

**Earle M. Jorgensen Company**

**QUALITY  
ASSURANCE  
MANUAL**

**Revision 7, February 19<sup>th</sup>, 2018**

**If Printed - Uncontrolled Copy**

This manual was re-written for Transition to the ISO9001:2015 Standard. All manuals generated prior to the effective date of this manual are considered obsolete.

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## **1 Scope**

This quality manual specifies requirements for the quality management system of EMJ:

- a) To demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements.
- b) To enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.
- c) EMJ does not conduct any activities associated with Sub-clause 8.3, Design and development.

## **2 Normative references**

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

ISO 9001:2015, Quality management systems-*Requirements*

## **3 Terms and definitions**

For the purposes of this document, the terms and definitions given in ISO 9000:2015 apply.

### **3.1 Defined Elements of the EMJ Quality Management System**

*Level I: Quality Assurance Manual*

Quality Manual that describes the EMJ's approach to the requirements of ISO 9001:2015 issued and maintained by the EMJ Technical Directors.

*Level II: EMJ Corporate Work Instructions*

Corporate Work Instructions describing each critical process of EMJ's operation and the company's approach to meeting the requirements of the QAM. Corporate Level WIs are created and maintained by the Technical Directors and each EMJ/subsidiary branch is allowed creation of supplemental additions tailored to unique processes. Finalized Work Instructions will be approved at the branch level by Top Management.

*Level III: EMJ Quality Resources Website*

The Company-wide website consolidates the upkeep of documents and quality processes while increasing the visibility of quality objectives and performance. Implemented by EMJ Technical Directors and maintained, through controlled access, with input from all applicable branch level employees.

## **4 Context of the organization**

### **4.1 EMJ Context**

Earle M Jorgensen Company (EMJ) has determined the following internal and external inputs to be relevant to the purpose and strategic direction of the company and the QMS:

<b>Internal</b>	<b>External</b>
Product and Service Offerings	Domestic and International Legislation
EMJ Management / Responsibilities / Organization	Global Issues Impacting Production Sectors
National Standards and Regulations	General Taxation issues
Capabilities – Processes and Systems	Seasonal Weather
IT Systems	Consumer Buying Patterns
Employee Morale and View of the Company	Replacement Technology / Solutions
Delivery and Safety Performance	Maturity of Technology

The issues stated above are reviewed during Management Review and evaluated for relevance with respect to the scope of the organization. Changes affecting any inputs are identified and considered as risks or opportunities.

The review of these issues is based upon an ongoing awareness of current events impacting political, economic, social and technological influences on the company.

### **4.2 Interested Parties**

The following interested parties are relevant to the QMS of EMJ:

<b>Interested Parties</b>	<b>Needs and Expectations</b>
Customer	<ul style="list-style-type: none"><li>• Quality of product</li><li>• Price</li><li>• On-Time delivery of products and services</li><li>• Technical support where needed</li></ul>
Owner/Shareholder	<ul style="list-style-type: none"><li>• Profitability</li><li>• Return on investment</li><li>• Continued growth in the market</li></ul>
Management	<ul style="list-style-type: none"><li>• Increased growth, sales and profitability</li><li>• Efficiency and effectiveness of processes</li></ul>
Employees	<ul style="list-style-type: none"><li>• Suitable work environment</li><li>• Health and safety</li><li>• Proper training of job being performed</li><li>• Availability of tools to complete required job</li></ul>
Suppliers	<ul style="list-style-type: none"><li>• Feedback on product/service performance</li><li>• Increased scope and volume of purchases</li><li>• Long-term contractual arrangements</li><li>• Insight and information on future needs</li></ul>
Regulatory Bodies / Government	<ul style="list-style-type: none"><li>• Compliance with applicable requirements and industry standards</li><li>• Submission of applicable forms and reports</li></ul>
Competitors	<ul style="list-style-type: none"><li>• Lead times, Pricing, Delivery Goals</li><li>• Market knowledge</li><li>• Capital Investments</li><li>• Gaps in product or service offerings</li></ul>

EMJ monitors and reviews information about these interested parties and their relevant requirements and presents any developments during Management Review.

## 4.3 Scope of the QMS

The Earle M Jorgensen Company distributes and processes ferrous and non-ferrous metals to meet customer requirements. The design functions as defined by the International Standard are not applicable to EMJ and not performing these functions do not impact EMJ's ability or responsibility to provide product conforming to customer requirements. The Quality Management System and Quality Assurance Manual are in accordance with ISO 9001:2015.

## 4.4 Quality Management System Processes

EMJ has established, implemented, maintained and continually improves a quality management system, based upon the following:

- a) Inputs and outputs of processes;
- b) The sequence and interaction of these processes;
- c) The criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation and controls of these processes;
- d) The resources needed for these processes and ensures their availability;
- e) The responsibilities and authorities for these processes;
- f) Relevant risks and opportunities as determined in accordance with the requirements of 6.1;

The processes relevant to the QMS are shown in **Annex A**.

EMJ also evaluates these processes and implements any changes needed to improve the processes to ensure that these processes achieve their intended results.

### 4.4.2 Documented Information to support QMS Processes

Based upon organization size, activity, type of products, process complexity and available resources, EMJ maintains documented information and records to support the operation of QMS processes.

## 5 Leadership

### 5.1 Leadership and commitment

#### 5.1.1 General

The top management of EMJ demonstrates leadership and commitment to an effective QMS by:

- a) Taking accountability for the effectiveness of the quality management system;
- b) Establishing the context and strategic direction of the company and communicating an effective quality policy and relevant objectives.
- c) Integrating the QMS into EMJ's business processes.
- d) Promoting the use of the process approach and risk based thinking;
- e) Ensuring that the resources needed for the QMS are available;
- f) Communicating the importance of effective quality management and of conforming to the quality management system requirements;
- g) Ensuring that the quality management system achieves its intended results;
- h) Engaging, directing and supporting persons to contribute to the effectiveness of the QMS;

- i) Promoting improvement;
- j) Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

## 5.1.2 Customer focus

The top management of EMJ is committed to enhancing customer satisfaction. The EMJ QMS is reviewed during the Management Review process to assure that customer requirements are met and that customer satisfaction is enhanced. In addition, management reviews:

- a) customer and applicable statutory and regulatory requirements
- b) relevant risks and opportunities.

## 5.2 Policy

### 5.2.1 Establishing the quality policy

The following quality policy has been established, implemented and maintained:

The Earle M. Jorgensen Company is a provider of high quality, cost effective products and services.

EMJ is committed to maintaining and continuously improving its processes and systems based on the guidelines of ISO 9001:2015 in order to satisfy the applicable requirements of the parties interested in the Organization.

Our employees understand and implement this policy throughout the company to make sure that,

“At EMJ, *Quality is the Way We Work.*”

### 5.2.2 Communicating the quality policy

The quality policy is:

- a) Communicated, understood and applied
- b) Available online to all interested parties

## 5.3 Organizational roles, responsibilities and authorities

Roles, responsibilities and authorities in the EMJ QMS are defined in the relevant process work instructions and the organizational chart included in **Annex B**.

