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1.0 Revision History Table

Revision	Date	Description	Approved By
-	10/12/2009	Initial Release	William H. Marsh

This ISO 9001:2008 Quality Manual and all related documentation is Authorized and Approved By:

W. H. Marsh

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William H. Marsh
President
Integrated Flow Solutions

NOTE:
The information contained within this manual is company proprietary and should not be submitted to outside sources without approval from the President. A hard copy of this document may not be the latest version currently being used. For the current version, please refer to the copy maintained on the shared server, or ask management for assistance.

2.0 Table of Contents

3.0 Scope & Exclusions

Integrated Flow Solutions is committed to supplying our customers with the highest quality of product, while providing a competitive environment for our employees; we have developed, implemented, and continue to manage a business structure that meets the requirements of ISO 9001:2008 as well as to promote and maintain a safe work environment for our employees.

SCOPE:

The scope of the management system is to establish standard processes for the design, development, and manufacturing of products to customer provided and internally generated specifications and assessing results to provide our customers with a quality product and valuable service.

This manual conforms to all applicable requirements and is divided into 8 separate sections covering the major processes associated with our business (which are identified in the Process Flow Chart found in Appendix C). This Flow Chart not only identifies the major processes, but also shows the interaction of these processes, identifies procedures that control how activities are performed, and identifies measuring methods to provide management with information to assure that the system is fully implemented, is analyzed for continual improvement and functioning as intended.

This manual includes definition or reference to instruction documents designed to meet defined policy statements and associated objectives. These documents also provide guidance for employees on how standard processes are performed in order to meet all applicable requirements.

EXCLUSIONS:

7.5.2 Validation of Processes for Production and Service Provision

Integrated Flow Solutions has processes in place at appropriate intervals to verify and validate the product for compliance to requirements prior to delivery. This is demonstrated in SOP-14, Production & Inspection.

4.1 General Requirements

Management has: established, documented, implemented, and maintains a management system and continually improves its effectiveness in accordance with the requirements of applicable standards.

The organization has provided:

a) Identification of the processes and their application throughout the organization by establishing detailed procedures to describe these processes and by the Process Flow Chart (Appendix C).

b) Determination of the sequence and interaction of the processes identified in the Process Flow Chart (Appendix C).

c) Determination of criteria and methods needed to ensure that both the operation and control of these processes are established and are effective through daily operations, management review meetings, and performing internal audits.

d) Through regular management review meetings we assure that the necessary resources are available in order to support operations and continued monitoring of these processes.

e) Establishment of measuring techniques to provide data for analysis of the main processes of the company (SOP-03 Management Review & Analysis of Data).

f) Implementation of actions necessary to achieve planned results and continual improvement of the processes and the management system as a whole.

These processes are managed in order to assure desired results are achieved and to take action when trends show a deviation from planned arrangements.

Appropriate controls are in place to assure that suppliers performing services are in compliance with all requirements and regulations as directed by the customer.

4.2 Documentation Requirements

4.2.1 Management system documentation includes the following:

a) A documented Corporate Policy Statement that includes provision for quality and establishing quality objectives (Appendix A). This policy is maintained by establishing targets and goals to support the Corporate Policy Statement and by establishing measurement systems that provide performance data for analysis (Section 5.4 and 5.6).

b) This Manual (QM-100).

c) Procedures and records required by applicable standards (Appendix C).

d) Documents needed including all records determined by the organization to ensure effective planning, operation, and control of its processes (SOP-2, Records Control).

4.2.2 The President is responsible for the establishment and dissemination of the information contained in the Quality Manual. This Manual includes the following information:

a) Scope, including details of and justification for any exclusion (QM-100, Section 3).

b) Documented procedures for the management system, or reference to them (Appendix C), as well as the relationship between system requirements and the established procedures (Appendix D).

c) A description of the interaction and sequence between processes of the management system (Appendix C).

4.2.3 Documents required by applicable standards, along with all other documents deemed necessary by management, are controlled as described in company procedure SOP-01, Document Control.

4.2.3.1 Reference to objectives, targets, and goals are defined in QM-100, Section 5.4.

4.2.3.2 Reference to all required records to demonstrate successful completion, which are referenced either in this manual, SOP-02 or the associated procedure.

4.2.3.3 Procedure SOP-01, Document Control has been established to define the controls needed to:

a) Approving documents for adequacy prior to issue

b) For reviewing, updating, and re-approving documents (as necessary)

c) Ensuring that changes and the current revisions of documents are identified

d) Ensuring that relevant versions of applicable documents are available at points of use

e) Ensuring that documents remain legible and readily identifiable

f) Ensuring that documents of external origin are identified and their distribution controlled

g) Preventing the unintended use of obsolete documents and the application of suitable identification if they are retained for any historical purpose

4.2.4 Records are established and maintained to provide evidence of conformity to requirements and of the effective operation of the management system. Records will remain legible, readily identifiable, and retrievable.

a) Company procedure SOP-02, Records Control has been established to define the controls needed for the identification, storage, protection, retrieval, retention time, and disposition of records.

5.1 Management Commitment

Management provides evidence of its commitment to the development and implementation of the management system and continually improves its effectiveness by:

a) Communicating to all employees the importance of meeting customer requirements and all statutory and regulatory requirements that may apply to our business sector.

b) Establishing and communicating the Corporate Policy Statement (Appendix A) to all personnel.

c) Ensuring that objectives, targets and goals are established at all relevant areas and measurements are periodically taken to assure performance to these goals (Section 5.4.1 and Appendix A).

d) Holding periodic management review meetings to evaluate the performance of the management system and business as a whole (Section 5.6).

e) Ensuring that necessary resources are available to achieve desired results of established objectives, targets, and goals (SOP-03, Management Review & Analysis).

