



QUALITY MANUAL

ISO 9001:2015

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1. Scope

- Jet Precision Metal, Inc. fabricates products for various industries including aerospace, medical and military. Our capabilities include shearing, punching, forming, sanding, spot welding, welding, machining and assembly. Jet Precision Metal, Inc. evaluates and adjusts to external and internal impacts while also working to satisfy all the requirements of interested parties.
- Jet Precision Metal, Inc. does not undertake design and development activities; therefore clause 8.3 of ISO 9001:2015 is excluded. The company does not validate any production and service processes where the resulting output cannot be verified by subsequent measurement or monitoring, therefore 8.5, 8.5.1, 8.5.5 is excluded.

2. Normative references

- This document may be used as reference material or cited as a normative reference from another document. The pattern is established by referring to the ISO 9000:2005 Quality Management Systems and is prevalent throughout this manual and the accompanying procedures.

3. Terms and definitions

- For the purposes of this document, the terms and definitions given in ISO 9000:2015 apply.
- Throughout the text of this manual and accompanying procedures, the “products” or “service” only apply to products and services intended for, or required by, a customer.

4. Context of the Organization

4.1 Understanding the organization and its context

- The organization shall determine external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended result(s) of its quality management system.
- Jet Precision Inc. monitors and reviews information about external and internal issues during (but not limited to) audits and management review meetings.

4.2 Understanding the needs and expectations of interested parties

- Jet Precision Metal, Inc. has identified interested parties. All the requirements of interested parties are satisfied and they are under continuous review.

4.3 Determining the scope of the quality management system

- Jet Precision Metal, Inc. located in Hawthorne, New Jersey produces sheet metal and machined components for various industries which include aerospace, medical and military.

4.4 Quality management system and its processes

- **4.4.1** Jet Precision Metal, Inc. has established and maintains a quality management system that complies with ISO requirements. Jet Precision Metal continuously evaluates and improves its quality management system and processes.

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- Jet Precision Metal, Inc. determines the processes needed for the quality management system and determines the necessary processes. The necessary inputs and outputs, sequences, resources are all determined and provided. Responsibilities and authorities have been assigned. Risk and opportunities are evaluated to determine if changes are necessary in order to yield the intended results.
 - **4.4.2** To the extent necessary, Jet Precision Metal, Inc. maintains documented information to support the operation of its process, and retains documented information.

5. Leadership

5.1 Management Commitment

- Management commits to the development and implementation of the quality management system by communicating the importance of meeting customer statutory and regulatory requirements, and conducting management reviews. Several channels of communication are used including training, meetings, and postings on bulletin boards. All employees are to provide products and services that seek to meet the total satisfaction of our customers.

5.2 Customer Focus

- Management has defined the company's quality policy to ensure that the customer needs and expectations are met. The procedures are determined per the customer requirements with the aim of achieving total customer satisfaction. The quality policy is reviewed frequently to improve the effectiveness of the QMS and is displayed and accessible electronically.

Quality Policy

“It is the policy of Jet Precision Metal Inc. to satisfy customer expectations by delivering quality product and service. At Jet we continuously improve our operation while sustaining an ISO certified quality management system.”

5.3 Organizational roles, responsibilities and authorities.

5.3.1 Top Management

- Define QMS policy and objectives
- Ensure communication and understanding of the QMS policy throughout the organization
- Take accountability for the effectiveness of the QMS
- Ensure the integration of the QMS into the organizations business processes
- Promote the use of process approach and risk based thinking