## 6 Planning

### 6.1 Actions to address risks and opportunities

#### 6.1.1

When planning for the quality management system, EMJ considers the issues referred to in 4.1 and the requirements referred to in 4.2 and determines the risks and opportunities that need to be addressed in order to:

- a) Give assurance that the quality management system can achieve its intended result(s);
- b) Enhance desirable effects;
- c) Prevent, or reduce, undesired effects;
- d) Achieve improvement.

## 6.1.2

EMJ branches evaluate risk based on corporate work instruction 1.8 “Assessment of Risk”. The top management of each branch is responsible for evaluating the risks that affect their locations and reviewing these risks at every Management Review.

## 6.2 Quality objectives and planning to achieve them

### 6.2.1

EMJ establishes quality objectives at relevant functions, levels and processes needed for the quality management system. These objectives are monitored through the EMJ Quality Website Statistics Section. Goals are set for the following metrics:

- 1) Inside Sales Errors\*
- 2) Warehouse Errors\*
- 3) On-Time Delivery from Branch Stock via EMJ Truck\*

Each branch can also set additional goals within this module if additional metrics are determined to require improvement based on Management Review, risk analysis, or other findings.

### 6.2.2

EMJ plans to achieve its quality objectives and determines:

- a) What will be done;
- b) What resources will be required;
- c) Who will be responsible;
- d) When it will be done;
- e) How will the results be evaluated.

These quality objectives are monitored, communicated and updated as deemed appropriate during Management Review. Documented information regarding Quality Objectives is sent out quarterly for review and plans to achieve them are updated as necessary.

## 6.3 Planning of changes

When EMJ determines the need for changes to the quality management system, the changes shall be carried out in a planned manner.

EMJ considers:

- a) The purpose of the changes and their potential consequences;
- b) The integrity of the quality management system;
- c) The availability of resources;
- d) The allocation or reallocation of responsibilities and authorities.



## **7 Support**

### **7.1 Resources**

#### **7.1.1 General**

EMJ will provide resources and personnel required to establish, implement, and maintain the QMS and continually improve its effectiveness.

EMJ will consider the capabilities and constraints of existing internal resources and utilize external providers as necessary.

#### **7.1.2 People**

EMJ determines and provides the persons necessary for the effective implementation of its quality management system and for the operation and control of its processes.

#### **7.1.3 Infrastructure**

EMJ determines, provides and maintains the infrastructure necessary for the operation of its processes and to achieve conformity of products and services.

Infrastructure includes:

- a) Buildings, workspaces and associated utilities;
- b) Process equipment, including hardware and software;
- c) Supporting services such as transportation, communication or information systems.

#### **7.1.4 Environment for the operation of processes**

EMJ determines, provides and maintains the environment necessary for the operation of its processes and to achieve conformity of products and services. Environment includes:

- a) Social
- b) Psychological
- c) Physical

#### **7.1.5 Monitoring and measuring resources**

##### **7.1.5.1 General**

EMJ determines and provides the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements.

EMJ ensures that the resources provided:

- a) Are suitable for the specific type of monitoring and measurement activities being undertaken; these resources may include but not be limited to: hardness testers, calipers, and reference gage blocks.
- b) Are maintained to ensure their continuing fitness for their purpose.

## 7.1.5.2 *Measurement traceability*

When measurement traceability is a requirement, or is considered by EMJ to be an essential part of providing confidence in the validity of measurement results, measuring equipment shall be:

- a) Calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to NIST or equivalent international standards; when no such standards exist, the basis used for calibration shall be recorded.
- b) Identified in order to determine their status.
- c) Safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results.

Records of the results of calibration and verification are maintained. When equipment is found that does not conform to requirements, EMJ assesses the validity of previously measurement results. Appropriate action is taken on the equipment and any products affected. If computer software or webpage is used in identification, calibration and validation of monitoring and measuring equipment it is recorded on the webpage as documented information.

## 7.1.6 **Organizational knowledge**

EMJ determines the knowledge necessary for the operation of its processes and to achieve conformity of products and services.

Organizational knowledge can be based on:

- a) Internal sources (e.g. EMJ specifications, 'tribal knowledge')
- b) External sources (e.g. obtaining ASTM/AMS specifications, technical seminars)

## 7.2 **Competence**

Training of each employee consists of:

- a) Determining the necessary competence of person(s) doing work under its control that affects the performance and effectiveness of the quality management system;
- b) Ensuring that they are competent on the basis of appropriate education, training, or experience;
- c) Where applicable, taking actions to acquire the necessary competence, and evaluating the effectiveness of the actions taken. This can be achieved through training, mentoring, re-assignment, etc.
- d) Maintaining records of education, training, skills and experience as evidence of competence.

Top Management maintains the job specific training documentation of all employees participating in training activities.

## 7.3 **Awareness**

The **Branch Quality Representative** ensures that persons doing work under EMJ's control are aware of:

- a) The quality policy;
- b) Relevant quality objectives;
- c) Their contribution to the effectiveness of the quality management system, including the benefits of improved performance;
- d) The implications of not conforming to the quality management system requirements.

## 7.4 Communication

The **Branch Quality Representative** will determine the internal and external communications relevant to the quality management system, including;

- a) On what he/she will communicate;
- b) When to communicate;
- c) With whom to communicate;
- d) How to communicate;
- e) Who communicates;

The **Technical Directors** will be involved with communications concerning multiple EMJ locations.

## 7.5 Documented information

### 7.5.1 General

EMJ's QAM includes:

- a) Documented information required by this International Standard;
- b) Documented information determined by the EMJ as being necessary for the effectiveness of the QMS;

### 7.5.2 Creating and updating

When creating and updating documented information, EMJ ensures appropriate:

- a) Identification and description;
- b) Format and media;
- c) Review and approval for suitability and adequacy.

### 7.5.3 Control of documented information

***7.5.3.1 Documented information required by the quality management system and by this International Standard shall be controlled to ensure:***

- a) It is available and suitable for use, where and when it is needed;
- b) It is adequately protected

***7.5.3.2 For the control of documented information, EMJ addresses the following activities, as applicable:***

- a) Distribution, access, retrieval and use;
- b) Storage and preservation, including preservation of legibility;
- c) Control of changes (e.g. version control);
- d) Retention and disposition.

Documented information retained as evidence of conformity shall be protected from unintended alterations.

**Retention periods for documented information and records are defined within Annex C**

## **8 Operation**

### **8.1 Operational planning and control**

EMJ plans, implements and controls the processes (see 4.4) needed to meet the requirements for the provision of products and services, and to implement the actions determined in Clause 6, by:

- a) Determining the requirements for the products and services;
- b) Establishing criteria for:
  - 1) The processes;
  - 2) The acceptance of products and services;
- c) Determining the resources needed to achieve conformity to the product and service requirements;
- d) Implementing control of the processes in accordance with the criteria;
- e) Determining, maintaining and retaining documented information to the extent necessary:
  - 1) To have confidence that the processes have been carried out as planned;
  - 2) To demonstrate the conformity of products and services to their requirements.

The output of this planning shall be suitable for the organization's operations.

