



QUALITY POLICY MANUAL



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Quality Manager
EFFECTIVE: 11/23/2001
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QUALITY POLICY MANUAL



SUBJECT: TABLE OF CONTENTS
PREPARED BY: QC/QA MANAGER

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QUALITY POLICY MANUAL



SUBJECT: PURPOSE OF MANUAL
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PURPOSE

It is the intent of this manual to delineate the responsibilities and authorities delegated by the management of Bedford Reinforced Plastics to line functions. These responsibilities and authorities display the manner by which Bedford Reinforced Plastics achieves our quality standards as outlined by the Executive Board.

Mike Beaupre, VP of Operations
Bedford Reinforced Plastics

COMPANY METHODOLOGY

Bedford Reinforced Plastics, Inc., manufactures Fiberglass Reinforced Plastics (FRP) for many different markets and applications. Our products are meticulously planned to fully meet our customers' needs. These needs define Quality for our company. Bedford Reinforced Plastics' mission is to provide our customers with quality goods and services to meet or exceed their expectations.

Bedford Reinforced Plastics' business strategy is to move toward continuous growth by being both profitable and competitive, while meeting or exceeding our customers' expectations in a way that promotes respect and mutual loyalty. Driven by this goal, Bedford Reinforced Plastics places particular emphasis on assuring the highest standards of product performance, as well as complying with appropriate specifications, standards and statutes dealing with every contract.

Bedford Reinforced Plastics' character is made up of people who are dedicated professionals taking pride in our efforts to continually strive to make Bedford Reinforced Plastics the leader in the FRP industry. We are committed to collaborating with each other to establish a supportive environment, promote teamwork and open communications, and initiate the disciplined processes needed to support and accomplish our stated goals.

Bedford Reinforced Plastics' priorities in the selection of suppliers are quality, cost and lead time. Any deviation from these priorities is a shared decision. Our aim is to develop long-lasting, dependable relations with suppliers who demonstrate the same standards and practices consistent with our own.

The policies and procedures published in the Quality Manual have the full support of Bedford Reinforced Plastics' management and are intended to assure that our products and services do, in fact, meet or exceed each customer's expectations. Compliance with the provisions of the Quality Manual is mandatory for all employees of Bedford Reinforced Plastics. The Quality Assurance Manager shall be responsible for developing, distributing and maintaining these manuals.

Executive Board
Bedford Reinforced Plastics

SUBJECT: QUALITY MISSION STATEMENT
PREPARED BY: EXECUTIVE BOARD

EFFECTIVE DATE: 11/23/2001
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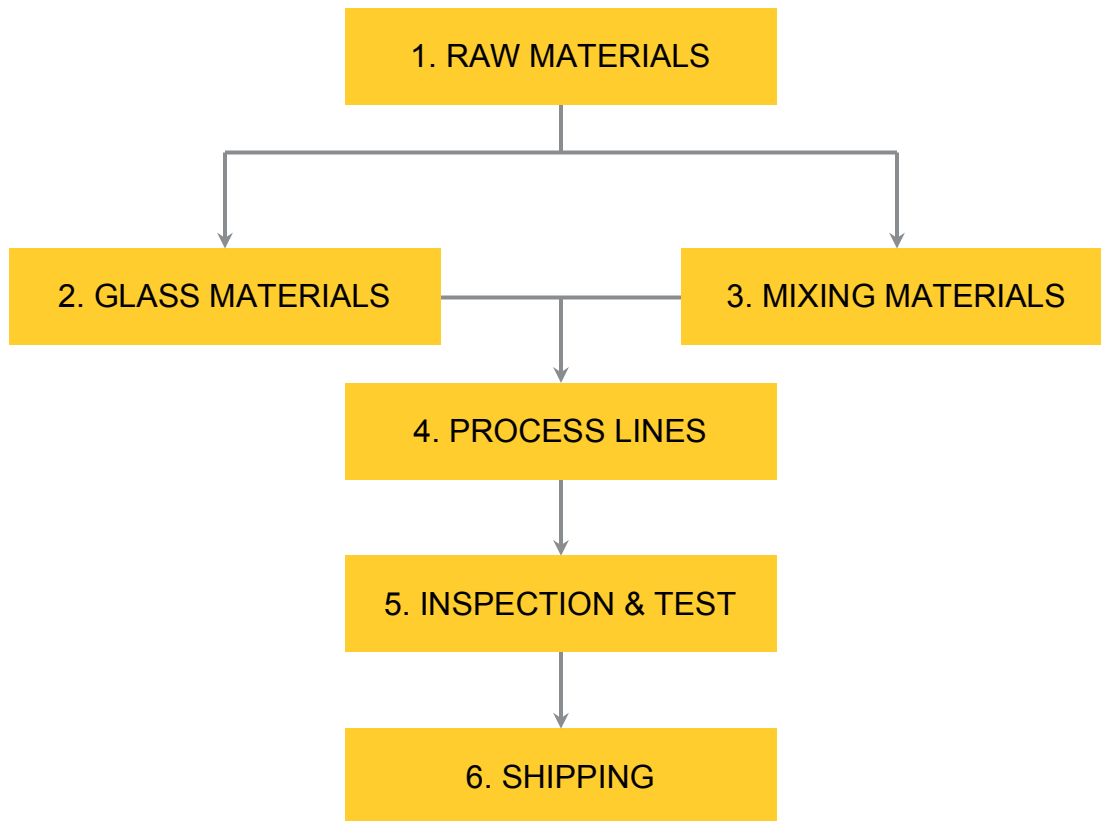
QUALITY MISSION STATEMENT

Bedford Reinforced Plastics' mission is to provide our customers with quality goods and services that meet or exceed their expectations.

