Kason Industries, Inc.	Document No.	Issue Date
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KASON INDUSTRIES QUALITY MANUAL	Title: Continuous Improvement Manager	Title: President

Change History Log

Revision	Effective Date	Description of Changes
12/19/2011	12/19/2011	Added Appendix with Process Interaction Document
12/19/2011	12/19/2011	Kason Industries, Inc. has no exclusions to ISO 9001:2008.
12/19/2011	12/19/2011	Notated the location of the company documents and procedures.
1/4/2012	1/4/2012	Added a scope section to the Quality Management System
1/9/2012	1/9/2012	Made PR-ISO-0009 a hyperlink
1/11/2012	1/11/2012	Changed reference to location of documents in the document matrix from 4.2.1 to 4.2.3
9/10/2012	9/10/2012	Added to 7.4.1 “Suppliers in use prior to January 1, 2012 are considered approved”.
12/14/2012	12/14/2012	Changed references to Continuous Improvement Manager to Continuous Improvement Coordinator
1/10/2013	1/10/2013	Revised wording in management review to indicate monthly meetings Revised wording in management review attendance group
3/7/2013	3/7/2013	Added note regarding grandfather clause to competency requirements in section 6.2.2
6/28/2013	6/28/2013	Management review meeting frequency was monthly.
10/30/2013	10/30/2013	Added note to section 7.5.1 to account for unspecified process controls.
7/11/2014	7/11/2014	Revised scope to include Foodservice, removed “at the hardware division” from exclusions in notation regarding exclusions.

4.0 Quality Management System

4.1 General requirements

Kason Industries, Inc. has established, documented, implemented and currently maintains a quality management system. We continually improve its effectiveness in accordance with the requirements of ISO 9001:2008.

Kason:

- has identified the processes needed for the quality management system and their application throughout Kason,
- determined the sequence and interaction of these processes, see the appendix.
- determined criteria and methods needed to ensure that both the operation and control of these processes are effective,
- ensures the availability of resources and information necessary to support the operation and monitoring of these processes,
- monitors, measures and analyzes these processes, and
- implements actions necessary to achieve planned results and continual improvement of these processes.

These processes are managed by Kason in accordance with the requirements of ISO 9001:2008.

Where Kason chooses to outsource any process that affects product conformity with requirements, Kason ensures control over such processes. Controls of such outsourced processes are identified within the quality management system.

4.2 Documentation Requirements

4.2.1 General

The quality management system documentation includes:

- documented statements of a quality policy and quality objectives,
- a quality manual,
- documented procedures required by ISO 9001:2008, including Document Control, Record Control, Internal Audit, Control of Non-conforming Product, Corrective and Preventive Action,
- records required by ISO 9001:2008.

4.2.2 Scope

Kason Industries, Inc. designs and manufactures components related to the refrigeration industry. The organization operates in three facilities at the Hardware, Foodservice and Vinyl locations as well as operating several sales branch offices. The scope of the ISO 9001:2008 Quality Management Systems only covers the Hardware and Foodservice division.

4.2.3 Quality Manual

Kason has established and currently maintains a quality manual that includes:

- the scope of the quality management system, including details of and justification for any exclusions,
    - Kason Industries, Inc. has no exclusions to ISO 9001:2008.

- the documented procedures for Kason Industries, Inc. are located on the document matrix database.
- a description of the interaction between the processes of the quality management system.

The Quality Manager is responsible for maintaining the quality manual.

4.2.4 Document Control

Documents required by the quality management system are controlled. Records are a special type of document and are controlled according to the requirements given in section 4.2.4.

A documented procedure has been established to define the controls needed:

- to approve documents for adequacy prior to issue,
- to review and update as necessary and re-approve documents,
- to ensure that changes and the current revision status of documents are identified,
- to ensure that relevant versions of applicable documents are available at points of use,
- to ensure that documents remain legible and readily identifiable,
- to ensure that documents of external origin are identified and their distribution controlled, and
- to prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose.