EMJ shall control planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.

EMJ ensures that outsourced processes are controlled (see 8.4)

### **8.2 Requirements for products and services**

#### **8.2.1 Customer communication**

Communication with customers shall include:

- a) Providing information relating to products and services;
- b) Handling inquiries, contracts or orders, including changes;
- c) Obtaining customer feedback relating to products and services, including customer complaints;
- d) Handling or controlling customer property;
- e) Establishing specific requirements for contingency actions, when relevant.

#### **8.2.2 Determining the requirements for products and services**

When determining the requirements for the products and services to be offered to customers, EMJ ensures:

- a) The requirements for the products and services are defined.
- b) EMJ can meet the claims for the products and services it offers.

#### **8.2.3 Review of the requirements for products and services**

##### ***8.2.3.1 EMJ ensures:***

That it has the ability to meet the requirements for products and services to be offered to customers. EMJ conducts a review before committing to supply products and services to a customer.

EMJ ensures that contract or order requirements differing from those previously defined are resolved.

When the customer does not provide a documented statement of their requirements, the customer's requirements shall be confirmed by EMJ before acceptance.

### **8.2.3.2 EMJ retains documented information, as applicable:**

- a) On the results of the review;
- b) On any new requirements for the products and services.

## **8.2.4 Changes to requirements for products and services**

EMJ 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**

EMJ business practices do not involve design and development processes. In any case where requirements dictate that EMJ will include design and development processes in the future, work instructions will be implemented to control the design and development processes.

## **8.4 Control of externally provided processes, products and services**

### **8.4.1 General**

EMJ ensures that externally provided processes, products and services conform to requirements.

EMJ determines the controls to be applied to externally provided processes, products and services when:

- a) Products and services from external providers are intended for incorporation into the organization's own products and services;
- b) Products and services are provided directly to the customer(s) by external providers on behalf of the organization;
- c) A process, or part of a process, is provided by an external provider as a result of a decision by the organization;

EMJ determines and applies criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements. EMJ retains documented information of these activities and any necessary actions arising from the evaluations.

### **8.4.2 Type and extent of control**

EMJ ensures that externally provided processes, products and services do not adversely affect the EMJ's ability to consistently deliver conforming products and services to its customers.

EMJ:

- a) Ensures that externally provided processes remain within the control of its QMS;
- b) Defines both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output;
- c) Takes into consideration:
  - 1) The potential impact of the externally provided processes, products and services on EMJ's ability to consistently meet customer and applicable statutory and regulatory requirements;
  - 2) The effectiveness of the controls applied by the external provider;
- d) Determines the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements.

## 8.4.3 Information for external providers

EMJ ensures the adequacy of requirements prior to the communication to the external provider.

EMJ communicates to external providers any applicable requirements for:

- a) The processes, products and services to be provided;
- b) The approval of:
  - 1) Products and services;
  - 2) Methods, processes and equipment;
  - 3) The release of products and services;
- c) Competence, including any required qualification of persons;
- d) The external providers' interactions with the organization;
- e) Control and monitoring of the external providers' performance to be applied by the organization;
- f) Verification or validation activities that the organization, or its customer, intends to perform at the external providers' premises.

## 8.5 Production and services provision

### 8.5.1 Control of production and service provision

EMJ implements production and service provision under controlled conditions which include:

- a) Availability of documented information that describes the required characteristics of the product;
- b) Availability of any required work instructions as necessary;
- c) Use of suitable equipment;
- d) Availability and use of monitoring and measuring equipment;
- e) Implementation of monitoring and measuring equipment;
- f) Release and delivery of product;

EMJ validates production and service provision where the resulting output cannot be verified by subsequent monitoring or measurement. Validation demonstrates capability of these processes to achieve planned results.

Processes have, as applicable:

- a) Defined criteria for review and approval of processes;
- b) Approval of equipment;
- c) Qualification and continuous re-qualification of personnel to prevent human error;
- d) Use of specific methods and procedures;
- e) Requirements for records;
- f) Requirements for revalidation;

### 8.5.2 Identification and traceability

EMJ controls traceability for all products and maintains documented information. Applicable work instructions establish procedures for identification and traceability of product from receipt through delivery to customer. The status of outputs with respect to monitoring and measurement requirements is identified electronically.

### 8.5.3 Property belonging to customers and external providers

Work instructions establish procedures for customer-supplied property. EMJ identifies, verifies, protects and safeguards customer property in the same manner as EMJ property. Customer property may include material, packaging supplies or containers, tooling, intellectual property and personal data. If any customer property is lost, damaged or otherwise determined to be unsuitable for use, the customer is advised and documented information is maintained of the notification and any applicable response or disposition of the property.

## 8.5.4 Preservation

EMJ preserves the outputs during production and service provision to the extent necessary to ensure conformity to requirements.

## 8.5.5 Post-delivery activities

EMJ considers requirements for post-delivery activities associated with all products. In determining the extent of post-delivery activities that are required, EMJ considers statutory and regulatory requirements, potential undesired consequences, the use and intended lifetime of its products, customer requirements, and customer feedback.

## 8.5.6 Control of changes

EMJ reviews and controls changes for production or service provision to ensure continuing conformity to requirements.

Work instructions establish procedures to insure that changes and current revision status are identified for all necessary documented information.

## 8.6 Release of products

EMJ implements planned arrangements, at appropriate stages, to verify that the product and service requirements have been met.

The release of products and services to the customer shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable by the customer.

EMJ retains documented information on the release of products and services. The documented information shall include:

- a) Evidence of conformity to the acceptance criteria, which may include but not limited to:
  - i. Customer signed Proof of Delivery
  - ii. Warehouse personnel sign-off upon process completion
  - iii. PPM Metrics of non-conformances
- b) Traceability to the person(s) authorizing the release.

## 8.7 Control of nonconforming outputs

### 8.7.1

That outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

EMJ takes appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This shall also apply to nonconforming products and services detected after delivery of products, during or after the provision of services.

EMJ deals with nonconforming outputs in one or more of the following ways, as defined by relevant work instructions:

- a) Correction;
- b) Segregation, containment, return or suspension of provision of products and services;
- c) Informing the customer;
- d) Obtaining authorization for acceptance under concession.

Conformity to the requirements shall be verified when nonconforming outputs are corrected.

## 8.7.2

EMJ retains documented information that:

- a) Describes the nonconformity;
- b) Describes the actions taken;
- c) Describes any concessions obtained;
- d) Identifies the authority deciding the action in respect of the nonconformity.

## **9 Performance evaluation**

### **9.1 Monitoring, measurement, analysis and evaluation**

#### **9.1.1 General**

EMJ determines:

- a) What needs to be monitored and measured;
- b) The methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;
- c) When the monitoring and measuring shall be performed;
- d) When the results from monitoring and measurement shall be analyzed and evaluated.

EMJ evaluates the performance and the effectiveness of the quality management system.

EMJ retains appropriate documented information as evidence of the results.

#### **9.1.2 Customer satisfaction**

EMJ monitors customers' perceptions of the degree to which their needs and expectations have been fulfilled and determines the methods for obtaining, monitoring and reviewing this information.

