9001:2015

Quality Manual

Richmond Steel, Inc.

Engineering Value through Quality and Innovation

ISO 9001:2015

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Section 0: Introduction

0.1 General

Richmond Steel, Inc. manufactures, and distributes Steel and alloy fabricated products along with contract manufactured components and assemblies for multiple industries.

This manual is an overview of the documented quality management system that is in place at Richmond Steel Inc. Management is committed to the principles of ISO9001:2015 and firmly believes that these principles provide a strong operational framework.

These principles enable RSI to continuously evaluate and improve its overall performance, consistently provide products and services that meet or exceed; customer, governmental, statutory, and regulatory requirements. Further, these principles guide RSI to establish benchmarks from which to measure performance. This enables RSI to use a process approach to planning in order to facilitate evaluation of risk and to maximize opportunities as it applies to its objectives, its future needs, and those of its interested parties.

Customers, suppliers, management and employees of RSI shall use this quality manual as the primary reference point for understanding the overall quality system. All RSI employees receive training relative to RSI quality management system.

0.2 Quality Management Principles

There are seven Core Values that RSI uses to guide its processes and quality management system. They are as follows:

0.2.1 **Customer Focus -** RSI strives to identify current and future interested parties' needs and requirements. Policies are in place to ensure requirements are understood and met through training, software, sales order related acknowledgements, job reviews, customer surveys, meetings, and sales analysis. RSI aims to enhance our customer's overall approval by providing timely information related to order status, providing new products, improving access directly to decisions makers, reviewing key indicators and direct customer communication.

0.2.2 **Leadership -** The Management Team has overall responsibility for the Quality Management System. The Management Team has been actively involved in implementing the quality system, establishing the quality policy, and quality objectives.

Management has provided the vision, strategic direction, and resources necessary for the continuous improvement of the Quality Management System and the company. To continue to provide leadership and show commitment to the improvement of the Quality Management System, management conducts employee training sessions, management review meetings, customer analysis, and annually budgets for quality related expenses.

0.2.3 **Engagement of People –** All employees of RSI have been trained and are skilled in the use of the Quality Management System and have been instructed to stop any process which does not meet the requirements of the processes which they perform.

0.2.4 Process Approach

0.2.4.1 **Process Approach to QMS –** RSI will utilize a process approach when analyzing the overall performance of our Quality Management System. This means that the process and related procedures will be reviewed and compared to goals established by RSI management and past performance as measured by Key Process Indicators. The goals set will be reviewed quarterly and adjusted by management when deemed appropriate to support continuous improvement philosophies.

0.2.4.2 **Process Approach to Management –** RSI will utilize a system approach when analyzing the overall performance of the company. Systems and Sub-systems will be reviewed in the Management Review meeting and goals will be set and monitored to ensure that all systems are performing as designed.

0.2.5 **Improvement –** RSI currently has a Process Improvement program in place that allows employees to recommend and suggest improvements to processes as well as related procedures. Management will review and approve or disapprove the process improvement form in a timely manner.

0.2.6 **Evidence-Based Approach to Decision Making –** RSI will collect and analyze data to support decision making in regards to Key Processes and the interactions of those process and procedures.

0.2.7 **Relationship Management –**RSI will align with suppliers who are best in class and will develop and nurture the relationship so it will be mutually beneficial to all parties which will include the supplier, RSI's customer base, RSI's employees, and the company itself.

0.3 Process Approach:

RSI's ISO system is based on three main components: A process approach to our QMS system, use of PDCA methodology, and Risk based thinking.

0.3.1 RSI believes that consistent and predictable results are achieved more effectively when activities and processes function as a coherent system, in accordance with its quality policy and strategic direction of the company.

0.3.2 RSI utilizes PDCA methodology to manage and review processes in order to achieve effective process performance. PDCA refers to Plan – Do – Check - Act cycle as summarized:

Plan: establish objectives and resources

Do: Implement what was planned
Check: Monitor, measure, and report results
Act: Take actions to improve process performance.

0.3.2.1 RSI employs Risk-Based Thinking in order to manage the individual processes and the system as a whole. Use of Risk-Based Thinking enables RSI to improve processes based on data evaluation and predict or prevent undesirable outcomes.

0.4 Relationships with other management system standards

Currently, RSI's QMS framework is aligned with the ISO 9001:2015 International Standard.