5.2 Customer Focus

Management ensures that customer requirements are determined and met through contract reviews and interface with the aim of enhancing customer satisfaction (Sections 7.2.1 and 8.2.1).

5.3 Corporate Policy Statement

Management has established a Corporate Policy Statement (Appendix A) that includes the following:

a) Is appropriate to the purpose of the organization and business scope.

b) Includes a commitment to comply with all applicable requirements, including those imposed by top management, customers, and regulatory and statutory agencies.

c) Includes a commitment to continually improve the effectiveness of the management system as a whole by providing a framework for establishing and reviewing objectives, targets, and goals (Section 5.4).

d) Is communicated and understood within the organization by ensuring that established objectives, targets and goals are communicated to all pertinent areas and personnel.

e) Is reviewed for continuing suitability during periodic management review meetings.

5.4 Management System Planning

5.4.1 Management has established specific objectives, targets and goals in support of quality objectives established within the Corporate Quality Policy to assure desired results are being achieved and to identify areas needing improvement.

5.4.2 Management ensures that the:

a) Planning of the management system is carried out in order to meet the requirements given in QM-100, Section 4.1, as well as to meet defined objectives, targets, goals, and customer requirements. (SOP-03)

b) Integrity of the system is maintained when changes are planned and implemented.

5.5 Responsibilities, Authority and Communication

5.5.1 Management communicates roles, responsibilities and authorities to all employees by use of an Organization Chart (Appendix B) and the definition of Roles and Responsibilities (Appendix E).

a) It is the responsibility of the President and General Manager to assure all personnel are aware of organizational structure and the overall intent of the management system.

5.5.2 Appendix B Organization Chart identifies the member of management who has been appointed to be the Management Representative who, irrespective of other responsibilities, has the responsibility and authority to perform the following:

a) Ensuring that processes needed for the Quality management system are established, implemented, and maintained.

b) Reporting to management on the performance of the management system and any needs for improvement.

c) Ensuring the promotion of awareness throughout the facility of unique customer requirements, regulatory and statutory requirements, quality, and safe work practices.

5.5.3 Management ensures that appropriate communication processes are established within the organization and that communication takes place regarding the effectiveness of the management system.

a) This communication is generally performed via informal employee briefings of issues and concerns and postings of objective performance.

b) The metrics defined in the Target Attainment Plan (TAP) are also published on a quarterly basis.

5.6 Management Review

5.6.1 Management evaluates overall system performance through periodic management review meetings which are held quarterly. This review includes evaluating current objectives, targets, goals, and their associated performance, as well as other agenda items as defined in section 5.6.2 of this manual and SOP-03.

a) Minutes of Management Review Meetings are recorded on Form QF-03-01 and are maintained in accordance with SOP-02, Records Control.

b) Not all required topics identified in Section 5.6.2 and Form QF-03-01 are required to be examined during each Management Review; however, each topic is required to be reviewed at least annually.

5.6.2 Each Management Review meeting will include the following topics of discussion:

a) Review and discussion of the current Corporate Policy Statement to assure continued suitability.

b) Audit Results, if such activities have been performed since the last Management Review Meeting was held.

c) Review of any complaints or inquiries from external parties and customers regarding established targets and goal.

d) Performance of all established objectives, targets and goals to determine if desired results are being achieved.

e) Corrective and Preventive Action issues and status, which is simply a review of any open or pending actions that warrant discussion and action item determination.

f) Review of all previous Management Review Action Items to assure closure.

g) Changes in business scope or external requirements and regulations that could affect the established system and business structure.

h) Poor Performing Suppliers or those with repetitive issues that are causing problems that affect internal objectives, targets, and goals.

i) Resource Needs, such as people, equipment, space, etc.

j) Recommendations and suggestions to improve the system.

5.6.3 The output of management review meetings are recorded on Form QF-03-01 (Management Review Minutes) as action items and may be entered into the corrective/preventive action request system in accordance with SOP-05, Corrective/Preventive Action. These outputs include decisions and/or actions related to resources, the improvement of the effectiveness of the management system and its processes, objectives, targets, and goals, which generally lead to system improvement.

a) The majority of action items generated from Management Review meetings are Preventive Actions, and represent improvements to our system.

6.1 Provision of Resources

Management has determined and provides the necessary resources needed to implement and maintain the management system. This commitment of resources includes areas targeted to continually improving system effectiveness to enhance customer satisfaction.

6.2 Human Resources

6.2.1 Management assures that personnel performing tasks that could affect product quality are competent based on appropriate education, skill and experience, or receives appropriate training prior to performing a task.

6.2.2 Procedure SOP-07, Resource Management & Training has been established to provide details on the following:

a) Identification of the necessary competencies for personnel.

b) Providing training to meet competency requirements if not already present based on previous experience, education, or skill.

c) Evaluating the effectiveness of the training provided.

d) Ensuring that personnel are aware of the relevance and importance of their activities and how they contribute to the success of achieving established objectives, targets, and goals. This includes consequences that occur as a result of deviation from established guidelines and processes.

e) Maintaining appropriate records of education, skills, experience, training provided, and evidence of training evaluation for effectiveness in accordance with company procedure SOP-02, Records Control.

6.3 Infrastructure

6.3.1 Management has determined, and provides and maintains the infrastructure needed to achieve desired performance objectives, targets, goals, and promote safety for all employees. The following resources are reviewed periodically by management as product requirements and processes change and are evaluated again during the internal audit process:

a) Buildings, workspaces, and associated utilities,

b) Process equipment (both hardware and software), and

c) Supporting services (such as transport or Information Technology Services).