#### **9.1.3 Analysis and evaluation**

EMJ analyzes and evaluates appropriate data and information arising from monitoring and measurement. The results of analysis shall be used to evaluate:

- a) Conformity of products and services;
- b) The degree of customer satisfaction;
- c) The performance and effectiveness of the quality management system;
- d) If planning has been implemented effectively;
- e) The effectiveness of actions taken to address risks and opportunities;
- f) The performance of external providers;
- g) The need for improvements to the quality management system.

### **9.2 Internal audit**

#### **9.2.1**

EMJ conducts internal audits at planned intervals to provide information on whether the quality management system:

- a) Conforms to:
  - 1) EMJ's requirements for its QMS;
  - 2) The requirements of ISO 9001:2015;
- b) Is effectively implemented and maintained.



## 9.2.2

EMJ:

- a) Plans, establishes, implements and maintains an audit program including the frequency, methods, responsibilities, planning requirements and reporting, which shall take into consideration the importance of the processes concerned, changes affecting the organization, and the results of previous audits;
- b) Defines the audit criteria and scope for each audit;
- c) Selects auditors and conduct audits to ensure objectivity and the impartiality of the audit process;
- d) Ensures that the results of the audits are reported to relevant management;
- e) Takes appropriate correction and corrective actions without undue delay;
- f) Retains documented information as evidence of the implementation of the audit program and the audit results

## 9.3 Management review

### 9.3.1 General

EMJ performs Management Review at planned intervals as defined by work instructions. The review will ensure the continuing suitability, adequacy, effectiveness and the alignment of the QMS with the strategic direction of the organization.

### 9.3.2 Management review inputs

- a) The management review considers:
- b) Actions from previous management reviews
- c) Changes in external and internal issues relevant to the QMS
- d) Information on the performance and effectiveness of the QMS, including trends in:
  - 1) Customer satisfaction and relevant interested parties
  - 2) Process performance and product conformity
  - 3) Nonconformities and corrective actions
  - 4) Monitoring and measurement results
  - 5) Audit results
  - 6) The extent to which quality objectives have been met
  - 7) Performance of external providers
- e) The adequacy of resources
- f) Effectiveness of actions taken to address risks
- g) Recommendations for improvements

### 9.3.3 Management review outputs

The outputs of the management review include decisions and actions related to:

- a) Opportunities for improvement;
- b) Any need for changes to the quality management system;
- c) Resource needs.

Documented information is retained as evidence of the results of the management review.

## **10 Improvement**

### **10.1 General**

EMJ determines and selects opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction.

These include:

- a) Improving products and services to meet requirements as well as to address future needs and expectations;
- b) Correcting, preventing or reducing undesired effects;
- c) Improving the performance and effectiveness of the quality management system.

### **10.2 Nonconformity and corrective action**

#### **10.2.1**

When a nonconformity occurs, including any arising from complaints, EMJ:

- a) Reacts to the nonconformity and, as applicable:
  - 1) Takes action to control and correct it;
  - 2) Deals with the consequences;
- b) Evaluates the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere by:
  - 1) Reviewing and analyzing the nonconformity
  - 2) Determining the causes of the nonconformity
  - 3) Determining if similar nonconformities exist, or could potentially occur;
- c) Implements any action needed;
- d) Reviews the effectiveness of any corrective action taken;
- e) Updates risks and opportunities determined during planning, if necessary;
- f) Makes changes to the quality management system, if necessary.

Corrective actions shall be appropriate to the effects of the nonconformities encountered.

#### **10.2.2**

EMJ retains documented information as evidence of:

- a) The nature of the nonconformities and any subsequent actions taken;
- b) The results of any corrective action.

### **10.3 Continual improvement**

EMJ continually improves the suitability, adequacy and effectiveness of the quality management system.



## INTERACTION OF PROCESSES

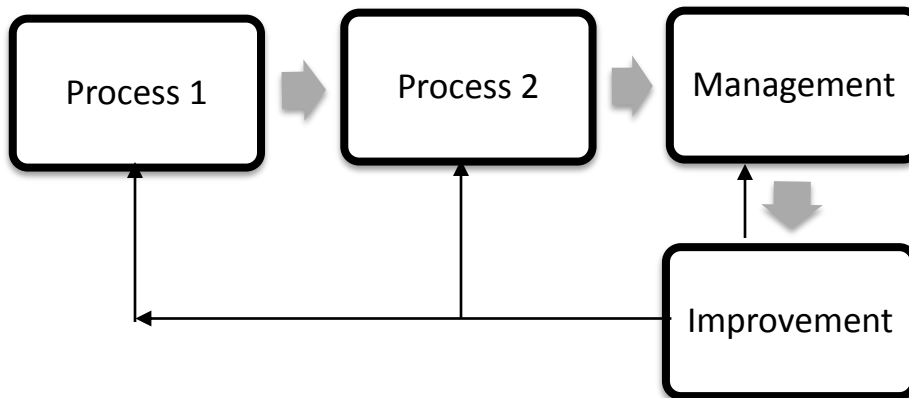
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### Process 2