V.P. of Operations
Mike Beaupre

Quality Manager
Brad Kaiser

PROCESS FLOW CHART



1. As material is received, tests are performed to ensure material meets required specifications.

2. Glass materials are fitted and identified for the production process.

3. Proper resin mixes are made for the production process. Mix is identified with the mix number and time made.

4. Proper die set-up and material is produced in controlled conditions.

5. Finished material is inspected for tolerances, physical properties and any criteria designated in the contract.

6. Material is packaged and enclosed in a skid framed for protection with the customer name, the contents and a packing slip attached.

QUALITY POLICY MANUAL

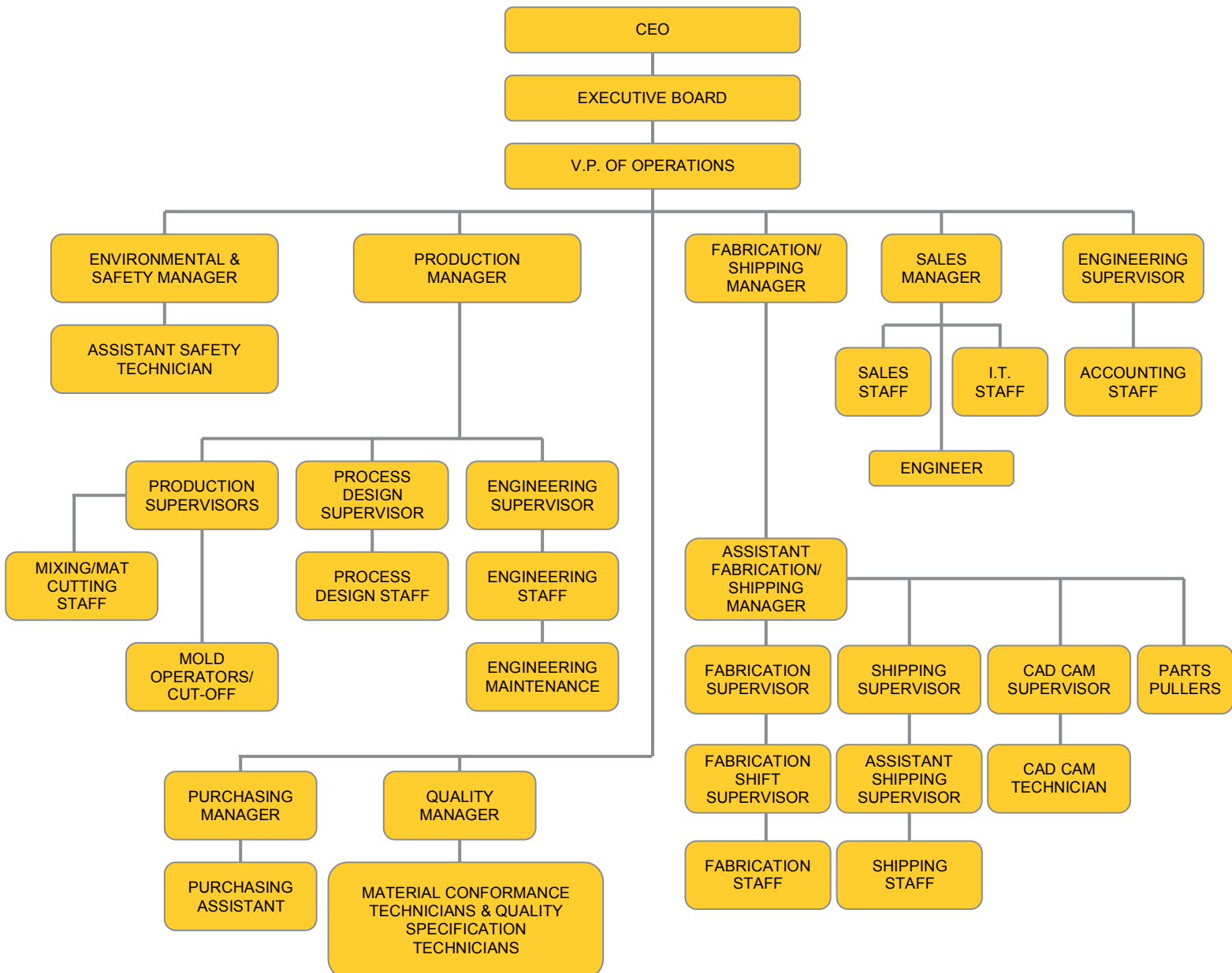


SUBJECT: ORGANIZATION CHART (QSF 1-002)
 PREPARED BY: QC/QA MANAGER

EFFECTIVE DATE: 11/23/2006
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ORGANIZATION CHART



AREAS OF RESPONSIBILITY:

Environmental/Safety Manager – waste management, safety

Engineer – product design specifications

Fabrication Manager – product shipping protection, handling, storage, receiving inspection, fabrication of product

Sales Manager – contracts, customer relations

Quality Manager – quality manual, product control inspection, calibration, product analysis

Production Manager – product quality inspections, production process control, production schedule

