

Partnering for Quality



Quality Manual

Revision 7

This manual belongs to:

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User is responsible for verifying revision level if not issued or accessing a controlled copy.

Integrated Metal Components, Inc is committed to producing the highest quality products in the industry. We achieve this by setting superior standards for production and service.

IMC seeks out the best people in the industry and provides on-going training and cross-training opportunities. Employees are encouraged to get involved in all facets of the company and are regularly informed of sales, scheduling and profits. Our profit-sharing program offers incentive for producing products that meet or exceed the requirements of our customers.

Our precision equipment provides our employees the best possible resources with which to perform their tasks efficiently. It is the combined effort of all our employees that allows us to produce the quality our customers have come to expect.

Another competitive advantage of IMC is our choice of trusted key suppliers. These collaborative partnerships ensure our mutual long-term success.

We are committed to creating a service culture that can only succeed if quality is built into our procedures. Every employee is an integral part of this endeavor.

Glenn Heard

Glenn Heard, CEO

Shane Moyer

Shane Moyer, President

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IMC's Mission:

Create partnerships through incomparable service with the fastest engineered quality product.

Introduction

At IMC we seek to create a culture of quality that is practiced by all employees, encouraged in our suppliers and recognized by customers.

We have adopted a theme of partnership for our Quality Manual as we believe that our success starts with good teamwork, depends on our key suppliers and employees and ends with customer satisfaction.

It is each employee's responsibility to understand and participate in the company's quality system.

Our quality system helps us achieve our objectives. We can only be successful if we work together, with everyone understanding his or her unique role and responsibilities.



Scope, exclusions & definitions

Scope

The quality management system applies to all activities at IMC that affect product quality and has been implemented to conform to the quality system requirements of ISO 9001:2015.

This Quality Manual describes how IMC's quality management system has been implemented in accordance with this standard and to meet our commitment to our customers and suppliers.

Exclusions

ISO 9001 section concerning the design and development of product is excluded because all products are manufactured to customer provided specifications.

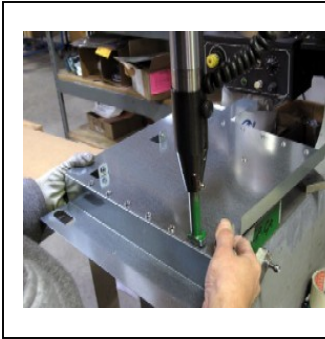
This exclusion does not affect the ability or responsibility of IMC to provide product that meets customer and applicable statutory and regulatory requirements.

Terms and Definitions

Unless otherwise noted, IMC applies definitions of key terms according to ISO 9001.

Our commitment to our customer

By listening to the customer, we formulate a business plan that focuses on eight key points.



- Exceptional Quality
- On time delivery
- Outstanding Customer Service
- Integrity
- Developing partnerships
- Competitive pricing
- Consistent performance
- On going improvement

The wants and needs of the customer take priority, and all our training and systems are designed to further these key points.

We offer our customers engineering services such as full color 3-D solid geometry and two-dimensional drawings. We can produce prototype parts for evaluation in as little as one week, depending on the complexity.

In order to maximize performance, we take great care and consideration when choosing our employees, as we consider them our most valuable resource. We recruit, train and retain the best of the best in our industry.

We have defined processes to ensure that we get repeatable, error-free products. We do not believe that we can “inspect-in” quality. Inspections are performed to give us feedback that our processes are working correctly.

Our Quality Policy

IMC is committed to quality. It is our primary approach toward achieving our corporate objectives of growth, profitability, customer service, and employee involvement.