Section 1: Scope

1.1 General:

1.1.1 **Commitment to ISO 9001:2015** . RSI is committed to the principles and structure of ISO 9001:2015 registration. The quality manual outlines the policies, procedures and requirements of RSI's Quality Management system. The following processes, operations and internal factors at RSI fall within the scope of RSI's QMS system. RSI monitors external factors as listed below in 1.1.1.2 and reviews expectations of interested parties as stated in 1.1.1.3.

1.1.1.1 Internal Business Functions: purchasing, estimating, engineering, quality, sales, customer service, production control/scheduling, shipping, accounting, operations, and human resources. Some of the internal factors monitored are: company values, employee knowledge and performance of the organization.

1.1.1.2 Some of the external factors monitored by RSI include: government and industry regulations, technological changes, market changes and economic conditions.

1.1.2 This manual will be revised and added to as necessary to reflect changes in quality requirements.

1.1.3 The management of RSI has played an active role in the development of this QMS and supports the policies described in the manual. All employees play a vital role in maintaining and supporting quality and the QMS.

1.1.4 The QMS in place at RSI ensures that all employees, temporary employees, and contract employees have an understanding of both the company and customer quality requirements.

1.1.5 Our Quality Manual, procedures, and work instructions are maintained electronically. All printed copies are for reference only.

1.1.6 Customers are encouraged to provide feedback at any time about the service, quality, delivery, and performance of any RSI product. RSI will continue to solicit customer feedback utilizing direct customer contact, e-tools, and social media in order to determine the health of the company.

Section 2: Normative Reference

2.0 Quality Management System References: The following documents were used as reference during the preparation of the Quality Management system.

2.0.1 American National Standard ASQ /ANSI/ISO 9001-2015, Quality Management Systems – Requirements.

Section 3: Terms and Definitions

3.0 Quality Management System Definitions. This section defines terms that are unique to Richmond Steel, Inc..

3.0.1 Customer Managed Property: Any type of instrumentation, accessory, tooling, manual, or shipping container that belongs to the customer.
3.0.2 Customer Managed Material: Any type of raw material product supplied to be used in the manufacture, modification, or repair of customer owned property.
3.0.3 Product: The end result of meeting all contractual terms and conditions.
3.0.4 Quality Records: Documentation of those activities wherein records must be maintained.
3.0.5 QMS refers to the Quality Management System.
3.0.6 RSI refers to Richmond Steel, Inc. and/or Richmond.
3.0.7 RGA refers to the Rejected Goods Authorization form (Supplier).
3.0.8 RMA refers to Return Material Authorization form (Customer).
3.0.9 ASQC: American Society for Quality Control
3.0.10 Revision refers to print revision, print version, and form version. “Version” is the terminology used within the vault process. They are both mechanisms for tracking changes made to prints and forms.
3.0.11 PIF refers to a Process Improvement Form.

3.0.12 Master file refers to the electronic server files.
3.0.13 CAPA refers to Corrective Action Preventive Action. This form can be used both externally and internally.
3.0.14 Consigned Material refers to Supplier Managed material.
3.0.15 OSHA refers to Occupational Safety and Health Administration.
3.0.16 KPI(s) refers to Key Process Indicator(s).

Section 4: Context of the Organization

4.0 Context of the Organization

4.1 Engineering Value through Quality and Innovation.

4.1.1 At RSI, our mission is to build value for our customers through innovative, application-based design and manufacturing of compressed air filtration products, lubrication systems, protective coverings, and contract manufactured components and assemblies.

4.1.2 RSI is committed to the principles and structure of ISO 9001:2015 and has chosen to utilize this quality manual as a method to organize our policies, procedures, and processes.

4.1.3 RSI reviews external issues by: networking with industry peers, attendance at tradeshows, reading industry and business periodicals, discussions with suppliers, customers and competitors.

4.2 RSI defines interested parties as customers, vendors, employees, governments, outside auditors, and shareholders.

4.2.1 RSI believes that all employees play a vital role in quality, service, delivery and performance of any RSI product.

4.2.2 RSI shall encourage feedback from all interested parties, and;

4.2.3 RSI shall monitor and review information relevant to its quality management system from this group of interested parties. Examples of information being monitored are: On-time delivery, DMR's, RGA's, RMA's, PIF's, OSHA audits

4.3 This Quality manual has been prepared to describe RSI's Quality Management System or QMS. RSI defined our QMS scope in section 1.