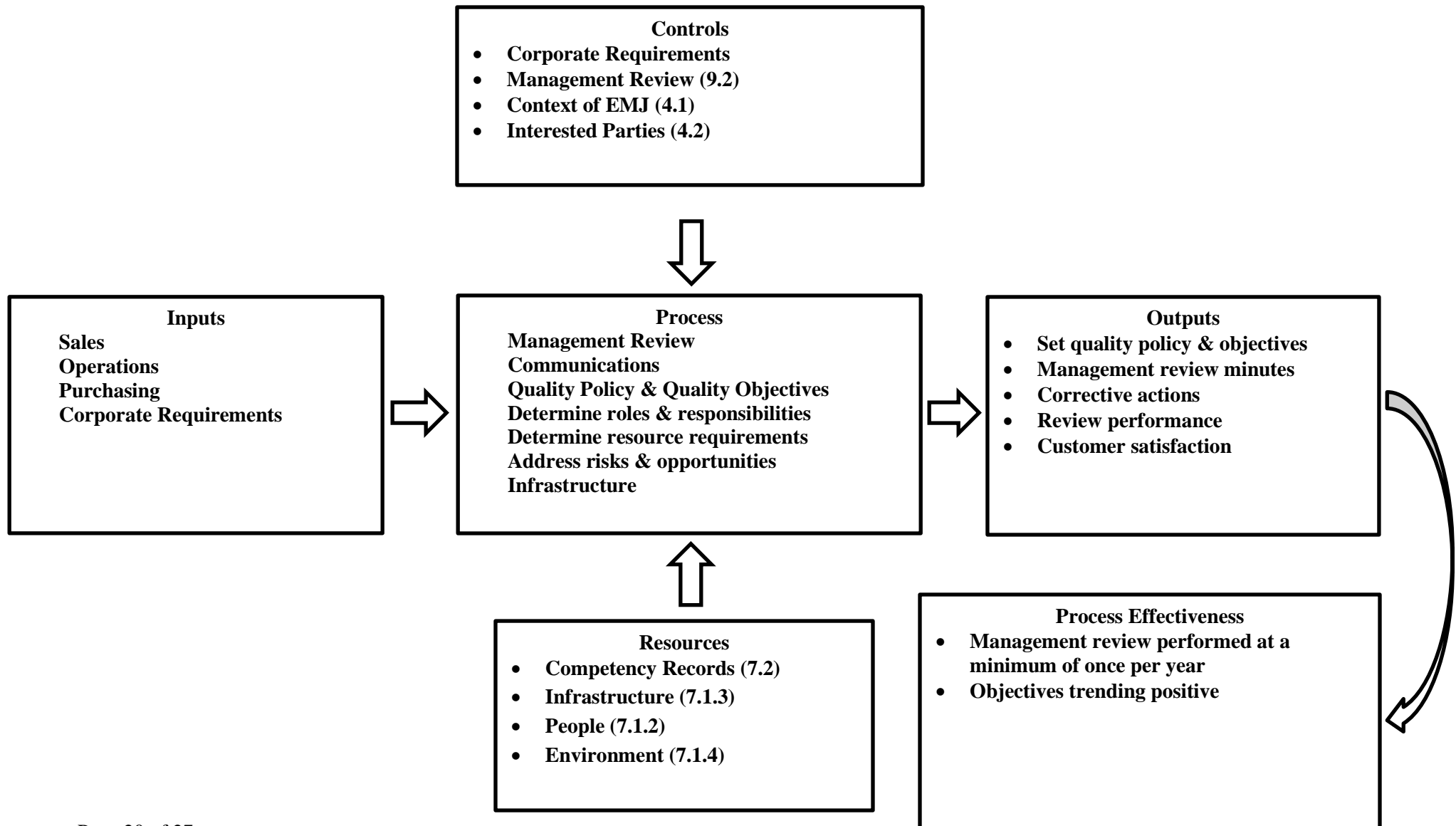
### Process 3





## MANAGEMENT:

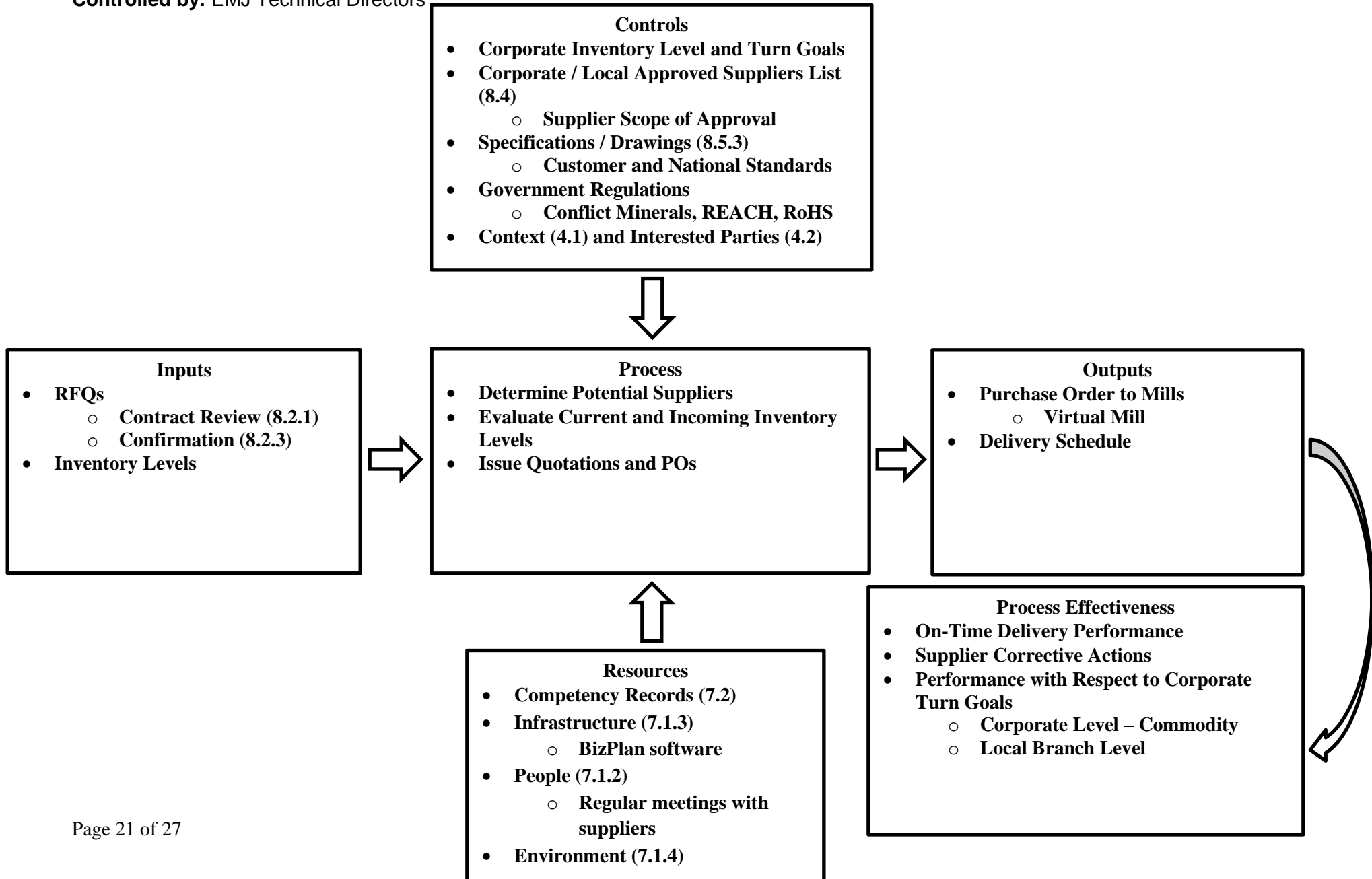
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# PURCHASING