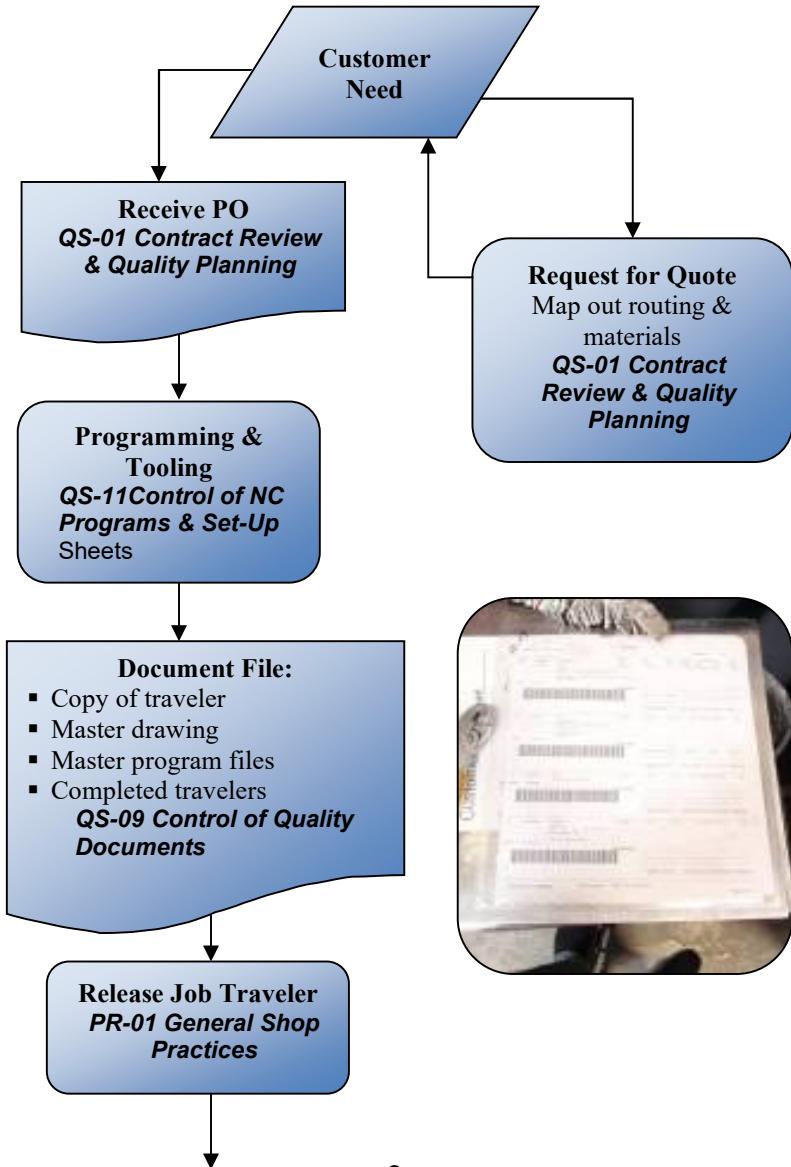
Our quality policy, developed by management and employees, embodies the following principles:

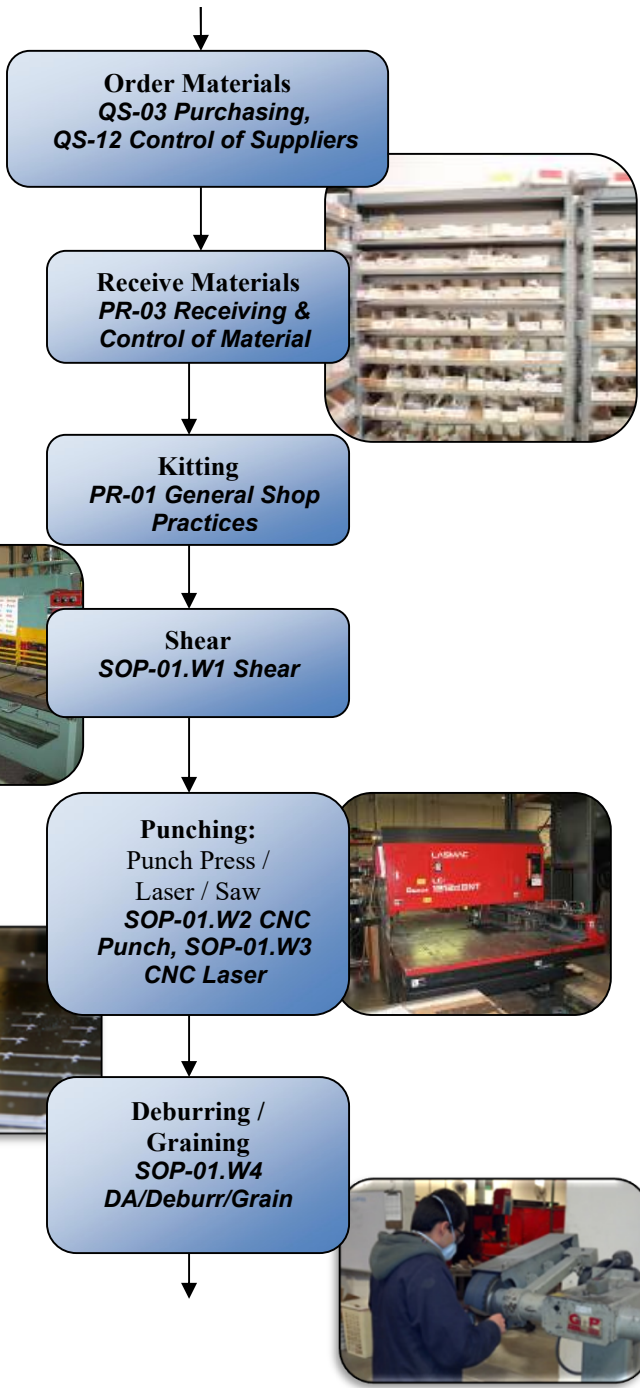
***IMC is committed to
providing on-time
and
defect free products
to our customers
and to
continually improve our
quality management system.***

(Rev A)

What we do & how we do it

Our processes begin and end with our customers. Each product has unique process flow, and this chart shows the range of value-added activities that we provide to our customers as well as the quality system document that relates to the process.