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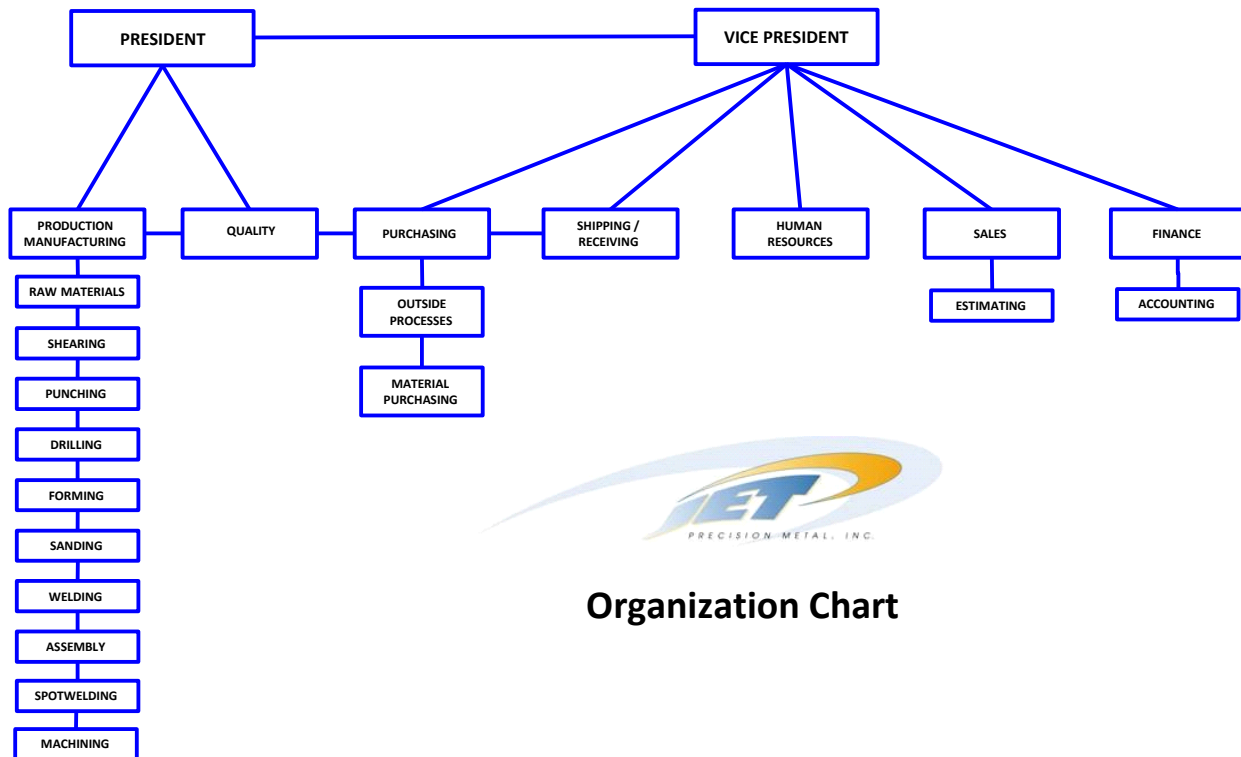
- Ensure the resources needed for the QMS are available
- Communicate the importance of conforming the QMS requirements
- Engage, direct and support persons to contribute to the effectiveness of the QMS
- Promote improvement
- Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility

5.3.2 Managers/Supervisors

- Implement the QMS as defined by this manual and related procedures
- Obtains and communicate customer requirements to the appropriate personnel or functional organization
- Ensure that qualified personnel and other resources are available to implement the QMS
- Ensure that products/services satisfy customer requirements including quality, safety, cost, schedule and performance.
- Ensure that personnel comply with applicable laws, regulations, specifications, standards and documented procedures.

5.3.3 All Personnel

- Ensure quality of their work
- Operate in conformance with the requirements of internal and customer requirements.
- Stop work in progress to make appropriate notifications when unsafe conditions exist or requirements are not being met.



5.4 Management Review

- Management reviews the quality system to ensure its continuing suitability, adequacy and effectiveness. The review is held at a minimum of once per year and includes assessing opportunities for improvement and the need for changes to the quality management system. Audit results, customer feedback, status of corrective actions, and recommendations for improvement are discussed and documented in the minutes. These items are used to improve our product and service related to customer requirements and determine resource needs.

6. Planning

6.1 Actions to address risks and opportunities

- Jet Precision Metal, Inc. evaluates areas of risk and opportunities and makes necessary decisions to achieve the best result. Management discusses plans to address areas that risk should be limited or avoided, while also addressing areas where risk can be taken in an effort to improve the company.

6.2 Quality objectives and planning to achieve them

6.2.1

Quality Objectives

1. Customer Satisfaction

- *Customer supplied measurements and surveys, as well as customer feedback are discussed and acted upon at management review meetings.*

2. Continuous Improvement

- *Evaluate and implement improvement opportunities through management review meetings, audits, corrective actions, risk analysis as well as analysis of data.*

3. ISO Compliance

- *Maintain a quality management system that fulfills ISO requirements.*

6.2.2

- The resources necessary to fulfill these objectives are a capable work force, appropriate equipment, raw materials and customers.
- All employees are responsible for ensuring that quality objectives are met. Management discusses and evaluates measurable to make sure that objectives are being met.
- Quality objectives are discussed at all management review meetings.

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- The methods of evaluating results for the quality objectives are listed below the quality objectives in section 6.2.1.

6.3 Planning of changes

- Management ensures that changes are conducted in a controlled manner and that the integrity of the quality management system and its objectives are maintained.

7. Support

7.1 Resources

- Executive Management reviews resource needs regularly, the resources needed are provided to maintain the QMS, its effectiveness, and to enhance customer satisfaction.