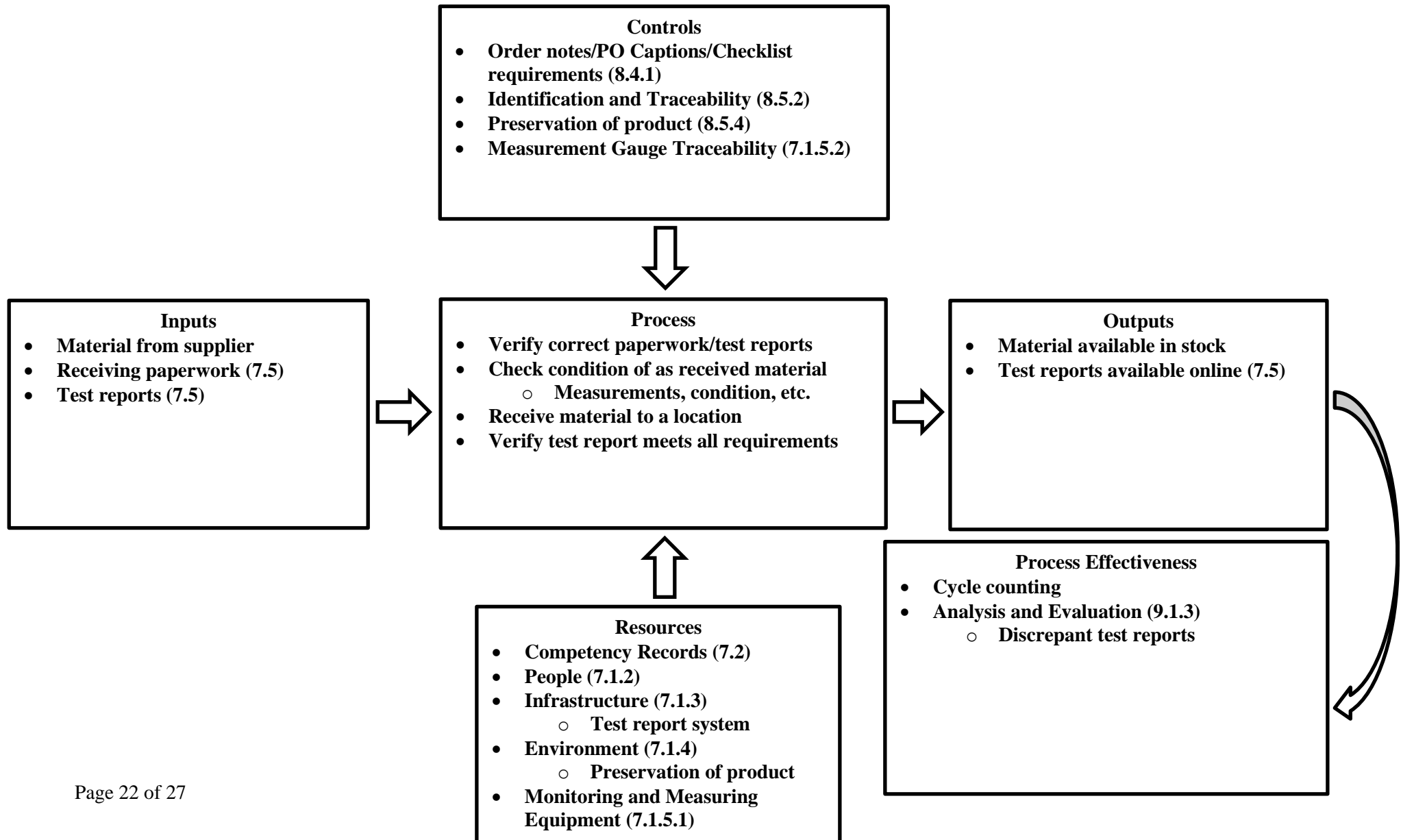
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# RECEIVING

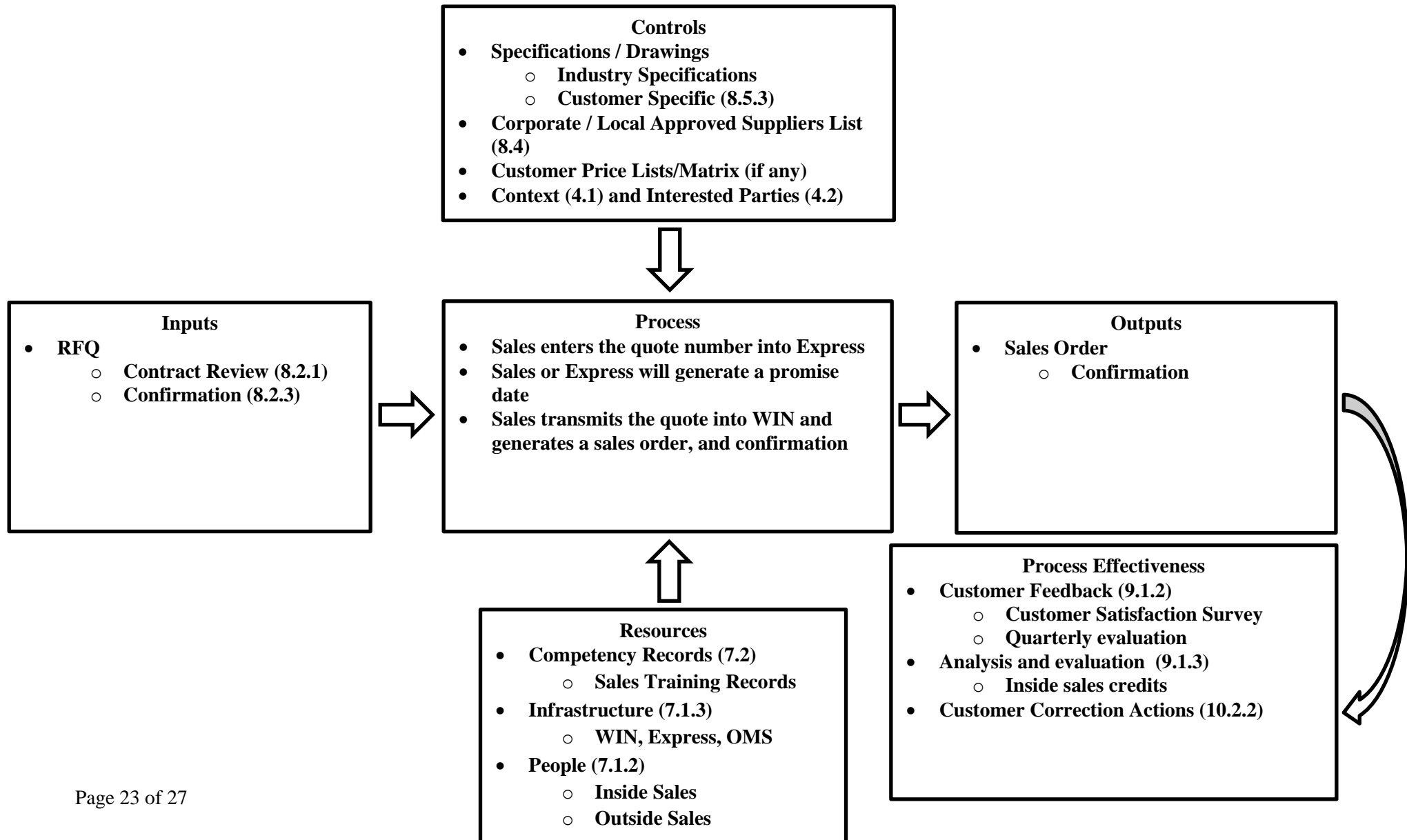
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# SALES