The Continuous Improvement Coordinator is responsible to maintain the Document Control Procedure, to ensure that relevant versions are available at points of use. All department managers are responsible to remove obsolete documents, and to control external documents. Documents are reviewed and approved, including re-approval as required, by the appropriate functional manager along with the Quality Manager.

4.2.5 Control of Records

Records are established and maintained to provide evidence of conformity to requirements and of the effective operation of the quality management system.

Records are legible, readily identifiable and retrievable. A documented procedure has been established to define the controls needed for the identification, storage, protection, retrieval, retention time and disposition of records.

The Continuous Improvement Coordinator and Quality Manager are responsible to maintain the Records Control Procedure.

5.0 Management Responsibility

5.1 Management Commitment

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

- communicating to the organization the importance of meeting customer as well as statutory and regulatory requirements,
- establishing the quality policy,
- ensuring that quality objectives are established,
- conducting management reviews, and

- ensuring the availability of resources.

Management is considered to be the Quality Steering Team, that includes the following members: Plant Manager, Continuous Improvement Coordinator, VP of R & D and the Quality Manager.

5.2 Customer Focus

Management ensures that customer requirements are determined and are met with the aim of enhancing customer satisfaction.

5.3 Quality Policy

Management ensures that the quality policy:

- is appropriate to the purpose of Kason,
- includes a commitment to comply with requirements and continually improve, the effectiveness of the quality management system,
- provides a framework for establishing and reviewing quality objectives,
- is communicated and understood within Kason, and
- is reviewed for continuing suitability.

The stated quality policy is as follows:

Kason Industries, Inc. is committed to being the world leader in our industry by continually meeting or exceeding customer expectations through the continuous improvement of planning, processes, quality, service and innovation.

The Continuous Improvement Coordinator is responsible for ensuring the quality policy is reviewed during the Management Review process.

5.4 Planning

5.4.1 Quality Objectives

Management ensures that quality objectives, including those needed to meet requirements for product, are established at relevant functions and levels within Kason. The quality objectives are measurable and consistent with the quality policy.

The Continuous Improvement Coordinator is responsible for establishing and maintaining the quality objectives.

5.4.2 Quality management system planning

Management ensures that:

- the planning of the quality management system is carried out in order to meet the requirements given in section 4.1, as well as the quality objectives, and
- the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

5.5 Responsibility, Authority and Communication

5.5.1 Responsibility and authority

Management ensures that responsibilities and authorities are defined and communicated within the organization.

5.5.2 Management Representative

Management has appointed a member of management who, irrespective of other responsibilities, has responsibility and authority that includes:

- ensuring that processes needed for the quality management system are established, implemented and maintained,
- reporting to management on the performance of the quality management system and any need for improvement, and
- ensuring the promotion of awareness of customer requirements throughout Kason.

The appointed management representative is the Continuous Improvement Coordinator. They serve as the liaison to external parties on matters relating to the quality system.

5.5.3 Internal communication

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

5.6 Management Review

Quarterly management reviews of Kason's quality management system are performed to ensure its continuing suitability, adequacy and effectiveness. This review includes assessing opportunities for improvement and the need for changes to the quality management system, including the quality policy and quality objectives.

Records from management reviews are maintained by the Continuous Improvement Coordinator.

The input to management review includes information on:

- results of audits,
- customer feedback,
- process performance and product conformity,
- status of preventive and corrective actions,
- follow-up actions from previous management reviews,
- changes that could affect the quality management system, and
- recommendations for improvement.

The output from the management review includes:

- any decisions and actions related to improvement of the effectiveness of the quality management system and its processes,
- improvement of product related to customer requirements, and
- resource needs.

Top management representatives who attend Management Reviews may include: Vice President, Sales Manager, VP of Engineering, Plant Manager and Quality Manager and other managers as needed.

