

CROSSTOWNE MACHINING
A division of MG International

QUALITY SYSTEM MANUAL

Revision 1

Approved by: _____

Effective Date: May 23, 2007

Crosstowne Machining's Quality System conforms to the requirements of ISO Standard 9001:2000 under this Scope of Registration: The Manufacturing of high quality parts for Sanitary and Industrial applications. No exclusions to the Standard are taken.

Crosstowne Machining's Quality Policy

To Comply with the requirements of ISO-9001-2000 and those of the industries which we serve.

To maintain the highest possible quality by involvement of all employees at every level.

To form long term relationships with our stake holders based on service, value and sharing of ideas.

To always strive for continuous improvement in our Quality system and in our programs, processes and procedures by establishing and reviewing objectives relating to customer satisfaction.

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ISO 9001 TO MANUAL CROSS REFERENCE

Information regarding Crosstowne's Quality Management System conformance to ISO 9001:2000 may be found where listed in the manual.

4. Quality Management System: Cover; pages 4,11; Sections 1.2.7.8
5. Management Responsibility: Cover; Section 1
6. Resource Management: Sections 1,4
7. Product Realization: Sections 6,7,8,9 10,12,13
8. Measurement, Analysis and Improvement: Cover; Sections 1,3,5,9,11

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CROSSTOWNE MACHINING ORGANIZATION CHART

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Crosstowne Machining believes that all elements of the company, separately and as a whole, work to provide customer satisfaction and make the business viable. This chart shows the interaction of these elements.

ACTIVITY	Customer	Management	Sales	Programming	Purchasing	Production
Organizational Management		x				
Solicit Business	o	o	x			
Program and Validate product	o	o		x		
Receive Orders		o	x			
Plan Order Fulfillment	o	x	x	x	x	x
Manufacture, verify & ship product		o		x	x	

X primary responsibility (may be shared)

O secondary responsibility

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1. Management Responsibility

Crosstowne Machining management is committed to:

Establish Crosstowne Machining's policies, and provide resources, to always focus on customer satisfaction, to develop and maintain a Quality Management System to support those policies and comply with the requirements of ISO Standard 9001:2000, and to ensure continuous improvements within the Quality Management System and through-out the organization.

Plan and conduct activities in accordance with this Manual and with supporting written procedures and instructions, and to communicate those activities to all employees.

Ensure adequate resources, including trained employees, and appropriate infrastructure and environment to support design, production and service of quality products.

Define and communicate responsibility and authority for all activities within the company.

To plan and implement means to monitor company processes and analyze results to:

Demonstrate product conformity

Ensure conformity of the Quality Management System.

Direct means to achieve continual improvement throughout the Company.

Ensure customer needs are being fulfilled.

Results of monitoring activities are communicated to all employees as appropriate.

The President serves as the Management Representative.

Management Review Meetings are held at a minimum of once per quarter to review:

Suitability of the Quality Policy and of the Quality Management System.

Customer concerns

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Current corrective and preventative actions

Internal and 3rd party audit results

Results from monitoring company systems, including Key Performance Indicators

And, to review progress on established goals, and institute, and identify responsibility for, new goals as appropriate to foster continual improvement, and increase customer satisfaction.

Management Review activities are recorded.

2. System Documentation

Crosstowne Machining's quality system are documented in this Manual and in written procedures required by the latest revision of ISO 9001 and other procedures and instructions necessary to support the objectives of the organization and that augment associate training and ensure process conformance and repeatability. Control of documents is detailed in Procedure SP 1.0 Document Control.

This manual and all written Procedures and Instructions are approved by a member of management and are made available to all with "need to know"

This Manual, written Procedures and Instructions are reviewed at regular intervals and updated as needed. Obsolete documents are indentified and removed from areas of use.

Records required by the lates revision of ISO 9001 and additionally those that support the objectives of the organization are generated and kept in accordance with a retention schedule. Control of records is detailed in Procedure SP 2.0, Records Control.

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3. Corrective and Preventative Action

Corrective Action activities are initiated based on customer concerns, problems arising from purchased products and services, and from internal concerns.

Preventive Actions activities are be initiated on identification of potential for non-conformance or other unacceptable situations.

Action is taken in a timely manner, appropriate to the magnitude of the issue.

These activities are documented and include problem definition, determination of cause and appropriate short and long-term action directed at preventing recurrence.

