

Table of Contents

| | | |
|-----|---|----|
| 4.1 | General Requirements | 2 |
| 4.2 | Documentation requirements..... | 3 |
| 5.0 | Management responsibility | 3 |
| 5.4 | Planning..... | 4 |
| 5.5 | Responsibility, authority and communication | 4 |
| 5.6 | Management review | 5 |
| 6.0 | Resource management | 5 |
| 6.2 | Human resources | 5 |
| 7.0 | Product realization | 6 |
| 7.2 | Customer-related processes | 6 |
| 7.3 | Design and development | 7 |
| 7.4 | Purchasing..... | 7 |
| 7.5 | Production and service provision..... | 7 |
| 7.6 | Control of monitoring and measuring equipment | 8 |
| 8.0 | Measurement, analysis and improvement | 8 |
| 8.2 | Monitoring and measurement..... | 8 |
| 8.3 | Control of nonconforming product..... | 9 |
| 8.5 | Improvement..... | 9 |
| | Quality Objectives..... | 10 |

4.1 General Requirements

4.1.1 Scope

Castool Tooling Systems 180 “Castool 180” established documented, implemented and maintains a quality management system (QMS) and continually improves its effectiveness in accordance with the requirements of this International Standard.

Castool 180:

- a) Determines the processes needed for the QMS and their application throughout the organization
- b) Determines the sequence and interaction of these processes,
- c) Determines criteria and methods needed to ensure that both the operation and control of these processes are effective,
- d) Ensures the availability of resources and information necessary to support the operation and monitoring of these processes,
- e) Monitors, measures (where applicable), and analyses these processes, and
- f) Implements actions necessary to achieve planned results and continual improvement of these processes.

These processes are managed by Castool 180 in accordance with the requirements of this International Standard.

4.1.2 Outsourcing

The following factors are considered when Castool 180 determines and defines the type and controls to be applied to outsourced processes:

- a) Outsource processes does not absolve Castool 180 of the responsibility of conformity to all customer, statutory and regulatory requirement
- b) The potential impact of the outsourced process on the Castool 180's capability to provide product that conforms to requirements,
- c) The degree to which the control for the process is shared,

The capability of outsourcing is defined and controlled through purchasing process.

4.1.3 Exclusions

7.5.2 Validation of processes for production and service provision

4.1.4 Applicable standards and regulations

ISO 9001:2008 Quality Management System - Requirements

4.1.5 Company Information

Castool 180 provides Design, Manufacture & Supply of Tooling Systems to the Extrusion & Die Casting Industry.

4.1.6 Terms and definitions

QMS – Quality Management System

NCR – Nonconformance Report

Product – also means service

Documented procedure - Means that the procedure is established, documented, implemented and maintained within this International Standard.

4.2 Documentation requirements

4.2.1 General

Castool 180's QMS documentation includes:

- a) Statements of its quality policy and quality objectives,
- b) This quality manual,
- c) Procedures,
- d) Instructions and records.

4.2.2 Quality manual

Castool 180 maintains this quality manual that includes;

- a) The scope of the QMS, including details of, and justification for, any exclusion (see 4.1.2 above).
- b) The procedures established for the QMS, or reference to them, and
- c) A description of the interaction between the processes of the QMS.

4.2.3 Control of documents

Documents required by the QMS are controlled.

Refer to Control of Documents Procedure # SOP 01.

4.2.4 Control of records

Records provide evidence of conformity to requirements and of the effective operation of the QMS are controlled.

Refer to Control of Records # SOP 02.

5.0 Management responsibility

5.1 Management commitment

Top management provides evidence of its commitment to the development and implementation of this QMS and continually improves its effectiveness by;

- a) Communicating to Castool 180's employees the importance of meeting customer as well as statutory and regulatory requirements,
- b) Establishing the quality policy,
- c) Ensuring that quality objectives are established,
- d) Conducting management reviews, and
- e) Ensuring the availability of resources

Refer to Management Responsibility # SOP 03

5.2 Customer focus

Top management ensures that customer requirements and those related to the product are determined and are met with the aim of enhancing customer satisfaction.

5.3 Quality policy

Castool 180's Quality Policy

Quality Product, On-time,

Castool Tooling Systems 180s' top management is committed to:

- a) Continually improve the effectiveness of the quality management system.
- b) Comply with the requirements of the Quality Management System, Legal and those stated by Castool Tooling Systems 180.

The quality policy;

- a) Is appropriate to the purpose of Castool 180,
- b) Provides a framework for establishing and reviewing quality objectives,
- c) Is communicated and understood within Castool 180, *and*
- d) Is reviewed for continuing suitability.

