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## 4.1 General Requirements

The Creative Specialties Management team is responsible for providing the Quality Management System general requirements consistent with the ISO 9001:2008 International Quality System. These include:

- The identification of processes
- The sequence and interaction of processes
- Determine criteria to ensure effectiveness
- Ensure the availability of resources
- Monitor, measure and analyze processes
- Implement actions to achieve and exceed requirements
- Outsourced processes are required to provide records of conformity to customer requirements

## 4.2 Documentation Requirements

Additionally, the Management team is responsible for providing the required documentation as below:

### 4.2.1 General

- Quality Policy and Quality Objectives
- Quality Manual
- Documented procedures
- Documents to ensure effectiveness of the system
- Records of conformance


### 4.2.2 Quality Manual

The Quality Assurance process which is led by the Quality Manager is responsible for providing the Quality Manual. The manual consist of all Quality Management Policies, the scope of the system, the description of the interaction of the processes and references to procedures of the Creative Specialties Quality System.

#### a) Scope

The scope of this Quality System applies to Creative Specialties LLC located in Republic, MO. Creative Specialties is the manufacturer of engineered parts built to customer supplied specifications. These include items made of metals, plastics and other materials as specified by the customer. Manufacturing procedures consist of CNC Milling, CNC Turning and other related manufacturing processes.

Additionally, the scope of this Quality System excludes “Design” and “Service Provision” as defined by ISO 9001:2008. Items fabricated at Creative Specialties are designed by and manufactured according to customer provided specifications and we do not provide outside service.

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**b) Quality Management Processes**

The Creative Specialties Quality System has identified six processes by which customer needs are met or exceeded. The six processes are:

1. Management
2. Sales
3. Production
4. Purchasing
5. Quality Assurance
6. Human Resources


c) The description and interaction of these processes are illustrated in Figure 1

**4.2.3 Control of Documents**

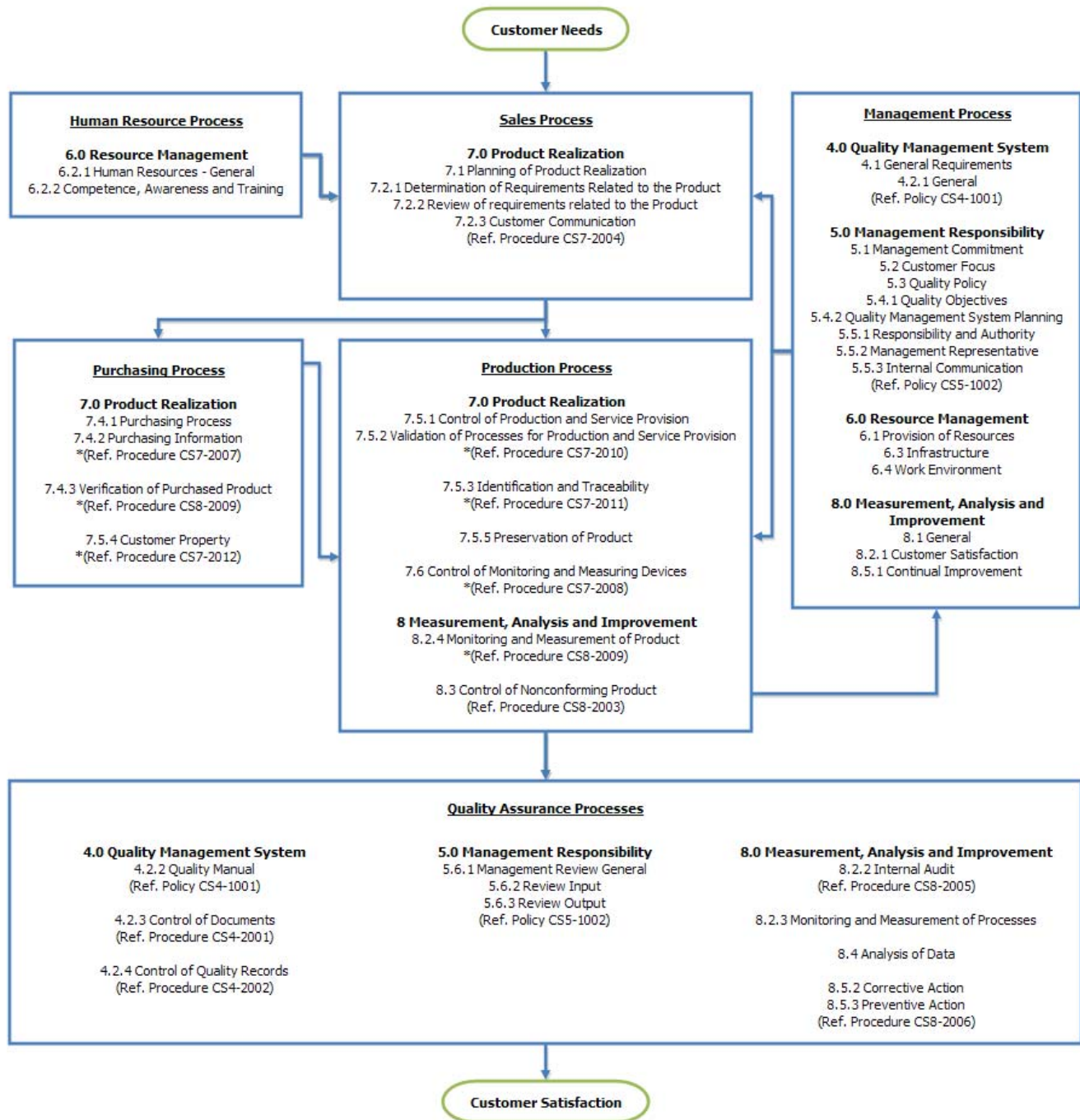
The Quality Assurance Process is responsible for Document Control and is detailed in Procedure CS4-2001 Document Control

