

QUALITY POLICY MANUAL



ISO 9001

Quality Management System

Revision History

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Introduction

0.1 General

Established in 1982, Decker Machine Works has over thirty years of experience fabricating multi-axis machined parts to exacting customer specifications across the full spectrum of materials from polymers to super-alloys. We service all sectors of industry, and offer complete solutions to fit each customer's needs. At Decker Machine Works, we are strongly committed to consistent quality and timely delivery, and our business values are based on a philosophy of continuous improvement.

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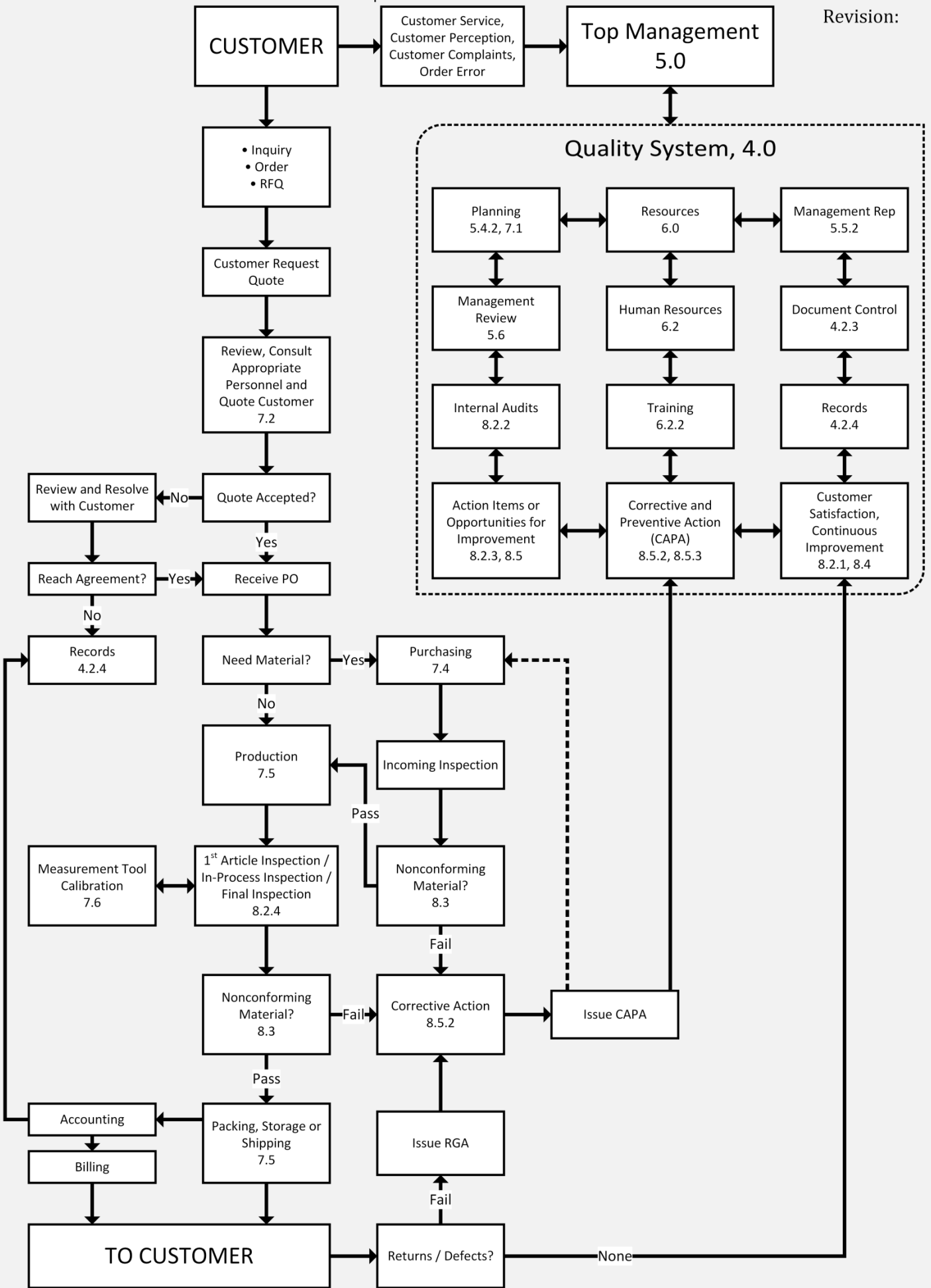
www.deckermachineworks.com

This Quality Policy Manual specifies requirements that Decker Machine Works uses to address customer satisfaction, to meet customer and applicable regulatory and statutory requirements and to meet ISO 9001:2008 requirements, and is supported by additional procedures where necessary. The quality management principles stated in ISO 9000 and ISO 9004 have been taken into consideration during the development of this Quality Policy Manual.

