Wall Industries, Inc.

POLICY MANUAL
FOR
ISO 9001

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Date: **May 22, 2024**

REVIEWED BY: Charle Bickford **DATE:** May, 22 2024

APPROVED BY: Tim Powers **DATE:** May, 22 2024

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	SUBJECT: CONTROL COPY ISSUED			SECTION: 1.1
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Charles Bickford

Recipient's Signature

5-22-2024

Date

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COPY ISSUE LIST

MANUAL #	ISSUED TO	DATE	LOCATION
1	CHARLIE BICKFORD	MAY 22, 2024	Quality Assurance
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REV LEVE	REV DATE	DETAILS		DESCRIPTION OF CHANGE
		SEC.	Para.	
0	April 10, 2002	All	All	Original Issue
A	April 1, 2009			Changes have been made to many pages of this policy. To reflect what Wall Industries, Inc. is doing today. Changes came from both internal and external audits.
B	September 9, 2010	ALL	ALL	Update to 9001-2008
C	May 22, 2112	ALL	ALL	Update to ISO compliant Audit number
D	April 04, 2013	ALL	ALL	Changed approved By Name
E	April 7, 2015	ALL	ALL	Change GM's and address.
F	May, 8 2019	ALL	ALL	Remove 2008 from document
G	May 22, 2024	3.3		Remove Traceability requirements will be excluded.

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Commitment:

This is to advise the recipient of this document that Wall Industries, Inc., located at 37 Industrial Drive, Exeter, N. H. 03833, is committed to the policies and procedures described and referenced within this manual while producing products and providing services to our customers.

Scope:

The design and manufacture of DC/DC converters and AC/DC power supplies encapsulated and open frame. The procurement, testing, storage, and sale of DC/DC converters and AC/DC power supplies encapsulated, and open frame marked "Made in Taiwan" and/or "Made in China" by ISO 9001 registered Facilities.

_____

Tim Powers, General Manager

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Charles Bickford, Quality Assurance

Wall Industries, Inc. designs, manufactures and distributes a complete line of DC to DC and AC to DC Power Supplies as well as customized Power Supplies.

Our company was founded in 1960 in Bedford Massachusetts as a manufacturer of high-reliability power supplies

As the demand for power supplies increased, Wall Industries, Inc. expanded its product lines and manufacturing capabilities.

Today, Wall Industries, Inc. is headquartered in Exeter, N. H.

1.0 PURPOSE

1.1 The objectives of this manual are to provide our company personnel and customers with a single source of information regarding Wall Industries policies and procedures for assuring and controlling product and service quality, the continual improvement of the quality management system and compliance to requirements defined within ISO Standards.

2.0 APPLICATION

2.1 This manual establishes Wall Industries management policy concerning quality and refers to Quality Management Procedures (QMPs). These procedures have been developed to ensure the quality of deliverables in strict accordance with contractual and jurisdictional requirements. The policies contained within this manual and the methodologies defined within each referenced procedure are applicable to all contracts performed by Wall Industries.

2.2 This document is divided into sections. From this point forward, each section contains the following blocks of information:

PURPOSE:	Identifies the objective to be achieved by the section.
APPLICATION:	Describes the extent to which the section applies.
POLICY:	Defines company policy regarding the section topic.
REFERENCES:	Identifies documents, which are referenced, or applicable to the section.

3.0 POLICY

3.1 <u>General</u>

3.1.1 Nothing within this manual relieves Wall Industries, Inc. of its responsibility for complying with the provisions of awarded contracts including work performed by Wall Industries, suppliers and subcontractors.

3.1.2 In the event of any inconsistency between this document and specific contract requirements, the contract requirements shall prevail.

3.1.3 Unless otherwise defined, the definition of a specific term used within this document shall be as outlined within the ISO Standard.

3.1.4 The words “shall”, “will” and “must” have been used to indicate a mandatory internal requirement. Where the word “should” or “may” has been used, it is to be interpreted as meaning a preferred approach.

3.2 Our Quality Management System

3.2.1 Wall Industries quality management system is documented, implemented, maintained and continuously improved in its effectiveness as per the requirements defined within the ISO Standard and our own stated policies to ensure that products and services provided to customers conform to all contractual and quality requirements and meet or exceed their needs and expectations.

3.2.2 The processes that make up the Wall Industries, Inc. quality management system as well as their application, sequence and interaction are identified throughout this manual.

3.2.3 The criteria and methods used to ensure the effective operation and control of these processes are defined in section 7.1 of this manual.

3.2.4 Information and resources necessary to support the operation, monitoring, measurement and analysis of these processes are defined within sections 5.5, 6.1, 7.1, 7.5, 8.2 and 8.4.

3.2.5 All actions considered necessary to achieve planned results and continual improvement shall be taken by Wall Industries, Inc. as defined within sections 5.4, 7.1 and 8.5.

3.2.6 Purchased products or outsourced processes shall be controlled as defined within section 7.4.

3.2.7 All of the processes that make up the Wall Industries, Inc. quality management system shall be managed as defined within this manual and in accordance with the requirements of the ISO Standard.

3.3 Exclusions

3.3.1 Unless contractually required.

4.1 Quality Management Procedures
4.2 ISO Standard for Quality Management Systems – Requirements
4.3 ISO Standard for Quality Management Systems – Fundamentals and Vocabulary.

1.0 PURPOSE

1.1 To define Wall Industries' quality system documentation structure and its management and to reference specific procedures and documents that apply to this subject.

2.0 APPLICATION

2.1 This section describes the quality management system documentation used by Wall Industries, Inc. to ensure product and service compliance to quality and contractual requirements and includes the control, review, approval, and storage of these documents and quality records.

3.0 POLICY

3.1 GENERAL

3.1.1 The documentation structure of Wall Industries' quality management system consists of three tiers or levels of documents with each subsequent tier designed to provide the reader with additional detail, as required, based on the complexity of the function or process being addressed:

Tier 1 Policy Manual: Single stand-alone controlled document. Defines Wall Industries' quality policy, quality objectives, and commitment to customer satisfaction and continual improvement under sections 5.3, 5.4, 8.2 and 8.4, respectively. Addresses each of the quality management system processes required by the ISO Standard and established by Wall Industries, Inc. The Policy Manual references specific Quality Management Procedures.

Tier 2 Quality Management Procedures: Consists of twenty-seven (27) stand-alone documents to ensure the effective planning, operation, and control of Wall Industries, Inc. processes. Defines who is responsible for what, when it would apply and why it is being done. Quality Management Procedures cross-reference other procedures and make reference to third-tier groups of detailed instructions or related documents and may contain or reference specific forms to aid the reader in establishing required records.

Tier 3 Detailed Instructions, Checklists and Forms: Consists of numerous stand-alone documents including instructions for inspection and testing, calibration,

production and service processes, as well as quality system forms, audit checklists, workmanship standards and quality plans. Defines details as to how specific tasks must be performed and records to be produced when not covered by Quality Management Procedures. Instructions cross-reference other third-tier documents and contain specific forms to be used when required.

3.2 POLICY MANUAL

3.2.1 This policy manual has been established and shall continue to be maintained in order to provide the reader with:

- The scope of Wall Industries' quality management system including details of and justification for any exclusion, as defined within section 4.1.
- A reference to all documented Quality Management Procedures as defined below under paragraph 3.2.3; and
- A description of the interaction between the processes, which make up the Wall Industries, Inc. Quality management system.

3.2.2 The distribution of this policy manual shall be controlled as defined under paragraph 3.3 Of this section, and, where applicable, shall be submitted to customers and external jurisdictions and agencies for acceptance.

3.2.3 Quality Management Procedures

3.2.3.1 The following Wall Industries, Inc. Quality Management Procedures have been implemented within Wall Industries, Inc. and form an integral part of the quality management system as they are both consistent with the requirements of the ISO Standards and the policies within this Policy Manual:

DOCUMENT	SUBJECT OF PROCEDURE
QMP-001	Quality Planning
QMP-002	Documentation Development
QMP-003	Control of Documents
QMP-004	Control of Quality Records
QMP-005	Quality Management Review
QMP-006	Competency, Awareness and Training
QMP-007	Customer Requirements and Communication
QMP-008	Design and Development
QMP-009	Purchasing

QMP-010	Supplier Selection and Evaluation
QMP-011	Planning of Product Realization
QMP-012	Preventive Maintenance
QMP-013	Identification and Traceability
QMP-014	Inspection and Test Status
QMP-015	Customer Property
QMP-016	Preservation of Product
QMP-017	Validation of Processes
QMP-018	Control of Monitoring and Measuring Devices
QMP-019	Measuring Customer Satisfaction
QMP-020	Internal Quality Audits
QMP-021	Monitoring and Measurement of Processes
QMP-022	Monitoring and Measurement of Product
QMP-023	Control of Nonconforming Product
QMP-024	Analysis of Data
QMP-025	Planning for Continual Improvement
QMP-026	Corrective and Preventive Action
QMP-027	External Quality Audits

3.2.3.2 The extent of detail contained within each procedure has been based on the complexity of the work processes that are being used; the interaction of the processes involved, and any prerequisite skills and training that may be needed by Wall Industries personnel to perform activity's defined.