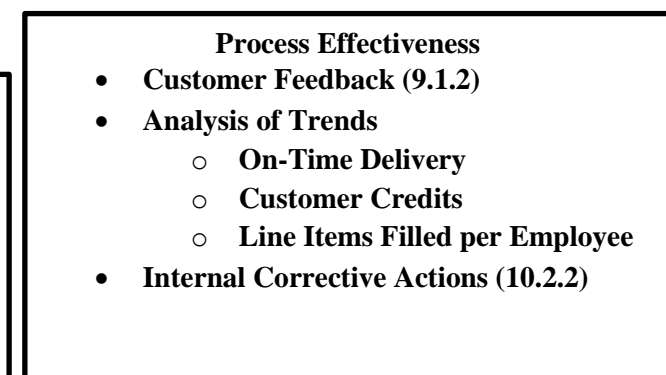
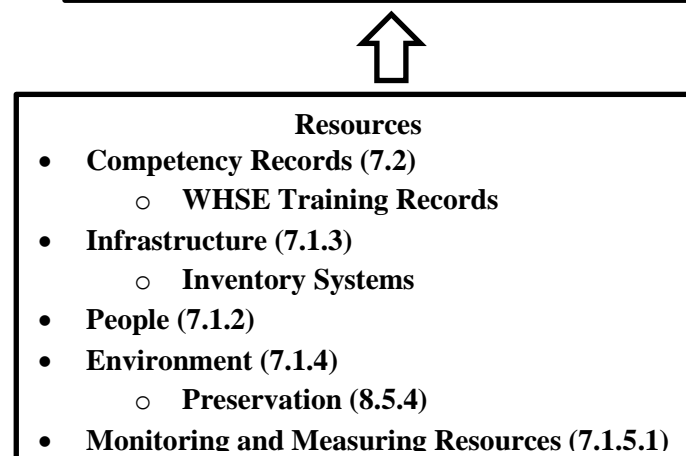
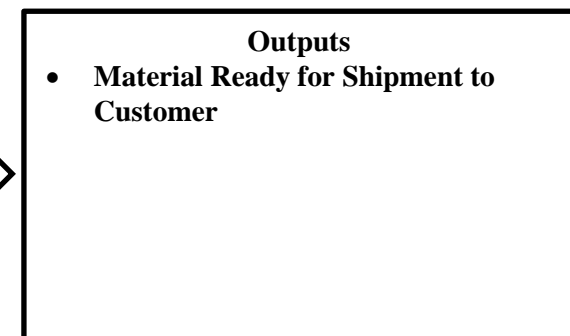
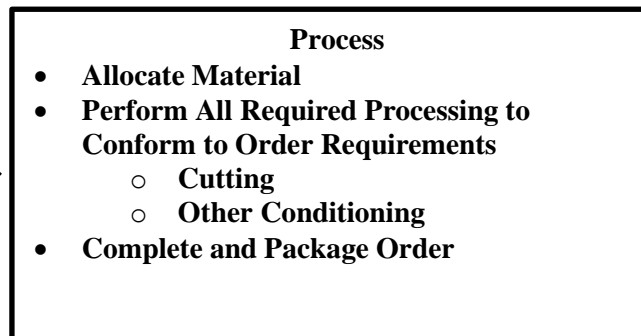
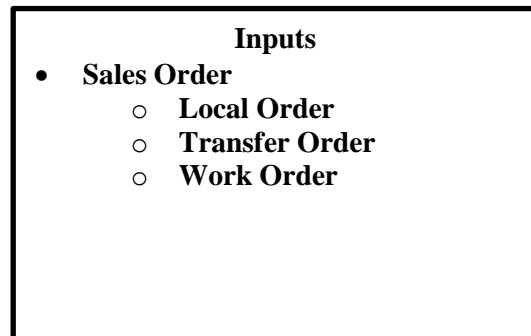
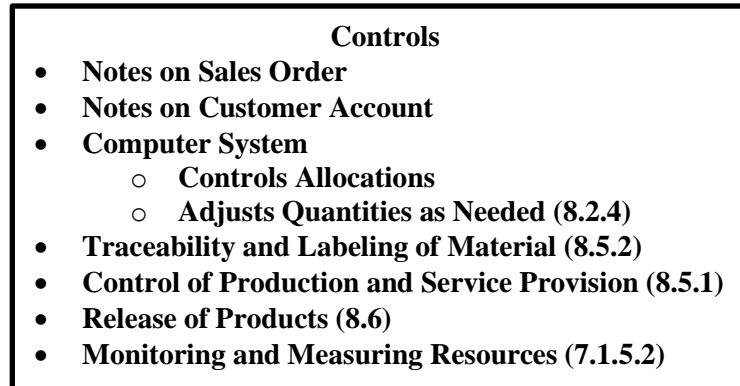
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# OPERATIONS