7.1.2 People

- Executive management, production managers and department supervisors are responsible for personnel performing work affecting product and service quality and to ensure they are competent on the basis of applicable education and skills.

7.1.3 Infrastructure

- Management provides and maintains infrastructure to achieve the conformity of product made to customer requirements and complies with applicable requirements to ensure a safe environment for the operation of processes.

7.1.4 Environment for the operation of processes

- The organization shall determine and manage the environment for the operation of processes needed to achieve conformity to product and service requirements.

7.1.5 Monitoring and measuring resources

- Jet Precision Metal, Inc. identifies the measurements to be made as well as the monitoring and measurements devices required to assure product and service conformity to specified requirements. Monitoring and measurement devices used are controlled to ensure capability. Where applicable, monitoring and measurement devices are calibrated and adjusted periodically or prior to use, and the validity of previous results re-assessed if they are subsequently found to be out of calibrations, and corrective action taken. Documentation of the calibration inspection are retained.
- Jet Precision Metal, Inc. monitors and measures resources used for calibration by having scheduled calibration done by outside sources on equipment that is used for internal calibration. This ensures that Jet Precision Metal, Inc. is accurately testing and certifying internal equipment.
- Only quality personnel is trained to perform internal calibration.
- Our first piece inspection requirement for most departments ensures operators performing manufacturing processes are continuously monitored throughout each working day. Monitoring and measuring of resources is also done during internal audits.

7.1.6 Organizational knowledge

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- Jet Precision Metal, Inc. handles various different types of jobs that have different requirements. The knowledge necessary for the operations of processes in order to achieve conformity of products and services is documented on the router or the blueprint which is connected to the router.

7.2 Competence

- Production manager(s) and department supervisors are responsible for personnel performing work affecting product quality and to ensure they are competent on the basis of applicable education and skills.

7.3 Awareness

- Jet Precision Metal, Inc. ensures that persons doing work under the organization's control are aware of the quality policy; relevant quality objectives; their contribution to the effectiveness of the quality management system, including the benefits of improved performance; the implications of not conforming to the quality management system requirements.

7.4 Communication

- Jet Precision Metal, Inc. internally and externally communicates relevant information of the quality management system.
- Jet Precision Metal, Inc. internally communicates QMS policy, objectives, risk and opportunities, as well as role and responsibilities to all employees.
- Jet Precision Metal, Inc. externally communicates QMS policy and objectives by including the information on purchase orders and it is all also available on the company website. Further information can be provided upon request.

7.5 Documented information

- Documents required by ISO are stored and controlled.

7.5.1 General

- Documents required by the QMS are controlled per the Control of Documents procedure.

7.5.2 Creating and updating

- Creation of new documents or updates to existing documents are documented and stored.

7.5.3 Control of documented information

- Documents and records are controlled and maintained per the CP-01, CP-02, LG-QA-002.

8. Operation

8.1 Operational planning and control

- Jet Precision Metal, Inc. has determined the appropriate criteria for planning the realization of product. Quality objectives, specific requirements for the product, the need to establish processes, documentation and provide resources to the product are considered in planning.

8.2 Requirements for products and services

- Jet Precision Metal, Inc. follows product and service requirements specified by the customer, statutory and regulatory requirements, and any additional requirements

determined by the organization. Contract review is conducted prior to the commitment to supply a product to the customer to ensure that product and service requirements are defined and that Jet Precision Metal, Inc. has the ability to meet the defined requirements. Jet Precision Metal, Inc. communicates with customers in relation to product, contracts, and customer concerns. The business structure is such that the external providers are often dictated by and sometimes are the actual end line customer. Jet Precision Metal, Inc. controls production with information describing the key characteristics of the product, work instructions, the use of suitable equipment, and monitoring and measurement devices.

8.2.1 Customer communication

- Jet Precision Metal, Inc. values customer communication and utilizes it for providing information relating to products and services; handling enquiries, contracts or orders, including changes; obtaining customer feedback relating to products and services, including customer complaints; handling or controlling customer property; establishing specific requirements for contingency actions, when relevant.

8.2.2 Determining the requirements for products and services

- While determining the requirements for the products and services to be offered to customers, the Jet Precision Metal, Inc. ensures that the requirements for the products and services are defined, and that Jet Precision Metal can meet the claims for the products and services needed.

8.2.3 Review of the requirements for products and services

8.2.3.1

- Jet Precision Metal ensures that it has the ability to meet the requirements of products and services requested by a customer prior to committing to a contract. Jet Precision Metal, Inc. reviews, documents and notifies customer of confirmation or rejection of contract.

8.2.3.2

- Documented information is retained.

8.2.4 Changes to requirements for products and services

- Jet Precision Metal, Inc. ensures that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.