3.2.4 Resulting quality records shall be controlled as defined under paragraph 3.4 of this section.

3.3 CONTROL OF DOCUMENTS

3.3.1 Documents required for the Quality management system such as this manual, Quality management procedures, instructions, checklists and Quality system forms shall be developed as defined within QMP-002 and reviewed, approved and controlled in accordance with procedure QMP-003 including documents of external origin such as standards, specifications and customer drawings.

3.3.2 Original documents shall be reviewed for adequacy and completeness and approved by the departments and personnel responsible prior to issue.

3.3.3 Departments creating and distributing documents shall maintain a master listing of all documents generated with its current revision status and its date of effectiveness.

3.3.4 Documents requiring customer acceptance shall be submitted for review and approval and shall not be distributed or implemented within Wall Industries, Inc. or released to suppliers until such acceptance has been received.

3.3.5 Prior to release, revisions to previously approved documents and data shall require the same authorizations and approvals as the original.

3.3.6 Changes or additions to approved company documents and data shall be identified as such within the documents or appropriate attachments as they are initiated. Following the changes, each document shall be reissued in its entirety.

3.3.7 When changes to customer documents are considered necessary, the proposed changes shall be prepared and formally submitted to the customer.

3.3.8 Approved documents and changes to it shall be transmitted to all functional areas and locations where they apply and shall be made readily accessible to the personnel concerned.

3.3.9 All documents shall be legible, readily identifiable and retrievable.

3.3.10 Documents of external origin shall be identified as required, and their distribution controlled.

3.3.11 Invalid and/or obsolete documents shall be promptly removed from all points of issue or use.

3.3.12 Obsolete documents retained by Wall Industries, Inc. for the purposes of legal and/or knowledge-preservation shall be used as "**For Reference Only**" and shall be controlled.

3.3.13 All quality related documentation as required by contract shall be made available to the customer for review and evaluation upon request.

3.3.14 Documents defined as quality records shall be controlled as described under paragraph 3.4 below.

3.4 CONTROL OF RECORDS

3.4.1 The term quality records pertains to all records prepared for or required by the quality management system that provides evidence of conformity to requirements and the

effective operation of the quality management system.

3.4.2 All quality records shall be legible, readily identifiable and retrievable during the performance of a contract as outlined within the relevant quality management procedure or instruction.

3.4.3 Subsequent to the completion of a contract, all documents and quality records shall be assembled and stored.

3.4.4 Periodic verification of stored documentation shall be conducted in accordance with procedure QMP-020 to ensure that environment, access and other contract and quality management system requirements are met.

3.4.5 The methodology to be used and the personnel responsible for the identification, storage, protection, retrieval, retention time and disposition of quality records shall be in accordance with procedure QMP-004.

3.4.6 When required by contract or at the discretion of the Quality Manager, all quality related records and documents should be made available to the customer for review and analysis upon request.

4.0 REFERENCES

4.1 QMP-002 Documentation Development
4.2 QMP-003 Control of Documents
4.3 QMP-004 Control of Quality Records
4.4 QMP-020 Internal Quality Audits
4.5 ISO Standard for Quality Management Systems - Requirements
4.6 Quality Management Procedures

1.0 PURPOSE

1.1 To define Wall Industries, Inc. management commitment to the development and improvement of the quality management system.

2.0 APPLICATION

2.1 This section describes the commitment made by Wall Industries management to the development, implementation, and continuing improvement of the quality management system and identifies the evidence of this commitment.

3.0 POLICY

3.1 Wall Industries, management is committed to the policies and procedures described and referenced within this manual, to the ongoing development and continual improvement of the quality management system implemented, and to the following quality management principles:

1) Customer Focus: As a customer-focused organization, we must understand our customer's current and future needs and we must meet these needs while striving to exceed our customers' expectations.

2) Leadership: We must establish a unity of purpose, direction and stable environment in order that our employees can become fully involved in achieving our company's objectives.

3) Involvement of People: We must ensure that our employees are fully involved and informed in order to enable them to use their abilities for the maximum benefit of the company.

4) Process Approach: We must ensure that all related resources and activities are managed as a process in order to efficiently achieve the desired result.

5) System Approach to Management: We must identify, understand and manage the interrelated processes of our quality management system to achieve defined objectives while contributing to the effectiveness and efficiency of our company.

6) Continual Improvement: We must ensure that continual improvement is a permanent objective of Wall Industries, Inc.

7) Factual Approach to Decision Making: We must ensure that all decisions are effective and are based on the logical or intuitive analysis of data and information.

8) Mutually Beneficial Supplier Relationship: We must enhance our ability to create value by fostering mutually beneficial relationships with our suppliers.

3.2 To reinforce this commitment, Wall Industries, Inc. management shall ensure that:

a) The importance of meeting customer, statutory and regulatory requirements, as defined under section 7.2 of this quality manual, is effectively and consistently communicated throughout the organization using any or all of the following means:
   - company Media;
   - Internal training sessions;
   - Postings and bulletin boards;
   - E-mail notification.

b) The quality policy, defined under section 5.3 of this manual, continues to remain relevant and consistent with the overall organizational policies and provides a suitable framework for setting quality objectives.

c) Quality objectives continue to be identified for the relevant functions and levels within Wall Industries, Inc., as defined under section 5.4 of this manual and remain measurable while consistent with the quality policy.

d) Quality management reviews continue to be conducted, as defined under section 5.6 of this manual, to ensure the continuing suitability, effectiveness, and efficiency of the Wall Industries, Inc.

e) Quality management system.

f) All necessary resources to implement and improve the processes for the quality management system and to address customer satisfaction continue to be made available, as defined under section 6.1 of this policy manual.

4.0 REFERENCES

None.

1.0 PURPOSE

1.1 To define Wall Industries, Inc. policy concerning customer focus.

2.0 APPLICATION

2.1 This section applies to all customer contracts and orders.

3.0 POLICY

3.1 Wall Industries, Inc. management shall ensure that all customers' needs and requirements are determined, properly identified, and converted into product, service, and/or quality system requirements as defined under section 7.2 of this manual.

3.2 The aim regarding these actions shall be to fulfill all of the requirements which apply including statutory and regulatory requirements, and to achieve or enhance customer satisfaction as outlined under section 8.2 of this manual.

4.0 REFERENCES

None.

1.0 PURPOSE

1.1 To define Wall Industries, Inc.'s quality policy and to reference specific procedures that applies to this subject.

2.0 APPLICATION

2.1 This section covers the overall intentions and direction of Wall Industries, Inc. as they relate to quality and as expressed by management.

3.0 POLICY

3.1 It is Wall Industries, Inc.'s quality policy to provide our customers with products and services that comply with requirements while meeting or exceeding their needs and expectations for performance, reliability, and safety at a competitive cost. In support of this policy, we are committed to continually improving the effectiveness of our quality management system and to ensure an adequate framework for the establishment and review of the quality objectives as defined under section 5.4 is provided.

3.2 Wall Industries, Inc. shall ensure that this policy is communicated and understood by all levels within the organization by providing training sessions as defined within procedure, QMP-006 and by conducting internal quality audits in accordance with procedure QMP-020

3.3 This quality policy is considered appropriate and consistent with Wall Industries, Inc. overall business policies and shall be reviewed on an on-going basis as defined within procedure QMP-005, to ensure its continuing suitability.

4.0 REFERENCES

4.1 QMP-005 Quality Management Review
4.2 QMP-006 Competency, Awareness and Training
4.3 QMP-020 Internal Quality Audits

1.0 PURPOSE

1.1 To define Wall Industries, Inc. policy concerning quality objectives and quality planning and to reference specific procedures that apply to this subject.

2.0 APPLICATION

2.1 This section describes how quality objectives and quality management system planning are established to ensure product and service compliance to both quality and contractual requirements.

3.0 POLICY

3.1 QUALITY OBJECTIVES

3.1.1 Wall Industries management shall ensure that quality objectives:

- Include those needed to meet product requirements, as defined within section 7.1;
- Are established at relevant functions and levels within Wall Industries, Inc.;
- Are measurable; and
- Are consistent with Wall Industries, Inc quality policy defined within section 5.3.

3.1.2 To this end, all Wall Industries, Inc. quality objectives shall fall into four main classifications:

1) Management Policy Objectives: Management policy is established to identify the overall intentions and direction of the company. Input for establishing management policy objectives shall include:

   - Customer complaints;
   - Warranty claims;
   - Productivity, inventory and cost analysis reports;
   - Quality management reviews.

2) Process Objectives: Processes are the system of activities, which use resources to transform inputs into outputs. Input for establishing process quality objectives shall include:

- Process capability;
- Process and product designs and developments;
- Inspection, testing and process results;
- Internal nonconformances;
- New technology and equipment;
- Productivity analysis reports; and
- Quality management reviews.

3) Product Objectives: Products are the result of the system of processes used by Wall Industries, Inc. Inputs for establishing product quality objectives shall include:

- Product inspections and tests;
- Customer warranty claims;
- Customer complaints; and
- Product nonconformances and returns.