**4.2.4 Control of Records**


The Quality Assurance Process is responsible for Control of Records and is detailed in procedure CS4-2002 Quality Records

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**Figure 1:**



\* Procedure to be written

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### 5.1 Management Commitment

The Management process is responsible for providing commitment to the Quality System and improving its effectiveness. This is accomplished by:

- Communicating the importance of meeting customer needs within the company
- Establishing the Quality Policy
- Ensuring that Quality Objectives are established
- Conducting/attending Management Reviews
- Ensuring availability of resources

### 5.2 Customer Focus

The Management process ensures that customer satisfaction is determined and communicated. This is accomplished by:

- Obtaining customer requirements during the Quotation and Sales Order process
- Providing the production process equipment that will meet customer needs
- Provide a feed-back loop involving the Corrective Action System
- Including measurements of customer satisfaction as quality objectives
- Reviewing quality objectives in Management Review meetings


### 5.3 Quality Policy

The Management process has established a Quality policy appropriate to the organization that contains a commitment to comply with customer requirements, quality objectives, and is communicated and reviewed.

#### Quality Policy

Creative Specialties provides the highest quality products and services at competitive rates. We provide a safe, clean, organized, and well equipped facility able to meet our customers' needs. We hire and/or develop highly trained employees well equipped for their duties and responsibilities. We practice LEAN and Continuous Improvement as principles of our business. We evaluate ourselves for opportunities to improve and provide additional value to our customers'.

Our goal is to meet or exceed our customers' expectation, provide a high value solution and develop long-lasting business relationships.

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## 5.4 Planning

### 5.4.1 Quality Objectives

The Management process has established quality objectives that provide a base for customer satisfaction and support the quality policy. Measures have been created in the following objectives:

- Customer Satisfaction
- On-Time Delivery
- Product Quality
- Equipped Processes and Facilities
- Trained Employees

### 5.4.2 Quality Management System Planning

The Management process ensures:

- that planning of the Quality System is carried out to meet the general requirements of the Quality System (4.1), as well as quality objectives.
- the integrity of the Quality Management System is maintained when changes occur.