This Quality Policy Manual specifies the general requirements for Decker Machine Works competence towards a management system for quality, administrative and technical operations. It covers the policies and procedures utilized by Decker Machine Works to ensure that we meet customer expectations in a timely manner and continually improve our performance.

0.2 Process Approach

This Manual has adopted the process approach to quality management. Figure 1 is a conceptual illustration of the process approach of the system aimed towards Continual Improvement and illustrates the process linkages presented in clauses 4 to 8 of ISO 9001.



1 Scope

1.1 General

This Quality Policy Manual specifies requirements for a quality management system where Decker Machine Works:

- a) Needs to demonstrate its ability to consistently provide product that meets customer and applicable statutory and regulatory requirements.
- b) Aims to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

Scope of Registration

The Scope associated with Decker Machine Works activities and registration is:

The fabrication and manufacture of machined parts to customer specifications.

1.2 Application

Decker Machine Works takes exclusion against ISO 9001:2008, Clause 7.3, Design and development. Decker Machine Works does not engage in Design and Development processes in the course of production—we manufacture customer-designed parts to customer specifications. Decker Machine Works also takes exclusion to ISO 9001:2008, Clause 7.5.1 (f), “post-delivery activities”.

2 Normative References

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 9000:2005, Quality management systems — Fundamentals and vocabulary

ISO 9001:2008, Quality management systems — Requirements

3 Terms and Definitions

For the purposes of this document, the terms and definitions given in ISO 9000 apply. Throughout the text of this Quality Policy Manual, wherever the term “product” occurs, it can also mean “service.”

“**Product**” is defined as the “result of a process.”

“**Process**” is defined as a “set of interrelated or interacting activities that transforms inputs into outputs.”

If the term “process” is replaced by its definition, the definition of “product” then becomes the “result of a set of interrelated or interacting activities that transforms inputs into outputs.”

4 Quality Management System

4.1 General Requirements

Decker Machine Works establishes, documents, implements, and maintains a quality management system while continually improving its effectiveness in accordance with the requirements of this Quality Policy Manual.

Decker Machine Works:

- a) Determines the processes needed for the quality management system and their application throughout Decker Machine Works (see 1.2).
- b) Determines the sequence and interaction of these processes, shown in Figure 1.
- c) Determines criteria and methods needed to ensure that both the operation and control of these processes are effective.
- d) Ensures the availability of resources and information necessary to support the operation and monitoring of these processes.
- e) Monitors, measures where applicable, and analyzes these processes.
- f) Implements actions necessary to achieve planned results and continual improvement of these processes.

These processes are managed by Decker Machine Works in accordance with the requirements of this Quality Policy Manual.

Where Decker Machine Works chooses to outsource any process that affects product conformity to requirements, Decker Machine Works ensures control over such processes. The type and extent of control to be applied to these outsourced processes will be defined within the quality management system.

4.2 Documentation Requirements

4.2.1 General

The quality management system documentation includes:

- a) Documented statements of a quality policy and quality objectives
- b) This Quality Policy Manual
- c) Documented procedures and records required by this Quality Policy Manual
- d) Documents, including records determined by Decker Machine Works to be necessary to ensure the effective planning, operation, and control of its processes

4.2.2 Quality Policy Manual

Decker Machine Works established and maintains this Quality Policy Manual that includes:

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- a) The scope of the quality management system, including details of and justification for any exclusions (see 1.2)
- b) The documented procedures established for the quality management system, or reference to them
- c) A description of the interaction between the processes of the quality management system.

4.2.3 Control of Documents

Documents required by the quality management system are controlled. Records are controlled according to the requirements given in 4.2.4.