4) Quality System Objectives: The quality system is a set of interrelated and interactive processes that have been put in place to achieve customer satisfaction by meeting specified product requirement and by continually improving performance. Input for establishing quality system objectives shall include:

- Internal audit results;
- Health, safety and environmental issues;
- Revisions to quality standards;
- Changes to management policy;
- Corrective action; and
- Quality management reviews.

3.1.3 The methodology to be used and the personnel responsible for establishing and auctioning Wall Industries, Inc. quality objectives shall be as defined within procedure QMP-001.

3.2 QUALITY MANAGEMENT SYSTEM PLANNING

3.2.1 Wall Industries, Inc. management shall ensure that the planning of the quality management system is carried out as explained below in order to achieve the activities outlined within section 4.1 of this manual and the quality objectives identified under paragraph 3.1 of this section.

3.2.2 Quality planning shall encompass:

a) the processes of the quality management system;
b) the resources needed to achieve quality objectives; and
c) The continual Lean improvements.

3.2.3 Inputs to quality planning shall include:

- The needs and expectations of customers and other parties;
- Product and system process performance;
- Lessons learned from previous experiences; and
- Opportunities for improvements through Lean events.

3.2.4 The outputs of quality planning shall include:

- The responsibility and authority to execute Lean improvements;
- The identification of skills and knowledge needed;
- Improvement approaches, methods and tools;
- Resources required;
- Indicators for performance achievement, and
- The need for documentation and records.

3.2.5 Quality planning shall also ensure that required changes are conducted in a controlled manner and that the integrity of the quality management system is maintained during the change.

3.2.6 The methodology to be used and the personnel responsible for quality planning shall be as defined within procedure QMP-001.

4.0 REFERENCES

4.1 QMP-001 Quality Planning

1.0 PURPOSE

1.1 To define the responsibilities and authority of Wall Industries, Inc. management, the methods used for communication and to reference specific procedures and documents that apply to this subject.

2.0 APPLICATION

2.1 This section covers the managerial responsibilities, authority, and interrelationships within Wall Industries, Inc. as well as internal communication.

3.0 POLICY

3.1 RESPONSIBILITY AND AUTHORITY

3.1.1 The Wall Industries, Inc. organization has established functions in: Quality, Manufacturing, Manufacturing Engineering, Engineering, Purchasing, Sales and Marketing, Controller Control, and Personnel.

3.1.2 In order to facilitate effective quality management, the following paragraphs define the responsibilities and authorities for each of the above functions with lines of communication and the interrelationship of positions illustrated within the organization chart.

3.1.2.1 General Manager: The General Manager has the responsibility and authority to develop and implement long-term strategic planning and budgeting and to ensure experienced staff is assigned to adequately manage daily operations and contractual commitments, including the policies and procedures included or referenced within this policy manual.

3.1.2.2 Quality: The Quality Assurance Manager reports directly to the General Manager and is responsible for the implementation and compliance of the company quality policy, quality objectives, and procedures defined or referenced within this manual. The general scope of the Quality Assurance Manager's responsibility and authority is to:

- Plan, implement, and maintain a quality management system in accordance

with ISO Standard.

- Control and revise as required, this manual and all procedures referenced within;
- Represent Wall Industries, Inc. in the resolving of matters pertaining to quality with Wall Industries, Inc. suppliers, customers and representatives from external regulatory bodies;
- Ensure that quality related deficiencies are adequately documented, investigated and corrected;
- Ensure that manufactured items are adequately documented and traceable as required; and
- Ensure that only acceptable material or services are presented or delivered to the customer.

For additional responsibilities and authority for this function, see paragraph 3.2, Management Representative.

3.1.2.3 Manufacturing: The Manufacturing Manager reports directly to the General Manager and has the responsibility and authority to effectively coordinate production manpower and equipment so as to result in on-time product completion, product quality and cost-effective performance for work contracted to be performed.

3.1.2.4 Engineering: The Engineering Manager reports directly to the General Manager and has the responsibility and authority to design and engineer standard and custom product orders, develop required part lists, liaise with vendors and suppliers during development, and maintain control of drawings and specifications.

3.1.2.5 Manufacturing Engineering reports directly to the General Manager and has the responsibility for process controls and authority to design required tooling and test equipment.

3.1.2.6 Purchasing: The Purchasing Manager reports directly to the General Manager and has the responsibility and authority to purchase all raw materials, subcontract services and goods required for production.

3.1.2.7 Material Control Manager the Material Control Manager reports to the The General Manager. Manages and coordinate the receiving and shipping departments and maintain Wall Industries, Inc. stockrooms.

3.1.2.8 Sales: The Sales Manager reports directly to the General Manager and has the responsibility and authority to represent Wall Industries, Inc. in the bidding and closing of contracts, prepare annual sales forecasts and budgets, develop marketing strategies, and liaise with customer representatives, warranty, and non-warranty repairs, and provide technical services as required.

3.1.2.9 Controller: The Finance Manager reports directly to the General Manager and has the responsibility and authority for the financial reporting and analysis, money management, credit and collections, accounting, and information systems for Wall Industries, Inc.

3.1.2.10 Personnel: The Personnel Manager reports directly to the General Manager and has the responsibility and authority to coordinate and effectively manage all aspects of human resources including, employee relations, health and safety, skills development and training, compensation and benefits and recruitment.

3.2 MANAGEMENT REPRESENTATIVE

3.2.1 As part of Wall Industries, Inc. goal to continuously enhance the effectiveness and efficiency of the quality management system, Wall Industries, Inc. management has appointed the Quality Assurance Manager to monitor, coordinate, manage and evaluate the quality management system processes including responsibility and authority to:

- ensure the establishment, implementation and maintenance of the processes needed for the quality management system;
- report to top management on the performance of the quality management system including needs for improvement; and
- Ensure the promotion of awareness of customer requirements throughout the organization.

For additional responsibilities of the Quality Assurance Manager, see paragraph 3.1.2.2.

3.3 INTERNAL COMMUNICATION

3.3.1 To ensure that the Wall Industries, Inc. quality policy, quality management system requirements, and quality objectives are adequately understood, implemented, and maintained at all levels in the organization:

- A copy of the quality manual and quality management procedures shall be on Wall Industries, Inc. intranet for department managers' access.

- The quality policy, requirements of the quality management system and established quality objectives may be reviewed with an employee during indoctrination sessions.

3.3.2 As part of the feedback loop, the Quality Assurance Manager shall ensure that the effectiveness of the quality management system processes and accomplishment towards company quality objectives are properly communicated to the various levels and functions within the organization through:

- Team briefings and departmental meetings;
- Postings on bulletin boards; and
- Quality training sessions and presentations.

4.0 REFERENCES

4.1 QMP-006 Competencies, Awareness and Training
4.2 ISO Standard Quality Management Systems–Requirements
4.3 Wall Industries, Inc. Organization Chart

Note: the same person may hold More than one position.

1.0 PURPOSE

1.1 To define Wall Industries, Inc. policy concerning the review and continuous improvement of the quality management system and to reference specific procedures that apply to this subject.

2.0 APPLICATION

2.1 This section covers the review and continuous improvement of the Wall Industries, Inc. quality management system through the management review process.

3.0 POLICY

3.1 GENERAL

3.1.1 At planned intervals during the year, the Wall Industries, Inc. Management Review Team shall review the quality management system to ensure its continuing suitability, adequacy, and effectiveness. These reviews shall include assessing opportunities for improvement and the need for any change to the current quality management system including the quality policy and quality objectives.

3.1.2 The methodology to be used to review the quality management system and the management personnel who make up the Wall Industries, Inc. Management Review Team shall be as described within procedure QMP-005.

3.2 REVIEW INPUT

3.2.1 Inputs to quality management reviews shall include the following sources of information regarding the performance of the quality management system as well as improvement opportunities:

- audit reports (internal, customer and third-party);
- feedback from customers;
- process performance and product conformance;
- performance of suppliers;
- status of preventive and corrective actions;
- status of action items from previous quality management reviews;

- changes that could affect the quality management system; and
- Employee suggestions for improvement.

3.3 REVIEW OUTPUT

3.3.1 Outputs from quality management system reviews shall be documented in management review minutes and shall include decisions made and actions taken related to:

- the improvement of the effectiveness of the quality management system and its processes;
- the improvement of product related to customer requirements; and
- Resource needs.

3.3.2 Management review minutes shall be maintained in accordance with procedure QMP-004.

4.0 REFERENCES

4.1	QMP-004	Control of Quality Records
4.2	QMP-005	Quality Management Review

1.0 PURPOSE

1.1 To define Wall Industries, Inc. Policy concerning the provision of resources for the quality management system.

2.0 APPLICATION

2.1 This section applies to the determination and provision of all resources needed for the quality management system within Wall Industries, Inc., including people, suppliers, information, infrastructure and work environment.

3.0 POLICY

3.1 Wall Industries, Inc. shall determine and provide, in a timely manner, the resources needed to:

- Implement, maintain and continually improve the quality management system; and
- To enhance customer satisfaction by meeting customer requirements.

3.2 When determining these resources, consideration shall be given to:

- Current business opportunities and constraints;
- Mechanisms that will encourage innovative continual improvement;
- Methods to enhance existing competency; and
- Future resource requirements.