HR Manager – hiring employees, training

QUALITY POLICY MANUAL



SUBJECT: POLICY FOR MANAGEMENT
RESPONSIBILITY (QMP 1-003)
PREPARED BY: QC/QA MANAGER

EFFECTIVE DATE: 11/23/2001
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QUALITY MANUAL POLICY FOR MANAGEMENT'S RESPONSIBILITY AND THE ORGANIZATION

REFERENCES: (a) Quality System Procedure 1-004 Schedule for Management Reviews

1.0 POLICY

- 1.1 Executive Board shall define and document its policy for quality.
This documentation shall:
 - 1.1.1 Define objectives for quality and its commitment to quality.
 - 1.1.2 Ensure the quality policy is relevant to our organizational goals and the expectations and needs of our customers.
 - 1.1.3 Ensure the directive of this policy is understood by all of management.
- 1.2 Management shall define and document the responsibility and authority of personnel who manage, perform and verify work affecting quality, particularly for those who need the organizational freedom and authority to:
 - 1.2.1 Initiate action to prevent the occurrence of any nonconformance relating to product, process and the quality system.
 - 1.2.2 Identify any problems relating to the product, process and the quality system.
 - 1.2.3 Initiate, recommend or provide solutions through designated channels.
 - 1.2.4 Verify the implementation of solutions.
 - 1.2.5 Control further processing and delivery of nonconforming product until the deficiency or unsatisfactory condition has been corrected.
 - 1.2.6 Identify resource requirements and provide adequate resources, including trained personnel for management, performance of work and verification activities, including internal quality audits.
- 1.3 Management and Executive Board shall review the quality system to assure its stability and effectiveness of meeting our stated quality policy.
 - 1.3.1 Quality system review records shall be maintained.

2.0 PURPOSE

- 2.1 To provide a general policy and guidance on management's responsibilities within the organization.
- 2.2 To structure the organization in a way that allows personnel to recommend and implement solutions to product quality or processes.

3.0 SCOPE

- 3.1 This policy applies to all Bedford Reinforced Plastics Executive Board, management and supervisory employees.

4.0 DEFINITIONS

- 4.1 None

MORE

QUALITY POLICY MANUAL



SUBJECT: POLICY FOR MANAGEMENT
RESPONSIBILITY (QMP 1-003)
PREPARED BY: QC/QA MANAGER

EFFECTIVE DATE: 11/23/2001
REVISION: (3) 3/29/2011

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5.0 AUTHORITIES AND RESPONSIBILITIES

5.1 Quality Manager shall:

- 5.1.1 Provide direction and guidance to management on the objectives of this policy.
- 5.1.2 Direct the quality system review activities.

5.2 Department Managers shall:

- 5.2.1 Coordinate the directive of this policy and the Quality System objectives in their area of responsibility.
- 5.2.2 Have authority to recommend changes or provide solutions to improve products, processes and the Quality System.
- 5.2.3 Monitor and maintain the measures in place to ensure they are meeting this policy's objectives in their areas of responsibility.
- 5.2.4 Ensure the quality policy is understood and followed by all employees in their area of responsibility.
- 5.2.5 Prepare all data and information collected in their areas of responsibility for the Quality System review.

5.3 Management Representative/QA Manager shall:

- 5.3.1 Maintain the Quality Policy Manual.
- 5.3.2 Schedule the Quality System reviews for the Executive Board and management review every two years, as a minimum.
 - A. The reviews shall be based on, but not limited to, internal audit results, customer feedback, corrective/preventive action results and quality improvement data.
 - B. Maintain records of quality system reviews.
- 5.3.3 Construct and maintain an organizational chart showing the resources and responsibilities of the organization.
- 5.3.4 Develop, maintain and distribute a Quality Manual to all of Executive Board and management.
- 5.3.5 Assist and provide support to the entire organization on our Quality System and its objectives.

5.4 All BRP employees shall:

- 5.4.1 Be expected to support the measures in place to meet this policy, which are pertinent to their assigned duties.
- 5.4.2 Have the right to suggest ideas or solutions to improve product quality or a process.
- 5.4.3 Have the right to get answers to questions concerning our Quality System.

6.0 RECORDS

6.1 Quality System Reviews

7.0 SIGNATURE

7.1 Executive Board

Bedford Reinforced Plastics

DONE

QUALITY MANUAL POLICY FOR TRAINING

REFERENCES: (a) Quality System Procedure 18-005

1.0 POLICY

- 1.1 Training practices shall be implemented and maintained for training needs and provide for the training of all personnel performing activities affecting quality.
- 1.2 Appropriate training records shall be maintained.
- 1.3 Personnel performing specific tasks shall be qualified on the basis of appropriate education, training and/or experience, as required.

2.0 PURPOSE

- 2.1 To provide a general policy and guidance for Training.

3.0 SCOPE

- 3.1 This policy applies to Bedford Reinforced Plastics.

4.0 DEFINITIONS

- 4.1 None

5.0 AUTHORITIES AND RESPONSIBILITIES

- 5.1 Department managers and supervisors shall:
 - 5.1.1 Determine training needs and training procedures in their areas of responsibility.
 - 5.1.2 Monitor the measures in place to assure they are meeting the objectives of this policy.
- 5.2 All BRP employees shall:
 - 5.2.1 Be expected to support the measures in place to meet this policy that are pertinent to their assigned duties.
 - 5.2.2 Be expected to participate in training, as required, and job training needed to perform work in their assigned areas.