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Machining:
Notching / Drilling /
Tapping / Milling
*SOP-01.W7 Drill/
Tap/ Saw/
Countersink/
Machine*



↓
Forming
(Press Brake)
*SOP-01.W5 Press
Brake*



↓
**Welding or Resistance
Welding**
*SOP-01.W8 Weld,
SOP-01.W9 Spot-weld*



↓
**Hardware Insertion /
Assembly**
SOP-01.W6 Hardware / Rivet



↓
Inspection: In-Process
*IT-02 In Process &
Final Inspection, IT-03
Cosmetic Standards*



Coating



Masking /
Plugging
SOP-01.W11 Masking

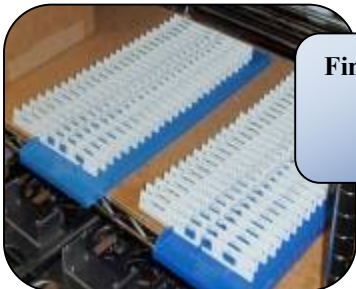


Pretreatment /
Powder Coating
*SOP-01.W12
Powder Coat*



Screen Printing
*SOP-01.W13
Silkscreen*

Chromate /
painting



Final Assembly / Part
Marking
*SOP-01.W14
Assembly/Rivet*

Final Inspection
*IT-02 In Process &
Final Inspection, IT-03
Cosmetic Standards*



Packaging
*SOP-01.W15
Shipping*

Delivery
*SOP-01.W15
Shipping*



Satisfied
customers

Supported by:
*IT-01 Control of Inspection, Measurement & Test Equip.
PR-02 Control of Nonconforming Product
QS-02 Control of Quality Records
QS-04 Corrective & Preventive Action
QS-05 Management Review
QS-06 Internal Quality Audits
QS-08 Qualification of Personnel
QS-09 Control of Quality Documents*

Responsibility & authority for quality

The Management Team is defined in QS-05 Management Review. This team is responsible for setting policies, establishing goals and objectives, and assessing the overall effectiveness of the quality system.

This team determines the organizational structure, allocation of resources, and the development of policies to ensure the implementation of IMC' quality management system and its conformance to ISO 9001.

The President is responsible for ensuring that an adequate organization exists within the company to address and control all systems necessary for the effective operation of the Quality Management System.

The Quality Manager is the Management Representative for the Quality System and reports directly to the President.

All members of IMC have the responsibility and authority to manage and verify their work affecting quality. They have the freedom and authority to initiate action to prevent the occurrence of any nonconformity relating to the product, process, and quality system. They have the responsibility to identify and record any problems relating to the quality process, initiate solutions, and verify the implementation of these solutions. They can stop further processing or delivery of nonconforming product until any deficiency has been corrected.

Other responsibilities and authorities are defined in procedures, work instructions and job descriptions.

QMS relationship to ISO 9001

ISO 9001 section	
4.1 Understanding Organization and its Context	QMS Quality Manual QMS Procedures Manual
4.2 Understanding the Needs and Expectations of Interested Parties	QMS Quality Manual QMS Procedures Manual
4.3 Determining the Scope of the QMS	QMS Quality Manual QMS Procedures Manual
4.4 QMS and Its Processes	Quality Manual, QS-05 Management Review, QS-06 Internal Quality Audits
5.1 Leadership and Commitment for the QMS	QS-05 Management Review, Internal audits
5.2 Quality Policy	Quality Manual, QS-05 Management Review
5.3 Organizational Roles, Responsibilities, and Authorities	Quality Manual, All procedures, job descriptions
6.1 Actions to Address Risks and Opportunities	QS-05 Management Review, QS-01 Contract Review & Quality Planning, QS-04 Corrective & Preventive Action, QS-05 Management Review, QS-06 Internal Quality Audits
6.2 Quality Objectives and Planning to Achieve Them	Quality Manual, QS-05 Management Review, QS-01 Contract Review & Quality Planning

