

<b>Document Name:</b>	<b>Quality Business Manual (Sections 1 through 8)</b>		
<b>Document No:</b>	<b>QBM</b>	<b>Rev. No.:</b>	<b>Rev. Date: 02/06/04</b>
<b>Issued By:</b>	<b>MGMT</b>	<b>Approved By:</b>	<b>ISO Team</b>

**Quality Business Manual**  
NATECH PLASTICS, INC.

Uncontrolled Copy

Issued By: \_\_\_\_\_ Date: \_\_\_\_\_

<b>Document Name:</b>	<b>Company History</b>		
<b>Document No:</b>	<b>Sec.1, QBM</b>	<b>Rev. No.: A</b>	<b>Rev. Date: 6/25/03</b>
<b>Issued By:</b>	<b>MGMT</b>	<b>Approved By: ISO Team</b>	

## 1. COMPANY HISTORY:

Started in January of 1999 by current President, Mr. Gerd Nagler, Natech Plastics is a custom injection molding manufacturer. A tool engineer by trade, Natech represents the latest in a career of entrepreneurial successes, predicated on quality products and processes.

At our inception, five injection presses were installed, spanning the standard range of 40-400 ton capacity. Since that time sales growth has allowed us to add an additional four presses, the three most recent of which are all-electric models, in keeping with our philosophy of utilizing the latest technology the industry has to offer.

We credit this rapid growth in large part to our customer centric approach and target marketing that leverages our strengths, including: rapid, economical tool builds, processing of engineering grade resins, ability to hold precision tolerances, in-line automated assembly / decorating, and quick response times on low to medium volume applications.

Our skilled, trained employee base completes the picture, with an exceptional internal communication system that facilitates improvement at all organizational levels.

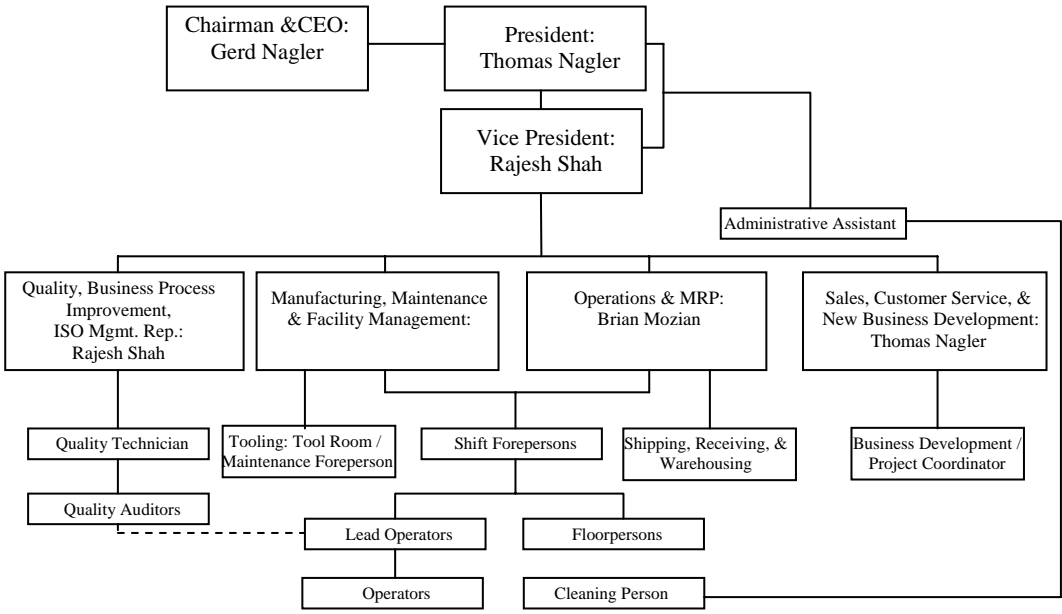
This business model will be continually expanded upon in the future to meet the expectations of the dynamic customers and markets Natech serves.