SOP-10, Preventive Maintenance has been established to define the requirements and controls for maintaining production equipment.

6.4 Work Environment

6.4.1 Management has determined and manages the work environment needed to achieve desired performance levels as defined in company objectives, targets, and goals. Management reviews the work environment constantly during daily operations and again during the Management Review and Internal Audit processes.

7.1 Planning of Service Realization

7.1.1 Planning of accurate and efficient product realization by:

a) Reviewing contracts for clarity and requirements before accepting purchase orders (SOP-09, RFQ, Contract Processing).

b) Evaluating new and current product requirements to establish necessary resources, procedures and instructions for all personnel to follow in order to assure all established goals, objectives and targets are not compromised in any situation (SOP-09, RFQ, Contract Processing).

c) Evaluation of product requirements and characteristics to determine method of verification and validation and inspection requirements for product acceptance (SOP-15, Design & Development).

d) Review and establishment of all records required to provide evidence of successful product realization and requirements (SOP-15, Design & Development).

7.1.2 The output to planning of product realization is the execution of a contract, and establishment of internal goals, targets, objectives, and standard procedures.

7.2 Customer-Related Processes

7.2.1 All requirements regarding the products we provide are defined and determined by either the customer contract, or applicable legal and regulatory agencies. The reviews of these requirements are determined and in SOP-09, RFQ and Contract Processing:

a) Customer requirements are clearly defined by contract or Customer PO.

b) Unclear or inaccurate statements of requirements for products found during review of the PO will be communicated to the customer and resolved prior to order fulfillment.

c) Statutory and Regulatory requirements related to the product are clearly noted in the Contract or when not stated are known by the organization.

d) Requirements include those not stated but deemed to be necessary by the organization.

7.2.2 Customer Contracts and Purchase Orders are documents that are received and reviewed prior to acceptance and processing.

a) Contracts for products define a variety of requirements including pricing and delivery schedules. Contracts are reviewed and accepted by both parties prior to execution or delivery of any products. Contracts must be reviewed and accepted by company management.

b) Customer Purchase Orders are for specific items and the result of a previously generated and agreed to quote and generally contains quantity, pricing, and shipping information.

c) Review of customer purchasing documents ensures that; descriptions are clear, we have the ability to fulfill the requirements, and that any differences are resolved prior to acceptance and processing.

d) Customer PO's are entered as Sales Orders into the system which provide evidence of order acceptance.

e) Contracts are signed by company management and maintained in accordance with SOP-02, Record Control.

f) Amendments to contracts must be in writing and will require updating all system parameters that are affected by the change.

g) Amendments to Purchase Orders will require a revised Customer PO, which will result in revising the Sales Order in the system.

7.2.3 Customer Service personnel are the initial contact with customers regarding products inquiries, feedback, and the placement of an order.

7.2.4 Management is responsible for communicating with customers regarding all contracts.

7.3 Design and Development

- SOP-15, Design & Development has been established to define the requirements and controls for Design & Development Planning, Inputs, Outputs, Review, Verification, and Validation of the Development Process, as well as Control of Design Changes.

7.4 Purchasing

7.4.1 As a provider of Design, Development, Manufacturing, Parts Sales, and Field Service, our purchasing requirements are driven by procurement of materials necessary to fulfill customer orders.

a) All Suppliers as of 10/12/2009 are grandfathered and not subject to evaluation per SOP-08, Supplier Evaluation & Approval.

b) New Suppliers are initially evaluated per SOP-08, based on ability to provide material to specifications and/or process capability and then on price and availability.

c) For special processes the PO will state requirements for verification of the process and certification of results.

d) Records of Supplier Evaluations are recorded and kept on file.

e) Suppliers are constantly re-evaluated based on their ability to provide the proper products and services as defined by the PO. If a supplier shows that over time they are unable to provide these products and services to our expectation, they can be removed from use and other sourcing options will be determined.

7.4.2 Purchase Orders can be in varying degrees of detail, based on the type of product and source.

a) PO's will specify part number, quantity and/or weight & length (as applicable) as a means of identification for the items being purchased.

b) The information on the PO (along with receiving instructions defined in SOP-11, Purchasing & Receiving) identifies requirements for acceptance upon receipt.

c) PO's are subject to management review and approval prior to release to the supplier.

7.4.3 Shipments are received and accepted based on the requirements defined in company procedure SOP-11, Purchasing & Receiving.

a) Shipment acceptance is based on quantity/part number and conformance to applicable specifications.

b) All items are reviewed for condition prior to acceptance to receiving. The condition is noted in the item description to verify acceptance.

c) When we intend to inspect products at the supplier's facility, it will be noted on the PO and prior arrangements and notification will be made. If our customers request a supplier review, accommodations will be made to facilitate that review.

7.5 Production and service provision

7.5.1 Order fulfillment and shipping operations are controlled according to the following:

a) Purchase Orders describe the items being received (SOP-11, Purchasing & Receiving).

b) Sales/Purchasing instructs warehousing on required actions to be performed on incoming goods, as well as items needing to ship to fill orders.

c) Appropriate equipment is provided in order to ensure safe, accurate, and timely packaging of product.

d) Items picked for shipment are reviewed against the PO to verify correct product is being shipped.

7.5.2 ***Clause 7.5.2 Validation of Processes for Production and Service has been excluded from our management system in accordance with section 1.2 of ISO9001:2008. Please refer to the Scope & Exclusions statement located in Section 3 of this manual for details and justification for the exclusion.***

7.5.3 All products in stock and during the product realization process are identified by a unique part number.

a) The inventory system records part description and location.