6.0 Resources Management

6.1 Provision of Resources

Kason determines and provides the resources needed to implement and maintain the quality management system and continually improve its effectiveness and to enhance customer satisfaction by meeting customer requirements.

6.2 Human Resources

6.2.1 General

Personnel performing work affecting product quality are deemed competent on the basis of appropriate education, training, skills and experience. The Human Resources Department is responsible for assessing competence.

6.2.2 Competence, awareness and training

Kason:

- determines the necessary competence for personnel performing work affecting product quality,
- provides training or take other actions to satisfy these needs,
- evaluates the effectiveness of the actions taken,
- ensures that personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives, and
- maintains appropriate records of education, training, skills and experience.

The Human Resources Department is responsible to determine competency requirements and to oversee the training process. Human Resources also maintains appropriate records of education, training, skills, and experience.

Employees hired prior to 10/1/2011 are grandfathered in for competency requirements.

6.3 Infrastructure

Kason determines, provides and maintains the infrastructure needed to achieve conformity to product requirements.

Infrastructure includes, as applicable:

- buildings, workspace and associated utilities,
- process equipment (both hardware and software), and
- supporting services (such as transport or communication).

6.4 Work Environment

Kason determines and manages the work environment needed to achieve conformity to product requirements. The Plant Manager and Manufacturing Engineering Manager are responsible to identify and control work environment requirements.

7.0 Product Realization

7.1 Planning of Product Realization

Kason plans and develops the processes needed for product realization.

Planning of product realization is consistent with the requirements of the other processes of the quality management system.

In planning product realization, Kason determines the following, as appropriate:

- quality objectives and requirements for the product,
- the need to establish processes, documents, and provide resources specific to the product,

- required verification, validation, monitoring, inspection and test activities, specific to the product and the criteria for product acceptance,
- records needed to provide evidence that the realization processes and resulting product meet requirements.

The output of this planning is in a form suitable for Kason's method of operations.

7.2 Customer-related Processes

7.2.1 Determination of requirements related to the product

Kason determines:

- requirements specified by the customer, including the requirements for delivery and post-delivery activities,
- requirements not stated by the customer but necessary for specified or intended use, where known,
- statutory and regulatory requirements related to the product, and
- any additional requirements determined by Kason.

The Sales Department and R & D Department are responsible for determining all customer requirements, whether specified; not stated, but necessary; or statutory and regulatory.

7.2.2 Review of requirements related to the product

Kason reviews the requirements related to the product. This review is conducted prior to Kason's commitment to supply a product to the customer (e.g. submission of tenders, acceptance of contracts or orders, acceptance of changes to contracts or orders) and ensures that:

- product requirements are defined,
- contract or order requirements differing from those previously expressed are resolved, and
- Kason has the ability to meet the defined requirements.

Records of the results of the review and actions arising from the review are maintained. The Sales Department is responsible for the review and for maintaining the records.

Where the customer provides no documented statement of requirement, the customer requirements are confirmed by Kason before acceptance.

Where product requirements are changed, the Sales Department ensures that relevant documents are amended and that relevant personnel are made aware of the changed requirements.

7.2.3 Customer communication

Kason determines and implements effective arrangements for communicating with customers in relation to:

- product information,
- enquiries, contracts or order handling, including amendments, and
- customer feedback, including customer complaints.

7.3 Design and Development

7.3.1 Design and development planning

Kason plans and controls the design and development of product. The R & D Department is responsible for controlling all stages of the design process, and for maintaining the appropriate records.

During the design and development planning, Kason determines:

- the design and development stages,
- the review, verification and validation that are appropriate to each design and development stage, and
- the responsibilities and authorities for design and development.

Kason manages the interfaces between different groups involved in design and development to ensure effective communication and clear assignment of responsibility.

Planning output is updated, as appropriate, as the design and development progresses.

