

QMS PROCESSES

MANAGEMENT PROCESSES

SUPPORT PROCESSES

CUSTOMER RELATED PROCESSES

PURCHASING PROCESSES

PRODUCTION PROCESSES

PROCESS INTERACTION

See PFC-11 for Turtle Diagrams

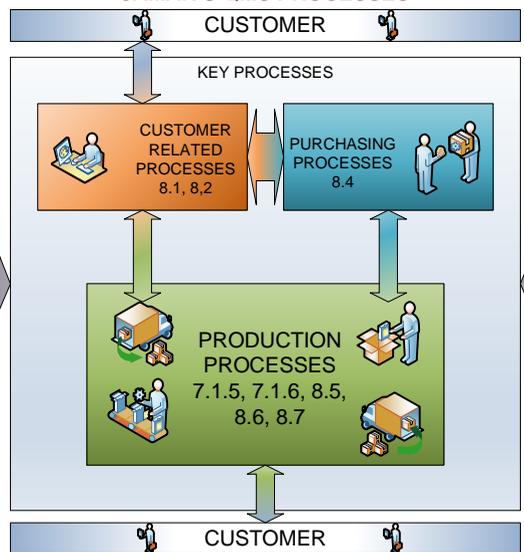
JAMAR'S QMS PROCESSES

PFC-11

9-16-2021

SUPPORT PROCESSES
7.1.1, 7.1.2, 7.1.3, 7.1.4, 7.2, 7.3, 7.4, 7.5

MANAGEMENT PROCESSES
4.0, 5.0, 6.0, 9.0, 10.0



COMPANY PROFILE

Jamar Precision Grinding Company Inc. specializes in high volume precision grinding and provides varied grinding services to the automotive, aviation, agricultural, and medical industries, as well as to the nation's military. Jamar Precision Grinding was started in 1979, and currently resides in a new 24,000 sq. ft. facility, operating 3 shifts with a total of 45 employees. Jamar Precision Grinding uses state of the art equipment for its grinding services. Jamar Precision Grinding is proud to state that it conducts its business not only with precision, but also with integrity and high quality.

LOCATION:
2661 Center Rd.
Hinckley, Ohio
44233



330-220-0099

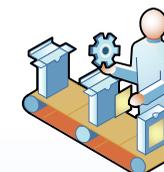
jamar@jamargrinding.com

WWW.JAMARGRINDING.COM



JAMAR
PRECISION GRINDING CO., INC.
www.jamargrinding.com

We Target Customer Satisfaction

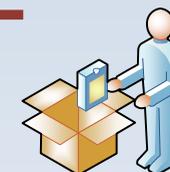


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JAMAR PRECISION GRINDING

QUALITY SYSTEM MANUAL

jamar@jamargrinding.com



QUALITY POLICY

It is the policy of JAMAR PRECISION GRINDING, Inc. to provide the best **PRICE, QUALITY,** and **DELIVERY** to our customers.

By meeting these three Objectives, Jamar Grinding will satisfy the customers' needs and requirements while continuing to improve. JPG management recognizes that customer satisfaction is the most crucial element in JPG's business and that meeting customer needs through the quality of products and services is essential to the long-term survival and growth of JPG in a very competitive marketplace. This is based on the philosophy of providing the best *Price, Quality, and Delivery.*

JPG is, therefore, committed to expending the necessary effort and resources to maintain a process-based integrated quality management system conforming to the standards of ISO 9001:2015 & AS9100D. This standard will guide activities throughout the organization and facilitate continuous improvement in the quality of JPG's products and services, all while meeting Statutory and Regulatory Requirements.

It is the responsibility of top JPG management to distribute and promote this Policy actively, and it is the responsibility of all JPG personnel to understand and support this Policy and all other policies and procedures of the quality management system relevant to their work for the Company.

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SCOPE

Jamar Grinding's Quality Management System complies with the requirements of the international standard ISO 9001:2015 & AS9100D and the scope of that system includes: **Precision machining and grinding including cylindrical, surface and various secondary finishing operations.**

QUALITY OBJECTIVES

Jamar strives to provide three main Quality Objectives.

PRICE, QUALITY AND DELIVERY

See Quality Objectives screen.



PRICE

KPI's to meet this Objective include:

KPI	Acceptable Level	Goal
Customer Satisfaction	90%	95%
Over all Efficiency	85%	90%
Rejection per Month (internal)	32	16
Quote Ratio	90%	98%



QUALITY

KPI's to meet this Objective include:

KPI	Acceptable Level	Goal
Scrap Percent	2%	1%
Calibration	5	0
NC'S	10	5
CA's	10	5
Quality Assurance	YES	YES



DELIVERY

KPI's to meet this Objective include:

KPI	Acceptable Level	Goal
Customer Delivery Performance	80%	95%
Vendor Delivery Performance	80%	95%
Preventive Maintenance	80%	95%
Quote Lead Time	3 Days	1 Day
Lead Time	21 Days	14 Days

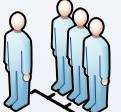
jamar@jamargrinding.com

ORGANIZATION

The Responsibilities and Authorities are listed on **OC-01 Organization Chart**, Procedures, and Process Flow Charts. Operations Manager is the QMS Management Representative.



PRESIDENT



OPERATIONS
MANAGER

PLANT
MANAGER

OFFICE MGR

LEAD
PERSON /
INSPECTOR

SUPERVISORS

OFFICE
ASSISTANT

MACHINIST
AND
GRINDERS

INSPECTORS

INTERESTED PARTIES

We have identified our Interested Parties and are aware of the Risk and their interest. **See IP-01**

Interested Parties

Customers
Bank / Finance
Law Enforcement Agencies / Regulators
Employees
Insurers
External Providers / Suppliers
Local Companies & Residents



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