Action includes revision of this manual and supporting procedures and instruction when appropriate.

Customers are promptly informed regarding action taken on customer concerns.

Details are shown in Procedure SP 3.0 Corrective Action, and Procedure SP 4.0, Preventative Action.

4. Human Resources

Employees are hired based on their education and skills relevant to Operating, editing, and set-up of CNC machines.

Additional training needs are determined, and training provided.

Records of education, skills, and experience, and of training activities are maintained and training effectiveness documented.

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5. Internal Audits

The Quality Management System is audited at regular intervals to provide input to management review.

Audits are conducted in a manner to ensure impartiality.

Audit findings result in appropriate and timely corrective action.

Internal audit activities are detailed in Procedure SP 5.0, Internal Audits.

6. Product Design and Development

Designs are developed to meet or exceed customer and other applicable standards as designated by specific customers and/or industries.

Design changes are routed to all effected areas for input, and product areas covered by 3-A 02-09 will be submitted to the 3-A Standards Committee for review.

Records of design are maintained.

Program integrity

Processes established and approved.

7. Contract Review

CTM establishes communication directly through customer's representative regarding product requirements, quotations and orders, and customer concerns.

All requests for quotations and all orders are reviewed to ensure that the requirements of the customer are understood, and that differences between quotations and orders are resolved. Records of these reviews are maintained.

Quotations and order acceptance are on Crosstowne Machining's ability to provide product to meet customer needs and applicable standards and regulatory requirements.

Order changes are to be review, and communicated to all effected areas promptly.

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8. Purchasing

Suppliers are selected based on their ability to supply material and service, including verification of parts and materials, to meet Crosstowne Machining's requirements, with supplier evaluation documented.

Purchase orders are reviewed to ensure that requirements are adequately Stated, and receipts will be verified for conformance.

Controls, appropriate to the material or service supplied, are implemented for each supplier. Controls include, but are not limited to, certification and traceability of materials, and maintaining specific manufacturing data.

Specific sources of supply are utilized when a part of customer contractual agreements.

Verification of purchased product is made as appropriate

Problems with material and/or services received are addressed with the supplier in a timely manner.

9. Production

Manufacturing of Customer products is planned to ensure production under controlled conditions. Appropriate production records are maintained.

Specific manufacturing instructions are provided where needed to augment employee training. Where conformance to requirements posed by Customer in part of a purchase order, check sheets are provided as appropriate to ensure conformance.

Each manufacturing step includes appropriate visual and/or dimensional inspection to ensure conformance to requirements.

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10. Product Release

Release criteria includes inspection/review for:

Conformance to customer requirements.

The President is responsible for release of product and may appoint suitably qualified individuals to perform related tasks including product release. Records of product release are maintained.

11. Non-Conforming Material

All material found to be non-conforming is identified and segregated, and reasons for non-conformance determined and rectified.

Reworked material is inspected for conformance

Activity relating to non-conforming material is detailed in Procedure SP 6.0, Handling Non-conforming Material.

12. Material Storage, Handling and Delivery

All materials are stored and handled in production in a manner that prevents damage and/or deterioration.

All product is adequately packaged and marked to ensure safe delivery to the specified destination.

Copies of material certifications and of Process Inspection data are provided to the customer when specified in the purchase order.

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13. Measurement Equipment Calibration

Measuring equipment is selected with accuracy and resolution appropriate to the feature(s) being inspected, and to ensure customer requirements are met.

Calibration to a specific schedule is done on instruments used to verify published product characteristics and performance, or to evaluate accuracy of other measuring instruments. Gages that do not measure published characteristics are calibrated on an as need basis.

Calibration is contracted to the equipment manufacturer or a recognized calibration facility.

Calibration intervals are established based on instrument type, application and frequency of use.

Action, up to and including product recall, is taken in the event gages on the calibration schedule are found to be out of calibration to the extent that performance expected by the customer could be compromised.

Calibration activity is detailed in Procedure SP 11.0, Measuring Equipment Calibration.

14. Customer Supplied Material

Parts, drawings, specifications, and other material supplied by a customer is verified, identified and safeguarded to ensure it's intended use.

Where material is found to be unsuitable for use for any reason the customer is notified promptly and records are maintained.

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MANUAL REVIEW AND REVISION

DATE	ACTION	APPROVED BY
5/23/07	Issued	

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S81 W18510 Gemini Drive
Muskego, Wisconsin 53150

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