<b>Document Name:</b>	<b>Organization Chart</b>		
<b>Document No:</b>	<b>Sec. 1.1, QBM</b>	<b>Rev. No.: A</b>	<b>Rev. Date: 6/25/03</b>
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**1.1 ORGANIZATION CHART:**

***NATECH*** PLASTICS INC.

Last Updated: August 20, 2004



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**Document Name: Quality Policy**

**Document No: Sec.2, QBM**

**Issued By: MGMT**

**Rev. No.: A Rev. Date: 6/25/03**

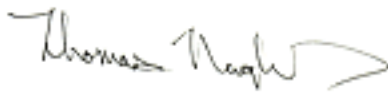
**Approved By: ISO Team**

## 2. QUALITY POLICY:

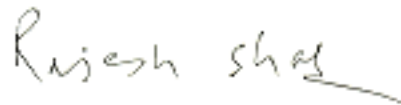
Natech Plastics is committed to providing products and services that meet our customers' requirements, with the goal of enhancing satisfaction and exceeding expectations. Customers, both internal and external can rely on the fact that at Natech Plastics, *Business Process Excellence Is A Reality.*

The cornerstone of our strength is our employees and suppliers. Natech's leadership establishes unity of purpose through communication, teamwork, training, and education, which in turn drives continuous improvement of our business processes.

Management dedicates the necessary resources to ensure that Natech's quality management system complies with ISO standards. Management reviews the system at regular intervals to assess its effectiveness, and utilizes those outputs as the basis for continuous improvement efforts.



**Thomas Nagler, President**



**Rajesh F. Shah, Vice President**



**Gerd Nagler, CEO**

<b>Document Name:</b>	<b>Quality Objectives</b>		
<b>Document No:</b>	<b>Sec.3, QBM</b>	<b>Rev. No.:</b>	<b>B Rev. Date: 12/08/03</b>
<b>Issued By:</b>	<b>MGMT</b>	<b>Approved By: ISO Team</b>	

### 3. QUALITY OBJECTIVES:

As reflected in our quality policy which is reviewed yearly, Natech Plastics has established the following quality objectives, as well as activities and measurements used to achieve them:

**A. Customer Focus:** Natech depends on their customers and is committed to understand current and future needs, be capable of meeting customer requirements, and strive to exceed expectations.

Activities:

- Routine meetings with customers to obtain performance feedback and further assess expectations.
- Determination and Review of New Inquiry / Purchase Order Requirements, upon order or inquiry.
- Review of customer complaints / concerns / corrective & preventive action requests at Weekly Management Review / Planning meeting.
- Involvement of quality at early stage of new project for Advanced Quality Planning.

**B. Leadership & Involvement of People:** Natech's leaders establish unity of purpose, and create and maintain an environment in which people at all levels use their abilities to benefit the organization and its objectives.

Activities:

- Weekly Management Review / Planning Meeting
- Weekly Quality System Meeting
- Weekly Production Meeting
- Weekly Quality Auditor Meeting
- Operator Meeting
- Quarterly Management Review / Planning Meeting

Refer to meeting agenda for topics covered.

**C. Process & Systems Approach:** Each business activity is managed as a process, and interrelated processes as a system to maximize Natech's organizational effectiveness and efficiency in achieving its objectives.

Activities:

- Alignment of our business processes in accordance with ISO standards.

- Mold Change Checklist, as an audit of each individual production run.
- Daily Production Reporting, providing the tools for which production metrics are analyzed on each production run and reviewed at Weekly Management Review / Planning Meeting.
- Internal corrective/preventive action system, issued when necessary, reviewed at Weekly Management Review / Planning Meeting.
- Internal / External Audit findings for review at Weekly Management Review / Planning Meeting.

**D. Continual Improvement and a Factual Approach to Decision Making:** Natech's system and overall performance as a company is subject to continual improvement. Continuous improvement and all business decisions are based on the analysis of data and information.

Activities:

- Mold Change Checklist, as an audit of each individual production run.
- Daily Production Reporting, providing the tools for which production metrics are analyzed on each production run and reviewed at Weekly Management Review / Planning Meeting.
- Corrective/preventive action system, issued when necessary, reviewed at Weekly Management Review / Planning Meeting.
- Internal / External Audit findings for review at Weekly Management Review / Planning Meeting.

**E. Mutually Beneficial Supplier Relationships:** Natech depends on its suppliers and strives for a mutually beneficial relationship that enables both parties to create value.

Activities:

- Supplier Corrective Action Request (SCAR) procedure.
- Routine meetings and communication with suppliers to share information regarding all aspects of purchasing; quantity, price, technical and others.