8.3 Design and development of products and services

- Jet Precision Metal, Inc. does not undertake design and development activities; therefore clause 8.3 of ISO 9001 is excluded

8.4 Control of externally provided processes, products and services

8.4.1 General

- Jet Precision Metal, Inc. ensures that externally provided products and services conform to specified customer requirements.

8.4.2 Type and extent of control

- Jet Precision Metal, Inc. shall ensure that externally provided products and services conform to specified purchase requirements.

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- Jet Precision Metal, Inc. shall establish and implement the inspection or other activities necessary for ensuring that externally provided products and services meets specified purchase requirements.

8.4.3 Information for external providers

- Jet Precision Metal, Inc. shall describe the product to be purchased.

8.5 Production and service provision

8.5.1 Control of production and service provision

- Jet Precision Metal, Inc. shall plan and carry out production and service provision under controlled conditions.
- Jet Precision Metal, Inc. shall validate any 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.

8.5.2 Identification and traceability

- Jet Precision Metal, Inc. shall identify the outputs by suitable means throughout output realization.

8.5.3 Property belonging to customers or external providers

- Jet Precision Metal, Inc. shall exercise care the property of customers or external providers while it is under the organization's control. The organization shall identify, verify, protect and safeguard customer or external provider's property provided for use or incorporation into the product. If any customer or external provider's property is lost, damaged or otherwise found to be unsuitable for use, the organization shall report this to the customer or external provider and maintain records.

8.5.4 Preservation

- Jet Precision Metal, Inc. shall preserve the process outputs during internal processing and delivery to the intended destination in order to maintain conformity to requirements.

8.5.5 Post-delivery activities

- Jet Precision Metal, Inc. will take responsibility for undesired consequences of the product as long as it is determined that Jet Precision Metal, Inc. was responsible for not manufacturing the part to the specifications provided by the customer.
- Any specific post-delivery activities required by a customer needs to be known prior to manufacturing starting, therefore they need to be listed on the purchase order.
- Jet Precision Metal, Inc. will rely on customer communication to determine if any post-delivery actions are necessary.

8.5.6 Control of changes

- Documents required by the QMS are controlled per the Control of Documents procedure.

8.6 Release of products and services

- Jet Precision Metal, Inc. shall monitor and measure the characteristics of the product and services to verify that product and service requirements have been met.

8.7 Control of nonconforming outputs

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- Jet Precision Metal, Inc. ensures that product which does not conform to requirements is identified and controlled to prevent unintended use or delivery. Nonconforming product is sometimes corrected and subject to re-verification after correction to demonstrate conformity.

9. Performance Evaluation

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

- Jet Precision Metal, Inc. defines, plans and implements the monitoring, measurement, analysis, and improvement processes needed to assure conformity and achieve continual improvement of the product and the quality management system.
- Jet Precision Metal, Inc. monitors and/or measures customer perception, company processes, quality management system conformity and product.

9.1.2 Customer satisfaction

- Jet Precision Metal, Inc. shall monitor information relating to customer perception as to whether the organization has met customer requirements.

9.1.3 Analysis and evaluation

- Jet Precision Metal, Inc. collects and analyzes appropriate data to determine the suitability and effectiveness of the quality management system and to identify improvements that can be made.

9.2 Internal audit

- Jet Precision Metal, Inc. shall conduct internal audits at planned intervals to determine whether the quality management system conforms to the requirements of ISO and to the quality management system requirements established by Jet Precision Metal, Inc. Records of audits and the results shall be maintained. Employees that conduct audits are internally trained and certified.

9.3 Management review

- Management reviews the quality system to ensure its continuing suitability, adequacy and effectiveness. The review is held at a minimum of once per year and includes assessing opportunities for improvement and the need for changes to the quality management system. Audit results, customer feedback, status of corrective actions, and recommendations for improvement are discussed and documented in the minutes. These items are used to improve our product and service related to customer requirements and determine resource needs.

10. Improvement

10.1 General

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- Jet Precision Metal, Inc. ensures that product or service which does not conform to requirements is identified and controlled to prevent unintended use or delivery. Nonconforming product is sometimes corrected and subject to re-verification after correction to demonstrate conformity.
 - The Company analyzes this data to provide information on customer satisfaction and/or dissatisfaction and conformity to product requirements.
 - Jet Precision Metal, Inc. actively looks for, discusses and implements changes that improve processes, products and services.

10.2 Nonconformity and corrective action

- Jet Precision Metal, Inc. shall take action to eliminate the causes of nonconformities in order to prevent recurrence.

10.3 Continual improvement

- Jet Precision Metal, Inc. shall continually improve the effectiveness of the quality management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective actions, risk analysis and management review.