4.0 REFERENCES

4.1 None.

1.0 PURPOSE

1.1 To define Wall Industries, Inc. policy concerning the management of human resources for the quality management system and to reference specific procedures that apply to this subject.

2.0 APPLICATION

2.1 This section applies to all Wall Industries, Inc. personnel with assigned responsibilities in the quality management system and includes their training to ensure competency when performing activities affecting quality during design, purchasing, and manufacturing.

3.0 POLICY

3.1 GENERAL

3.1.1 Wall Industries, Inc. personnel who perform work affecting product quality shall be competent on the basis of appropriate education, training, skills, and experience.

3.2 COMPETENCY, AWARENESS AND TRAINING

3.2.1 Each Wall Industries, Inc. manager shall identify the competency needs for personnel performing activities that affect product quality within their department.

3.2.2 Managers shall then evaluate employees under their direction to determine any competency gaps.

3.2.3 Based on these gaps, required training or other actions to satisfy these needs shall be identified and provided to Wall Industries, Inc. employees through on-the-job instruction, internal training sessions and external courses.

3.2.4 To ensure that Wall Industries, Inc. employees are aware of the relevance and importance of their activities and how they contribute to the achievement of quality objectives, the Quality department shall develop and present quality indoctrination courses.

3.2.5 These internal courses shall provide attendees with a variety of quality related information including, techniques established by Wall Industries, Inc. for performing verifications, validations and preparing reports and may result in additional training being provided to selected employees as required.

3.2.6 Refresher courses to reinforce quality awareness and knowledge of quality policy, objectives and procedures shall be given to employees on an annual basis or more frequently, as determined by the Wall Industries, Inc. Management Review Team.

3.2.7 Any employee receiving company-sponsored training, whether by attending internal training sessions or external courses, presentations or seminars must evaluate the effectiveness of the training provided.

3.2.8 The methodology to be used and the personnel responsible for identifying competency gaps and coordinating training provided to Wall Industries, Inc. personnel shall be as defined within procedure QMP-006.

3.2.9 Training Records

3.2.9.1 All records related to employee education, training, skills, qualifications, experience and training assessments shall be retained on file by Wall Industries, Inc. for a period of employment unless otherwise specified by contract or applicable jurisdiction.

4.0 REFERENCES

4.1 QMP-006 Competency, Awareness and Training

1.0 PURPOSE

1.1 To define Wall Industries, Inc. policy on infrastructure to achieve product and service conformity and to reference specific procedures that apply to this subject.

2.0 APPLICATION

2.1 This section covers the provision and maintenance of all Wall Industries, Inc. facilities.

3.0 POLICY

3.1 To provide a foundation for operations and to ensure the achievement of product and service conformity to requirements, Wall Industries, Inc. shall determine, provide and maintain all infrastructure required, including, as applicable:

3.1.1 Buildings, Workspace and associated utilities and equipment: To ensure continuous quality output, Wall Industries, Inc. process equipment as well as office and shop buildings and utilities shall be routinely maintained in accordance with procedure QMP-012.

3.1.2 Hardware and software: To ensure that only acceptable monitoring and measuring hardware and software are used to verify and validate products and processes, all such devices shall be controlled and subject to calibration as defined within procedure, QMP-018.

3.1.3 Supporting services: All required support services and processes to ensure the achievement of product or service conformity.

3.2 Wall Industries, Inc. infrastructure shall be reviewed for continual compliance to operational needs on an ongoing basis with required corrective and preventive action taken as defined under section 8.5 of this manual.

4.0 REFERENCES

4.1	QMP-012	Preventive Maintenance
4.2	QMP-018	Control of Monitoring and Measuring Devices

1.0 PURPOSE

1.1 To define Wall Industries, Inc. work environment policy to ensure product and service conformity and to reference specific documents that apply.

2.0 APPLICATION

2.1 This section covers Wall Industries, Inc. work environment including both the human and physical factors, which influence it.

3.0 POLICY

3.1 To achieve product and service conformity, Wall Industries, Inc. shall manage both the human and physical factors, which affect the work environment as defined below:

3.1.1 Human Factors

3.1.1.1 Creative Work Methodologies: Wall Industries, Inc. actively promotes and encourages employee participation, creativity, and new ideas from everyone within the company.

3.1.1.2 Opportunities for Personnel: Wall Industries, Inc.'s policies reflect a genuine concern for all employees and a desire to meet their needs and expectations. We expect full measure of value from each and every individual in his or her job and in the continual attention to detail and quality that is required. In return, Wall Industries, Inc. wishes to see employees' progress in skill and experience, encouraging education programs and movement to new and challenging assignments as part of a development program. To this end, we offer opportunities for self-improvement with company subsidies for tuition fees and books to take approved evening courses. It is the company's practice to send selected employees to fully paid short courses and seminars for professional advancement.

3.1.1.3 Safety Rules and Guidance: Safety rules and guidance are provided in the Wall Industries, Inc. employee Manual.

3.1.2 Physical Factors

3.1.2.1 The heat, lighting, humidity, noise level, cleanliness and proper air flow within our office and shop facilities shall be controlled continually by all department managers and supervisors to ensure the positive enhancement of our personnel's performance.

4.0 REFERENCES

4.1 EM Wall Industries, Inc. Employee Manual

1.0 PURPOSE

1.1 To define Wall Industries, Inc. policy concerning the planning of product realization and to reference specific procedures that apply to this subject.

2.0 APPLICATION

2.1 This section covers how Wall Industries, Inc. plans the realization processes to produce a product or provide a service.

3.0 POLICY

3.1 Wall Industries, Inc. shall plan and develop the processes and sub-processes essential to ensure product conformance throughout the manufacturing cycles.

3.2 These processes shall be identified and documented within Quality Plans which, as a minimum, shall identify:

a) the quality objectives and requirements to be achieved for the product, project or contract involved;

b) Where additional processes or documentation need to be established;

c) The resources and facilities needed to produce the product or service involved;

d) each verification, validation, monitoring, inspection and test activities specific to the product and the criteria for product acceptance; and

e) Mandatory hold and witness points established by the customer which requires their verification of selected characteristics of an item or process and beyond which work shall not progress until verification has been completed.

f) Records needed to provide evidence of process and product conformity to requirements.

3.3 Wall Industries, Inc. Quality Plans shall reference procedures and instructions to be followed while performing each activity, as applicable.

3.4 Upon completion, Quality Plans shall be subject to review and approval by the Quality and Production Managers to ensure that all resources and facilities required will be provided.

3.5 Revisions to Quality Plans shall be reviewed and approved in the same manner as originals.

3.6 When contractually required, Quality Plans and their revisions shall be submitted for customer acceptance.

3.7 Work shall not proceed beyond a verification, hold or witness point established by the customer as a contractual requirement without the activity being performed and accepted by the customer. An exception to this, however, would be a signed release or waiver issued or granted by the customer.

3.8 The methodology to be used and the personnel responsible for the planning of product realization shall be as defined within procedure QMP-011.

4.0 REFERENCES

4.1 QMP-011 Planning of Product Realization

1.0 PURPOSE

1.1 To define Wall Industries, Inc. policy concerning customer-related processes and to reference specific procedures that apply to this subject.

2.0 APPLICATION

2.1 This section covers how the needs and expectations of customers are defined, implemented and maintained including the review and evaluation of all requests for quotation prior to bidding and contracts prior to acceptance.

3.0 POLICY

3.1 DETERMINATION OF REQUIREMENTS RELATED TO THE PRODUCT

3.1.1 Upon receipt of a customer's request for quotation or query, Wall Industries, Inc. shall determine the customer's requirements including:

a) Customer-specific product requirements;
b) Requirements for delivery and post-delivery activities;
c) Product requirements not specified by the customer but, considered essential for intended or specified use, where known;
d) Obligations related to product, including statutory and regulatory requirements; and
e) Any additional requirement determined relevant by Wall Industries, Inc.

3.2 REVIEW OF REQUIREMENTS RELATED TO THE PRODUCT

3.2.1 All requests for quotation, customer requirements and requirements perceived by Wall Industries, Inc. to be relevant to the product, project or contract, shall be reviewed prior to bidding to determine:

- What is being requested by the customer;
- What product requirements apply;
- What design or development activities are involved;
- Which statutory or regulatory entity would apply and what their requirements would be;
- What personnel would be required to perform the work;

- What materials are required;
- What facilities would be required to achieve the work;
- What lead time is necessary to ensure on-time delivery;
- What costs would be incurred by Wall Industries, Inc. to accomplish the work; and,
- Whether Wall Industries, Inc. has the ability to meet all of the requirements specified by the customer.

3.2.2 Upon receipt of a contract or order, and prior to acceptance, Wall Industries, Inc. shall review and evaluate the contract or order to determine:

- If differences exist between the original quote and the contract received;
- The exact title and relevant issue of all codes, standards and specifications applicable;
- What are the schedules of any data submissions to the customer or jurisdiction;
- The quality objectives to be attained; and
- What are the formal lines of contractual communication.

3.2.3 Should any differences be detected between the original quote or tender submitted and the contract or order received, Wall Industries, Inc. shall advise the customer of these discrepancies in hardcopy form or electronic media.