4.4 RSI has established, documented and implemented a Quality Management system in accordance with the requirements of ISO 9001:2015.

4.4.1 **General Requirements.** The system is maintained and continually improved through the use of quality objectives, internal and external audit results, analysis of data, corrective and preventative action, and management review. RSI has:

4.4.1.1 Identified the inputs required and the outputs expected from the process. These are monitored by the use of Key Process Indicators.

4.4.1.2 Identified the sequence and interaction of processes needed for the QMS. See section 0.3.

4.4.1.3 Secured the continuing availability of resources and information necessary to achieve planned results and for the continual improvement of these processes through an annual planning and budgeting process;

4.4.1.4 Assigned responsibility and authorities for these processes;

4.4.1.5 Established systems to evaluate risks and opportunities;
4.4.1.6 Established processes to identify and implement actions necessary to achieve planned results;
4.4.1.7 Evaluate results to improve the processes within the QMS.

4.4.2 RSI maintains and retains documented information, process flow charts or work instructions to maintain confidence that the processes are being carried out as planned.

Section 5: Leadership

5.0 Leadership

5.1 Leadership and Commitment.

5.1.1 **General.** The Management Team has overall responsibility for the QMS. RSI's management team is responsible for implementing, providing resources, reviewing and maintaining the QMS.

5.1.1.1 RSI's management team is actively involved in establishing the quality policy and quality objectives that parallel RSI's strategic vision and direction.

5.1.1.2 RSI's management team ensures the integration of the QMS in business methods through a process approach and risk-based thinking.

5.1.1.3 To continue to provide leadership and show commitment and promote improvement of the QMS, management conducts employee training sessions, management review meetings, customer analysis, and annually budgets for quality related expenses.

5.1.2 **Customer Focus**. All employees at RSI strive to identify current and future customer needs and requirements as well as applicable regulatory requirements. Policies and procedures are in place to ensure customer requirements are understood and met. RSI aims to enhance our customer's overall satisfaction by providing new products or options, improving access directly to decisions makers, automating the customer acknowledgment process, reviewing customer surveys and direct communication.

5.2 Policy

5.2.1 **RSI's Management team shall ensure**;

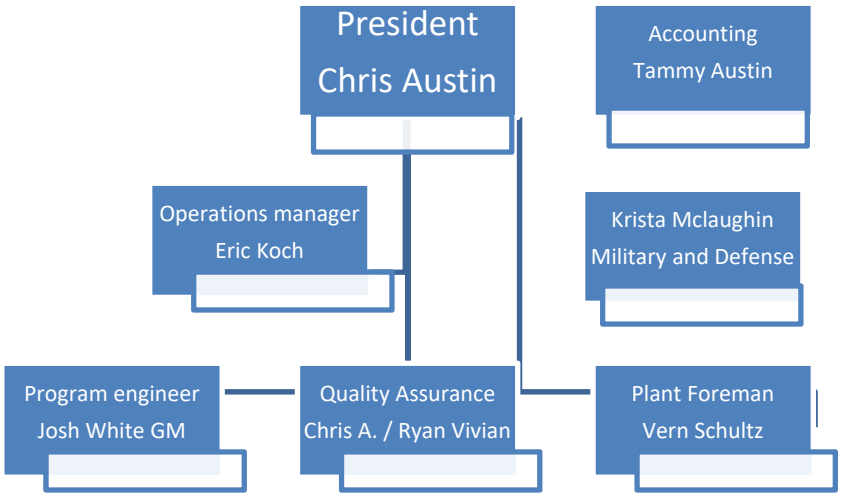
5.2.1.1 the QMS is relevant to the purpose and strategic direction of the company.

5.2.1.2 the QMS provides a framework for setting and reviewing quality objectives and requirements;

5.2.1.3 their committed to continual improvement of the QMS

5.2.2 **The Management Team** ensures that the quality policy is communicated to all employees. It is included in the new employee training and reinforced during company training sessions. Further, a copy of the QMS will be available on RSI's website.