6.0 SIGNATURE

- 6.1 Executive Board

Bedford Reinforced Plastics

DONE

QUALITY POLICY MANUAL



SUBJECT: POLICY FOR CONTRACT/ORDER
REVIEW (QMP 3-001)
PREPARED BY: QC/QA MANAGER

EFFECTIVE DATE: 11/23/2001
REVISION: (2) 3/29/2011

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QUALITY MANUAL POLICY FOR CONTRACT/ORDER REVIEW

REFERENCES: (a) Quality System Procedure 3-002 contract/order review
(b) Quality System Procedure 3-007 color matching

1.0 POLICY

1.1 Contract Reviews:

Prior to a submission of a tender, procedures shall ensure:

- 1.1.1 Order requirements are agreed upon before their acceptance.
- 1.1.2 Requirements are adequately defined.
- 1.1.3 Differences in contract requirements are resolved.
- 1.1.4 The capability for meeting the requirements of an accepted contract.
- 1.1.5 If 3rd party quality control and/or testing is necessary, this shall be agreed upon by the mfr. and 3rd party agency. The amount and records retention shall be noted also.

1.2 Records of contracts/orders shall be maintained for one year.

2.0 PURPOSE

- 2.1 To provide a general policy and guidance for contract review.

3.0 SCOPE

- 3.1 This policy applies to all sales employees of Bedford Reinforced Plastics.

4.0 DEFINITIONS

- 4.1 JWI-Job Work Instruction

5.0 AUTHORITIES AND RESPONSIBILITIES

5.1 Sales Manager shall:

- 5.1.1 Provide centralized coordination for implementing this policy.
- 5.1.2 Have authority to provide final decision for accepting or rejecting contracts/orders.
- 5.1.3 Have authority to change the directives or practices of this policy.

5.2 Sales staff shall:

- 5.2.1 Initially communicate contract/order requirements with customer.
- 5.2.2 Communicate all customer requirements necessary to all supporting departments of Bedford Reinforced Plastics.

5.3 Accounting department shall:

- 5.3.1 Maintain records of contracts/orders.

5.4 All Bedford Reinforced Plastics employees shall:

- 5.4.1 Implement the procedures and associated JWIs referencing this policy that are pertinent to their assigned duties.

6.0 SIGNATURE

- 6.1 Executive Board

Bedford Reinforced Plastics

DONE

SUBJECT: PROCEDURE FOR CONTRACT
REVIEW (QSP 3-002)
PREPARED BY: QC/QA MANAGER

EFFECTIVE DATE: 11/23/2001
REVISION: (1) 9/6/2005

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QUALITY SYSTEM PROCEDURE FOR CONTRACT/ORDER REVIEW

- REFERENCES:** (a) Quality System Procedure 3-007 color matching
(b) Quality System Procedure 3-008 new tooling requirement
(c) Quality System Form 3-003 Requirements for product/department
(d) Quality System Form 3-009 Quotation/Order
(e) Quality System Form 3-005 Customer Spec. Checklist

1.0 POLICY

- 1.1 To efficiently and accurately review a contract/order to ensure the customer's needs can be met.

2.0 PURPOSE

- 2.1 To provide a general procedure and guidance to the sales department for contract/order review.

3.0 SCOPE

- 3.1 This procedure applies to Bedford Reinforced Plastics' sales department.

4.0 DEFINITIONS

- 4.1 (a) Contract/order – request for quotation
(b) RFQ – Request For Quotation

5.0 AUTHORITIES AND RESPONSIBILITIES

- 5.1 Sales Manager shall:
5.1.1 Provide centralized coordination for implementing this procedure and provide guidance as needed.
5.1.2 Be expected to provide a final decision of accepting or rejecting a order/contract when salesman is in question regarding requirements, specifications or through-put
- 5.2 All BRP employees shall:
5.2.1 Be expected to support the measures in place to meet this procedure that are pertinent to their assigned duties.

6.0 PROCEDURES

- 6.1 Sales personnel shall:
6.1.1 Upon communication with client, gather and document all pertinent information, including special tolerances, test criteria, drawings that may be supplied by the client, etc.

NOTE: If the order is new or has different tolerances based on our design guide and BRP gets the order, sales shall provide quality control department and PDD with specifications and tolerances to produce a specification sheet for production.

For new or specialty business, complete the "CUSTOMER SPECIFICATION CHECK LIST" (QSF 3-005) and give to QC and PDD.

QUALITY POLICY MANUAL



SUBJECT: **PROCEDURE FOR CONTRACT REVIEW (QSP 3-002)**
PREPARED BY: QC/QA MANAGER

EFFECTIVE DATE: 11/23/2001
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- 6.1.2 Review documented information to ensure that the requirements are adequately defined and can be met.
- 6.1.3 If there are questions and/or concerns relating to the requirements documented, other functions of the organization shall be given these requirements pertinent to their areas of responsibility. (See QSF 3-003 for contacts.) A special meeting may be required. Necessary functions review the requirements and either agree or do not agree to meeting them.
- 6.1.5 Contract/order will not be accepted until all functions of the organization agree we can meet the requirements outlined by the customer.
- 6.1.6 Any differences between the RFQ and order are resolved.
- 6.1.7 Amendments to a contract/order are made through the salesperson by the customer. The salesperson is responsible for communicating all changes to supporting functions of Bedford Reinforced Plastics.
- 6.1.8 If tooling is required, see procedure QSP 3-008.
- 6.1.9 If a color match is required, see color matching procedure QSP 3-007.
- 6.1.10 If 3rd party quality control and/or testing is necessary this shall be agreed upon by the mfr. and 3rd party agency. The amount and records retention shall be noted also.
- 6.1.11 Contract/order records are maintained in the accounts receivable office.