3.2.4 No contract or order shall be accepted by Wall Industries, Inc. until all differences detected have been resolved between Wall Industries, Inc. and the customer.

3.2.5 In the event that the customer does not provide any documented statement of requirements, Wall Industries, Inc. shall confirm the requirements with the customer before acceptance.

3.2.6 Accepted contracts or orders and any subsequent amendments shall be documented and distributed to the relevant personnel as required.

3.2.7 <u>Contract or Order Amendments</u>

3.2.7.1 Any customer-initiated changes to an existing contract or order shall be subject to the same review and approval process as an original contract or order with one

exception. Based on the requested change, Wall Industries, Inc. shall advise the customer of any cost or schedule impact and shall require approval of these changes from the customer prior to acceptance and implementation.

3.2.7.2 Changes to contracts or orders initiated by Wall Industries, Inc. must be submitted to and approved by the relevant customer prior to being implemented, including any cost or schedule impacts.

3.2.8 Records

3.2.8.1 Unless otherwise defined by contract or relevant external jurisdiction, records of contract and order reviews performed shall be maintained on file by Wall Industries, Inc. for a period of five (5) or more years.

3.3 CUSTOMER COMMUNICATION

3.3.1 Wall Industries, Inc. shall identify and implement effective arrangements for communication with customers relating to:

a) Product information;
b) enquiries, contracts or order handling, including amendments; and,
c) customer feedback, including customer complaints.

3.4 The methodology to be used and the personnel responsible for conducting and documenting the evaluation of requests for quotation and the review of contracts or orders, their amendments and customer communications shall be as defined within procedure, QMP-007.

4.0 REFERENCES

4.1 QMP-007 Customer Requirements and Communication

1.0 PURPOSE

1.1 To define Wall Industries, Inc. policy concerning design and development activities and to reference specific procedures that apply to this subject.

2.0 APPLICATION

2.1 This section covers the activities employed by Wall Industries, Inc. during the design and development phases of all Wall Industries, Inc. products, processes, services, and custom orders.

3.0 POLICY

3.1 GENERAL

3.1.1 The methodology to be used and the personnel responsible for planning, conducting, reviewing, verifying, validating, and controlling product, process and service design and development activities within Wall Industries, Inc. shall be as defined within procedure QMP-008.

3.2 DESIGN AND DEVELOPMENT PLANNING

3.2.1 Wall Industries, Inc. shall plan and control the design and development activities for all new products, processes, services, and custom orders.

3.2.2 Design and development planning shall include:

- determining each design and development stage involved;
- determining review, verification and validation activities appropriate for each design and development stage;
- defining the responsibilities and authorities for design and development activities;
- assigning activities to qualified personnel;
- establishing adequate resources as required; and
- Allowing for amendments during development.

3.2.3 All technical and organizational interfaces between groups that are to participate in

the design and development process shall be identified and managed to ensure effective communication and clarity of responsibilities.

3.2.4 Required information to these relevant groups shall be documented, reviewed, approved and transmitted as defined within procedure QMP-003.

3.2.5 Design and development planning documents shall be updated, as appropriate, as the design and development progresses.

3.3 DESIGN AND DEVELOPMENT INPUTS

3.3.1 All incoming product, process and service design and development requirements and data shall be identified, documented and reviewed by the Wall Industries, Inc. engineering department for adequacy. Examples of design and development input shall include:

- Functional and performance requirements;
- Applicable statutory and regulatory requirements;
- Applicable information derived from previous similar designs; and
- Other requirements determined as essential.

3.3.2 Any incoming requirements that are determined as incomplete, ambiguous or conflicting shall be resolved between Wall Industries, Inc. and the originating source.

3.4 DESIGN AND DEVELOPMENT OUTPUTS

3.4.1 All design and development outputs produced by Wall Industries, Inc. shall be documented and expressed in terms that allow verification against established design and development input requirements.

3.4.2 Design and development output shall:

- meet the design and development input requirements;
- provide appropriate information for purchasing, production and service operations;
- contain or reference the criteria for product acceptance;
- encompass the relevant statutory and regulatory requirements; and,
- Define those design characteristics that are crucial to safety and proper product or service use.

3.4.3 All design and development output documents shall be reviewed and approved prior to release and shall be updated as required, as the design or development progresses in accordance with QMP-003.

3.5 DESIGN AND DEVELOPMENT REVIEW

3.5.1 At suitable stages of the design or development, systematic reviews shall be planned, performed and documented to evaluate the ability of Wall Industries, Inc. design or development to meet requirements, and identify any problems and propose necessary actions.

3.5.2 Design and development review participants shall include representatives of the functions concerned with the design and development stage(s) being reviewed with other specialist personnel included when considered necessary.

3.5.3 Results of these reviews and subsequent necessary actions shall be recorded within design/development review minutes.

3.5.4 Unless otherwise defined by contract, minutes of design/development review meetings shall be maintained by Wall Industries, Inc. in accordance with procedure QMP-004, and retained in storage for a period of not less than three (3) years from the date of completion of the contract.

3.6 DESIGN AND DEVELOPMENT VERIFICATION

3.6.1 Design and development verification shall be performed in accordance with planned arrangements established by Wall Industries, Inc. based on the complexity of the work involved to ensure that the design and development outputs meet the design and development input requirements.

3.6.2 Results of design and development verification and subsequent necessary actions shall be recorded and kept on file in accordance with procedure QMP-004.

3.7 DESIGN AND DEVELOPMENT VALIDATION

3.7.1 Design and development validation of Wall Industries, Inc. products, processes and services shall be performed in accordance with planned arrangements to ensure that

resulting product, processes or services conform to defined user requirements and will be capable of meeting the intended use, where known.

3.7.2 Whenever practicable, full design and development validation shall be completed prior to delivery or implementation. When this is impractical, partial validation shall be performed to the extent applicable.

3.7.3 Results of design and development validation and subsequent necessary actions shall be recorded and kept on file in accordance with procedure QMP-004.

3.8 CONTROL OF DESIGN AND DEVELOPMENT CHANGES

3.8.1 All design and development changes shall be identified, documented, reviewed, verified, validated as appropriate, controlled and approved in accordance with procedure QMP-003 prior to release for implementation.

3.8.2 This review process shall include evaluating the effect the change(s) will have on related components and parts as well as products or services, which have already been delivered.

3.8.3 Review of design and development changes and subsequent necessary actions shall be recorded and kept on file in accordance with procedure QMP-004.

4.0 REFERENCES

4.1	QMP-003	Control of Documents
4.2	QMP-004	Control of Quality Records
4.3	QMP-008	Design and Development

1.0 PURPOSE

1.1 To define Wall Industries, Inc. policy concerning purchasing and to reference specific procedures and documents that apply to this subject.

2.0 APPLICATION

2.1 This section applies to the procurement of all materials, equipment, parts, assemblies, subcontracts, and services that shall be used in or form part of deliverables to Wall Industries, Inc. customers.

3.0 POLICY

3.1 PURCHASING PROCESS

3.1.1 To ensure that purchased products conform to all quality and contractual requirements, Wall Industries, Inc. shall conduct and control all of its purchasing processes in accordance with procedure QMP-009.

3.1.2 The type and extent of controls exercised over suppliers and purchased products shall be dependent upon the effect of the purchased product on subsequent processes, or on the final deliverable to the customer.

3.1.3 All material and products procured by Wall Industries, Inc. shall be subject to verification and testing, as required, by authorized personnel as defined within procedure, QMP-022.

3.1.4 Evaluation and Selection of Suppliers

3.1.4.1 The methodology to be used and the personnel responsible for evaluating and selecting Wall Industries, Inc.'s suppliers shall be as defined within procedures QMP-010 and 027 and shall be based on their ability to meet the contract or order specifications and quality requirements prior to the start of work.

3.1.4.2 The criteria for supplier selection, evaluation, and re-evaluation shall be based on the criticality and classification of the products or services to be purchased as defined within procedure QMP-010.

3.1.4.3 All quality records containing the results of supplier evaluations and subsequent necessary actions shall be maintained by Wall Industries, Inc. in accordance with procedure, QMP-004.

3.2 PURCHASING INFORMATION

3.2.1 All Wall Industries, Inc. procurement documents shall contain a clear description of the item(s) or service(s) required and shall include or reference any or all of the following as applicable:

a) Requirements for approval or qualification of:

- Product;
- Procedures;
- Processes;
- Equipment; and
- Personnel.

b) Quality management system requirements.

3.2.2 With the exception of those products or services identified within a contract for which the customer has already specified quality requirements, Wall Industries, Inc. shall identify or reference all quality requirements within the procurement document.

3.2.3 To ensure that all contractual requirements have been adequately specified Wall Industries, Inc. procurement documents for raw material, equipment, parts, assemblies, or services shall be reviewed prior to release.

3.2.4 Any amendments to a procurement document shall be processed and reviewed in the same manner as the original document.

3.2.5 Within all amendments, the original procurement document number shall be referenced.

3.3 VERIFICATION OF PURCHASED PRODUCT

3.3.1 All procured products or services shall be evaluated to determine the amount of inspection, surveillance and auditing required for verification of purchase.

3.3.2 Implementation of required verification activities shall be as defined within procedure

QMP-022.

