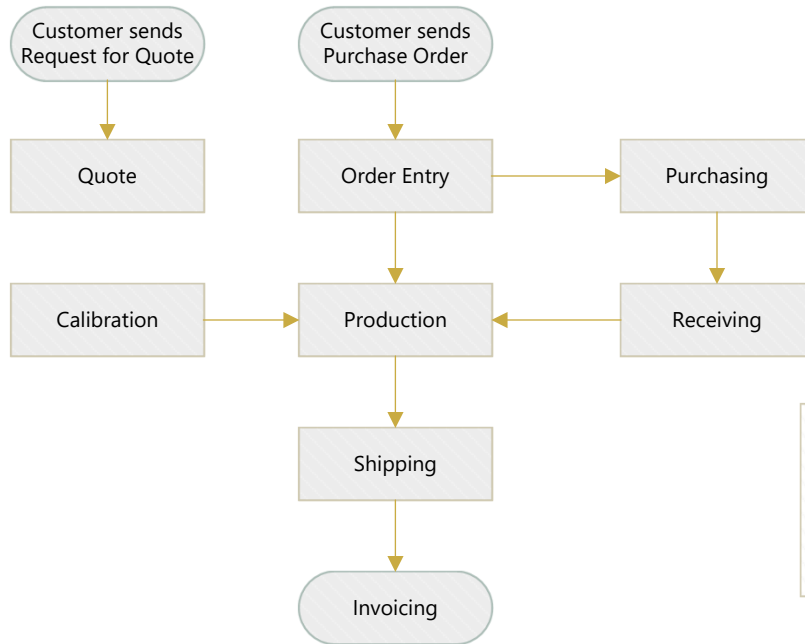# Quality Manual

Scope: Manufacture, Assembly, and Supply of Machined Components including Precision Gears for the Aerospace Industry (NA: 8.3 Design and Development, 8.5.1.2, 8.5.1.F Special Processes; 8.5.1.P Utilities, 8.5.5 Service
Policy: Continually improve at making quality parts and sending them on time.
Objectives: PPM <500; OTD >99%; Scrap <3% (See Monitoring and Measuring Table for more information.
Rev 3, 12/22/2018

The following Processes are used to support the processes in grey:
Competency Assessment
Nonconforming
Internal Audits
Corrective Actions
Management Review (not a map but a form)
Matrix (See Matrix – AS 9100 at Peerless)
Data Protection Process
Communication Process
Legal Registry (Table – not a map)
Risks within a process – Addressed on Each Process Map
Risks & Opportunities at and for Peerless (See Risks&Opps Peerless Spreadsheeet)
Monitoring and Measuring Table (Includes Objectives)

Process flow:

- Customer sends Request for Quote → Quote
- Customer sends Purchase Order → Order Entry
- Order Entry → Purchasing
- Order Entry → Production
- Purchasing → Receiving
- Receiving → Production
- Calibration → Production
- Production → Shipping
- Shipping → Invoicing

Issues:	Controls for Issues:
1. Low unemployment	1. Advertise; Use temp agencies
2. Lack of availability of skilled machinists	2. Train our Own
3. Cost of living is high	3. Try to save everywhere we can
4. Hurricanes	4. Disaster Recovery Plan and Continuity Plan

Interested Parties:	Needs of Interested Parties:
1. Employees	1. Safe and Secure Workplace
2. Customers	2. Quality Parts; On-Time
3. Owners	3. Reasonable profit; Secure future of Company
4. OSHA	4. Ensure laws are followed
5. EPA	5. Ensure laws are followed
6. Neighbors	6. Clean, Cooperative Neighbor

Management System Representative is John Smith, Quality Manager.

PROCESS OWNER Responsibilities
- Ensure Process Maps match the current methods.
- Ensure people are competent or in training to follow methods prescribed.
- Ensure a method is prescribed to monitor or measure the effectiveness or efficiency of the process.
- Ensure planned expectations for monitoring or measuring occur; Ensure the analysis and results are presented at the Management Review.
- Approve any proposed changes to methods prescribed in process maps.