7.0 RECORDS

- 7.1 Quality System Form 3-009 for Quotation/Order

8.0 SIGNATURE

- 8.1 Glenn Smith

Sales Manger
Bedford Reinforced Plastics

DONE

QUALITY POLICY MANUAL



SUBJECT: **POLICY FOR PURCHASING**
(QMP 6-001)
PREPARED BY: QC/QA MANAGER

EFFECTIVE DATE: 11/23/2001
REVISION: (2) 3/29/2011

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QUALITY MANUAL POLICY FOR PURCHASING

REFERENCES: (a) Quality System Procedures- 6-002, 6-004, and 6-007

1.0 POLICY

- 1.1 There shall be procedures implemented and maintained in order to ensure purchased product conforms to specified requirements.
- 1.2 Evaluation of subcontractors:
 - 1.2.1 Evaluated and selected on the basis of their ability to meet requirements, including Quality System and any specific quality assurance requirements.
 - 1.2.2 The type and extent of control exercised by Bedford Reinforced Plastics over the subcontractor shall be dependent upon the type of product, the impact of subcontracted product on the final product, where applicable, on the quality audit reports and/or quality records of the previously demonstrated capability and performance of subcontractor.
- 1.3 Purchasing documents shall contain data clearly describing the product ordered, including where applicable: type, class, grade, title, specification, drawings, process requirements, inspection instructions, technical data, requirements for approval, and quality system standard to be applied if applicable.
- 1.4 Review and approve purchasing documents for adequacy of the specified requirements prior to release.
- 1.5 When verifying purchased product at subcontractor's premises, there shall be verification arrangements and the method of product release.
- 1.6 Where specified in the contract, Bedford Reinforced Plastics customer or the customer's representative shall be afforded the right to verify our premises that subcontracted product conforms to specified requirements. Verification by our customer shall not absolve Bedford Reinforced Plastics of the responsibility to provide acceptable product, nor shall it preclude subsequent rejection by the customer.

2.0 PURPOSE

- 2.1 To provide a general policy and guidance for Purchasing.

3.0 SCOPE

- 3.1 This policy applies to Bedford Reinforced Plastics.

4.0 AUTHORITIES AND RESPONSIBILITIES

- 4.1 Purchasing Manager shall:
 - 4.1.1 Provide centralized coordination for implementing and maintaining the objectives of this policy.
 - 4.1.2 Recommend changes for Purchasing to the executive board
 - 4.1.3 Ensure inventory levels are maintained to support dependent operations.

5.0 SIGNATURE

- 5.1 Executive Board

Bedford Reinforced Plastics

DONE

SUBJECT: **POLICY FOR INSPECTION AND TESTING (QMP 10-001)**
PREPARED BY: QC/QA MANAGER

EFFECTIVE DATE: 11/23/2001
REVISION: (2) 3/29/2011

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QUALITY MANUAL POLICY FOR INSPECTION AND TESTING

REFERENCES: (a) Quality System Procedure 10-024

1.0 POLICY

- 1.1 Inspection and Testing activities shall be implemented and maintained in order to verify specified requirements for product are met.
- 1.2 Required inspection, testing and records to be established shall be documented in procedures.
- 1.3 Receiving inspection
 - 1.3.1 Material received shall be inspected to ensure conformance to requirements prior to release.
 - A. Verification of requirements shall be detailed in the quality plan or documented procedures.
 - B. The amount and nature of receiving inspection shall take into consideration of the control exercised at the subcontractor's premises and records of evidence of conformance provided.
- 1.4 In-process inspection and testing
 - 1.4.1 Material shall be inspected and tested as required by documented procedures.
 - 1.4.2 Hold product until the required inspection and/or testing has been accomplished.
- 1.5 Final inspection and testing
 - 1.5.1 Final inspection and testing shall be carried out in accordance with the documented procedures.
 - A. Procedures for final inspection and testing shall require that inspection and/or testing has been carried out and that requirements have been met.
 - 1.5.2 No product shall be dispatched until all activities described in procedures have been completed, unless customer has full knowledge and understanding of the situation and accepts product.
- 1.6 Inspection and test records
 - 1.6.1 Records shall be maintained that provide product has been inspected and/or tested.
 - A. Records shall show clearly if product passed or failed inspection and/or test.
 - B. Where product has failed, the procedure for nonconforming product shall apply.

2.0 PURPOSE

- 2.1 To provide a general policy and guidance for process control.

3.0 SCOPE

- 3.1 This policy applies to all Bedford Reinforced Plastics.