3.3.3 Any nonconforming product detected while verifying purchased product shall be processed in accordance with procedure QMP-023.

3.3.4 Verification at Suppliers' Premises

3.3.4.1 In the event that product or service verification is to be performed at the supplier's premises, this intention shall be specified as a requirement within the procurement document and shall include all verification arrangements as well as the method for releasing acceptable product.

3.3.4.2 The methodology to be used and the personnel responsible for conducting and documenting supplier source inspections shall be in accordance with procedure, QMP-022.

3.3.4.3 All nonconforming products dispositioned by the supplier as repair or use-as-is shall be subject to evaluation and approval by Wall Industries, Inc. Engineering.

3.3.5 Customer Verification at Supplier's Premises

3.3.5.1 Wall Industries, Inc. customers shall have the right to verify product and service conformance at Wall Industries, Inc. facility.

3.3.5.2 This right shall be extended to encompass Wall Industries, Inc.'s suppliers by identifying within the procurement document the right of Wall Industries, Inc. and its customers to:

- Review the supplier's documentation as required by the applicable contract;
- Access the supplier's premises or work location for the purpose of performing audits, surveys, inspections and verification of the supplier's quality system as well as compliance with contract requirements; and
- Review all associated reference data pertaining to any subcontracts issued relevant to the work performed for Wall Industries, Inc.

3.3.5.3 It is understood that verification of product conformance to specified requirements by customers is not evidence of effective control of quality by the supplier, nor does it absolve Wall Industries, Inc. of its responsibility to provide its customers With acceptable product or preclude possible subsequent rejection by the customer.

4.0 REFERENCES

4.1	QMP-004	Control of Quality Records
4.2	QMP-009	Purchasing
4.3	QMP-010	Supplier Selection and Evaluation
4.4	QMP-022	Monitoring and Measurement of Product
4.5	QMP-023	Control of Nonconforming Product
4.6	QMP-027	External Quality Audits

1.0 PURPOSE

1.1 To define Wall Industries, Inc. policy concerning production and service provision and to reference specific procedures that apply to this subject.

2.0 APPLICATION

2.1 This section covers the activities employed by Wall Industries, Inc. to control, identify, trace and preserve product, including those provided by our customers and how processes are validated.

3.0 POLICY

3.1 CONTROL OF PRODUCTION AND SERVICE PROVISION

3.1.1 Wall Industries, Inc. shall plan and carry out production and service operations under controlled conditions. Controlled conditions shall include the following, as applicable:

3.1.1.1 All information pertaining to product characteristics, including the criteria for acceptance shall be identified or referenced within the Shop Traveller issued for each job.

3.1.1.2 Where their absence could adversely affect quality, work instructions shall be developed, referenced within the Shop Traveler and made available.

3.1.1.3 To ensure continuous quality output, only suitable process equipment shall be used. All process equipment shall be routinely maintained as defined within procedure, QMP-012.

3.1.1.4 Only valid, calibrated monitoring and measuring devices shall be used to verify production processes and products as defined within procedure QMP-018.

3.1.1.5 Work in progress shall be monitored to ensure good workmanship standards and specification compliance is being maintained.

3.1.1.6 All resulting products shall be subject to inspection and/or testing as defined within procedure QMP-022 including completed products prior to release.

3.1.1.7 Product delivery and post-delivery activities shall be performed and monitored in accordance with procedure QMP-016.

3.2 VALIDATION OF PROCESSES FOR PRODUCTION AND SERVICE PROVISION

3.2.1 Wall Industries, Inc. shall validate all production and service processes where resulting output cannot be verified by subsequent monitoring or measurement including:

- Those used for high-value products;
- Where product deficiencies will only be apparent after the product is in use or the service has been delivered; and
- Where validation of product is not possible.

3.2.2 Validation shall demonstrate the ability of these processes to achieve planned results.

3.2.3 Arrangements for these processes shall be established by Wall Industries, Inc. including, as applicable:

- Criteria for review and approval of process;
- approval of equipment and qualification of personnel;
- use of specific methods and procedures;
- requirements for records;

3.2.4 The methodology to be used and the personnel involved in qualifying processes, equipment and personnel as well as the records to be maintained shall be in accordance with procedure QMP-017.

3.2.5 Process Changes:

3.2.5.1 All process changes which affect the characteristics of a product shall be identified, recorded, evaluated, reviewed, authorized and controlled to ensure that the changes made benefit Wall Industries, Inc. while satisfying the needs and expectations of the relevant customer(s).

3.2.6 Re-validation:

3.2.6.1 After changes have been made to a process and to verify that the change made had the desired effect, both the process and any resulting product may be re-validated.

3.3 IDENTIFICATION AND TRACEABILITY

3.3.1 Wall Industries, Inc. maintains a routing (shop traveler) realization cycle as defined within procedure QMP-014 that identifies the inspection or test status of items

3.3.2 Employment of this routing system enables all Wall Industries, Inc. personnel to distinguish items that have been inspected and/or tested against product and quality requirements

3.3.3 All items found to be a rejection form identifying the nonconformance shall identify nonconforming. Items that cannot be reworked to print shall be identified on a Material Discrepancy Report and be routed to MRB for disposition

3.3.4 Unless otherwise defined by contract, within Wall Industries, Inc., product identification, and traceability shall be performed, controlled, and documented as defined within procedure QMP-013.

3.3.5 Where the traceability required by a customer exceeds Wall Industries, Inc. existing methods and scope; the extent of control and technique for recording unique product identification shall be established with the customer during the review of product requirements in accordance with procedure QMP-007.

3.4 CUSTOMER PROPERTY

3.4.1 Unless otherwise defined by contract, upon receipt of customer property, Wall Industries, Inc. shall examine items for completeness, proper identification and possible transit damage and identify these items as the property of the relevant customer in accordance with procedure QMP-015.

3.4.2 Items found to be nonconforming shall be tagged and recorded as defined within procedure QMP-023 and brought to the immediate attention of the customer.

3.4.3 No customer property shall be released for further processing or storage until such time as all required verifications and tests have been completed and found to be acceptable.

3.4.4 After receipt, Wall Industries, Inc. shall exercise care to ensure the protection of customer property against loss or damage until such time as it is incorporated into a product or returned to the customer.

3.4.5 The identification, segregation, handling, and protection of customer property from time of receipt, subsequent storage, maintenance, and during the entire realization cycle shall be performed in accordance with procedure QMP-015 and applicable contract requirements.

3.4.6 In the event that customer property is lost, damaged or otherwise identified as unsuitable for use while under Wall Industries, Inc. control, these conditions shall be

recorded and reported to the customer.

3.5 PRESERVATION OF PRODUCT

3.5.1 Wall Industries, Inc. shall preserve the conformity of product during internal processing and delivery to the intended destination in accordance with procedure QMP-016 including identification, handling, packaging, storage and protection. Preservation shall also apply to both completed assemblies and constituent parts.

4.0 REFERENCES

4.1	QMP-007	Customer Requirements and Communication
4.2	QMP-012	Preventive Maintenance
4.3	QMP-013	Identification and Traceability
4.4	QMP-014	Inspection and Test Status
4.5	QMP-015	Customer Property
4.6	QMP-016	Preservation of Product
4.7	QMP-017	Validation of Processes
4.8	QMP-018	Control of Monitoring and Measuring Devices
4.9	QMP-022	Monitoring and Measurement of Product
4.10	QMP-023	Control of Nonconforming Product

1.0 PURPOSE

1.1 To define Wall Industries, Inc. policy concerning the control of monitoring and measuring devices and to reference specific procedures and instructions that apply to this subject.

2.0 APPLICATION

2.1 This section covers all monitoring and measuring devices used by Wall Industries, Inc. personnel, including test software, which assist in determining product and process conformance and which can affect end item quality.

3.0 POLICY

3.1 General:

3.1.1 All monitoring and measurements to be made to provide evidence of product conformity to defined requirements shall be identified one or more of the following: on shop drawings, inspection and test forms, control plans or Shop Travelers and shall include the monitoring and measuring devices to be used, when required.

3.1.2 The processes established to ensure that monitoring and measurement can and is carried out in a manner consistent with the requirements are as described within procedure QMP-011.

3.2 Controls for Monitoring and Measuring Devices:

3.2.1 The methodology to be used and the personnel responsible for conducting, documenting and controlling calibration of monitoring and measuring devices used by Wall Industries, Inc. shall be in accordance with procedure QMP-018.

3.2.2 Each monitoring and measuring device employed by Wall Industries, Inc. for verifying product quality or monitoring processes shall be assigned a unique identification control number.

3.2.3 At defined intervals, based on stability, purpose, and degree of usage, measuring and monitoring devices shall be subject to calibration. The specific measurements to be made, the accuracy required, and the comparator to be used shall be identified within documented Wall Industries, Inc.’s calibration instructions.

3.2.4 Calibration shall be performed using reference standards and/or equipment whose calibration is traceable to nationally or internationally recognized standards. Where no recognized standard exists, Wall Industries, Inc. shall record the basis used for calibration.

3.2.5 Under no circumstances shall certified calibration standards or equipment, used expressly for the purpose of calibrating monitoring and measuring devices, be utilized for the verification or testing of manufactured items.