A documented procedure (P-001) has been established to define the controls needed:

- a) To approve documents for adequacy prior to issue
- b) To review and update as necessary and re-approve documents
- c) To ensure that changes and the current revision status of documents are identified
- d) To ensure that relevant versions of applicable documents are available at points of use
- e) To ensure that documents remain legible and readily identifiable
- f) To ensure that documents of external origin determined by Decker Machine Works to be necessary for the planning and operation of the quality management system are identified and their distribution controlled
- g) To prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose.

4.2.4 Control of Records

Records established to provide evidence of conformity to requirements and of the effective operation of the quality management system are controlled.

Decker Machine Works has established a documented procedure (P-002) to define the controls needed for the identification, storage, protection, retrieval, retention, and disposition of records. Records remain legible, readily identifiable, and retrievable.

5 Management Responsibility

5.1 Management Commitment

Top management provides evidence of its commitment to the development and implementation of the quality management system and continually improves its effectiveness by:

- a) Communicating within Decker Machine Works the importance of meeting customer as well as statutory and regulatory requirements

- b) Establishing the quality policy
- c) Ensuring that quality objectives are established
- d) Conducting management reviews
- e) Ensuring the availability of resources

5.2 Customer Focus

Top management ensures that customer requirements are determined and are met with the aim of enhancing customer satisfaction.

5.3 Quality Policy

Top management ensures that the quality policy:

- a) Is appropriate to the purpose of Decker Machine Works
- b) Includes a commitment to comply with requirements and continually improve the effectiveness of the quality management system
- c) Provides a framework for establishing and reviewing quality objectives
- d) Is communicated and understood within Decker Machine Works
- e) Is reviewed for continuing suitability.

Quality Policy:

It is the policy of Decker Machine Works to provide our customers with products and services that meet their expectations and continuously improve our quality performance.

5.4 Planning

5.4.1 Quality Objectives

Top management ensures that quality objectives, including those needed to meet requirements for product, are established at relevant functions and levels within Decker Machine Works. The quality objectives are measurable and consistent with the quality policy.

5.4.2 Quality Management System Planning

Top management ensures that:

- a) The planning of the quality management system is carried out in order to meet the requirements given in 4.1, as well as the quality objectives.
- b) The integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

5.5 Responsibility, Authority, and Communication

5.5.1 Responsibility and Authority

Top management ensures that responsibilities and authorities are defined and communicated within Decker Machine Works via job descriptions and an organizational chart.

5.5.2 Management Representative

Top management appointed a member of Decker Machine Works' management (shown in the organizational chart) who, irrespective of other responsibilities, has responsibility and authority that includes:

- a) Ensuring that processes needed for the quality management system are established, implemented, and maintained
- b) Reporting to top management on the performance of the quality management system and any need for improvement
- c) Ensuring the promotion of awareness of customer requirements throughout Decker Machine Works

5.5.3 Internal Communication

Top management ensures that appropriate communication processes are established within Decker Machine Works and that communication takes place regarding the effectiveness of the quality management system.

5.6 **Management Review**

5.6.1 General

Decker Machine Works' management team reviews the quality management system at least annually to ensure its continuing suitability, adequacy, and effectiveness. This review evaluates any need for changes to Decker Machine Works Quality Management System, including its quality policy and quality objectives (P-007). Records from management reviews are kept (P-002).

Findings from management reviews and the actions that arise from them are recorded. The management ensures that those actions are carried out within an appropriate and agreed timescale.

5.6.2 Review Input

Input to management review includes current performance and improvement opportunities related to the following:

- a) results of audits,
- b) customer feedback,
- c) process performance and product conformity,
- d) status of preventative and corrective actions,
- e) follow-up actions from previous management reviews,
- f) changes that could affect the quality management system, and
- g) recommendations for improvement.

5.6.3 Review Output

The output from the management review includes any decisions and actions related to:

- a) Improvement of the effectiveness of the QMS and its processes
- b) Improvement of product related to customer requirements
- c) Resource needs

Results of management reviews are recorded. (Procedure P-002)

Top management will provide evidence of commitment to the development and implementation of the management system and to continually improving its effectiveness.

6 Resource Management

6.1 Provision of Resources

Decker Machine Works determines and provides the resources needed:

- a) To implement and maintain the quality management system and continually improve its effectiveness
- b) To enhance customer satisfaction by meeting customer requirements.

6.2 Human Resources

6.2.1 General

Personnel performing work affecting conformity to product requirements are competent on the basis of appropriate education, training, skills, and experience.