5.3 Organizational Roles, Responsibilities and authorities. An organizational chart has been established to show the interrelations of personnel in the organization. Job descriptions define the responsibilities and authorities of each of the positions on the organizational chart. Processes are established for communication within the organization. Methods of communicating include production meetings, computer dashboards, written job processes, company training, management review meetings, internal audits, processes improvement forms, internal emails, CAPA's, sales analysis, vendor audits, and other routine business communications.



Section 6: Planning

6.0 Planning

6.1 Richmond takes the following actions to address risks and opportunities within our organization.

6.1.1 Quality Management System Planning: Quality planning is done at the earliest possible stage to ensure RSI's ability to satisfy specified results and requirements. The purpose of the process is to prevent or reduce subpar performance, to enhance the planned outcome, and to achieve improvement in the process, product, or procedure.

6.1.2 Quality planning may take place as a design project, through contract development, estimating, production review, during contract review and/or during order entry. These procedures enable RSI to address risks and opportunities prior to starting production. In addition, these procedures allow RSI to evaluate the effectiveness of the plan and to review the potential impact on RSI's products and services. The following Risk Assessment Process is used in all planning activities.

6.2 Quality Objectives and Planning

6.2.1 Quality Objectives are established to continually improve the QMS as a whole as well as individual management processes or functions. Quality objectives are established .

6.2.2 Planning Quality Objectives. Our quality plans are consistent with our normal methods of operation covered by existing policies, processes, and procedures. Project charters are one method utilized by RSI. This method details the quality objective, resources necessary, assigns responsibility, details the timeline, and explains how the results will be measured. These are discussed, assigned, and reviewed during our management review meetings.

6.3 Planning of Changes

6.3.1 When RSI determines a need to change the QMS, these changes are evaluated by the management team. Several tools are used to assist in the evaluation of the change, such as Management review, CAPA's, QMS. Evaluation process includes review of the purpose for the change, potential consequences, impact on the QMS, availability of resources, and the assignment/reassignment of responsibilities and authority.

Section 7: Support

7.0 Support

7.1 Resources

7.1.1 **General.** RSI has implemented a QMS that compiles with the ISO 9001:2015 standards. This implementation was achieved with management commitment and with sufficient resources for the implementation. Resources needed to maintain or improve the QMS are identified and appropriated through management review meetings, periodic business meetings, and daily business communications between management and staff with consideration being given to capabilities and constraints on current resources as well as needs of RSI's customers and vendors.

7.1.2 **People.** The development and training of people in order to successfully meet the requirements of the QMS is a primary objective of RSI. Job descriptions have been established to determine effective implementation of the QMS. Personnel are qualified on the basis of relevant education, formal training, on-the-job training, mentorships, lectures, RSI classes and experience.

7.1.3 **Infrastructure.** RSI has determined and provided the infrastructure needed to meet quality objectives and product requirements. The infrastructure includes the building, production space, production equipment, assembly areas, tooling, storage rooms, workstations, utilities, process equipment, computer systems and support services. A generator has been placed in service to ensure critical computer functions will remain on line in the effect of a power outage. Preventive maintenance records are kept for major product equipment items. Outside vendors are utilized to support our IT needs and to provide critical backup to the organization. In addition, RSI has sourced secondary vendor relationship for key outside service or material requirements. Consideration of additional infrastructure and capital needs are discussed during production meetings, management meetings and planning/ budgeting sessions.

7.1.4 **Environment for the operation of processes.** A work environment suitable for achieving product conformance is maintained by RSI. Management ensures that the appropriate human and physical factors of the work environment are provided. Consideration of such factors includes health and safety concerns, work methods, handling methods and ambient

working conditions. All employees are encouraged to suggest improvements in the work environment.

7.1.5 Monitoring and measuring resources

7.1.5.1 **General.** In order to ensure the quality and integrity of our products, RSI maintains documented procedures necessary to validate the results of our products. In addition, RSI maintains evidence of inspection or product compliance.

7.1.5.2 **Measurement traceability.** RSI has determined that control of inspection equipment used to measure and test products is essential in verifying the quality of our products. Therefore, RSI maintains detailed calibration procedures for gage inspection, frequency checks, and traceability to national standards.

7.1.6 **Organizational Knowledge.** Capturing organizational knowledge is a key to improving our performance at RSI. All employees are encouraged to complete PIF's in order to capture this knowledge and have it added to our formal work instructions. The organization utilizes cross training and outside training to expand internal knowledge.