7.3.2 Design and development inputs

Inputs relating to product requirements are determined and records maintained. These inputs include:

- functional and performance requirements,
- applicable statutory and regulatory requirements,
- where applicable, information derived from previous similar designs, and
- other requirements essential for design and development.

These inputs are reviewed for adequacy. Requirements are complete, unambiguous and not in conflict with each other.

7.3.3 Design and development outputs

The outputs of design and development are provided in a form that enables verification against the design and development input and are approved prior to release.

Design and development outputs:

- meet the input requirements for design and development,
- provide appropriate information for purchasing, production and for service provision,
- contain or reference product acceptance criteria, and
- specify the characteristics of the product that are essential for its safe and proper use.

7.3.4 Design and development review

At suitable stages, systematic reviews of design and development are performed in accordance with planned arrangements:

- to evaluate the ability of the results of design and development to meet requirements, and
- to identify any problems and propose necessary actions.

Participants in such reviews include representatives of functions concerned with the design and development stage(s) being reviewed. Records of the results of the reviews and any necessary actions are be maintained.

7.3.5 Design and development verification

Verification is performed in accordance with planned arrangements to ensure that the design and development outputs have met the design and development input requirements. Records of the results of the verification and any necessary actions are maintained.

7.3.6 Design and development validation

Design and development validation is performed in accordance with planned arrangements to ensure that the resulting product is capable of meeting the requirements for the specified application or intended use, where known. Wherever practicable, validation is completed prior to the delivery or implementation of the product. Records of the results of validation and any necessary actions are maintained.

7.3.7 Design and development changes

Design and development changes are identified and records maintained. The changes are reviewed, verified and validated, as appropriate, and approved before implementation. The review of design and development changes includes evaluation of the effect of the changes on constituent parts and product already delivered. Records of the results of the review of changes and any necessary actions are be maintained.

7.4 Purchasing

7.4.1 Purchasing process

Kason ensures that purchased product conforms to specified purchase requirements. The type and extent of control applied to the supplier and the purchased product is dependent upon the effect of the purchased product on subsequent product realization or the final product.

Kason evaluates and selects suppliers based on their ability to supply product in accordance with Kason's requirements. Criteria for selection, evaluation, and re-evaluation is established through use of one or more of the following as required.

- Certification to a recognized standard such as ISO-9001
- Satisfactory completion of Kason's Supplier Capability Assessment
- On site survey conducted by Kason Purchasing, Engineering, or Quality Dept.
- Historical performance data collected by Kason Purchasing or Quality
- Established market presence

Method and level of this activity will depend on the nature of the product or service provided, geographic location of the supplier, or other criteria as determined by Kason Purchasing or Quality. Suppliers in use prior to January 1, 2012 are considered approved.

Records of the results of evaluations and any necessary actions arising from the evaluation are maintained by Kason Purchasing or Quality.

The Purchasing Department is responsible for controlling the purchasing process and for maintaining appropriate records.

7.4.2 Purchasing information

Purchasing information describes the product to be purchased, including where appropriate:

- requirements for approval of product, procedures, processes and equipment,
- requirements for qualification of personnel, and
- quality management system requirements.

Kason ensures the adequacy of specified purchase requirements prior to communication to the supplier.

7.4.3 Verification of purchased product

Kason establishes and implements the inspection or other activities necessary for ensuring that purchased product meets specified purchase requirements.

Where Kason or its customer intends to perform verification at the supplier's premises, Kason states the intended verification arrangements and method of product release in the purchasing information.

7.5 Production and service provision

7.5.1 Control of production and service provision

Kason plans and carries out production and service provision under controlled conditions. Controlled conditions include, as applicable:

- the availability of information that describes the characteristics of the product,
- the availability of work instructions, as necessary,
- the use of suitable equipment,
- the availability and use of monitoring and measuring devices,
- the implementation of monitoring and measurement, and
- the implementation of release, delivery and post-delivery activities.