7.5.4 Upon occasion, customers will provide us parts to incorporate into the finished product.

a) Items that are provided are inventoried and marked appropriately at Receiving (SOP-11, Purchasing and Receiving). They are then stored in specific locations until they are used.

b) All items are noted in regards to condition and entered into inventory as such.

c) Customers are notified of any lost or damaged conditions.

7.5.5 Items are stored in such a manner as to promote and assure identification, handing, packaging, storage and protection. (SOP-11)

7.6 Control of Monitoring and Measuring Devices

7.6.1 With each request for items not previously manufactured, coordination with the quality assurance department may be required to ensure that we have the equipment needed to inspect the product being manufactured to determine requirements and that processes are in place to ensure that those measurements can be carried out.

7.6.2 Company procedure SOP-06, Calibration describes the calibration system and references all required records.

7.6.3 All measuring equipment used to accept product has its own calibration record and is listed in the calibration recall system maintained in Quality which is updated when any changes to equipment status is made. This recall system also identifies intervals as to when equipment is to be calibrated or verified, the location of the equipment, as well as the check method and acceptance criteria.

7.6.4 All measuring equipment used for product acceptance is calibrated or verified at specified intervals, or prior to use, against measurement standards traceable to National Institute of Standards and Technology and will be adjusted as necessary. Environmental considerations are taken regarding the calibration and use of inspection, measuring, and test equipment.

7.6.4.1 Measuring equipment found to be out of tolerance during calibration activities will require previous measurements to be assessed and validated. This assessment may involve taking appropriate actions on the equipment and determining if any product was affected and results documented on the calibration record.

8.1 General

Management has determined all monitoring and measuring activities required based on the processes defined in Appendix D, and established objectives, targets, and goals. This includes product/service conformance, objective performance, and continual improvement through the management review and internal audit process. This also includes evaluation of compliance with regulatory and legal entities.

8.2 Monitoring and Measuring

8.2.1 Customer Satisfaction is measured by conducting phone surveys. Metrics have been established to measure and analyze the results. This data is reviewed as part of the Management Review process.

a) Customer-provided metrics are a listing of performance data and overall satisfaction with the products and services we provide.

8.2.2 Internal Audits are performed in order to verify conformance to internal procedures, applicable standards, customer requirements, and all applicable regulatory and legal requirements as defined in SOP-04, Internal Audits.

8.2.2.1 An internal audit schedule is maintained by the Management Representative, which shows when an audit is to be performed and what areas of the company will be reviewed. Each area is determined based on previous audit results and the importance of the activity.

8.2.2.2 The scope and method of assessment is recorded on the audit plan.

8.2.2.3 Auditors have appropriate training and are not allowed to assess their own work.

8.2.2.4 A record of the audit, including the plan, notes, results and actions required are maintained in accordance with company procedures SOP-04, Internal Audits and SOP-02, Records Control.

8.2.2.5 Action items that result from audits will be placed in the Action Request system in accordance with SOP-05, Corrective/Preventive Action, and forwarded to responsible area management for resolution.

8.2.2.6 A follow-up is performed on each audit finding during the next internal audit to assure effective implementation and closure.

8.2.2.7 Internal Audits include all customer, regulatory, and legal requirements. This type of audit is considered a compliance audit.

8.2.2.8 Internal Audits include evaluation of compliance with applicable legal and regulatory requirements, as well as those imposed by customers.

8.2.3 The major processes identified in the Process Flow Map (Appendix C) are monitored and measured to keep track of process performance and to assure desired outputs are being achieved, however every process listed does not require a monitoring and measuring program.

8.2.3.1 Process performance data is reviewed during the management review process.

8.2.3.2 All objectives, targets, goals, aspects, and safety issues or accidents are reviewed during Management Review.

8.2.4 Product condition is verified and recorded as part of the product realization process as defined in SOP-14, Product Assembly & Inspection.

8.2.4.1 Records of product condition are recorded as defined by SOP-14, Product Assembly & Inspection at designated completion points as an appropriate Inspection Record.

8.3 Control of Nonconforming Product / Service / Condition

8.3.1 Nonconforming materials are a result of production anomalies and Returned Material from Customers and are managed per SOP-12, Control of Nonconforming Product.

a) Nonconforming material when identified will be analyzed for root cause and a solution provided to prevent reoccurrence when applicable.

b) When disposition “Use As Is” is applied it will require the authorized internal authority and/or customer agent for approval.

c) Actions are taken to prevent unintended use.

d) When actions are taken to correct nonconforming conditions re-verification will be conducted to demonstrate conformity to requirements.

e) *Due to size constraints, nonconforming material awaiting disposition may not always be placed in a segregated area, but all nonconforming material marked as nonconforming to prevent mixing with conforming material and unintended use.*

8.4 Analysis of Data

8.4.1 Company objectives, targets, and goals are reviewed during the management review process, per SOP-03, Management Review & Analysis of Data, to determine if desired results are being achieved. This data includes the following (at a minimum):

a) Customer Satisfaction Data

b) Objectives Performance related to Product Conformity

c) Characteristics and trends of processes

d) Supplier Issues

8.5 Continual Improvement

8.5.1 We continually improve the effectiveness of our management system through internal audits, established policies, objectives, targets, goals, and analysis of performance data related to each.

a) When desired results are not achieved, corrective actions will be initiated. (SOP-05)

b) When desired results are barely being achieved or a trend is evident, a Preventive Action may be issued to assure performance does not fall below desired levels as directed by management. (SOP-05)

8.5.2 SOP-05, Corrective/Preventive Action has been established to describe the actions required to eliminate undesirable conditions and the causes that lead up to their existence. SOP-05 also defines the following:

- Documenting the condition in the Action Request system.
- Reviewing the situation and taking immediate action to contain the problem and correct the condition.
- Determining the root cause of the problem.
- Developing and implementing action to correct the root cause and prevent recurrence of the problem.
- Assuring the action taken was implemented and effective.