3.2.6 Any devices such as jigs, fixtures, or templates used by production may be subject to accuracy verification prior to usage.

3.2.7 The use of personally owned tools and gauges used for the purpose of product evaluation by production personnel shall be permitted, provided these tools have been subject to calibration by the Quality department.

3.2.8 The calibration status of each monitoring or measuring device shall be indicated by a calibration sticker or tag affixed to the item calibrated. Identified on the sticker or tag shall be the equipment control number, the date that the calibration was performed, the individual who performed the calibration, and the next date on which calibration is due.

3.2.9 Any monitoring or measuring device observed during calibration as beyond the acceptance criteria limits established for that equipment type shall be removed from service and processed in accordance with procedure QMP-023.

3.2.10 Monitoring and measuring devices, including test hardware and software, shall be safeguarded from adjustments that would invalidate the measurement results.

3.2.11 To ensure that only appropriate monitoring and measuring devices are used in accordance with their measurement capability, any measuring uncertainty, limitations or restrictions regarding usage shall be identified on each piece of equipment when so required.

3.2.12 All monitoring and measuring devices shall be removed from use by the date that calibration is due and shall be protected against damage and deterioration during handling, maintenance and storage.

3.2.13 When monitoring or measuring devices are found to be out of calibration, previous documented verification or test results for which the device was used, shall be re-evaluated to assess the validity of results obtained in accordance with procedure QMP-023. These re-evaluations shall be documented and additional corrective action shall be initiated when required and as defined within procedure QMP-026.

3.2.14 Calibration records shall be maintained and updated throughout the life of each monitoring or measuring device. These records shall reflect the dates on which calibrations were performed, the accuracy of results obtained during calibration and any adjustments or re-adjustments made.

3.2.15 Computer software used for monitoring and measuring of specified requirements shall be validated prior to initial use and reconfirmed as necessary.

3.2.16 Calibration certificates received from outside laboratories and Wall Industries, Inc. generated calibration records, shall be retained on file in accordance with procedure QMP-004. These records shall be made available to the customer upon request.

4.0 REFERENCES

4.1 QMP-004 Control of Quality Records
4.2 QMP-011 Planning of Product Realization
4.3 QMP-018 Control of Monitoring and Measuring Devices
4.4 QMP-023 Control of Nonconforming Product
4.5 QMP-026 Corrective and Preventive Action
4.6 Wall Industries, Inc. Calibration Instructions

1.0 PURPOSE

1.1 To define Wall Industries, Inc. policy concerning measurement, analysis and improvement activities and to reference specific procedures that apply to this subject.

2.0 APPLICATION

2.1 This section applies to the planning and implementation of monitoring, measurement, analysis and improvement activities within Wall Industries, Inc. to assure product and system conformity and continually improve the quality management system effectiveness.

3.0 POLICY

3.1 Wall Industries, Inc.'s planned and implemented activities to assure product and system conformity and continually improve the effectiveness of the quality management system are defined within sections 8.2, 8.3, 8.4 and 8.5 of this manual and as outlined below, including the methods and statistical techniques to be employed.

3.1.1 To demonstrate product conformity throughout the realization cycle, Wall Industries, Inc. shall plan and implement the monitoring and measurement activities defined within procedure QMP-022.

3.1.2 To ensure process conformity, the monitoring and measurement techniques defined within procedure QMP-021 shall be employed with validation of processes accomplished in accordance with procedure QMP-017, as required.

3.1.3 To ensure conformity of the quality management system, internal quality audits shall be planned and conducted as defined within procedure QMP-020.

3.1.3 To continually improve the effectiveness of the quality management system, monitoring and measurement data shall be collected and analyzed in accordance with procedure QMP-024 in order to support the planning for continual improvement as defined within procedure QMP-025.

3.2 All methods and statistical techniques employed including the extent of their use shall be routinely evaluated during Quality Management Reviews as described within procedure QMP-005 to ensure that information collected remains useful, relevant and supportive of continual improvement.

4.0 REFERENCES

4.1	QMP-005	Quality Management Review
4.2	QMP-017	Validation of Processes
4.3	QMP-020	Internal Quality Audits
4.4	QMP-021	Monitoring and Measurement of Processes
4.5	QMP-022	Monitoring and Measurement of Product
4.6	QMP-024	Analysis of Data
4.7	QMP-025	Planning for Continual Improvement

1.0 PURPOSE

1.1 To define Wall Industries, Inc.'s policy concerning the monitoring and measurement of customer satisfaction, processes, products, and the quality management system and to reference specific procedures and documents that apply to this subject.

2.0 APPLICATION

2.1 This section covers the activities employed by Wall Industries, Inc. to monitor and measure the overall effectiveness and efficiency of the quality management system, as well as product characteristics, process adequacy and customer satisfaction.

3.0 POLICY

3.1 CUSTOMER SATISFACTION

3.1.1 As one of the measurements to evaluate the performance of the quality management system, Wall Industries, Inc. shall monitor the following factors that affect customer perception as to whether requirements have been met:

a) Factors causing customer dissatisfaction such as:

- defective products or service;
- late delivery;
- Poor response time to queries or complaints.
- Perception

b) Factors causing customer satisfaction, such as:

- expected product quality;
- on-time delivery;
- attention to queries or complaints; and
- Successful achievement of both stated and implied needs.

3.1.2 This data shall be collected using two quantitative survey methods as defined within procedure QMP-019:

- interviews; and/or
- RMA system.

3.1.3 All collected data shall be compiled by the Quality department.

- the results of the interviews.
- a conclusion as to what factors are considered to have contributed to the current level of customer satisfaction.

3.1.4 Customer satisfaction reports shall be reviewed, and analyzed during formal management reviews.

3.1.5 Analysis shall determine opportunities for improvement, such as:

- correction or prevention of nonconformities; and
- continuous improvement.

3.1.6 All opportunities for improvement shall be documented, approved, planned, and processed for continuous improvement.

3.1.7 The results of all improvement implementations shall be reviewed by the Management Review Team to ensure the effectiveness of the actions taken.

3.2 INTERNAL AUDIT

3.2.1 Internal quality auditing of each system process shall be planned and conducted at least once a year to determine:

- The effectiveness and continued suitability of Wall Industries, Inc.'s quality management system;
- Whether the quality management system conforms to planned arrangements;
- The extent to which the quality management system conforms to the Requirements of the ISO standard; and
- The extent to which the quality management system conforms to requirements established by Wall Industries, Inc.

3.2.2 Audit program planning shall take into consideration the status and importance of the activities and areas to be audited as well as the results obtained from previous audits and shall result in the criteria, scope, and frequency of each being defined.

3.2.3 The methodology to be used and the personnel responsible for planning, conducting, reporting and following up on internal quality audits are defined within Quality audit procedure.

3.2.4 To ensure objectivity and impartiality of the audit process, Wall Industries, Inc. personnel who are independent of the activity being evaluated shall perform internal quality audits.

3.2.5 Audit findings shall be documented and brought to the attention of the responsible manager for the area or activity.

3.2.6 Wall Industries, Inc. management shall take timely corrective action to resolve deficiencies found during an audit, including their causes.

3.2.7 Follow-up evaluation of corrective action taken may be performed to verify effectiveness and shall be documented. Unless otherwise defined by contract, these records shall be retained on file for the purpose of follow-up and performance improvement comparison for a period of not less than five (5) years.

3.2.8 A summary of all audit findings shall be forwarded to the members of the Management Review Team for evaluation to determine possible system improvement opportunities.

3.3 MONITORING AND MEASUREMENT OF PROCESSES

3.3.1 All Wall Industries, Inc. processes utilized to perform contracted work, which directly affect quality shall be accomplished under controlled conditions as defined within Product Realization procedure.

3.3.2 To ensure continuous quality output, process equipment shall be routinely maintained.

3.3.3 The methodology to be used and the personnel responsible for the monitoring and measurement of processes are defined with in the monitoring and measurement procedure.

3.3.4 Where applicable, process measurements shall be performed to confirm the continuing ability of a process or processes to achieve planned results, using control charts specifically developed for the processes involved. These control charts shall identify the criteria for acceptance and may, as required, refer to approve master product samples established by Wall Industries, Inc. as standard comparators for output.

3.3.5 In the event that planned results are not achieved, corrective action shall be taken to ensure product conformity.

3.3.6 Processes whose results cannot be directly verified or examined to establish full conformance to requirements during subsequent verification and testing shall be considered as Special Processes.

3.3.7 Qualified operators shall accomplish special Processes employed by Wall Industries, Inc.

3.3.8 Conformance verification of special process parameters shall be continuously monitored or achieved through process validation.

3.4 MONITORING AND MEASUREMENT OF PRODUCT

3.4.1 General

3.4.1.1 Wall Industries, Inc. shall plan all monitoring, measurements, tests, and product/service verification activities required by contract and established by Wall Industries, Inc. as essential to ensure product conformance.

3.4.1.2 These activities shall be as identified and documented within Quality Plans and include the following stages of product realization:

3.4.2 Receiving

3.4.2.1 All incoming items received by Wall Industries, Inc. for usage within deliverable products shall not be allowed to progress into production, inventory or storage until the required verifications and tests have been completed or the necessary test reports have been received and verified as acceptable.