6.2.2 Competence, Training, and Awareness

Decker Machine Works provides training per P-008 and:

- a) Determines the necessary competence for personnel performing work affecting conformity to product requirements
- b) Where applicable, provides training or takes other actions to achieve the necessary competence
- c) Evaluates the effectiveness of the actions taken
- d) Ensures that its personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives
- e) Maintains appropriate records of education, training, skills, and experience (see 4.2.4).

6.3 Infrastructure

Decker Machine Works determines, provides, and maintains the infrastructure needed to achieve conformity to product requirements. Infrastructure includes, as applicable:

- a) Buildings, workspace, and associated utilities
- b) Process equipment (both hardware and software)
- c) Supporting services (such as transport, communication, or information systems)

6.4 Work Environment

Decker Machine Works determines and manages the work environment needed to achieve conformity to product requirements.

7 Product Realization

7.1 Planning of Product Realization

Decker Machine Works plans and develops the processes needed for product realization. Planning of product realization is consistent with the requirements of the other processes of the quality management system (see 4.1).

In planning product realization, Decker Machine Works determines the following, as appropriate:

- a) Quality objectives and requirements for the product
- b) The need to establish processes and documents, and to provide resources specific to the product
- c) Required verification, validation, monitoring, measurement, inspection, and test activities specific to the product and the criteria for product acceptance
- d) Records needed to provide evidence that the realization processes and resulting product meet requirements (see 4.2.4).

7.2 Customer-related Processes

7.2.1 Determination of Requirements Related to the Product

Decker Machine Works operates using P-010 and determines:

- a) Requirements specified by the customer, including requirements for delivery and post-delivery activities
- b) Requirements not stated by the customer, but necessary for specified or intended use, where known
- c) Statutory and regulatory requirements applicable to the product
- d) Any additional requirements considered necessary by Decker Machine Works.

7.2.2 Review of Requirements Related to the Product

Decker Machine Works reviews the requirements related to the product. This review is conducted prior to Decker Machine Works' commitment to supply a product to the customer

(e.g. submission of tenders, acceptance of contracts or orders, acceptance of changes to contracts or orders) and ensures that:

- a) Product requirements are defined
- b) Contract or order requirements differing from those previously expressed are resolved
- c) Decker Machine Works has the ability to meet the defined requirements.

Records of the results of the review and actions arising from the review are maintained (see 4.2.4).

Where the customer provides no documented statement of requirement, the customer requirements are confirmed by Decker Machine Works before acceptance.

Where product requirements are changed, Decker Machine Works ensures that relevant documents are amended and that relevant personnel are made aware of the changed requirements.

7.2.3 Customer Communication

Decker Machine Works determines and implements effective arrangements for communicating with customers in relation to

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

When Decker Machine Works subcontracts work, whether because of unforeseen reasons (e.g. workload, need for further expertise or temporary incapacity) or on a continuing basis (e.g. through permanent subcontracting, agency or franchising arrangements), this work shall be placed with a competent subcontractor.

7.3 *Design and Development*

7.3.1 Design and Development Exclusion

Decker Machine Works takes exclusion against ISO 9001:2008, Clause 7.3, Design and development (see 1.2). Decker Machine Works does not normally engage in Design and Development processes in the course of production. In the event that a customer requests Decker Machine Works to engage in any Design-and-Development-related processes, an agent of Decker Machine Works will communicate this exclusion to the customer prior to Decker Machine Works' commitment to supply a product to the customer.

7.4 *Purchasing*

7.4.1 Purchasing Process

Decker Machine Works ensures that purchased product conforms to specified purchase requirements via the documented procedure P-011. The type and extent of control applied to the supplier and the purchased product is dependent upon the effect of the purchased product on subsequent product realization or the final product.

Decker Machine Works evaluates and selects suppliers based on their ability to supply product in accordance with Decker Machine Works' requirements. Criteria for selection, evaluation and re-evaluation are established.

Records of the results of evaluations and any necessary actions arising from the evaluation are maintained (see 4.2.4).

7.4.2 Purchasing Information

Purchasing information describes the product to the purchased, including, where appropriate:

- a) Requirements for approval of product, procedures, processes, and equipment
- b) Requirements for qualification of personnel
- c) Quality management system requirements

Decker Machine Works ensures the adequacy of specified purchase requirements prior to their communication to the supplier.