7.2 Competence. Training is an on-going initiative at RSI. This is done to ensure the competence of employees related to customer requirements and our QMS. Records are kept of employee training. Annual reviews are done to evaluate on-the-job training effectiveness, competency of specific tasks, and to review areas for development.

7.3 Awareness. In order to ensure that employees of RSI are aware of and have access to our QMS, RSI makes the quality policy and manual available on the company's internet site. Other quality objectives are made available to all employees through daily business communications, electronic billboard notices, and job packet paperwork. Employees are also provided feedback as to their contribution on the effectiveness of the QMS and what the potential consequences are for not conforming to the QMS requirements. This feedback is provided through PIF forms.

7.4 Communication. RSI is very proud of our QMS system and as such, endeavors to communicate with both internal and external interested parties. Internal communications are handled by the management team through daily business communications, employee meetings, and electronic bulletin boards. RSI's website contains a copy of our quality manual and current ISO registration. All managers or department heads are able to forward RSI's certifications upon request from a customer or vendor via daily business communications or provide direction to the RSI website. Specific KPI detail requests will be handled individually by the management team members.

7.5 Documented Information

7.5.1 **General.** Quality system documentation is controlled by the use of documented procedures. Document control extends to electronic documents that are required by International standard or affect product quality. Controlled documents, current revisions and/or current versions are maintained on the RSI network.

7.5.2 **Creating and updating.** When creating or updating documented information, RSI uses controlled processes to ensure appropriate identification, descriptions, format, and media requirements. In addition, these controlled processes ensure the new document or document changes are reviewed and approved for suitability and adequacy.

7.5.2.1 **Emergency Changes:** The Department Manager, Production Coordinator, Department Lead, Engineer, or Quality Personnel can make changes by writing the changes on any production related form. The authorized person making the change must initial and date the change on all copies of the documentation affected. Upon completion of the job, engineering, production or quality will review the changes, and update as necessary.

7.5.3 Control of documented information.

7.5.3.1 **General.** The access, storing and disposition of quality records are documented procedures. QMS records are maintained to demonstrate conformance to requirements, ensure integrity, and to provide an audit trail.

7.5.3.2 **Activities.** The following processes address activities associated with controlled documents at RSI.

7.5.3.2.1 Customer service, production coordinator, engineering, quality, department lead, and end user shall ensure the correct revision or version, process prints, and specifications.

7.5.3.2.2 Quality and related records are retained as outlined in RSI's Retention Policy. Quality and related records may be purged after expiration of the retention period and disposed of via normal means (trash or shredder), unless otherwise directed by the customer.

Section 8: Operation

8.0 Operation

8.1 Operational planning and control. Quality planning is done at the earliest possible stage to ensure RSI's ability to satisfy specified requirements. It is RSI's policy to take all necessary measures to ensure our customers' requirements can be met and those requirements are communicated effectively throughout the company. Quality planning may take place as a design project, through contract development, estimating, during contract review and/or during order entry.

8.2 Requirements for products and services.

8.2.1 Customer Communication.

8.2.1.1 Customer service, engineering, sales, quality and management will communicate with the customer to provide information related to our products and services and RSI's ability to meet the customers' expectations. Any discrepancies will be discussed during the inquiry process and prior to acceptance of an order.

8.2.1.2 Other interested parties at RSI may be brought in to the contract negotiation process or to help with technical questions or other specific reasons.

8.2.1.3 Customer Service, Sales, and Quality will solicit customer feedback through appropriate means including daily business communications, customer surveys, RMA's and CAPA's. This information will be evaluated during management review.

8.2.1.4 Customer supplied material and property will be labeled in a manner that adequately identifies the origin and ownership of the property.

8.2.1.5 Customer discrepancies will be handled by sales and/or customer service and may result in an RMA, PIF and/or CAPA.

8.2.2 **Determining the requirements for products and services.** During the inquiry, quotation, and order acceptance stages of customer contact, customer service or sales shall gather pertinent information related to the customers requirement and expectations as well as any applicable statutory and regulatory requirements.

