



## **QUALITY MANAGEMENT SYSTEM MANUAL**

(May 26, 2009)

### **SCOPE**

The scope of our Quality Management System covers all processes and procedures in support of product realization activities at the Youngstown, OH facility.

**EXCLUSIONS: None.**

### **Quality Policy**

The President has established the CUBBISON Quality Policy which is to:

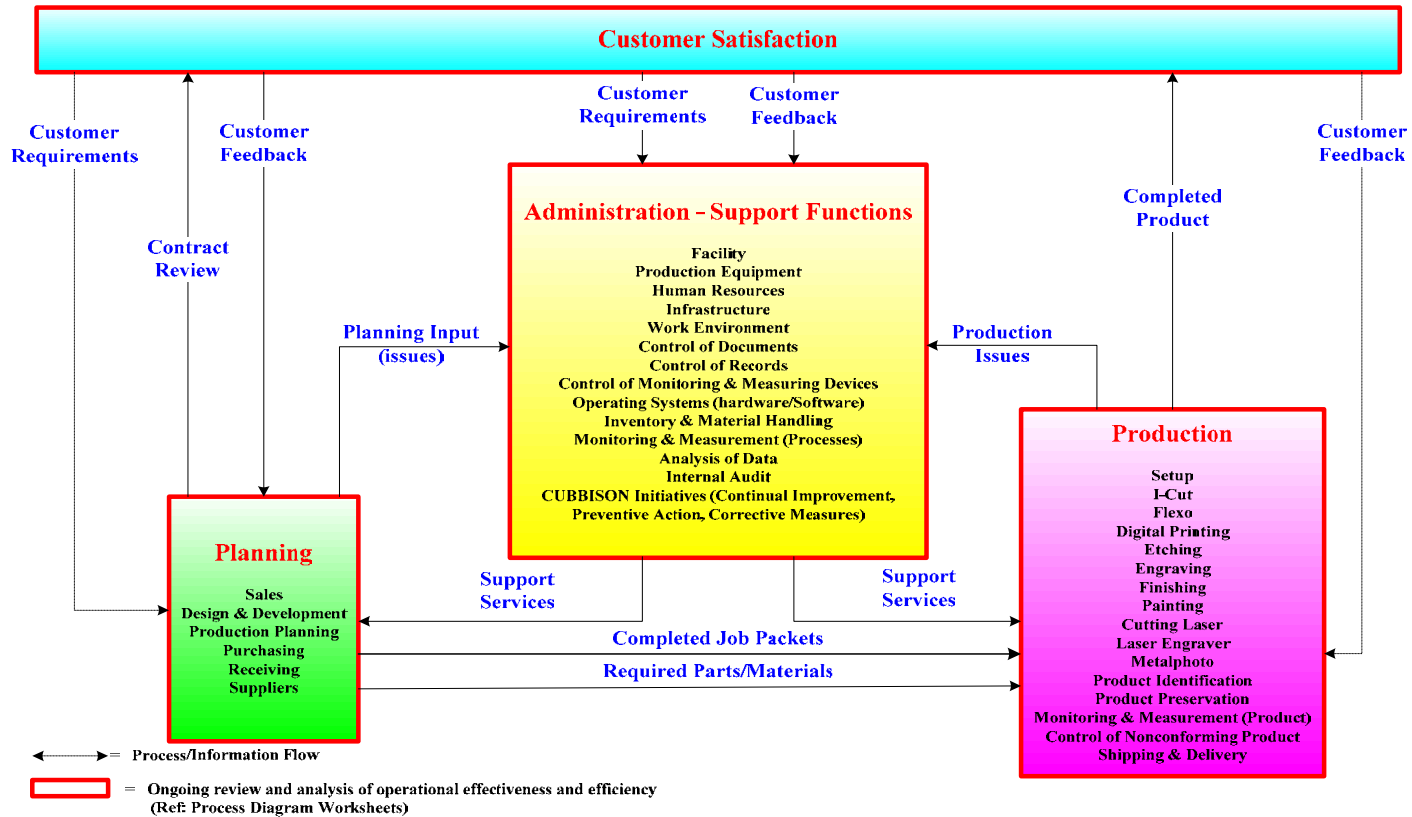
Determine Customer needs.  
Implement processes to meet these needs, and  
Identify opportunities for continually improving our processes.

### **PROCESS APPROACH**

Cubbison System has identified the processes needed for the business management system and their application throughout the organization. The following identifies the sequence and interaction of these processes.

# Cubbison

## Quality Management System Overview





**ISO 9001: Requirement**

**Cubbison Procedure**

**Quality Management System .....Quality Management System**

- General Requirements
- Documentation Requirements
  - General
  - Quality Manual
  - Control of Documents
  - Control of Records

**Management Responsibility .....Management Responsibility**

- Management Commitment
- Customer Focus
- Quality Policy
- Planning
  - Quality Objectives
  - Quality Management System Planning
- Responsibility, Authority, and Communication
  - Responsibility and Authority
  - Management Representative
  - Internal Communication
- Management Review
  - General
  - Review Input
  - Review Output

**Resource Management .....Resource Management**

- Provision of Resources
- Human Resources
  - General
  - Competence, Awareness and Training
- Infrastructure
- Work Environment

**Product Realization**

**Planning of Product Realization .....PR – Planning of Product Realization**

**Customer-Related Processes.....PR – Customer-Related Processes**

- Determination of Requirements Related to the Product
- Review of Requirements Related to the Product
- Customer Communication



**ISO 9001: Requirement**

**Design and Development.....PR – Design and Development**

- Design & Development Planning
- Design & Development Inputs
- Design & Development Outputs
- Design & Development Review
- Design & Development Verification
- Design & Development Validation
- Control of Design & Development Changes

**Purchasing.....PR - Purchasing**

- Purchasing Process
- Purchasing Information
- Verification of Purchased Product

**Production and Service Provision.....PR – Production and Service Provision**

- Control of Production and Service Provision
- Validation of Processes for Production and Service Provision
- Identification and Traceability
- Customer Property
- Preservation of Product

**Control of Monitoring & Measuring Devices.....PR – Control of M&M Devices**

**Measurement, Analysis and Improvement .....Measurement, Analysis and Improvement**

- General
- Monitoring and Measurement
  - Customer Satisfaction
  - Internal Audit
  - Monitoring and Measurement of Processes
  - Monitoring and Measurement of Product
- Control of Nonconforming Products/Services
- Analysis of Data
- Improvement
  - Continual Improvement
  - Preventive Action
  - Corrective Measures