The Production Department is responsible for controlling all phases or product and service provision and for maintaining appropriate records.
Additional unspecified controls may be in place as a result of previously detected issues. These may come in the form of gaging, functional tests or other verification methods. These controls will be analyzed on an individual basis as they are discovered. A determination shall be made at that time as to the proper documentation necessary for the device.

7.5.2 Validation of processes for production and service provision

Kason validates any processes for production and service provision where the resulting output cannot be verified by subsequent monitoring or measurement. This includes any processes where deficiencies become apparent only after the product is in use or the service has been delivered.

Validation demonstrates the ability of these processes to achieve planned results.

Kason establishes arrangements for these processes including, as applicable:

- defined criteria for review and approval of the processes,
- approval of equipment and qualification of personnel,
- use of specific methods and procedures,
- requirements for records, and
- revalidation.

7.5.3 Identification and traceability

Where appropriate, Kason identifies the product by suitable means throughout product realization.

Kason identifies the product status with respect to monitoring and measurement requirements.

Where traceability is a requirement, the Production Department controls and records the unique identification of the product.

7.5.4 Customer property

Kason Industries, Inc. does not control any customer property.

7.5.5 Preservation of product

The Production and Shipping Departments are responsible for preserving the conformity of product during internal processing and delivery to the intended destination. This preservation includes identification, handling, packaging, storage and protection. Preservation also applies to the constituent parts of a product.

7.6 Control of monitoring and measuring devices

Kason determines the monitoring and measurement to be undertaken and the monitoring and measuring devices needed to provide evidence of conformity of product to determined requirements. Kason establishes processes to ensure that monitoring and measurement can be carried out and are carried out in a manner that is consistent with the monitoring and measurement requirements. The Quality Department is responsible for all aspects related to the system of controlling monitoring and measurement.

Where necessary to ensure valid results, measuring equipment is:

- calibrated or verified at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; where no such standards exist, the basis used for calibration or verification is recorded,
- adjusted or re-adjusted as necessary,
- identified to enable the calibration status to be determined,
- safeguarded from adjustments that would invalidate the measurement result,
- protected from damage and deterioration during handling, maintenance and storage.

In addition, Kason assesses and records the validity of the previous measuring results when the equipment is found not to conform to requirements. Kason takes appropriate action on the equipment and any product affected. Records of the results of calibration and verification are to be maintained.

When used in the monitoring and measurement of specified requirements, the ability of computer software to satisfy the intended application is confirmed. This is undertaken prior to initial use and reconfirmed as necessary.

8.0 Measurement, analysis and improvement

8.1 General

Kason plans and implements the monitoring, measurement, analysis and improvement processes needed:

- to demonstrate conformity of the product,
- to ensure conformity of the quality management system, and
- to continually improve the effectiveness of the quality management system.

This includes determination of applicable methods, including statistical techniques, and the extent of their use. The Quality Department is responsible for systems related to monitoring, measurement, analysis and improvement.

8.2 Monitoring and measurement

8.2.1 Customer satisfaction

As one of the measurements of the performance of the quality management system, Kason monitors information relating to customer perception as to whether Kason has met customer requirements. The methods for obtaining and using this information are determined by the Sales Department.

8.2.2 Internal audit

Kason conducts internal audits at planned intervals to determine whether the quality management system:

- conforms to the planned arrangements, to the requirements of ISO 9001:2008 and to the quality management system requirements established by Kason, and
- is effectively implemented and maintained

An audit program has been planned, taking into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits. The audit criteria, scope, frequency and methods are defined. Selection of auditors and conduct of audits ensures objectivity and impartiality of the audit process. Auditors do not audit their own work.

The responsibilities and requirements for planning and conducting audits, and for reporting results and maintaining records are defined in a documented procedure. The Quality Department is responsible to oversee the internal auditing system and for maintaining appropriate records.

The management responsible for the area being audited ensures that actions are taken without undue delay to eliminate detected nonconformities and their causes. Follow-up activities include the verification of the actions taken and the reporting of verification results.