QUALITY POLICY MANUAL



SUBJECT: **POLICY FOR INSPECTION AND TESTING (QMP 10-001)**
PREPARED BY: QC/QA MANAGER

EFFECTIVE DATE: 11/23/2001
REVISION: (2) 3/29/2011

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4.0 DEFINITIONS

4.1 None

5.0 AUTHORITIES AND RESPONSIBILITIES

5.1 QC/QA Manager shall:

5.1.1 Develop tests for inspection and testing of raw material and finished products to ensure quality material.

5.2 Purchasing Manager shall:

5.2.1 Confirm all raw material products as received.

5.3 Production Manager shall:

5.3.1 Implement processing inspection procedures in the production area.

5.4 All supervisors/manager shall:

5.4.1 Ensure all inspection and test procedures are followed in their areas of responsibility.

6.0 SIGNATURE

6.1 Executive Board

Bedford Reinforced Plastics

DONE

SUBJECT: **PROCEDURE FOR INSPECTION AND TESTING (QSP 10-024)**
PREPARED BY: QC/QA MANAGER

EFFECTIVE DATE: 12/18/2001
REVISION: (1) 12/20/2001

PAGES IN SECTION: 1 of 2

QUALITY SYSTEM PROCEDURE FOR INSPECTION AND TESTING

- REFERENCES:** (a) Quality System Procedure 6-002 for ensuring purchased product conforms to requirements
(b) Quality System Procedure 9-006 for process control

1.0 PURPOSE

- 1.1 To provide a general procedure and guidance for Inspection and Testing to ensure that the product requirements are met.

2.0 SCOPE

- 2.1 This procedure applies to Bedford Reinforced Plastics.

3.0 DEFINITIONS

- 3.1 (a) - None

4.0 AUTHORITIES AND RESPONSIBILITIES

4.1 Shipping department shall:

- 4.1.1 Perform initial review of product acceptability upon receipt.

4.2 Quality Control shall:

- 4.2.1 Inspect incoming products to C of C's or C of A's prior to release for production.
4.2.2 Test incoming products per applicable procedures prior to release for production.
4.2.3 Inspect and test incoming measuring equipment prior to release.
4.2.4 Inspect and/or test products being produced in production per order requirements.
4.2.5 Coordinate the activities involved in the identification and recording of product that is under "urgent release" circumstances.
4.2.6 Notify supervisor or operator of any nonconforming product found in their department.

4.3 Production department shall:

- 4.3.1 Inspect product while being produced prior to release and record on QSF 9-002.

4.4 Fabrication department shall:

- 4.4.1 Inspect product while being fabricated prior to release and record on QSF 10-027.
4.4.2 File inspection records in fabrication office.

5.0 PROCEDURES

5.1 Shipping department shall:

- 5.1.1 Visually inspect all incoming product and review the packing list for quality, quantities, sizes, then initial it and note the date received.
5.1.2 Deliver and/or notify the QC department of the delivery of any type of inspection, test and measuring equipment.

QUALITY POLICY MANUAL



SUBJECT: **PROCEDURE FOR INSPECTION AND TESTING (QSP 10-024)**
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5.2 Quality Control shall:

- 5.2.1 Inspect and/or test samples of raw material products as they are received prior to being used for finished product.
- 5.2.2 Inspect and calibrate test, measure and inspection equipment prior to use.
- 5.2.3 Test finished product per customer's contract or specification to ensure strength requirements are met prior to release.
- 5.2.4 Randomly test finished product from production line to ensure strength requirements are met consistently. File test records in the QC office.

5.3 Production department shall:

- 5.3.1 Inspect and document finished product inspections on QSF 9-002 prior to release.
- 5.3.2 Test and/or inspect finished product to all requirements necessary per production order.

NOTE: Inspections noted on QSF 9-002 will provide verification that product has been inspected/tested and has passed all necessary requirements.

5.4 Fabrication department shall:

- 5.4.1 Inspect and document finished product inspections on QSF 10-027 prior to release.

NOTE: Inspections noted on QSF 10-027 will provide verification that product has been inspected/tested and has passed all necessary requirements.

6.0 RECORDS

- 6.1 QSF 9-002 for part production report
- 6.2 QSF 10-027 for fabrication inspection form

7.0 SIGNATURE

- 7.1 Brad Kaiser

QC/QA Manager
Bedford Reinforced Plastics

DONE

SUBJECT: **POLICY FOR CONTROL OF INSPECTION,
MEASURING AND TEST EQUIPMENT (QMP 11-001)**
PREPARED BY: QC/QA MANAGER

EFFECTIVE DATE: 11/23/2001
REVISION: (2) 3/29/2011

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QUALITY MANUAL POLICY FOR CONTROL OF INSPECTION, MEASURING AND TEST EQUIPMENT