3.4.2.2 Only valid, calibrated monitoring and measuring devices shall be used while performing verification or testing.

3.4.2.3 Submitted objective evidence of the supplier's verification of product quality may also be reviewed and evaluated by Wall Industries, Inc. to determine if quality and contract requirements have been met.

3.4.2.3 Any product observed as nonconforming shall be identified and processed In accordance with procedure control of non-conformance product.

3.4.3 In-Process

3.4.3.1 Parts, components, sub-assemblies and assemblies produced or procured by Wall Industries, Inc. shall be verified and tested as required throughout the manufacturing cycle.

3.4.3.2 In-process verifications shall be accomplished at hold points identified within Quality Plans and in accordance with documented procedures and relevant instructions.

3.4.3.3 Work in-process shall also be monitored BY IN-PROCESS INSPECTION to ensure good workmanship standards and specification compliance is being maintained.

3.4.3.4 Products shall not be allowed to progress to the next operation until the required verifications and tests have been completed.

3.4.4 Final

3.4.4.1 All completed products shall be subject to final verification and/or testing as identified within the applicable Quality Plan prior to shipping or, when applicable, submission to the customer for evaluation and acceptance.

3.4.4.2 All contracted work operations and nonconformance corrections shall be verified for completeness and acceptability.

3.4.4.3 Unless otherwise approved by the customer, only items that fully meet contract requirements shall be shipped or offered to the customer for evaluation and acceptance.

3.4.5 Records

3.4.5.1 No completed product shall be shipped until all required records resulting from verification and test points identified within the applicable Quality Plan.

3.4.5.2 All quality records are to identify the personnel responsible for Authorizing product release and shall be filed and maintained in accordance with procedure QMP-004.

4.0 REFERENCES

4.1	QMP-004	Control of Quality Records
4.2	QMP-005	Quality Management Review
4.3	QMP-011	Planning of Product Realization
4.4	QMP-012	Preventive Maintenance
4.5	QMP-017	Validation of Processes
4.6	QMP-018	Control of Monitoring and Measuring Devices
4.7	QMP-019	Measuring Customer Satisfaction
4.8	QMP-020	Internal Quality Audits
4.9	QMP-021	Monitoring and Measurement of Processes
4.10	QMP-022	Monitoring and Measurement of Product
4.11	QMP-023	Control of Nonconforming Product
4.12	QMP-025	Planning for Continual Improvement
4.13	QMP-026	Corrective and Preventive Action
4.14	ISO Standard	Quality Management Systems - Requirements

1.0 PURPOSE

1.1 To define Wall Industries, Inc. policy concerning the control of nonconforming product and to reference specific procedures that apply to this subject.

2.0 APPLICATION

2.1 This section covers the control, documentation and processing of materials or products that have been identified as nonconforming.

3.0 POLICY

3.1 General

3.1.1 Materials or products that do not conform to requirements shall be identified as a nonconformance and shall be controlled to prevent unintended use or delivery.

3.1.2 These controls and the responsibility and authority for dealing with nonconforming product shall be as defined within QMP-023.

3.1.3 Nonconformances shall include all conditions adverse to quality such as:

- Failures, malfunctions, deficiencies or deviations in production and installation processes, tooling or facilities;
- Inadequate or non-compliant procedures and documentation; and
- Inadequate control of work.

3.1.4 All Wall Industries, Inc. personnel have the authority and responsibility to report a nonconformance during any stage of the realization process.

3.1.5 Nonconforming product shall be segregated from conforming items and documented using a Material Discrepancy Report (MDR).

3.1.6 The Quality department shall maintain control of all MDRs. No nonconforming material or product shall be released for use or allowed to be further processed until a dispositioned MDR has been received or the Quality Manager issues approval for release.

3.2 Review and Disposition of Nonconforming Product

3.2.1 Nonconforming product may be dispositioned as: rework; scrap; repair; use-as-is; return-to-source or request-for-concession.

3.2.2 Repair, regrade and use-as-is dispositions shall require the authorization of the responsible Engineer and acceptance by the customer or relevant external authority of a concession, where applicable.

3.2.3 Nonconformances requiring rework or repair shall be subject to re-verification and re-testing according to contract requirements and/or the disposition provided once work has been completed.

3.2.4 Nothing contained within this section authorizes the acceptance or use of material, components, or information, which does not comply with the provisions of Wall Industries, Inc. contracts. Authority to utilize materials, components, or information at variance with contract specifications and requirements must be obtained from the customer prior to implementation.

3.3 Reports and Follow-up Actions

3.3.1 All MDRs shall identify and include:

- The nature and extent of the nonconformance detected;
- The disposition of the nonconformance, including concessions; and
- The objective evidence that rework and repairs were successfully carried out, re-verified and retested in accordance with applicable requirements and found to be acceptable.

3.3.2 In the event that nonconformances are detected after delivery or use has started, Wall Industries, Inc. shall notify the customer, end user, and/or regulatory body of the problem as quickly as possible and shall work out an agreement for the replacement or correction of the item(s) involved or the approval of a Concession as defined within procedure QMP-023.

4.0 REFERENCES

QMP-023 Control of Nonconforming Product

1.0 PURPOSE

1.1 To define Wall Industries, Inc. policy concerning the analysis of data and to reference specific procedures that apply to this subject.

2.0 APPLICATION

2.1 This section covers how data shall be collected, analyzed and used to assess and improve the quality management system.

3.0 POLICY

3.1 Wall Industries, Inc. shall collect and analyze appropriate data to determine the suitability and effectiveness of the quality management system and to evaluate where continual improvements can be made.

3.2 Data collected for analysis can:

- results from customer surveys;
- results from employee surveys;
- customer, supplier and employee feedback;
- results from internal audits;
- results from process monitoring and measurements;
- results from product monitoring and measurements;
- nonconformance reports; and
- Warranty claims and returned products.

3.3 The purpose of analyzing this data shall be:

- To assess Wall Industries, Inc. organizational performance against established quality plans and stated quality objectives;
- to identify areas for improvement;
- to help determine the cause of problems; and
- To provide guidance into the most appropriate and effective corrective or preventive action to take.

3.4 Upon completion, analyzed data may provide information on:

- customer satisfaction and dissatisfaction;
- employee satisfaction and dissatisfaction;
- conformance to product requirements;
- characteristics and trends of processes and product, including opportunities for preventive action;
- suppliers and their contribution; and
- Organizational effectiveness and efficiency.

3.5 The results of data analysis may be depicted within a trend chart whenever possible and shall be distributed to members of the Management Review Team and throughout the organization at specific locations.

3.6 The methodology to be used and the personnel responsible for collecting, analyzing, reporting and distributing quality management system data shall be in accordance with procedure QMP-024.

4.0 REFERENCES

4.1 QMP-024 Analysis of Data

1.0 PURPOSE

1.1 To define Wall Industries, Inc. policy concerning the continual improvement of the quality management system and to reference specific procedures that apply to this subject.

2.0 APPLICATION

2.1 This section covers actions Wall Industries, Inc. shall take to resolve or prevent nonconformances, which have been detected or are perceived as potential problems Wall Industries, Inc., its customers, suppliers, or applicable jurisdictions.

3.1 POLICY

3.2 CONTINUAL IMPROVEMENT

3.2.1 Wall Industries, Inc. shall continually improve the effectiveness of the quality management system with the quality policy, quality objectives, audit results; analysis of data, corrective and preventive actions and quality management reviews and lean Enterprise Teams.

3.2.2 The methods to be used and the personnel responsible for planning, implementing and reviewing the results of continual improvement activities shall be as defined within procedure QMP-025.

3.2 CORRECTIVE ACTION

3.2.1 Wall Industries, Inc. shall promptly correct nonconformances and conditions adverse to quality when discovered.

3.2.2 The following actions shall take place

- Determine the causes of the nonconformity;
- Determine and implement required corrective action;
- record results of action taken; and
- Review the results of corrective action taken to ensure its adequacy to resolve the problem.

3.4 PREVENTIVE ACTION

3.4.1 To prevent re-occurrence, these non-conformances shall be investigated in order to:

- Evaluate the need for action to prevent the occurrence of nonconformities;
- determine and ensure the implementation of preventive action needed;
- record the results of action taken; and
- Review the results of preventive action taken to ensure its adequacy to prevent the problem(s) identified.

3.5 Corrective and preventive action taken by Wall Industries, Inc. shall be to the degree appropriate based on the magnitude of the problem(s) and risk(s) involved.

3.2.5 The methods to be used and the personnel responsible for determining the steps required to deal with problems requiring either corrective or preventive action, for initiating these actions and for establishing controls to ensure their effective implementation shall be in accordance with procedure QMP-026.

4.0 CUSTOMER COMPLAINTS

All customer complaints shall be recorded and logged into a database. Complaints May be assigned to the appropriate manager(s) for corrective action. Action taken shall be recorded and monitored for effectiveness.

5.0 REFERENCES

4.1	QMP-025	Planning for Continual Improvement
4.2	QMP-026	Corrective and Preventive Action