8.2.3 Monitoring and measurement of processes

Kason applies suitable methods for monitoring and, where applicable, measurement of the quality management system processes. These methods demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, correction and corrective action is taken by the appropriate personnel, to ensure conformity of the product.

8.2.4 Monitoring and measurement of product

Kason monitors and measures the characteristics of the product to verify that product requirements have been met. This is carried out at appropriate stages of the product realization process in accordance with the planned arrangements.

Evidence of conformity with the acceptance criteria is maintained. Records indicate the person(s) authorizing release of product.

Product release and service delivery does not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, where applicable, by the customer.

8.3 Control of nonconforming product

Kason ensures that product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery. The controls and related responsibilities and authorities for dealing with nonconforming product defined in a documented procedure.
Kason deals with nonconforming product by one or more of the following ways:

- by taking action to eliminate the detected nonconformity
- by authorizing its use, release or acceptance under concession by a relevant authority and, where applicable, by the customer
- by taking action to preclude its original intended use or application

Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained, are maintained.

When nonconforming product is corrected it is subject to re-verification to demonstrate conformity to the requirements.

When nonconforming product is detected after delivery or use has started, Kason takes action appropriate to the effects, or potential effects, of the nonconformity.

8.4 Analysis of data

Kason determines, collects and analyzes appropriate data to demonstrate the suitability and effectiveness of the quality management system and to evaluate where continual improvement of the effectiveness of the quality management system can be made. This includes data generated as a result of monitoring and measurement and from other relevant sources.

The analysis of data provides information relating to:

- customer satisfaction
- conformity to product requirements
- characteristics and trends of processes and products including opportunities for preventive action
- suppliers

The Quality Department in addition to the Continuous Improvement Coordinator is responsible for determining the data requirements and for coordinating with other departments to collect and subsequently analyze the data in order to make improvements.

8.5 Improvement

8.5.1 Continual improvement

Kason continually improves the effectiveness of the quality management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management review.

8.5.2 Corrective Action

Kason takes action to eliminate the cause of nonconformities in order to prevent their recurrence.

Corrective actions are appropriate to the effects of the nonconformities encountered.

A documented procedure has been established that defines requirements for:

- reviewing nonconformities (including customer complaints),

- determining the causes of nonconformities,
- evaluating the need for action to ensure that nonconformities do not recur,
- determining and implementing action needed,
- recording and maintaining records of the results of action taken, and
- reviewing corrective action taken.

The Quality Department is responsible for maintaining the procedure and the associated records.

8.5.3 Preventive Action

Kason determines action to eliminate the causes of potential nonconformities in order to prevent their occurrence.

Preventive actions are appropriate to the effects of the potential problems

A documented procedure has been established to define requirements for:

- determining potential nonconformities and their causes,
- evaluating the need for action to prevent occurrence of nonconformities,
- determining and implementing action needed,
- recording and maintaining the results of action taken, and
- reviewing preventive action taken.

The Quality Department is responsible for maintaining the procedure and the associated records.

Appendix

PR-ISO-0009 High Level Process Interactions - A document describing how the high level processes interact within Kason Industries, Inc.

Kason Industries Quality Policy

Kason Industries, Inc. is committed to being the world leader in our industry by continually meeting or exceeding customer expectations through the continuous improvement of planning, processes, quality, service and innovation.

Objectives

1. Tune Dynamics AX - maximize investment
2. Give customers reasons to buy Kason
3. Trained and engaged employees
4. Question everything we do – is it the best
5. Eliminate reinvention of methods/systems

Goals

1. DART Rate – Less than 2
2. Customer Satisfaction – 95 Minimum
3. Vendor Performance – 90% Minimum
4. 6S – 75% Minimum
5. Inventory Accuracy 95% Minimum

DART Rate - "Days Away, Restrictions and Transfers". A measure of recordable injuries compared to hours worked by the company.

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