REFERENCES: (a) Quality System Procedure 11-012

1.0 POLICY

- 1.1 There shall be procedures implemented to control, calibrate and maintain inspection, measuring and test equipment used to demonstrate the conformance of product to specified requirements.
- 1.2 Inspection, measuring and test equipment shall be consistent with the required measurement capability.
- 1.3 Where test software or a sort of “go-no-go gauges” are used as suitable forms of inspection, they shall be checked to prove capability of verifying acceptability of products, prior to release for use during production.
 - 1.3.1 The frequency of inspection shall be established by the severity of use. Records of checks shall be maintained as evidence of control.
- 1.4 Where the availability of technical data pertaining to the measurement equipment is a specific requirement, such data shall be made available, when required by the customer or the customer’s representative, for verification that the measuring equipment is functionally adequate.
- 1.5 Determine the measurements to be made and the accuracy required, and select the appropriate inspection, measuring and test equipment that is capable of the necessary accuracy and precision.
- 1.6 Define the process employed for the calibration of inspection, measuring and test equipment, including details of equipment type, unique identification, location, frequency of checks, check method, acceptance criteria, and the action to be taken when results are unsatisfactory.
- 1.7 Identify inspection, measuring and test equipment that can affect product quality, and calibrate them and adjust them at prescribed intervals, or prior to use, against certified equipment having a known valid relationship to international or nationally recognized standards. Where no such standards exist, the basis used for calibration shall be documented. Equipment shall be identified with a suitable indicator or approved identification record to show the calibration status.
- 1.8 Calibration records shall be maintained for inspection, measuring and test equipment.
- 1.9 Assess and document the validity of previous inspection and test results when inspection, measuring and test equipment is found to be out of calibration.
- 1.10 Ensure that the environmental conditions are suitable for the calibrations, inspections, measurements and tests being carried out.
- 1.11 Ensure that handling, preservation, and storage of inspection, measuring and test equipment is such that the accuracy and fitness for use are maintained.
- 1.12 Safeguard inspection, measuring and test facilities, including both test hardware and software, from adjustments which would invalidate the calibration settings.

2.0 PURPOSE

- 2.1 To provide a general policy and guidance for Control of Inspection, Measuring and Test Equipment.

QUALITY POLICY MANUAL



SUBJECT: **POLICY FOR CONTROL OF INSPECTION,
MEASURING AND TEST EQUIPMENT (QMP 11-001)**
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3.0 SCOPE

3.1 This policy applies to Bedford Reinforced Plastics.

4.0 DEFINITIONS

4.1 None

5.0 AUTHORITIES AND RESPONSIBILITIES

5.1 Quality Control department shall:

- 5.1.1 Establish calibration requirements for all equipment to ensure required measurement capability.
- 5.1.2 Perform scheduled calibration on test, inspection and measuring equipment, including any type of "go-no-go gauges."
- 5.1.3 Maintain calibration records.

5.2 Department supervisors/managers shall:

- 5.2.1 Ensure all inspection, measuring and test equipment is properly handled and stored to ensure the accuracy and fitness for use are maintained, in their areas of responsibility.
- 5.2.2 Take actions necessary to remove any measuring devices that are suspect or are known to be out of calibration, in their area of responsibility.

5.3 All BRP employees shall:

- 5.3.1 Be expected to support the measures in place to meet this policy that are pertinent to their assigned duties.
- 5.3.2 Deliver any personally owned inspection equipment to Quality Control department for calibration prior to use.

6.0 SIGNATURE

6.1 Executive Board

Bedford Reinforced Plastics

DONE

SUBJECT: **PROCEDURE FOR CALIBRATION OF INSPECTION,
MEASURING AND TEST EQUIPMENT (QSP 11-012)**
PREPARED BY: QC/QA MANAGER

EFFECTIVE DATE: 12/18/2001
REVISION: 0

PAGES IN SECTION: 1 of 2

QUALITY SYSTEM PROCEDURE FOR CALIBRATION OF INSPECTION, MEASURING AND TEST EQUIPMENT

- REFERENCES:**
- (a) Quality System Form 11-022 for calibration matrix chart
 - (b) Job Work Instruction 11-004 for calibration of *calipers*
 - (c) Job Work Instruction 11-005 for calibration of *weight scales*
 - (d) Job Work Instruction 11-006 for calibration of *swivel protractors and squares*
 - (e) Job Work Instruction 11-008 for calibration of *viscometer*
 - (f) Job Work Instruction 11-009 for calibration of *water bath*
 - (g) Job Work Instruction 11-010 for calibration of *tape measures*
 - (h) Job Work Instruction 11-019 for calibration of *miscellaneous equipment*

1.0 PURPOSE

- 1.1 To provide a general procedure and guidance for the Control of Inspection, Measuring and Test Equipment to ensure equipment is within tolerance and accuracy is consistent with required measurement capability.

2.0 SCOPE

- 2.1 This procedure applies to all inspection, measuring and test equipment used by Bedford Reinforced Plastics.

3.0 DEFINITIONS

- 3.1 (a) calibration – inspection of a measuring tool, to ensure the measurement accuracy is within allowable specification. Modifying a measurement tool to be within specification.

4.0 AUTHORITIES AND RESPONSIBILITIES

- 4.1 Quality Control shall:
 - 4.1.1 Schedule calibration times for all equipment to be calibrated.
 - 4.1.2 Calibrate all current and new equipment.
 - 4.1.3 Set all calibration accuracy and precision standards for all equipment that could affect the quality of our finished product.
 - 4.1.4 Maintain all calibration records.
- 4.2 Department supervisors/managers shall:
 - 4.2.1 Notify QC department when inspection measuring, and test equipment is suspect or is known to be out of calibration in their area of responsibility.

5.0 PROCEDURES

- 5.1 Quality Control shall:
 - 5.1.1 Review calibration schedule on QSF 11-022 to determine scheduled calibration times for inspection, measuring and test equipment.
 - 5.1.2 Obtain equipment and take it to the QC lab. All equipment that can't be moved or easily transported will be calibrated at its specific location.
 - 5.1.3 Calibrate all equipment to the correct Job Work Instructions referenced above.