8.2.3 **Review of the requirements for products and services.** Prior to submission of a quote or acceptance of an order, the Order Entry requires that a formal review take place to ensure the customer's requirements for the product have been clearly defined, documented, and can be met by RSI. This review occurs during the daily production meetings and includes:

8.2.3.1 Review of delivery and post-delivery activities;

8.2.3.2 Review of requirements not stated by the customer, when known;

8.2.3.3 Review of additional requirements by RSI;

8.2.3.4 Review of any statutory or regulatory requirements applicable;

8.2.3.5 Review of any contract or order requirements that differ from the customers' requirements or expectations and if discovered, RSI will notify the customer immediately. Differences are resolved prior to acceptance of the order.

8.2.4 **Changes to requirements for products and services.** Change orders are reviewed against the original order. Any changes that require amendments to process or product documentation will result in revising the affected documents and notifying all affected personnel.

8.3 Design and development of products and services.

8.3.1 **N/A**

8.3.2 **Design and development planning. N/A**

8.3.3

8.4 Control of externally provided processes, products and services. N/A

8.4.1 **General.** Components, materials, and services that have been purchased from vendors shall conform to specified requirements to ensure appropriate levels of quality, value, and service are received. Quality shall be assured through Vendor Evaluation (both new and existing) that will provide for controlled and effective purchasing activities by RSI's purchasing department. It shall be the responsibility of all qualified purchasing agents to communicate clear, complete purchasing documents, specifications and drawings to our vendors.

8.4.2 **Type and extent of control.** RSI has receiving inspection procedures and non-conforming procedures in place to ensure and verify that incoming materials, components, or services comply with purchase order requirements. Further, these procedures define the controls for vendor results, effectiveness, and the impact on RSI's ability to meet customer and regulatory requirements.

8.4.3 **Information for external providers.** RSI will ensure the adequacy of the requirements prior to issuing a purchase order for outside materials, components, or processes.

8.4.3.1 Vendors are provided with all required data that is pertinent to the item or service requested. Information regarding the quality system to be used and/or inspection requirements are clearly defined prior to or at the issuance of the purchase order.

8.4.3.2 The Quality department, Sales, Engineer, Purchasing Agent or Customer requirements determine the selection of vendors. The nature and extent of control shall depend on the competency of the authorizing party, the type of product being procured, and the vendors demonstrated ability to meet all requirements.

8.4.3.3 Purchasing documents for outside operations and treatments are reviewed by a quality or management representative. That representative will stamp and initial/date a copy of P.O. for outside operations and treatments. Supplies, raw materials and ancillary material purchase orders are reviewed by the buyer.

8.4.3.4 Assessment of vendor performance shall be consistent with the type of product or service provided. Non-conforming logs are used to monitor, verify and validate vendor activities.

8.5 Production and service provision

8.5.1 **Control of production and service provision.** Manufacturing processes are planned and carried out under controlled conditions. The process control procedures are based on prevention of defects, rather than detection based on inspection results. Manufacturing processes are documented, verified, monitored and audited.

8.5.2 **Identification and Traceability**. Procedures are established for providing identification and traceability of the product throughout the production and delivery cycle to ensure conformity to customer, regulatory, and applicable requirements. Components and materials used in manufacturing shall be positively identified by the use of the **Jobboss** travelers and bar codes. The process shall determine the extent and scope of inspection required.

8.5.3 **Property belonging to customers or external providers.** Vendor or Customer-supplied property or material will be handled as mandated by the customer /vendor contract. If the material/property is lost, damaged, or unsuitable for use, the customer service, sales, quality, or purchasing department will initiate contact with the vendor/customer to determine the process for resolution.

8.5.4 **Preservation.** Material is protected, identified, maintained for handling, storage, packaging, and delivery according to the bins allocated by the shipping and receiving dept. area. All fabricated parts and finished products shall be handled in a manner that provides protection from damage and ensures that customer requirements are satisfied. The final product verification shall be conducted prior to shipping product to the customer.

8.5.5 **Post-delivery activities.** When performing contract review, RSI evaluates customer, statutory, and regulatory requirements, along with potential issues that may arise from the intended use, intended lifecycle and/or installation of our products. In order to verify performance, RSI utilizes several sources to collect data about customer perception as it relates to meeting customer requirements including on time delivery, customer retention, customer feedback and customer warranty claims.

8.5.6 **Control of changes.** In order to avoid unauthorized, unnecessary, or incorrect changes and modifications to the production methods of our products, as well as to avoid the risk of losing track and control of changes, RSI's policy is to have changes and modifications identified, documented, and reviewed and approved.