**QUALITY OBJECTIVE MEASUREMENTS:**

Quality objectives goals are measured and reviewed quarterly during management meeting. Performance records are maintained as well as next quarter goals are set if different from the previous quarter. Refer management review worksheet. Following are the specific areas which are monitored and measured against set goals:

- Sales
- Operations
- Delivery performance
- Quality
- Supplier performance
- Purchasing

<b>Document Name:</b>	<b>Quality Management System</b>		
<b>Document No:</b>	<b>Sec.4, QBM</b>	<b>Rev. No.: A</b>	<b>Rev. Date: 6/25/03</b>
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## 4. QUALITY MANAGEMENT SYSTEM

### 1 PURPOSE and SCOPE

1.1 PURPOSE: To establish, document, implement and maintain a quality management system and continually improve its effectiveness in accordance of ISO requirements.

1.2 SCOPE: This section applies to the quality management system.

### 2 DEFINITIONS

2.1 Management (MGMT): PRE, VP, MFG DIR, QLY DIR, and OPR SUP

2.2 ISO Team: QLY DIR, VP, MFG DIR

### 3 RESPONSIBILITIES

3.1 MGMT

### 4 METHODS

4.1 MGMT identifies the processes, and their sequence and interaction, needed for the quality management system as well as their application throughout the organization. Refer Process Interaction Diagram.

4.2 MGMT determines methods to ensure effective process control and supports operations and monitoring, providing necessary resources and information.

4.3 MGMT reviews and analyses processes on a weekly basis with a view to achieving effective corrective actions and driving continuous improvement.

4.4 MGMT ensures quality system documents stay in compliance to the International Standard, with adequate document control and records.

4.5 MGMT ensures that quality policies and quality objectives are reviewed and updated. MGMT also makes sure that procedures required by ISO standards are in place and effective.

4.6 ISO Team ensures that control of documents and records are maintained through below referenced procedures.

### 5 NATECH QUALITY MANAGEMENT SYSTEM SCOPE

The manufacture, assembly and secondary operations of custom injection molded plastic parts. The procurement of injection molds to customer specifications and the maintenance of injection molds, associated tooling, assembly lines and automation.

## **6 REFERENCES**

6.1 Quality Policy and Objectives

6.2 Procedures

6.2.1 Control of Documents, QP1

6.2.2 Control of Records, QP2

6.2.3 Internal Audits, QP3

6.2.4 Control of Nonconforming Products, QP4

6.2.5 Corrective Action, QP5

6.2.6 Preventive Action, QP6

6.2.7 Process Control, QP7

6.2.8 Inspection, Test and Calibration, QP8

6.3 Process Interaction Diagram, attachment to QBM

<b>Document Name:</b>	<b>Measurement Responsibility</b>		
<b>Document No:</b>	<b>Sec.5, QBM</b>	<b>Rev. No.: A</b>	<b>Rev. Date: 6/25/03</b>
<b>Issued By:</b>	<b>MGMT</b>	<b>Approved By: ISO Team</b>	

## 5. MANAGEMENT RESPONSIBILITY

### 1 PURPOSE and SCOPE

1.1 PURPOSE: To demonstrate management's commitment to the development, implementation, and continual improvement of a quality management system.

1.2 SCOPE: This section applies to the quality management system.

### 2 DEFINITIONS

- 2.1 Top Management(TP MGMT): PRE, VP  
 2.2 Management (MGMT): PRE, VP, MFG DIR, QLY DIR, and OPR SUP  
 2.3 Management Representative (MGMT REP): QLY DIR

### 3 RESPONSIBILITIES

- 3.1 TP MGMT

### 4 METHODS

- 4.1 TP MGMT ensures that a quality policy and objectives are established. The policy and objectives communicates the importance of meeting customer needs.
- 4.2 TP MGMT conducts regular management reviews, and ensures that resources are available to fulfill our objectives. Quality objectives are measured against specific pre set goals.
- 4.3 TP MGMT ensures that customer requirements are determined, communicated, and met with the aim of enhancing customer satisfaction.
- 4.4 TP MGMT ensures that quality management system planning identifies and determines the sequence and interaction of all business processes with the goal of meeting customer requirements and Natech's quality objectives.
- 4.5 TP MGMT ensures that the integrity of the system is maintained when changes are planned and implemented.
- 4.5 TP MGMT ensures that the organizational chart and job descriptions clearly define responsibilities and authorities. The organizational chart, and job descriptions are updated and maintained.
- 4.6 TP MGMT has designated a Management Representative, who has the responsibility and authority to ensure that quality management system processes are effectively implemented.
- 4.7 MGMT REP reports to TP MGMT regarding the performance of the system and potential improvements.
- 4.8 MGMT REP and all members of MGMT are responsible to ensure the promotion of customer requirements throughout the organization.

