HUNT DESIGN & MANUFACTURING

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Quality Manual

Revision 4.0

Effective Date: 01/17/2019

Conforms to ISO 9001:2015

not subject to update notification

0.0   Revision History and Approval

Rev.	Nature of changes	Approval	Date
4.0	Complete re-write to condense & match ISO 9001:2015	Barry Hunt	12/12/2018
	See E2 "Document Control" module for revision history		

1.0   Welcome to Hunt Design & Manufacturing

The true measure of quality at HDM is customer satisfaction. The quality of our products as well as the positive interaction experiences we strive to maintain are, and will continue to be the keys to our competitiveness for years to come. It is increasingly vital for us at HDM to understand and Implement a successful QMS to do the best job possible the first time, every time. Historical information can be found at www.hdmonline.com

2.0   Quality Policy

Our senior management team has developed the following Quality Policy which governs day-to-day operations to ensure quality. The Quality Policy is communicated and implemented throughout the organization.

HDM Quality Policy:

At Hunt Design & Manufacturing, we are committed to meeting all relative requirements, and to the continual improvement of our QMS. We strive to consistently provide products and interaction experiences of the highest quality to every customer. This is accomplished by implementing the following objectives:

1.) By consistently meeting our customer's specifications and expectations by monitoring and measuring all phases of production.

2.) By maintaining ISO 9001-2015 certification of our QMS.

3.) By consistently providing products on time.

4.) By maintaining a work environment that encourages all employees to take ownership of their own work through consistent reinforcement of company goals & direction.

5.) By cultivating ongoing feedback through consistent support & communication from all management personnel.

3.0   Context of the HDM Organization

HDM has reviewed and analyzed internal and external issues of itself as well as interested parties to determine the strategic direction of the company. Such issues are monitored and updated as appropriate, and discussed as part of regular management review meetings.

This is defined in records of management review, and periodically updated as conditions and situations change.

Those interested parties as identified by HDM are Customers, suppliers, regulatory authorities, applicable banking institutions, HDM employees.

4.0   Scope of HDM Management System

HDM has determined the scope of registration for ISO 9001:2015 as follows:

THE MANUFACTURE OF PRECISION MACHINED PARTS.

The quality system applies to all processes, activities and employees within the company.

The following clauses of ISO 9001:2015 were determined not to be applicable to HDM.
8.3 Design and Development of Products and Services: HDM manufactures to customer supplied drawings and is not design responsible.

5.0   QMS Processes

HDM has adopted a process approach for its management system. By identifying the top-level processes within the company and managing each of them discretely, this reduces the potential for nonconforming products discovered during final processes or after delivery. Instead, nonconformities and risks are identified in real time, by actions taken within each of the top-level processes.

The following top-level processes and documentation have been identified for HDM:

- QMSD-1089 Quality Policy & Objectives
- QMSF-1090 Risk Assessment
- QMSP-1012 Supplier Evaluation
- QMSP-1010 Control of Documents
- QMSP-1091 Management Review

Each process may be supported by other activities, such as tasks or sub-processes. Monitoring and control of top level processes ensures effective implementation and control of all subordinate tasks or sub-processes. The sequence of interaction of these processes is illustrated in Appendix A.

Additional procedures have been developed to support the QMS and its processes; these are listed in Appendix B. This list may not reflect the entirety of all QMS documentation.
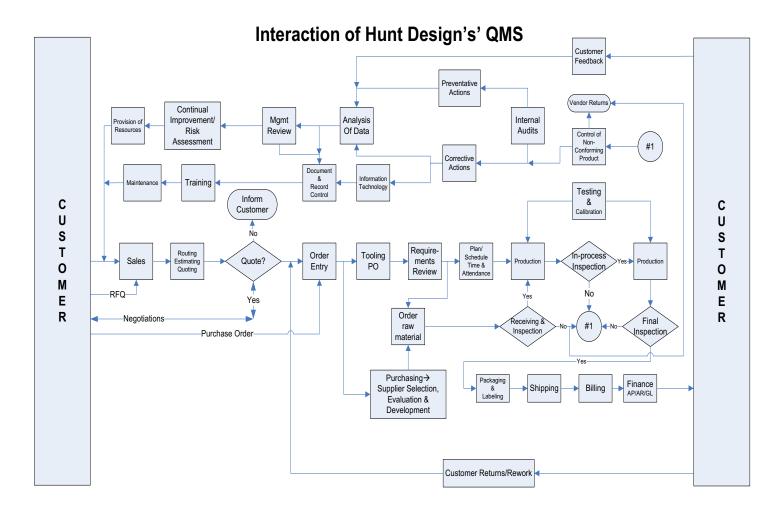
Each process has at least one objective established for it; this is a statement of the intent of the process.

Throughout the year, metrics data is measured and gathered in order to present to senior Management via Management Review. The data is then analyzed in order that the leadership at HDM may set goals and make adjustments for the purposes of long-term continual improvement.

Metrics, along with current standings and goals for each objective, are recorded in the records of management review.

When a process does not meet a goal, or an unexpected problem is encountered within a process, the corrective action or preventive action process is implemented to research and resolve the issue. In addition, opportunities for improvement and the risks associated are sought and implemented throughout the QMS.

Any process performed by a third party is considered an "outsourced process" and must be controlled as well. The company's outsourced processes, and the control methods implemented for each, are defined in QMSP-1012 Supplier Evaluation.

Appendix A: Overall Process Sequence & Interaction

Interaction of Hunt Design's' QMS

Appendix B: Subordinate QMS Documentation

- QMSP-1011 Corrective & Preventive Action
- QMSD-1035 Control of Records Matrix
- QMSM-1018 Internal Audit
- QMSD-1033 Process Auditing Matrix
- QMSF-1028 Internal Audit Report
- QMSP-1009 Control of Non-Conforming Product
- QMSF-1063 Re-verification of Reworked Product
- QMSM-1023 Calibration
- QMSP-1064 Control of Monitoring & Measuring Devices
- QMSF-1065 Assessment of out of Tolerance MME
- QMSP-1080 Inspection & Testing
- QMSM-1016 Human Resources
- QMSF-1007 Customer Survey
- QMSM-1020 Purchasing
- QMSM-1021 Receiving
- QMSM-1019 Shipping
- QMSM-1022 Order Entry
- QMSP-1013 Requirements review
- QMSP-1082 Inventory Control
- QMSP-1085 Information Security
- QMSP-1092 Identification & Traceability
- QMSM-1024 CNC
- QMSM-1039 Laser Mark
- QMSM-1040 EDM
- QMSM-1003 Press
- QMSM- 1005 Finishing
- QMSM-1006 Sawing
- QMSM-1015 Process Interaction
- QMSD-1078 Employee Handbook