8.5.3 SOP-05, Corrective/Preventive Action, has been established to detect and take appropriate action for the prevention of potential nonconforming conditions. These items are generally improvement suggestions or action items that derive from management review meetings. The procedure also describes the following:

a) Documenting the potential nonconforming conditions in the Action Request system

b) Evaluating if preventive actions need to take place

c) Determining the actions needed and developing an action plan to correct the condition

e) Assuring the actions taken were implemented and effective

Policies and Procedures	Target Attainment Plan		*TAP*	
			Dept: Top Management	
			Effective:	12/01/2009
	Author: William Marsh	QC Approval: Eric Pink	Revision:	-

SCOPE

This document defines the lower level targets that support the upper level objectives stated in Appendix A of the Quality Manual (QM-100). These targets are measurable and the table below identifies an Acceptable and Unacceptable level for each, which then informs management if corrective or preventive action is required. For example, if the measurement of a specific process falls at or above what has been identified as acceptable, then no corrective action is required because our result is at or above what we have defined as acceptable. If the measurement of a specific process falls below what has been identified as acceptable but does not fall under what has been identified as unacceptable, preventive action may be required to take a pro-active approach and correct a situation before it becomes a problem. If the measurement of a specific process falls below what has been identified as unacceptable, then corrective action is required.

1
SUPPLIER PERFORMANCE
(PO Accuracy Rate)
GOAL – 98%
ACCEPTABLE –80%
UNACCEPTABLE –50%
MEASUREMENT FREQUENCY – Quarterly
METHOD: Accurate Receipts/Total Receipts = %

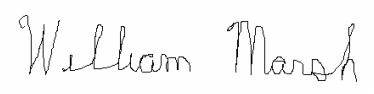
2
SUPPLIER PERFORMANCE
(On-Time Delivery Rate)
GOAL – 90%
ACCEPTABLE –50%
UNACCEPTABLE –30%
MEASUREMENT FREQUENCY – Quarterly
METHOD: On Time Deliveries/Total Deliveries = %

3
CHARACTERISTICS OF PROCESSES
(On-Time Shipment Rate)
GOAL – 90%
ACCEPTABLE – 50%
UNACCEPTABLE – 30%
MEASUREMENT FREQUENCY – Quarterly
METHOD: On Time Shipments/Total Shipments = %

4
CHARACTERISTICS OF PROCESSES
(Estimated Build Hours vs. Actual)
GOAL – 100%
ACCEPTABLE –120%
UNACCEPTABLE – 150%
MEASUREMENT FREQUENCY – Quarterly / Closed Jobs Only
METHOD: Actual Hours/As-Designed Hours= %

5
CONFORMITY TO REQUIREMENTS
(Re-work Rate)
GOAL – 0.5%
ACCEPTABLE – 1.0%
UNACCEPTABLE –3.0%
MEASUREMENT FREQUENCY – Quarterly
METHOD: WDO Hours/Actual Build Hours= %

6
CUSTOMER SATISFACTION
(Customer Complaints)
GOAL –0%
ACCEPTABLE – 12%
UNACCEPTABLE – 25%
MEASUREMENT FREQUENCY – Quarterly
METHOD: Complaints/Total Shipments = %



President

Dec. 1, 2009
Date

Policies and Procedures	Quality Policy and Objectives		Appendix A	
			Dept: Corporate	
			Effective:	10/08/2009
	Author: William Marsh	QC Approval: Eric Pink	Revision:	-

Integrated Flow Solutions is committed to supplying our customers with the highest quality of product, while providing a competitive environment for our employees. In order to promote general quality and dedication to customer requirements, we have adopted an ISO 9001:2008 based management system and a corporate policy statement that includes:

- Consistently meeting or exceeding our customer's expectations for product quality, delivery, and pricing,
- Always providing a high level of product support, including technical support, instruction manuals, field service, and replacement parts,
- Constantly providing a safe and adequate workplace to perform the tasks required of the employees,
- Continually improving the quality management system and the service we provide to our customers, and
- Adhering to all statutory, regulatory, and customer requirements, as well as those defined in the international standard ISO 9001:2008

In an effort to make our policy memorable to all employees and customers, we have decided to adopt a Quality Slogan that we feel incorporates all of the statements listed above. That slogan is:

"Integrated Flow Solutions is committed to meeting or exceeding our customer's requirements for product quality and delivery while maintaining the best interests of our employees and shareholders"

