacture of products shall be assigned part numbers to allow for identification. All items will be clearly identified throughout the manufacturing process, as to part number, current stage of manufacture and acceptability of quality. This may be by labels, tags, routing tickets, location or other suitable means. This marking may be either individually or by lot. All products will be traceable after shipment by the use of applicable date codes, lot numbers, etc.

Where items sold by Basler Plastics are required to have traceability documents evidencing the chain of title through Certificates of Conformance (C of Cs – see AC100019) or Certificates of Traceability (C of Ts), items sold or used in the production of the product that is sold, must identify the C of C and C of T requirements to our suppliers. This certification requirement must be identified on the individual purchase orders issued to suppliers for those materials. The appropriate traceability documentation is kept as part of receipt records in each facility's receiving area.

7.5.4 Customer Property

Customer-supplied product used in the manufacture of products by Basler Plastics shall receive the same verification and control as purchased items. Customer-supplied items such as tooling used during the manufacture of products, or test equipment used during verification testing, will be clearly identified and shall be treated the same as equipment owned by Basler Plastics. Special customer requirements will be documented with appropriate procedures and work instructions.


7.5.5 Preservation of Product

The conformity of product is preserved during internal processing and delivery to the intended destination. Necessary protection of all products is provided to prevent damage, loss, deterioration or substitution. Appropriate procedures, work instructions and/or bills of material shall specify packaging materials and methods for all finished products. Internal storage and handling procedures shall emphasize prevention of damage. All materials and products shall be appropriately identified throughout the manufacturing process. The constituent parts of the product are included in this preservation process.

7.6 CONTROL OF MONITORING AND MEASURING DEVICES

Control of measurement and monitoring of product is documented in the facility quality plan and the manufacturing control plan. See AC100002. Control of monitoring and measuring devices are documented in the control of measuring, inspection & test equipment.

All inspection, measuring and test equipment used for the verification of process and product shall be controlled by documented calibration and maintenance procedures. These procedures shall provide direction for accuracies, instrument traceability, identification, records, environment, handling and overall control. It is the responsibility of the Plant Manager to assure that manufacturing personnel are aware of these control requirements. However, it is the responsibility of the individual employee to know that the equipment being used has been calibrated for use.

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8.0 MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.1 GENERAL

Products are inspected according to documented procedures. These procedures are identified in AC605029.

8.2 MONITORING AND MEASUREMENT

Procedures have been established and implemented to evaluate and continually improve upon product, processes and customer satisfaction. Monitoring and measurement are documented in appropriate procedures.

8.2.1 Customer Satisfaction

Customer perception as to whether Basler Plastics has met requirements is monitored as documented in procedure AC605020.

8.2.2 Internal Audit

Internal quality audits are performed by trained and qualified auditors to verify that quality system policies and procedures are being followed and that the system is effective in correcting practices that cause nonconformity's. All procedures, processes and products are subject to audit. Responsibility for scheduling of audits of the quality system will reside with the designated lead auditor, who shall be designated by the Director of Corporate Quality. Nonconformance's resulting from internal audits must be formally responded to with appropriate corrective action. Results of quality audits will be reviewed by the executive staff during the management review process.

8.2.3 Monitoring and Measurement of Processes

Quality system metrics being monitored are identified in the quality system management review procedure, AC605028. When planned results are not achieved, corrections and corrective actions are taken, as appropriate, to ensure conformity of product. The Quality System Index includes additional procedures addressing monitoring and measurement of processes. Work Instructions may also address monitoring and measurement.

8.2.4 Monitoring and Measurement of Product


Monitoring and measurement of product along with the product acceptance process for shipment is documented in the facility quality plan, AC605010, and the control plan, AC605011.

8.3 CONTROL OF NONCONFORMING PRODUCT

Procedures shall be developed to assure that nonconforming product cannot be forwarded to the next production process. These procedures shall provide for the appropriate identification, segregation, and disposition of nonconforming product. Nonconforming product may be identified at point of the manufacturing process, as well as customer returns. See "Non-Conforming Material Procedure" AC605006.

8.4 ANALYSIS OF DATA

The metrics collected and analyzed as part of the continuous improvement and preventive action process as documented in AC605020 are used to demonstrate the suitability and effectiveness of the quality management system and to evaluate where continual improvement of the effectiveness of quality management system can be made.

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8.5 IMPROVEMENT

8.5.1 Continual Improvement

Continuous improvement of the Quality Management System is achieved through the use of the processes described within this document. The effectiveness of this Quality Management System is continually improved through the use of the quality policy, quality objectives and preventive actions and management review. See AC605020, Continuous Improvement Procedure.

8.5.2 Corrective Action

Documented procedures for addressing and implementing corrective actions are established. Emphasis is placed on the determination of corrective action needed to eliminate the cause of nonconformities. Effective handling of customer complaints, reports of product nonconformities and internally detected nonconformities are address as described in AC605001, Corrective and Preventive Actions Procedure. Investigation into the cause of nonconformities relating to product, process and quality system, and recording the results of the investigation is addressed in the above procedure.

8.5.3 Preventive Action

Documented procedures for addressing and implementing preventive actions are established. Emphasis is placed on preventive action to foster a proactive approach using appropriate sources of information as identified in procedure AC605020, Continuous Improvement, to detect analysis and eliminate potential causes of nonconformities; also reference procedure AC605001, Corrective and Preventive Actions Procedure. Relevant preventive action information on actions is submitted to management review in accordance with procedure AC605028, Management Review.