4.9 MGMT conducts reviews at planned intervals to ensure the effectiveness of the system and opportunities for improvement. Refer weekly and quarterly management meetings agenda. Agenda includes results of audits, customer return, corrective and preventive actions including supplier, follow up action items from previous meeting and improvement recommendations.

4.10 MGMT ensures that at the end of the meeting, action items are generated to improve effectiveness of quality system and product related customer requirements. Resource needs are identified and addressed.

## **5 REFERENCES**

5.1 Quality Policy and Objectives

5.2 Procedures

5.2.1 Control of Documents, QP1

5.2.2 Control of Records, QP2

5.2.3 Internal Audits, QP3

5.2.4 Control of Nonconforming Products, QP4

5.2.5 Corrective Action, QP5

5.2.6 Preventive Action, QP6

5.2.7 Process Control, QP7

5.2.8 Inspection, Test and Calibration, QP8

5.3 Process Interaction Diagram, QBM section 1.2

<b>Document Name:</b>	<b>Resource Management</b>		
<b>Document No:</b>	<b>Sec.6, QBM</b>	<b>Rev. No.: A</b>	<b>Rev. Date: 6/25/03</b>
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## 6. RESOURCE MANAGEMENT

### 1 PURPOSE and SCOPE

1.1 PURPOSE: To determine and provide resources to implement and maintain quality management system.

1.2 SCOPE: This section applies to the quality management system.

### 2 DEFINITIONS

2.1 Management (MGMT) PRE, VP, MFG DIR, QLY DIR, and OPR SUP

### 3 RESPONSIBILITIES

3.1 MGMT

### 4 METHODS

4.1 MGMT maintains constant awareness to improve quality system effectiveness and enhance customer satisfaction.

4.2 MGMT ensures that new hires are competent and right fit for the right job, possessing appropriate education, skills and experience.

4.3 MGMT provides on going training to all current employees and evaluates it's effectiveness in terms of product quality and productivity.

4.4 Management team members provide on going training to employees to enhance their skills which directly contribute to product quality.

4.5 MGMT encourages employees to get job related education.

4.6 All appropriate internal and external training records are maintained.

4.7 MGMT determines and maintains the necessary infrastructure in terms of buildings, utilities, process equipment and supporting services.

4.8 MGMT provides a healthy work environment to achieve conformity to product requirements.

### 5 REFERENCES

5.1 Quality Policy and Objectives

5.2 Procedures

5.2.1 Control of Documents, QP1

5.2.2 Control of Records, QP2

5.2.3 Internal Audits, QP3

5.2.4 Control of Nonconforming Products, QP4

5.2.5 Corrective Action, QP5

5.2.6 Preventive Action, QP6

5.2.7 Process Control, QP7

5.2.8 Inspection, Test and Calibration, QP8

<b>Document Name:</b>	<b>Product Realization</b>		
<b>Document No:</b>	<b>Sec.7, QBM</b>	<b>Rev. No.: A</b>	<b>Rev. Date: 6/25/03</b>
<b>Issued By:</b>	<b>MGMT</b>	<b>Approved By: ISO Team</b>	

## 7. PRODUCT REALIZATION

### 1 PURPOSE and SCOPE

1.1 PURPOSE: To ensure that necessary processes are in place and processes are consistent with quality management system requirements for product realization.

1.2 SCOPE: This section applies to the quality management system.

### 2 DEFINITIONS

2.1 Management (MGMT) PRE, VP, MFG DIR, QLY DIR, and OPR SUP

### 3 RESPONSIBILITIES

3.1 MGMT

### 4 METHODS

4.1 MGMT determines product quality objectives and requirements, including delivery and post-delivery activities for the product.

4.2 MGMT allocates necessary resources as well as monitors various stages (verification, validation, inspection and test, product acceptance and related records) of product realization.

4.3 MGMT determines requirements specified by customers, statutory and regulatory standards and industry standards as well as perceived intended use.

4.4 Once requirements are defined, MGMT conducts reviews to transform requirements into measurable parameters, when possible. Prior to firm commitment, MGMT ensures requirements are achievable and makes provision for review whenever a change in requirements occurs. MGMT maintains records.