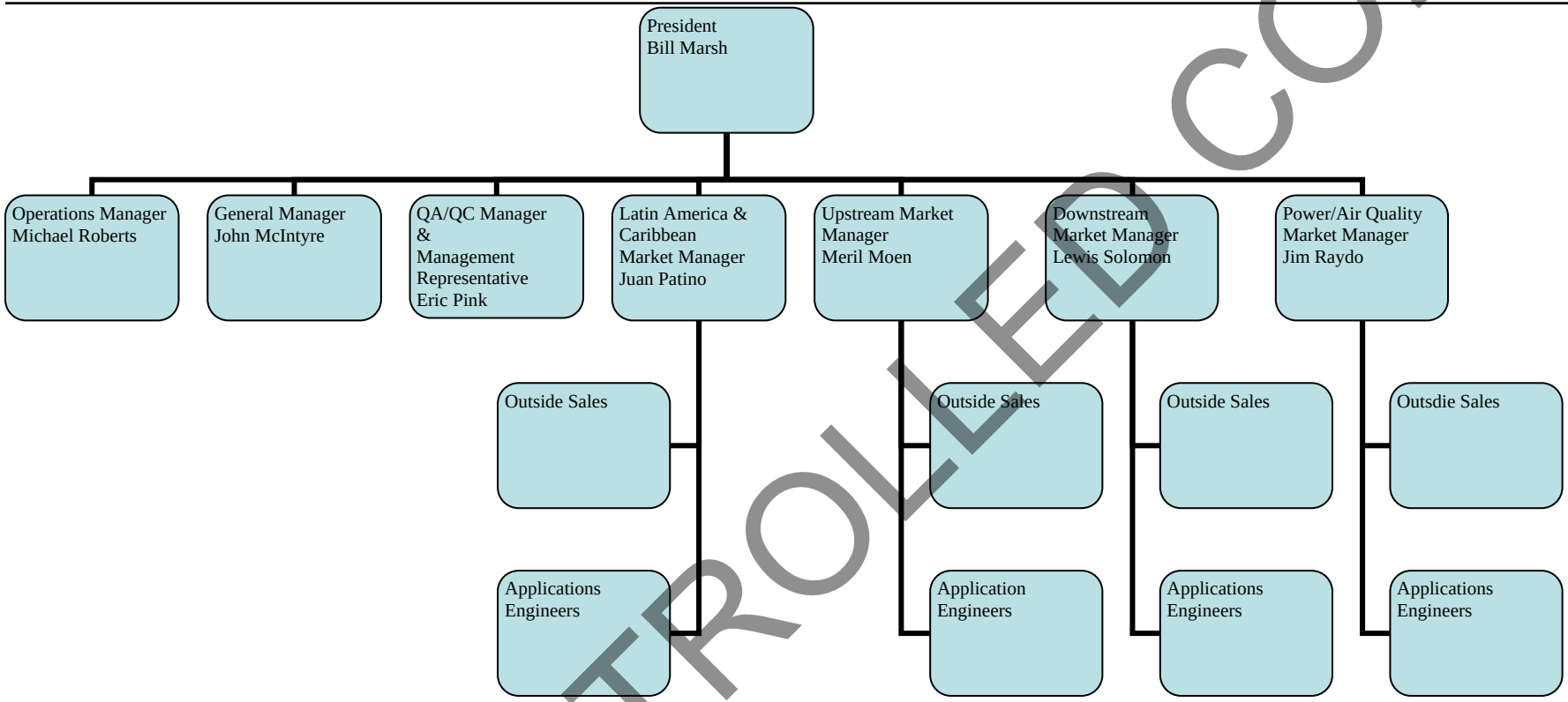
William H Marsh — Oct. 8, 2009

WILLIAM H. MARSH — DATE

PRESIDENT

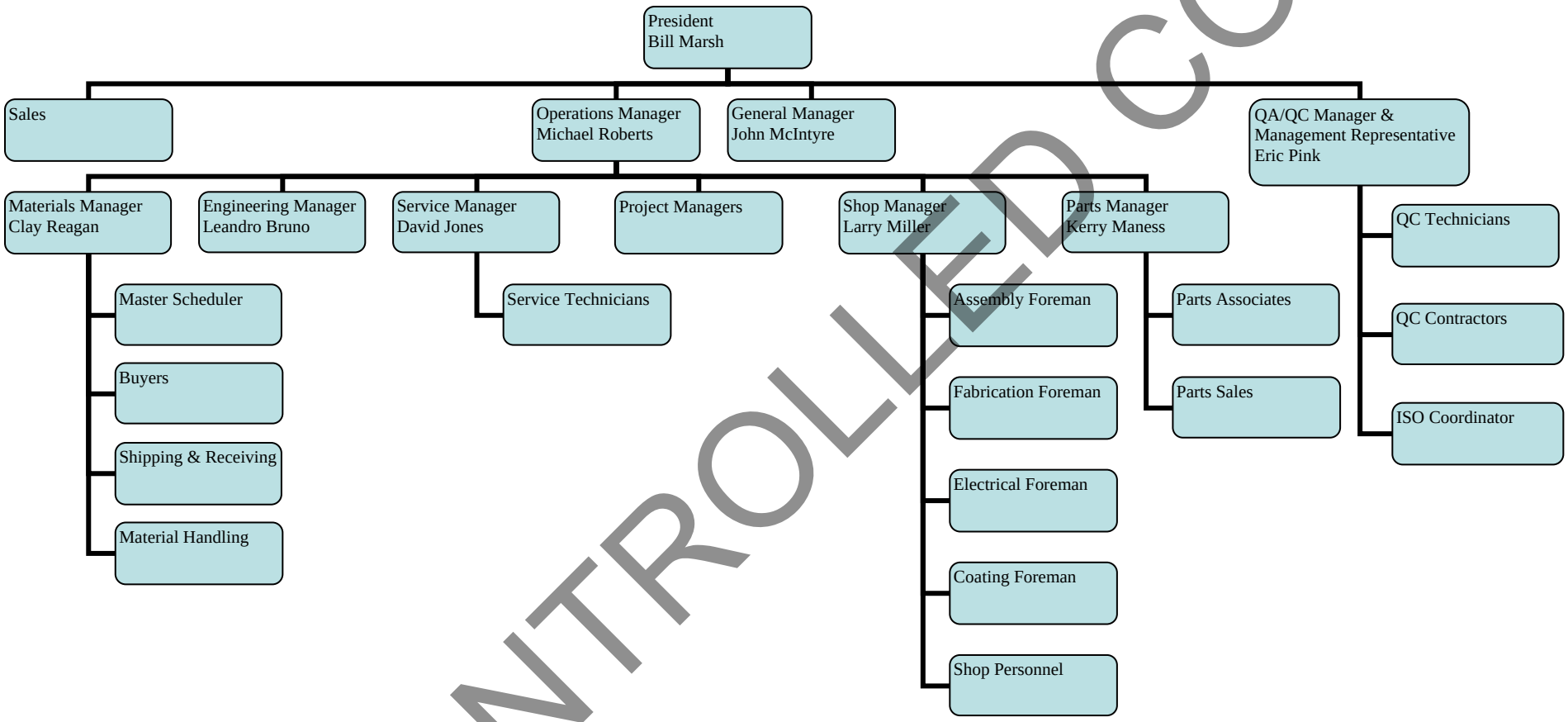
APPENDIX "B"
Organizational Chart