Controlled by: EMJ Technical Directors

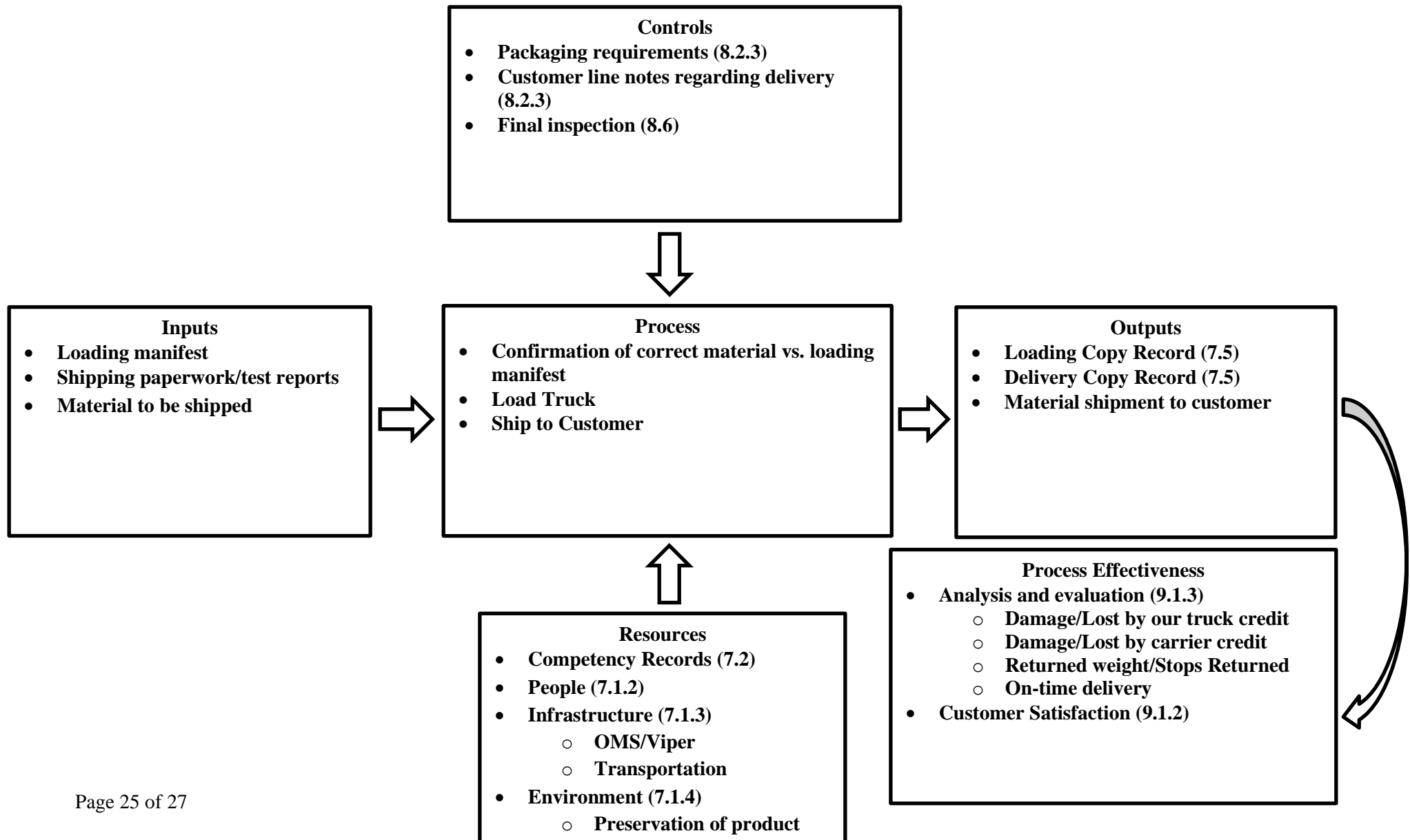




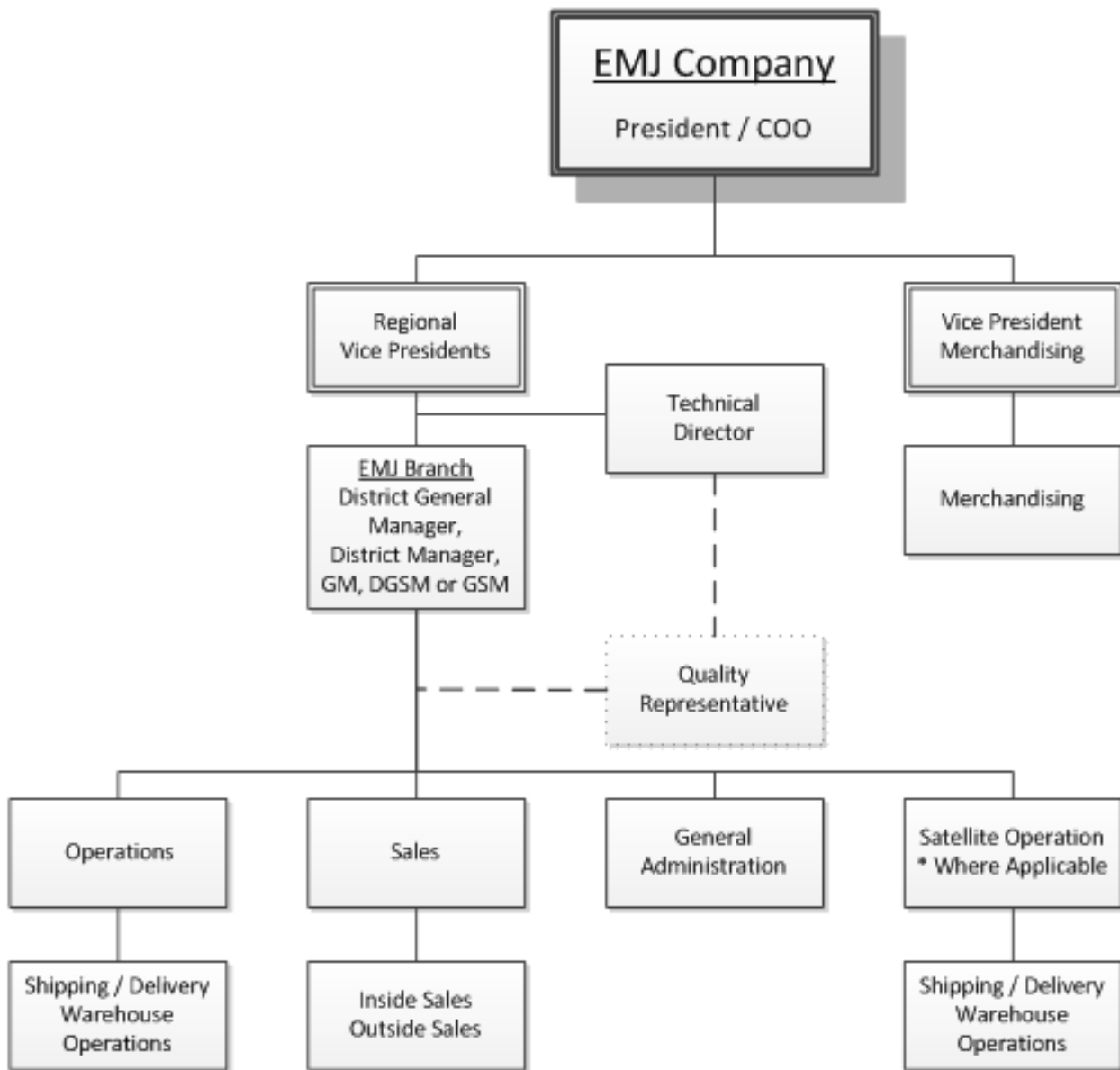


# SHIPPING

Controlled by: EMJ Technical Directors



## Annex B- EMJ Organizational Chart



## **Annex C- EMJ Document Retention**

### **Branch Level Records**

<b><u>Quality Documented Information</u></b>	<b><u>Minimum Duration</u></b>
Management Review & Results of Review	5 Years
Competence, Training and Awareness	5 Years
Customer-related Processes (Express)	5 Years
Customer Purchase Orders & Results of Review	1 Month
Supplier Selection (Approved Supplier List)	Active
Corporate ASL and Local ASL	
Purchasing Information – EMJ Purchase Orders	5 Years
Verification of Purchased Product	5 Years
Receiving Inspection and Test Reports	
Validation of Processes for Production	5 Years
In-Process Inspection (WIN)	
Identification and Traceability	5 Years
Customer Property (If Lost/Damaged)	Active
Customer Drawings and Specifications	
Control of Monitoring and Measuring Equipment	Active
Internal Audit Reports	5 Years
Monitoring and Measurement of Product	5 Years
Release of Product – Final Inspection (WIN)	
Control of Nonconforming Product	5 Years
Corrective Actions	5 Years
Supplier Actions	5 Years
Supplier CAR and Performance Evaluation	
Pick Tickets & Results to be Achieved	5 Years
Monitoring and Measurement Resources	Active
Shipping Manifests	5 Years

If necessary, documents are destroyed (i.e. shredding, incineration, etc) once past storage date. Electronic records may be archived or deleted. Controlled documented information are reviewed every 3 (three) years by owner or Quality Assurance Representative for conformance to QMS. This task will be automated by the Quality Resources Website.

Documents are stored in a dry location. Cabinets or containers storing records are clearly labeled to display their contents. Electronic records are maintained with a backup copy in a remote location.

Documented information will be maintained in a manner to minimize deterioration or loss and will be retrievable during the retention period listed below.

### **Corporate Level Records**

<b><u>Quality Documented Information</u></b>	<b><u>Minimum Duration</u></b>
Corporate QMS Evaluation	5 years
Corporate/Branch Management Reviews	5 years
Corporate/Branch Internal Audit Report	5 years
Corporate/Branch Corrective Action Logs	5 years
Corporate ASL	Active
EMJ Quality Assurance Manual	Active
Quality Scope/Policy Statement	Quality Manual
Quality Objectives	Management Review