7.4.3 Verification of Purchased Product

Decker Machine Works establishes and implements inspection and other activities necessary for ensuring that purchased product meets specified purchase requirements.

Where Decker Machine Works intends to perform verification at the supplier's premises, Decker Machine Works will state the intended verification arrangements and method of product release in the purchasing information.

Where customers intend to perform verification at Decker Machine Works, Decker Machine Works will assure the customer states the intended verification arrangements and method of product release in the purchasing information.

7.5 Product and Service Provision

7.5.1 Control of production and service provision

Decker Machine Works plans and carries out production and service provision under controlled conditions. (P-015)

Controlled conditions include, as applicable,

- a) The availability of information that describes the characteristics of the product,
- b) The availability of work instructions, as necessary,
- c) The use of suitable equipment,
- d) The availability and use of monitoring and measuring equipment,
- e) The implementation of monitoring and measurement, and
- f) The implementation of product release, delivery, and post-delivery activities.

7.5.2 Validation of processes for production and service provision

Decker Machine Works validates processes for production and service provision where the resulting output cannot be verified by subsequent monitoring or measurement and, as a consequence, deficiencies become apparent only after the product is in use or the service has been delivered.

Validation demonstrates the ability of these processes to achieve planned results.

Decker Machine Works establishes arrangements for these processes including, as applicable,

- a) Defined criteria for review and approval of the processes,
- b) Approval of equipment and qualification of personnel,
- c) Use of specific methods and procedures,
- d) Requirements for records (see 4.2.4), and
- e) Revalidation

7.5.3 Identification and Traceability

Where appropriate, Decker Machine Works identifies the product by suitable means throughout product realization.

Decker Machine Works identifies the product status with respect to monitoring and measurement requirements throughout product realization.

Where traceability is a requirement, Decker Machine Works controls the unique identification of the product and maintains records (see 4.2.4).

7.5.4 Customer Property

Decker Machine Works exercises care with customer property while it is under Decker Machine Works' control or being used by Decker Machine Works. Decker Machine Works identifies, verifies, protects, and safeguards customer property provided for use or incorporation into the product. If any customer property is lost, damaged, or otherwise found to be unsuitable for use, Decker Machine Works reports this to the customer and maintains records (see 4.2.4).

7.5.5 Preservation of Product

Decker Machine Works preserves the product during internal processing and delivery to the intended destination in order to maintain conformity to requirements. As applicable, preservation includes identification, handling, packaging, storage, and protection. Preservation also applies to the constituent parts of a product.

7.6 ***Control of Monitoring and Measuring Equipment***

Decker Machine Works determines the monitoring and measurement to be undertaken and the monitoring and measuring equipment needed to provide evidence of conformity of product to determined requirements (P-012).

Decker Machine Works establishes 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.

Where necessary to ensure valid results, measuring equipment is calibrated per P-012, and:

- a) Is calibrated or verified, or both, 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 (see 4.2.4)
- b) Is adjusted or re-adjusted, as necessary
- c) Are identified in order to determine its calibration status
- d) Are safeguarded from adjustments that would invalidate the measurement result
- e) Are protected from damage and deterioration during handling, maintenance, and storage

In addition, Decker Machine Works assesses and records the validity of the previous measuring results when the equipment is found not to conform to requirements. Decker Machine Works takes appropriate action on the equipment and any product affected.

Records of the results of calibration and verification are maintained (see 4.2.4).

When used in the monitoring and measurement of specified requirements, the ability of computer software to satisfy the intended application is confirmed. This will be undertaken prior to initial use and reconfirmed as necessary.

8 **Measurement, Analysis, and Improvement**

8.1 ***General***

Decker Machine Works plans and implements the monitoring, measurement, analysis, and improvement processes needed:

- a) To demonstrate conformity to product requirements
- b) To ensure conformity of the quality management system
- c) To continually improve the effectiveness of the quality management system

This includes determination of applicable methods, including statistical techniques, and the extent of their use.

8.2 *Monitoring and Measurement*

8.2.1 Customer Satisfaction

As one of the measurements of the performance of the quality management system, Decker Machine Works monitors information relating to customer perception as to whether Decker Machine Works has met customer requirements. The methods (P-009) for obtaining and using this information are determined and communicated within Decker Machine Works.

Decker Machine Works shall seek feedback, both positive and negative, from its customers. The feedback shall be used and analyzed to improve management system and customer service.