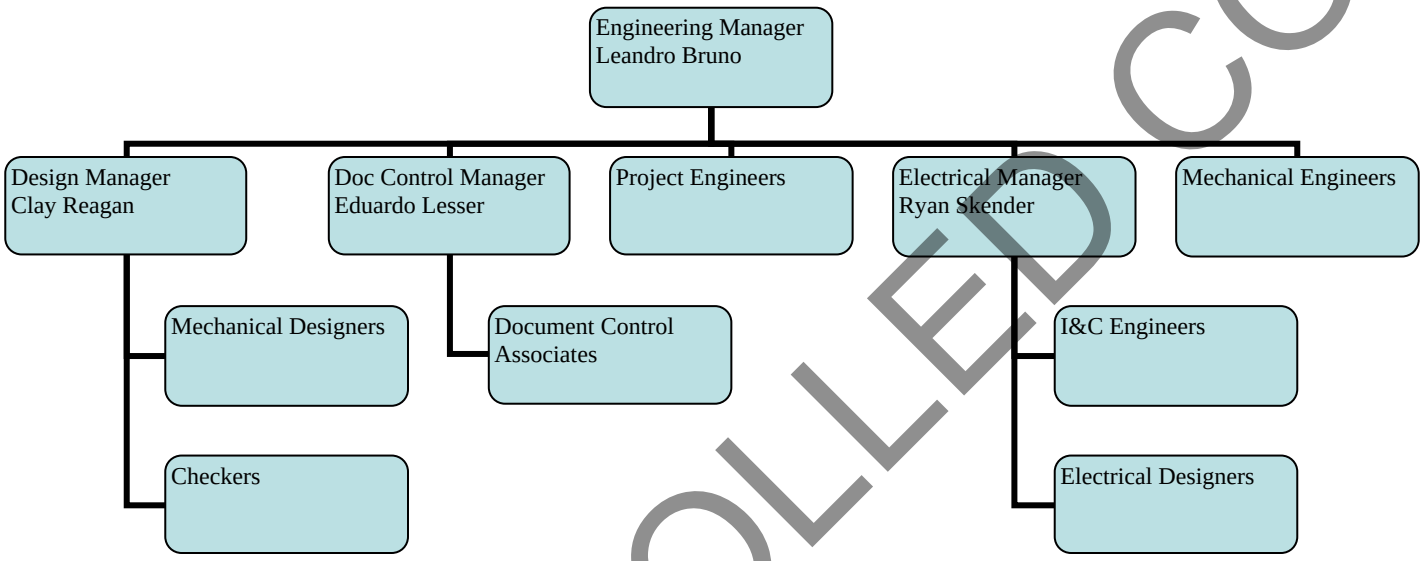
Rev. -



APPENDIX "B"
Organizational Chart

Rev. -





Appendix C: Process Flow Map

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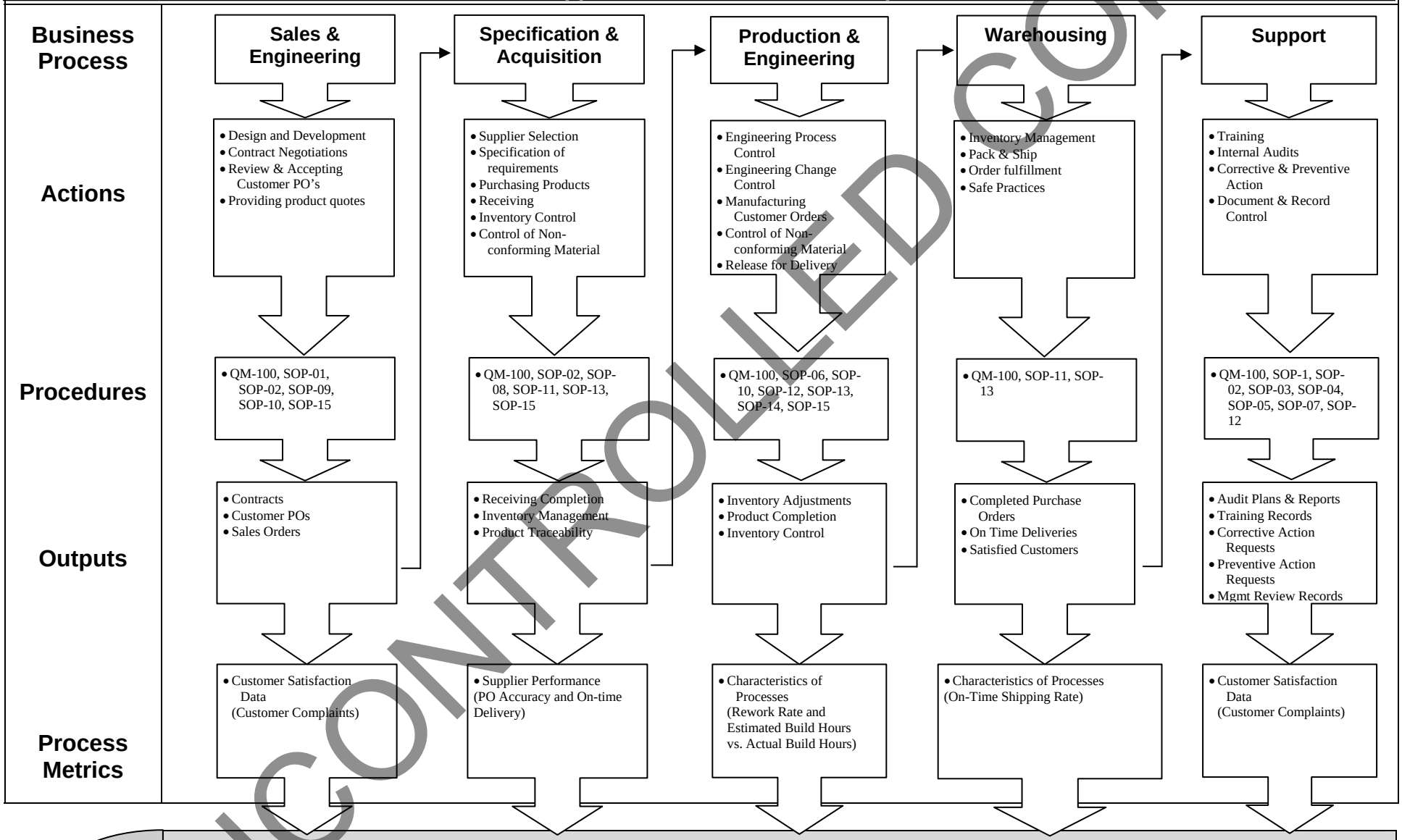