8.6 Release of products and services. RSI has implemented methods for monitoring and measuring the characteristics of the product to verify product requirements are fulfilled. These methods are used at appropriated stages of the product realization process. Examples of these processes include work instruction review and release, material verification, quality inspections and related production and outside service records, packaging and transportation records. Products are not released to the customer until all planned processes have been satisfactorily completed.

8.7 Control of nonconforming outputs. All Employees have authority to stop the process if non-conformities are detected.

8.7.1 RSI maintains an effective system for controlling nonconforming material CAR form and log.

Section 9: Performance Evaluation

9.0 Performance Evaluation

9.1 Monitoring, measurement, analysis, and evaluation.

9.1.1 **General.** Statistical techniques and analysis are used throughout the company as tools for planning, decision making, and control of processes, when required by the customer or application. When contractually required to do so, Quality shall obtain prior approval of the customer for the statistical methods or sampling plan to be used. The use of statistical techniques is not limited to inspection but is used in Engineering and Manufacturing.

9.1.2 **Customer Satisfaction.** RSI utilizes several sources to collect data about customer perception as it related to meeting customer requirements including customer satisfaction surveys, on time delivery, customer retention, and customer warranty claims. This data is reviewed quarterly during the management review meeting and compared against performance standards.

9.1.3 **Analysis and evaluation.** RSI determines, collects and analyses appropriate data to demonstrate the suitability and effectiveness of the quality management system and to evaluate where continual improvement of the quality management system can be made. Data is presented during production meetings, management review, and quarterly ISO meetings. This includes data results from monitoring and measuring product

conformity, customer satisfaction, planning effectiveness, risk assessment, and vendor performance.

9.2 Internal audit.

9.2.1 Internal audits are planned and performed under controlled conditions to verify RSI's conformance to its QMS requirements as well as the requirements of the ISO 9001:2015 standard. In addition, the internal audits ensure RSI has effectively implemented and maintained its QMS.

9.2.2 RSI will establish, implement, and maintain an audit program. The primary tool used to verify these requirements is the Internal Quality Audit. Dock Audits are also performed to assess the conformance of outgoing product. The results of internal audits are documented, reviewed with the personnel having responsibility in the area being audited and during management review meetings, and archived.

9.3 Management Review.

9.3.1 **General.** The Management Team will meet on a yearly basis to review the status of the QMS. Each section of the quality manual is reviewed for suitability and effectiveness annually based on Key Process Indicators and/or internal audits. Any management team member may coordinate management and departmental reviews and document corrective action requirements.

9.3.2 **Management Review Inputs:** A consistent agenda is used to direct the management review meeting. Topics discussed and reviewed include status of actions from previous meetings, input of interested parties, changes in external or internal issues that may affect the QMS, and data related to the performance and effectiveness of the QMS, availability of resources, the effectiveness of actions taken to address risks and opportunities, as well as opportunities for improvements.

9.3.3 **Management Review Outputs:** During the Management review meeting, the management team will identify actions regarding the improvement of the QMS, changes needed in the QMS, and the resources necessary to implement these improvements. These improvements will be documented on a process improvement form or through a management review action item.

Section 10: Improvement

10.0 Improvement.

10.1 General. RSI will continually look for opportunities to improve the QMS and to meet or enhance customer satisfaction through the use of quality objectives, audit results, analysis of data and data trends, DMR, RGA, RMA, CAPA, PIF, and management review.

10.2 Nonconformity and corrective action.

10.2.1 When non-conformities occur, RSI will take action to control, correct, address the resulting consequences, and evaluate the need for change to prevent reoccurrence.

Actions taken are appropriate to the impact of the problems encountered. Corrective action may be initiated by anyone in the company.

10.2.2 RSI will retain the documents associated with the non-conformity and the results of the corrective action in accordance with our document retention program for 1 year from last management review meeting.

10.3 Continual Improvement. RSI will systematically review the suitability, adequacy and effectiveness of the QMS by analysis and evaluation of key process indicators, internal audits, customer feedback, corrective actions and management review in order to determine if there are needs or opportunities that should be permanently addressed as part of RSI's continual improvement.

Section 11: Annex

11.0 Record of Revisions:

11.1 11-23-18: Formatted document. Added a table of contents for reference.