Refer to Management Responsibility # SOP 03

5.4 Planning

5.4.1 Quality objectives

Top management established Quality Objectives (*Refer to appendix # A01*) at relevant functions and levels within Castool 180 including those needed to meet requirements for the product.

The quality objectives are measurable and consistent with the quality policy.

Refer to Leadership # SOP 03

5.4.2 Quality management system planning

Top management ensures that the planning (*Refer to Interaction of Processes # SOP 04*) of the QMS is carried out in order to meet the requirements of the product as well as the Quality Objectives (*Refer to appendix*), and the integrity of the QMS is maintained when changes to the QMS are planned and implemented.

Refer to QMS Planning # SOP 04

5.5 Responsibility, authority and communication

5.5.1 Responsibility and authority

Top management ensures that responsibilities and authorities are defined and communicated within the organization (*Refer to Organizational Chart, Roles & Responsibilities*).

5.5.2 Management representative

Top management appointed a member of Castool 180's management who, irrespective of other responsibilities, have the responsibility and authority that includes;

- a) Ensuring that processes needed for the QMS are established, implemented and maintained,
- b) Reporting to top management on the performance of the QMS and any need for improvement, and
- c) Ensuring the promotion of awareness of customer requirements throughout Castool 180.
- d) The responsibility may include liaising with external parties on matters relating to the QMS.

5.5.3 Internal communication

Top management ensures that appropriate communication processes are established within Castool 180 and that communication takes place regarding the effectiveness of the QMS.

5.6 Management review

5.6.1 General

Top management reviews Castool 180's QMS at planned intervals, to ensure its continuing suitability, adequacy and effectiveness.

Refer to Leadership # SOP 03.

6.0 Resource management

6.1 Provision of resources

Castool 180 determines and provides the resources needed to;

- a) Implement and maintain the QMS and continually improve its effectiveness, *and*
- b) Enhance customer satisfaction by meeting customer requirements.

6.2 Human resources

6.2.1 General

Personnel performing any task affecting (directly or indirectly) the conformity to product requirements shall be competent on the basis of appropriate education, training, skills and experience.

Refer to Competence, training and awareness # SOP 13.

6.2.2 Competence, training and awareness

Castool 180 determines the necessary competence for personnel performing work affecting conformity to product requirements.

Refer to Competence, training and awareness # SOP 13.

6.3 Infrastructure

Castool 180 provides and maintains the infrastructure needed to achieve conformity to product requirements.

Infrastructure includes, as applicable,

- a) Buildings, workspace and associated utilities,
- b) Process equipment (both hardware and software), and
- c) Supporting services (such as transport, communication or information systems).

Refer to Operational Controls # SOP 10

Equipment Preventive Maintenance # SOP 14

6.4 Work environment

- a) Castool 180 manages the work environment needed to achieve conformity to product requirements.
- b) Work environment relates to those conditions under which work is performed including physical, environmental and other factors (such as noise, temperature, humidity, lighting or weather).

Refer to Operational Controls # SOP 10.

7.0 Product realization

7.1 Planning of product realization

Planning of product realization is consistent with the requirements of the other processes of the QMS.
Refer to Operational Controls # SOP 10.

7.2 Customer-related processes

7.2.1 Determination of requirements related to the product

Castool 180 determines requirements specified and or those not stated by the customer, requirements for delivery, post-delivery activities including statutory and regulatory requirements applicable to the product.

Refer to Operational Controls # SOP 10.

7.2.2 Review of requirements related to the product

Castool 180 reviews the requirements related to the product.

This review is conducted prior to the Castool 180's commitment to supply a product to the customer and ensures that

- a) Product requirements are defined,
- b) Contract or order requirements differing from those previously expressed are resolved, and
- c) Castool 180 has the ability to meet the defined requirements.

Records of the results of the review and actions arising from the review are maintained.

Where the customer provides no documented statement of requirement, the customer requirements shall be confirmed by Castool 180 before acceptance.

Where product requirements are changed, Castool 180 ensures that relevant documents are amended and that relevant personnel are made aware of the changed requirements.

Where a formal review is impractical; the review may cover relevant product information such as catalogues or advertising material.

Refer to Operational Controls # SOP 10.

7.2.3 Customer communication

Castool 180 implements effective arrangements for communicating with customers in relation to;

- a) Product information,
- b) Enquiries, contracts or order handling, including amendments, and
- c) Customer feedback, including customer complaints.