8.2.2 Internal Audit

Decker Machine Works conducts internal audits at planned intervals to determine whether the quality management system:

- a) Conforms to the planned arrangements (see 7.1), to the requirements of this Quality Policy Manual, and to the quality management system requirements established by Decker Machine Works
- b) Is effectively implemented and maintained

An audit program (P-003) has been planned, taking into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits. The audit criteria, scope, frequency, and methods are defined. The selection of auditors and conduct of audits ensures objectivity and impartiality of the audit process. Auditors do not audit their own work.

A documented procedure has been established to define the responsibilities and requirements for planning and conducting audits, establishing records, and reporting results. Records of the audits and their results are maintained (see 4.2.4).

The management responsible for the area being audited ensures that any necessary corrections and corrective actions are taken without undue delay to eliminate detected nonconformities and their causes.

Follow-up activities include the verification of the actions taken and the reporting of verification results (see 8.5.2).

8.2.3 Monitoring and Measurement of Processes

Decker Machine Works applies suitable methods for monitoring and, where applicable, measurement of the quality management system processes. These methods demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, correction and corrective action is taken, as appropriate.

8.2.4 Monitoring and Measurement of Product

Decker Machine Works monitors and measures the characteristics of the product to verify that product requirements are met. This is carried out at appropriate stages of the product realization process in accordance with planned arrangements. Evidence of conformity with the acceptance criteria is maintained.

Records indicate the person(s) authorizing release of product for delivery to the customer (see 4.2.4).

The release of product and delivery of service to the customer does not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, where applicable, by the customer.

8.3 Control of Nonconforming Product

Decker Machine Works ensures that product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery. A documented procedure (P-004) defines the controls and related responsibilities and authorities for dealing with nonconforming product.

Where applicable, Decker Machine Works deals with nonconforming product by one or more of the following ways:

- a) By taking action to eliminate the detected nonconformity
- b) By authorizing its use, release, or acceptance under concession by a relevant authority and, where applicable, by the customer
- c) By taking action to preclude its original intended use or application

- d) By taking action appropriate to the effects, or potential effects, of the nonconformity when nonconforming product is detected after delivery or use has started

When nonconforming product is corrected it is subject to re-verification to demonstrate conformity to the requirements. Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained, are maintained (see 4.2.4).

8.4 Analysis of Data

Decker Machine Works determines, collects, and analyzes appropriate data to demonstrate the suitability and effectiveness of the quality management system and to evaluate where continual improvement of the effectiveness of the quality management system can be made. This includes data generated as a result of monitoring and measurement and from other relevant sources.

The analysis of data provides information relating to:

- a) Customer satisfaction (see 8.2.1)
- b) Conformity to product requirements (see 8.2.4)
- c) Characteristics and trends of processes and products, including opportunities for preventive action (see 8.2.3 and 8.2.4)
- d) Suppliers (see 7.4)

8.5 Improvement

8.5.1 Continual Improvement

Decker Machine Works continually improves the effectiveness of the quality management system through the use of:

- a) The quality policy and quality objectives
- b) Audit results
- c) Analysis of data
- d) Corrective and preventive actions
- e) Management review

Decker Machine Works shall continually improve the effectiveness of its management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective, and preventive actions and management review.

8.5.2 Corrective Action

Decker Machine Works takes action to eliminate the causes of nonconformities in order to prevent recurrence. Corrective actions are appropriate to the effects of the nonconformities encountered.

A documented procedure (P-005) has been established to define requirements for:

- a) Reviewing nonconformities (including customer complaints)
- b) Determining the causes of nonconformities
- c) Evaluating the need for action to ensure that nonconformities do not recur
- d) Determining and implementing action needed
- e) Records of the results of action taken (see 4.2.4)
- f) Reviewing the effectiveness of the corrective action taken

8.5.3 Preventive Action

Decker Machine Works determines actions needed to eliminate the causes of potential nonconformities in order to prevent their occurrence. Preventive actions are appropriate to the effects of the potential problems.

A documented procedure (P-005) has been established to define requirements for:

- a) Determining potential nonconformities and their causes
- b) Evaluating the need for action to prevent occurrence of nonconformities
- c) Determining and implementing action needed
- d) Records of results of action taken (see 4.2.4)
- e) Reviewing the effectiveness of the preventive action taken

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