6.3 Planning Changes	QS-05 Management Review
7.1 Resources	QS-08 Qualification of Personnel, PR-01 General Shop Practices
7.2 Competence	QS-08 Qualification of Personnel, PR-01 General Shop Practices
7.3 Awareness	QS-01 Contract Review & Quality Planning
7.4 Communication	QS-01 Contract Review & Quality Planning
7.5 Documented Information	Quality Manual, QS-09 Control of Quality Documents, QS-11 Control of NC Programs & Set-Up Sheets
8.1 Operational Planning and Control	QS-01 Contract Review & Quality Planning
8.2 Requirements for Products and Services	QS-01 Contract Review & Quality Planning, QS-04 Corrective & Preventive Action
8.4 Control of Externally Provided Processes, Products and services	QS-12 Control of Suppliers, QS-03 Purchasing, PR-03 Receiving & Control of Material

8.5 Production and Service Provision	PR-01 General Shop Practices, IT-02 In Process & Final Inspection, IT-03 Cosmetic Standards, PR-03 Receiving & Control of Material, QS-09 Control of Quality Documents, QS-11 Control of NC Programs & Set-Up Sheets
8.6 Release of Products and Services	IT-03 Cosmetic Standards, PR-03 Receiving & Control of Material, QS-09 Control of Quality Documents, QS-11 Control of NC Programs & Set-Up Sheets
8.7 Control of Nonconforming Outputs	PR-02 Control of Nonconforming Products, QS-04 Corrective & Preventive Action Product
9.1 Monitoring, Measurement, Analysis and Evaluation	IT-01 Control of Inspection, Measurement & Test Equip, QS-04 Corrective & Preventive Action, QS-05 Management Review, QS-06 Internal Quality Audits
9.2 Internal Audit	QS-04 Corrective & Preventive Action, QS-05 Management Review, QS-06 Internal Quality Audits
9.3 Management Review	QS-05 Management Review, QS-06 Internal Quality Audits
10.1 Improvements General	QS-04 Corrective & Preventive Action, QS-05 Management Review, QS-06 Internal Quality Audits, PR-02 Control of Nonconforming Product,
10.2 Nonconformity and Corrective Action	PR-02 Control of Nonconforming Product QS-04 Corrective & Preventive Action
10.3 Continual Improvement	QS-04 Corrective & Preventive Action, QS-05 Management Review, QS-06 Internal Quality Audits

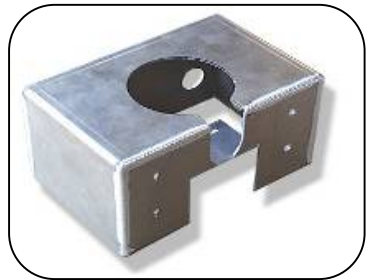
Continuous improvement

Every employee is responsible to use the best methods to ensure we meet customer requirements.

We strive to make our operation as effective and efficient as possible. Our quality system helps us be effective by communicating what we need to do and how to do it.

Lean manufacturing methods

We have expanded our efficiency by adopting the habits of "cellular" manufacturing. This means that we arrange workstations so that product can be processed progressively from one workstation to another without waiting for a batch to be completed or requiring additional handling between operations.



Communication

Our work instructions are living documents and are identified with revision levels. They are intended to be revised as we identify improvements and ways to communicate to ensure we do things correctly.

Our quality communication takes many forms. One way is a weekly shop meeting where employees hear how we are doing and are able offer suggestions for improvement.

Metrics

Some of the metrics we track to measure our improvements are:



- Internal defects
- External defects
- Trend Analysis
- On time delivery
- Customer satisfaction

Learning from our errors

When we do make mistakes, we use it as an opportunity to improve.

If you believe something is not correct, identify the items with an electronic Discrepant Material Report and check with any person on the Qualified Buy-off List.

When we do identify errors, we not only correct them but also look at ways to prevent them from happening again.

We communicate this information through our weekly meetings, job traveler instructions, training and drawing red-lines.

Partnering with suppliers

We believe in mutually beneficial, long-term relationships with our key suppliers. We depend on our suppliers for raw materials as well outside services such as plating, painting and machining.

Close supplier partnerships enable us to meet all our customers' needs in a timely and cost-effective manner.

Never-ending improvement

Some of the other ways we seek to continuously improve include:

- Tapping into our most valuable resource with an employee suggestion box.
- Mounting machines on wheels when possible, to move them where they can be used most efficiently.
- Posting reference information, such as the Employee Buy-off Qualification list, for easy access.
- Expanding our capacities by investing in new equipment and processes.
- Offering voluntary in-house scheduled classes for employees to improve math, blueprint, and precision instrument reading skills.
- Developing our employees' skills through cross-training.





Partners in Quality