Continuous Improvement Machining's Quality Management System Policy

Continuous Improvement Machining
123 Squires Pointe Rd. Paris Kentucky 40361

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Mission Statement:

Continuous Improvement Machining is dedicated to improving the economic condition of our local & national communities by providing quality CNC machined components & meet lean manufacturing service expectations! The First Time, On Time, Every Time!

Core Values:

- Integrity
- Continuous Improvement
- Selfless Service
- Respect for People

Scope:

This quality manual contains policies that have been implemented at Continuous Improvement Machining. This manual details our processes for the manufacture of parts through selection, manufacturing, quality, and delivery while also including procurement and material controls, and processing controls.

Company Overview:

Continuous Improvement Machining was founded in 2018. Our main business consists of receiving drawings and/or models from our customers for quotes on parts, providing timely quotes and then building these parts for our customers.

Our quality standard at Continuous Improvement Machining is to provide our customers with superior quality and delivery to service their needs by using our expert knowledge of materials and complex manufacturing processes. Management commits that we will:

- Ensure that all employees understand and strive to reach customer expectations, within any statutory or regulatory requirements
- Establish the Quality Management System
- Ensure the specifications set in the Quality Management System are being maintained, and take corrective action if the Quality Management System is not being upheld
- Continuously improve the Quality Management System, and provide the resources to meet new requirements as needed

Quality Policy:

It is the policy of Continuous Improvement Machining to:

- Think of the customers' needs and requirements first.
- Provide industry best Customer Service, On Time Delivery and Product Quality
- Improve its operational efficiencies in order to drive long term business sustainability and employee and shareholder satisfaction.
- Continuously improve its products and services and the effectiveness of its quality management system.

Quality Objectives:

Continuous Improvement Machining Quality Objectives are:

- On-Time Delivery of Orders - 100%

- Off Quality Returns - 0%
- Customer Satisfaction Ratings - 100%

- Scrap Rate = 0%

These objectives and performance results are reviewed at a minimum on a quarterly basis.

- Continuous Improvement Machining Scorecard

Contract / Purchase Order Review:

There are established procedures for the review of Contracts / Purchase Orders in their entirety (geometry, lead time, material, payment terms, features, precision, post-processing requirements, etc.) and to determine if it is a good fit for our shop.

These procedures are:

1. Contracts Are Reviewed & Excepted.
2. Work Orders Are Submitted To A, Work In Progress Folder.
3. Completed Work Orders Are Submitted To A, Completed Work Folder.
4. Paid Work Is Submitted To A, Paid Work Folder.

Questions regarding Contracts / Purchase Orders are resolved as quickly as possible. An appropriate record system should be utilized to maintain you purchase order agreements and contract stipulations for however long is needed per the terms of the agreement or shop certification. All identified risks are mitigated during the contract review phase.

- All contract / work order store digitally, to be referenced as needed.

Control of Monitoring & Measuring Equipment:

Continuous Improvement Machining determines the monitoring and measurement to be undertaken to provide conforming parts, and the monitoring and measuring

equipment needed to provide evidence of conformity of the product to the specified requirements.

We have established processes to ensure that monitoring and measurement can be carried out and are carried out in a manner that is consistent with the monitoring and measurement requirements.

These processes are:

- Yearly Tool Calibration Log

All measurement equipment is serialized and documented in calibration logs. All measuring equipment is calibrated or verified, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards. Where no such standards exist, the basis used for calibration or verification is recorded, adjusted or re-adjusted as necessary, identified in order to determine its calibration status, safeguarded from adjustments that would invalidate the measurement result, and protected from damage and deterioration during handling, maintenance, and storage. A copy of our Tool Calibration Forms is shown in the Appendix.

Control of Documents:

There are established methods for the development, revision, review, approval, distribution, maintenance, and control of all documents. This process ensures that only authorized documents, templates, and forms are used, that required documents are available to employees where required, and that obsolete copies or revisions are promptly removed, replaced, invalidated or destroyed.

A retention period of 5 years for controlled documented information will be established and as applicable back-ups of electronic documents should be performed.

QMS Document Control

- Approving documents for adequacy prior to issue
- Reviewing and updating as necessary and re-approving documents
- Ensuring that changes and current revision status of documents are identified
- Ensuring that relevant versions of applicable documents are available for use
- Ensuring that documents remain legible and readily identifiable
- Ensuring that external documents are identified, and their distribution controlled
- Preventing the unintended use of obsolete documents and to apply suitable identification to them if they are retained for any purpose

Control of Non-Conforming Parts:

We will ensure that zero non-conforming product is delivered to any of our Xometry's customers.

There are established procedures to perform the following duties:

- Review of non-conformances
- Perform root-cause analysis to prevent a recurrence
- Determine action needed to deliver the conforming product
- Record all steps taken between detection of non-conformances and resolution

During Production - Non-conforming product that is discovered during production is identified and marked with a RED sharpie on the NC part, and then segregated from good parts.

During In-Process/ First Piece Inspection - QC identifies Non-conforming product during a first piece or in-process inspection operations and attaches a RED arrow sticker for Non-conformance and notes on the QC report, then informs Production personnel responsible for programming/setup of the part(s) and/or Management.

During Final Inspection - QC identifies Non-conforming product during inspection operations, then applies reject disposition in the records. QC then evaluates the

part for in-house rework, remake, scrap or to seek customer authorization of the part as-is.

- Determine a course of action if non-conformance is discovered after delivery
- Identification, quarantine, and disposal of the non-conforming product. All Non- conforming product is rendered unusable by cutting or damaging the product and placed in marked bins in the Recycle / Trash bay of the main building.

Corrective Action Process:

It is the policy of Continuous Improvement Machining to take action to eliminate the cause of nonconformities in order to prevent their recurrence. We will establish and maintain Quality Standards, Quality Logs to record any Non-conformances, customer complaints, or other quality related issues. The corrective actions will be recorded and reviewed for their effectiveness.

Appendix: Templates & Resources

The following are downloadable resources and templates for you to use in developing your own QMS. **Please feel free to modify or adjust these templates to fit the needs that you may have for documentation of your QMS.**

Templates

Calibration Log

Contract-Purchase Order Review

Quality Policy Poster

Quality Objectives

Corrective Action Request

Revision Log

Work Procedures

Samples

Calibration Log

Contract-Purchase Order Review

Quality Policy Poster

Quality Objectives