



QMS POLICY

Fine Line Machine LLC

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1.0 Scope

This quality manual contains policies that have been implemented at Fine Line Machine LLC.

This manual outlines our processes for the manufacture of parts through selection, manufacturing, quality, and delivery while also including procurement, material control and processing controls.

2.0 Company Overview

Fine Line Machine LLC is a precision manufacturing company established in 2021, based in Webster Florida, offering precision CNC Machining Services for single part prototypes to high volume production. In addition to CNC Machining, we offer Engineering and Assembly Services, enabling us to provide complete mechanical assemblies to our customers.

Our Mission at Fine Line Machine is to provide our customers with on time delivery and exceptional customer service while adhering to top-tier quality standards. Our management team promises that we will:

- Strive to provide an atmosphere of growth and well-being for our employees.
- Strive to meet or exceed customer expectations while providing superior quality.
- Ensure that the guidelines set in the Quality Management system are being strictly adhered to and corrective actions are taken when the QMS is not followed.
- Strive to continuously improve our processes, technology and the Quality Control System.

3.0 Quality Policy

It is the policy of Fine Line Machine LLC to:

- Provide best in class Customer Service, Product Quality and On Time Delivery
- Improve the business's efficiency to push long-term sustainability, employee, and ownership satisfaction.
- Continuously improve our services, equipment, and the effectiveness of our Quality Management System.

4.0 Quality Objectives

Fine Line Machine's Quality Objectives are:

- Non-conformance returns: <1%
- On-Time Delivery: 95%
- Customer Satisfaction: >99%

These Metrics are reviewed Quarterly. All metrics are tracked through JobBoss ERP system and customer satisfaction is tracked through surveys.

5.0 Contract Review

Each potential contract is subject to a risk assessment to determine if it is an appropriate fit for Fine Line Machine.

- Part Geometry
 - Geometry fits the capabilities of available equipment.
 - Geometry is manufacturable.
- GD&T Requirements
 - Tolerance requirements meet the accuracy of available measuring equipment and machinery.
 - What are the customer inspection requirements?
- Customer certification requirements
 - ITAR
 - ISO9001
 - AS9100
- Material Availability
 - Material is available within the required time frame.
 - Is customer supplying material and what is their lead time?
- Hardware Availability
 - Is required hardware available?
- Post Processing and Testing Requirements
 - Ensure that appropriate post processing methods are available through local partners.
 - Ensure that all testing methods are requirements are available in house or through local partners.
- Lead Time
 - All factors above affect the lead time, and these metrics are closely measured to determine an appropriate lead time that meets the customers' requirements.



Questions/Concerns regarding contracts are resolved in a timely manner. Individual project folders are utilized to maintain contract agreements and stipulations per the terms of the contract. All identified risks are mitigated during the contract review phase.

6.0 Control of Monitoring and Measuring Equipment

Fine Line Machine LLC determines the monitoring and measuring equipment needed to provide evidence of conformity of product to determined requirements. We have established processes to ensure that monitoring and measurement shall be carried out in a manner that is consistent with our Quality Management System.

Measuring Control Processes:

- All equipment is serialized.
- All serial numbers are documented in calibration logs.
- All equipment is calibrated annually and before each use as required.
- All measuring equipment is verified against NIST Standards. When no such standards exist, the bases used for calibration or verification are recorded.
- All measuring equipment is stored in lockable cabinets to prevent damage and deterioration.
- Master Gauge Block set with NIST Traceability certificate is used for all calibration.
- Outsource calibration that cannot be done in house to a 3rd party.

A copy of our Tool Calibration Forms is available upon request.

7.0 Control of Documents

There are established methods for the development, revision, review, approval, distribution, maintenance, and control of all documents. This process ensures that only qualified documents and forms are used. Required documents are available to employees when required. All obsolete documents are destroyed.



8.0 Control of Materials

The following procedures are implemented to trace materials, and their mill test reports.

- All materials ordered are required to have MTR's provided by vendor
- Any materials that are stocked will be labeled with a robust but nonpermanent method with Heat Lot Number or MTR Report number.
- MTR's are stored in SharePoint with associated project files.
- Any materials not tracked with MTR's are stored separately.

Fine Line Machine is working to automate this process within JobBoss.

9.0 Control of Non-Conforming Parts

The following procedures are implemented to reduce the risk of non-conformance parts leaving our facility:

- Review of non-conformances.
 - Dimensional
 - Finish or coatings
 - Damage to parts
- Perform root-cause analysis to prevent a recurrence.
 - Check NC tool wear and/or offsets.
 - Inspect tools for wear or breakage.
 - Inspect NC Code for inaccuracies.
 - Inspect NC Machine for inconsistencies.
 - Inspect CAD/CAM for inaccuracies.
 - Inspect work holding for defects, chips, or other obstructions that could cause non-conformance.
 - Inspect measuring equipment for inaccuracies. Record inspections in tool calibration log.
- Determine corrective actions to deliver conforming products.
 - Identify root cause and implement a corrective action through JobBoss.
- Record steps taken between detection of non-conformances and resolution.
 - All steps can be recorded through JobBoss.



9.1 During Production

Non-conforming parts discovered during production are marked with RED Dye or suitable alternative. And then placed into a quarantine until a thorough review can be completed and corrective actions can be taken.

9.2 During Final Inspection

Quality Control identifies non-conforming parts during inspection operations and applies reject disposition in the records. QC then evaluates the part for in-house rework or seeks the customers' approval to receive the part as-is.

9.3 Corrective Action Processes

It is the policy of Fine Line Machine to eliminate the cause of nonconformities in order to prevent recurrence. Quality Standards and Logs will be maintained through JobBoss to record any nonconformances, customer complaints, and other quality-related issues. Corrective actions will be recorded and reviewed quarterly for their effectiveness.

9.4 Part Destruction

Upon completion of a Corrective Action, any part deemed nonconforming will be marked with RED Dye, taken to the saw, and cut into pieces and placed in a scrap bin. Parts in the scrap bin shall be unrecognizable. Customers reserve the right to oversee the destruction process before parts are placed in scrap or collect scrap to dispose of on their own.