

# KAPLUN MANUFACTURING, INC.

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- Precision Parts & Components Mfg. • CNC Machining•
- Tool Design • Precision Grinding• Turnkey Product•
- From Prototype to High Volume Production•

## Quality Management System Manual

*Effective: May 01, 2011*

*Corporate Policy No. 0001*

*Subject to change upon production expansion, ISO9001, QS*

### **1. Each incoming job receives its unique identification number and an assigned job-bag.**

**Each job bag**

**Contains the following:**

- (a) Original RFQ
- (b) Approved Quote
- (c) Current revision drawing / print
- (d) Internal manufacturing request to production department

### **2. Completion of manufacturing request**

### **3. Manufacturing Request contains the following:**

- (a) Job / Part Name
- (b) Job Number
- (c) Quantity per job
- (d) Anticipated due date
- (e) List of material(s) / component(s) purchased from approved vendors
- (f) Set-Up person's name / clock number
- (g) Operator's name / clock number
- (h) Quantity of inspected parts during the set-up process (identified number of pass/fail)
- (i) Critical area identification and applicable gauge(s) / device(s)
- (j) Quality Check Point
- (k) Final Inspection Section: contains
  - (i) Quantity pass/fail
  - (ii) Internally certified inspector's sign-off
  - (k) Customer satisfaction feedback section (must be completed by customer and received)

### **3. Customer quality report notification system**

- (a) Customer receives finished part(s) accompanied by a copy of completed "Manufacturing Request"

#### **4. Customer Satisfaction Review**

(a) Based on the data collected per the section 2 (k) of the Quality Management System Manual a review conducted on a monthly basis by President / General Manager / Quality System Manager.

#### **5. Failure Analysis**

- (a) Implement form “Five Steps of Elimination of Non-conformances”. The Form must contain:
- (i) Identified failure / non-conformance
  - (ii) Failure cause
  - (iii) Immediate solution
  - (iv) Long-term prevention / assurance
  - (v) Follow up / remedy

**NOTE: ALL MANUFACTURING REQUESTS REQUIRE ONE YEAR RETENTION TIME**

**Approved:**

**Vladimir Kaplun**

**President     May 1, 2011**