Refer to Customer Feedback # SOP 16.

7.3 Design and development

Castool 180 designs and develops its products.

Refer to Design & Development # SOP 09.

7.4 Purchasing

Castool 180 *ensures* that purchased products conform to specified purchase requirements.

Refer to Purchasing # SOP 05, Receiving, delivery and Inspection # SOP 06.

7.5 Production and service provision

7.5.1 Control of production and service provision

Castool 180 plans and carries out production and service provision under controlled conditions.

Controlled conditions includes (*as applicable*) the,

- a) Availability of information that describes the characteristics of the product,
- b) Availability of work instructions, as necessary,
- c) Use of suitable equipment,
- d) Availability and use of monitoring and measuring equipment,
- e) Implementation of monitoring and measurement, and
- f) Implementation of product release, delivery and post-delivery activities.

Refer to Operational Controls # SOP 10, Receiving and Inspection Procedure # SOP 06.

7.5.2 Validation of processes for production and service provision

Castool 180 does not have processes for production and service provision where the resulting output cannot be verified by subsequent monitoring or measurement.

7.5.3 Identification and traceability

Castool 180 identifies the product by suitable means throughout product realization.

Castool 180 identifies the product status with respect to monitoring and measurement requirements throughout product realization.

Where traceability is a requirement, Castool 180 controls the unique identification of the product and maintains records.

Refer to Operational Controls # SOP 10.

7.5.4 Customer property

Castool 180 exercise care with customer property including intellectual property and personal data while it is under its control or being used by the company.

Castool 180 identifies, verifies, protects and safeguards customer property provided for use or incorporation into the product.

If any customer property is lost, damaged or otherwise found to be unsuitable for use. Castool 180 reports this to the customer and maintains records.

7.5.5 Preservation of product

Castool 180 preserves the product during internal processing and delivery to the intended destination in order to maintain conformity to requirements.

Refer to Inventory Control # SOP 07.

7.6 Control of monitoring and measuring equipment

Castool 180 determines the monitoring and measurement to be undertaken and the monitoring and measuring equipment needed to provide evidence of conformity of product to determined requirements.

Refer to Measuring and Test Equipment Calibration # SOP 15.

8.0 Measurement, analysis and improvement

8.1 General

Castool 180 plans and implements the monitoring, measurement, analysis and improvement processes needed to;

- a) Demonstrate conformity to product requirements,
- b) Ensure conformity of the QMS, and
- c) Continually improve the effectiveness of the QMS.

This includes determination of applicable methods, including statistical techniques, and the extent of their use.

8.2 Monitoring and measurement

8.2.1 Customer satisfaction

Castool 180 monitors information relating to customer perception as to whether the organization has met customer requirements.

Refer to Customer Feedback # SOP 16.

8.2.2 Internal audit

Castool 180 conducts internal audits at planned intervals.

Refer to Internal Audit # SOP 17.

8.2.3 Monitoring and measurement of processes

Castool 180 applies suitable methods for monitoring and, where applicable, measurement appropriate to each of its processes in relation to their impact on the conformity to product requirements and on the effectiveness of the QMS.

These methods demonstrate the ability of the processes to achieve planned results.

When planned results are not achieved, correction and corrective action are taken, as appropriate.

8.2.4 Monitoring and measurement of product

Castool 180 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 persons authorizing release of product for delivery to the customer.

The release of product and delivery of service to the customer shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, where applicable, by the customer.

Refer To Operational Controls # SOP 10, Receiving and Inspection Procedure # SOP 06.

8.3 Control of nonconforming product

Castool 180 ensures that product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery.

Refer to Control of Nonconformity # SOP 11.

8.4 Analysis of data

Castool 180 collects and analyzes appropriate data to demonstrate the suitability and effectiveness of the QMS and to evaluate where continual improvement of the effectiveness of the QMS can be made.

Refer to Analysis of Data # SOP 18.

8.5 Improvement

8.5.1 Continual improvement

Castool 180 continually improves the effectiveness of the QMS 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

Castool 180 takes actions to eliminate the causes of nonconformities in order to prevent recurrence.

Refer to Control of Nonconformity # SOP 11.

8.5.3 Preventive action

Castool 180 takes actions to eliminate the causes of potential nonconformities in order to prevent their occurrence.

Refer to Control of Nonconformity # SOP 11

Quality Objectives

| Objective | Target |
|---------------------------------|----------|
| Rework | <\$2500 |
| Scrap | < \$5000 |
| Late Delivery (Customer Orders) | < 4% |