APPENDIX "D"

Procedure Matrix

Rev. -

ISO 9001 Section	Section Description	Company Procedure
SECTION 4	**QUALITY MANAGEMENT SYSTEM**	
4.1	General Requirements	QM-100, App. C, SOP-3
4.2	DOCUMENTATION REQUIREMENTS	QM-100
4.2.1	General	QM-100, App. A
4.2.2	Quality Manual	QM-100, App. C, App. D
4.2.3	Document Control	SOP-01
4.2.4	Record Control	SOP-02
SECTION 5	**MANAGEMENT RESPONSIBILITY**	
5.1	Management Commitment	QM-100, SOP-03
5.2	Customer Focus	QM-100
5.3	Quality Policy	QM-100, App. A
5.4	PLANNING	QM-100, SOP-03
5.4.1	Quality Objectives	QM-100
5.4.2	QMS Planning	QM-100, SOP-03
5.5	RESPONSIBILITY, AUTHORITY & COMMUNICATION	QM-100
5.5.1	Responsibility & Authority	App. B, App. E
5.5.2	Management Representative	QM-100
5.5.3	Internal Communication	QM-100, SOP-03
5.6	MANAGEMENT REVIEW	QM-100, SOP-03
5.6.1	General	QM-100, SOP-02, SOP-03
5.6.2	Review Input	QM-100, SOP-03
5.6.3	Review Output	QM-100, SOP-03, SOP-05
SECTION 6	**RESOURCE MANAGEMENT**	
6.1	Provision of Resources	QM-100, SOP-07
6.2	HUMAN RESOURCES	QM-100, SOP-07
6.2.1	General	SOP-07
6.2.2	Competence, Awareness & Training	SOP-02, SOP-07
6.3	Infrastructure	QM-100, SOP-10
6.4	Work Environment	QM-100

APPENDIX "D"

Procedure Matrix

Rev. -

SECTION 7	**PRODUCT REALIZATION**	
7.1	Planning of Product Realization	SOP-09, SOP-15
7.2	CUSTOMER RELATED PROCESSES	QM-100, SOP-09
7.2.1	Determination of Requirements Related to the Product	SOP-09
7.2.2	Review of Requirements Related to the Product	SOP-02, SOP-09
7.2.3	Customer Communication	QM-100, SOP-09
7.3	Design and Development	SOP-15
7.4	PURCHASING	SOP-11
7.4.1	Purchasing Process	SOP-08, SOP-11
7.4.2	Purchasing Information	SOP-11
7.4.3	Verification of Purchased Product	SOP-08, SOP-11
7.5	PRODUCTION & SERVICE PROVISION	SOP-08
7.5.1	Control of Production & Service Provision	SOP-11
7.5.2	Validation of Processes for Production & Service Provision	Excluded
7.5.3	Identification & Traceability	QM-100
7.5.4	Customer Property	QM-100, SOP-11
7.5.5	Preservation of Product	QM-100, SOP-11
7.6	Control of Monitoring & Measuring Devices	SOP-06

SECTION 8	**MEASUREMENT, ANALYSIS & IMPROVEMENT**	
8.1	General	QM-100, App. D
8.2	MONITORING & MEASURING	QM-100
8.2.1	Customer Satisfaction	QM-100, SOP-09, SOP-12
8.2.2	Internal Audit	SOP-02, SOP-04, SOP-05
8.2.3	Monitoring & Measuring of Processes	QM-100, App. C
8.2.4	Monitoring & Measuring of Product	QM-100, SOP-14
8.3	Control of Nonconforming Product	SOP-12
8.4	Analysis of Data	QM-100, SOP-03
8.5	IMPROVEMENT	QM-100
8.5.1	Continual Improvement	QM-100, SOP-05
8.5.2	Corrective Action	SOP-05
8.5.3	Preventive Action	SOP-05