4.5 MGMT maintains on going customer communication throughout enquiries for new projects, new jobs, purchase order execution, amendments, feedback, issues, and complaints as well as corrective and preventive actions.

4.6 Natech does not perform product design and development.

4.7 Customer provides Natech with the output(s) of their design and development process.

4.8 Upon receipt of the design output/change (in the form of sketch, sample, 2D/3D CAD files or otherwise) MGMT reviews the output/change, with respect to tooling, to evaluate its ability to meet the product requirements, and to identify any problems and provide recommendations. Records of this review are maintained.

- 4.9 Customer is responsible for design verification and validation through samples and inspection reports submitted by Natech.
- 4.10 MGMT ensures that purchased product conforms to specified purchase requirements. Suppliers are selected and evaluated based on their ability to supply product in accordance with specified requirements.
- 4.11 MGMT ensures that process control and validation activities are carried out under controlled conditions as per Process Control and Inspection Procedures. Natech does not perform after sales servicing.
- 4.12 MGMT ensures, when appropriate, that in a given phase of product realization, each product or sub-assembly are identifiable, traceable, and preserved.
- 4.13 MGMT ensures that customer property, provided for use or incorporation is identified and preserved properly. If property is damaged, MGMT promptly reports to the customer and maintains records.
- 4.14 All gauges and measuring equipment are calibrated at appropriate intervals.

## **5 REFERENCES**

5.1 Quality Policy and Objectives

5.2 Procedures

5.2.1 Control of Documents, QP1

5.2.2 Control of Records, QP2

5.2.3 Internal Audits, QP3

5.2.4 Control of Nonconforming Products, QP4

5.2.5 Corrective Action, QP5

5.2.6 Preventive Action, QP6

5.2.7 Process Control, QP7

5.2.8 Inspection, Test and Calibration, QP8

<b>Document Name:</b>	<b>Measurement, Analysis and Improvement</b>		
<b>Document No:</b>	<b>Sec.8, QBM</b>	<b>Rev. No.: A</b>	<b>Rev. Date: 6/25/03</b>
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## 8. MEASUREMENT, ANALYSIS and IMPROVEMENT

### 1 PURPOSE and SCOPE

1.1 PURPOSE: To make sure that Natech has a system in place to plan and implement the monitoring, measurement, analysis and improvement processes needed to ensure product quality, conformity to the quality management system, and continuous improvement of the systems effectiveness.

1.2 SCOPE: This section applies to the quality management system.

### 2 DEFINITIONS

2.1 Management (MGMT) PRE, VP, MFG DIR, QLY DIR, and OPR SUP

### 3 RESPONSIBILITIES

3.1 MGMT

### 4 METHODS

4.1 MGMT constantly communicates with customers, obtaining feedback in terms of; ratings, product approval and rejection, repeat orders, new projects as well as references. MGMT continuously attempts to enhance customer satisfaction.

4.2 MGMT ensures internal audits of quality system are performed in accordance with the International Standards and results are reviewed to ensure planned arrangements are effectively implemented and maintained.

4.3 MGMT conducts weekly reviews to monitor and measure processes, productivity, and supplier performance. These methods demonstrate the ability of the processes to achieve planned results.

4.4 MGMT ensures product quality throughout the product realization cycle, maintaining all appropriate records to authorize product release.

4.5 Control of nonconforming product is maintained through identification, storage, sort and rework, re-verification before release, and maintaining necessary records. Refer Control of nonconforming products procedure.

4.6 MGMT ensures corrective and /or preventive action for nonconformities as well as when planned results are not achieved.

4.7 MGMT analyzes collected data to identify areas for continuous improvement. Refer quality objectives measurements.

4.8 MGMT ensures that resources are in place to carry out corrective action procedure and preventive action procedure to eliminate the cause of nonconformities in order to prevent recurrence.

4.9 MGMT reviews corrective and preventive actions during weekly meeting. Records of the results of action taken are maintained.

## **5 REFERENCES**

5.1 Quality Policy and Objectives

5.2 Procedures

5.2.1 Control of Documents, QP1

5.2.2 Control of Records, QP2

5.2.3 Internal Audits, QP3

5.2.4 Control of Nonconforming Products, QP4

5.2.5 Corrective Action, QP5

5.2.6 Preventive Action, QP6

5.2.7 Process Control, QP7

5.2.8 Inspection, Test and Calibration, QP8

## **Attachments to Natech Quality Business manual**

### 1 Process Interaction Diagram