## 5.5 Responsibility, Authority and Communication

### 5.5.1 Responsibility and Authority

The Management process ensures that Responsibilities and Authorities are defined and communicated within Creative Specialties. A few of the Responsibilities and Authorities are listed below along with a matrix found in figure 1, showing the Creative Specialties process responsibilities as they relate to the ISO 9001:2008 processes.


The President has the ultimate responsibility for the Creative Specialties Quality System. The management staff reporting to the President has the primary responsibility for policy making and the operational aspects of the Quality System.

Every Creative Specialties employee is responsible for and committed to understanding and implementing the Quality policy, particularly as it relates to their specific jobs.

Each employee has the responsibility and authority to report nonconforming material and request corrective/preventive action.

The final authority to prevent shipment is vested with the President.

The Department managers have the Responsibility to inform their staff of any changes to the

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Quality System that pertain directly to their job.

When a procedure states that an individual performs an action, it is implied that the individual has both the responsibility and authority to carry out that action. If there are limits to the individual's authority, these are stated in the procedure, and it is clearly stated who does have the authority.

The individuals given responsibility and authority in a procedure are the lowest authorized to perform the decision or action. Management levels above them are also authorized to perform the task as long as they are within the same department or function. Also, the individual may designate another employee to perform any activity during absences or work backlogs as long as the designate has been trained to perform the activity.

The Quality Manager has oversight responsibility for ensuring that the control systems defined in this document are in place. These systems ensure that Creative Specialties consistently delivers products that conform to established specifications.

**(FIGURE 1) RESPONSIBILITY AND AUTHORITY MATRIX**


<b>REFERENCE PROCESSES</b>	<b>MT</b>	<b>S</b>	<b>PR</b>	<b>PU</b>	<b>QA</b>	<b>HR</b>
4 QUALITY MANAGEMENT SYS.	S				P	
5 MANAGEMENT RESPONSIBILITY	P				S	
6 RESOURCE MANAGEMENT	S					P
7 PRODUCT REALIZATION	S	S	P	S		
8 MEASUREMENT, ANALYSIS & IMPORVEMENT	S		S		P	

**LEGEND**

- P = Primary Responsibility      S= Secondary Responsibility
- MT - Management Team
- S - Sales
- PR - Production
- PU - Purchasing
- QA - Quality Assurance
- HR - Human Resources

**5.5.2 Management Representative**

The Quality Manager is the ISO Management Representative and is responsible for ensuring that the Creative Specialties Quality System requirements are met and that they conform to ISO 9001:2008 quality standard. In addition, the Quality Manager reports on the performance of the Quality System including continuous improvement to the Management Team. This is accomplished by management review meetings and others as needed.

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### 5.5.3 Internal Communication

Creative Specialties is small enough in staffing that communication channels are simply a face-to-face conversation or small group meeting. These occur as required to inform any changes in the Quality System.

## 5.6 Management Review

### 5.6.1 General

The Management team performs regular reviews of the Quality System to ensure its continuing suitability and effectiveness. These reviews include assessing opportunities for improvement and the need for changes to the Quality Management System, including the Quality Policy and Quality objectives. These reviews are conducted at least quarterly under the leadership of the Quality Manager.

NOTE: Records of the results of these reviews are maintained, including any corrective actions assigned for items found to be inadequate.

### 5.6.2 Review Input

The **Input** to Management Reviews shall include information on

- Results of internal audits
- Quality Objectives/Measures
- Customer feedback
- Process performance and product conformity
- Status of corrective and preventive actions
- Follow-up actions from previous management reviews
- Changes that could affect the quality management system
- Recommendations for improvement

### 5.6.3 Review Output

The **Output** from the management review shall include any decisions and actions related to:

- Improvement of the effectiveness of the quality management system and its processes
- Improvement of the product related to customer requirements
- Resource needs