QUALITY POLICY MANUAL



SUBJECT: **PROCEDURE FOR CALIBRATION OF INSPECTION,
MEASURING AND TEST EQUIPMENT (QSP 11-012)**
PREPARED BY: QC/QA MANAGER

EFFECTIVE DATE: 12/18/2001
REVISION: 0

PAGES IN SECTION: 2 of 2

- 5.1.4 After calibration is completed, review the allowable tolerances on QSF 11-022 for the equipment being calibrated to ensure the findings are within the proper specification.
- 5.1.5 Assess and document the validity of previous inspection and test results, and affix a label with “out of calibration” on the equipment, when inspection, measuring and test equipment is found to be out of calibration.
- 5.1.6 Affix a calibration label on the piece of equipment being calibrated with the date of next calibration, who inspected it and the current date.
- 5.1.7 Return equipment back to user department.

5.2 Inspection, measuring and test equipment that is either new or repaired shall be re-calibrated prior to use.

5.3 Calibration records shall be maintained on QSF 11-022.

6.0 RECORDS

- 6.1 QSF 11-022
- 6.2 Outsourced calibration certificates

7.0 SIGNATURE

- 7.1 Brad Kaiser

QC/QA Manager
Bedford Reinforced Plastics

DONE

SUBJECT: **POLICY FOR PROCESS CONTROL**
(QMP 9-001)
PREPARED BY: QC/QA MANAGER

EFFECTIVE DATE: 11/23/2001
REVISION: (2) 3/29/2011

PAGES IN SECTION: 1 of 1

QUALITY MANUAL POLICY FOR PROCESS CONTROL

REFERENCES: (a) Quality System Procedures- 9-006, 9-003

1.0 POLICY

- 1.1 There shall be a plan for production processes that directly affect quality to ensure these processes are carried out under controlled conditions. Controlled conditions shall include the following:
 - 1.1.1 Procedures defining the manner of production, where the absence of such procedures could adversely affect quality.
 - 1.1.2 Use of suitable production equipment and working environment.
 - 1.1.3 Compliance with reference standards/codes/quality plans and procedures.
 - 1.1.4 Monitoring and control of suitable process parameters and product characteristics.
 - 1.1.5 Approval of processes and equipment.
 - 1.1.6 Criteria for workmanship.
 - 1.1.7 Suitable maintenance of equipment to ensure continuing process capability.
 - 1.1.8 Where results of process cannot be fully verified by inspection and testing of the product, the process shall be carried out by qualified personnel and shall require close monitoring and control of process parameters.

2.0 PURPOSE

- 2.1 To provide a general policy and guidance for process control.

3.0 SCOPE

- 3.1 This policy applies to Bedford Reinforced Plastics.

4.0 DEFINITIONS

- 4.1 None

5.0 AUTHORITIES AND RESPONSIBILITIES

- 5.1 Production Manager shall:
 - 5.1.1 Provide guidance to organization on the objective of this policy.
 - 5.1.2 Monitor the organization's measures in place to ensure they are meeting this policy's objectives.
- 5.2 Engineering department shall:
 - 5.2.1 Account for preventive maintenance program on production lines and equipment.
- 5.3 All BRP employees shall:
 - 5.3.1 Be expected to support the measures in place to meet this policy that are pertinent to their assigned duties.

6.0 SIGNATURE

- 6.1 Executive Board

Bedford Reinforced Plastics

DONE

SUBJECT: **PROCEDURE FOR PROCESS CONTROL (QSP 9-006)**
PREPARED BY: **PRODUCTION MANAGER**

EFFECTIVE DATE: 2/26/2002
REVISION: (1) 4/21/2003

PAGES IN SECTION: 1 of 2

QUALITY SYSTEM PROCEDURE FOR PRODUCTION PROCESS CONTROL

REFERENCES: (a) Quality System Procedure 9-003, and 9-005
(b) Job Work Instruction 8-004

1.0 PURPOSE

- 1.1 To provide a general procedure and guidance for process control.

2.0 SCOPE

- 2.1 This procedure applies to Bedford Reinforced Plastics.

3.0 DEFINITIONS

- 3.1 PDD – Process, Design, and Development
PLS – Production Line Schedule

4.0 AUTHORITIES AND RESPONSIBILITIES

- 4.1 Production Manager shall:
 - 4.1.1 Provide guidance to organization on the objective of this procedure.
 - 4.1.2 Monitor the organization's measures in place to ensure they are meeting the objectives of this procedures.
- 4.2 Engineering department shall:
 - 4.2.1 Account for preventive maintenance on production lines and equipment.
- 4.3 PDD department shall:
 - 4.3.1 Develop, design, build and maintain set-ups and set-up booklets for production.
- 4.4 Mixing department shall:
 - 4.4.1 Supply production with resin.
- 4.5 QC department shall:
 - 4.5.1 Supply production a specification sheet for all products.

5.0 PROCEDURES

- 5.1 Production department shall:
 - 5.1.1 Schedule the production orders.
 - 5.1.2 Provide PDD with a scheduled list of products to be produced.
 - 5.1.3 Provide a copy of the orders for the Production Foreman.
- 5.2 PDD department shall:
 - 5.2.1 Pull set-up booklet, die and set-up for production.
 - 5.2.2 Assemble set-up and place in production staging area.
- 5.3 Mixing department shall:
 - 5.3.1 Review mixes required for their shift, mix resin and all ingredients from mix book and deliver mixes to production.

QUALITY POLICY MANUAL



SUBJECT: **PROCEDURE FOR PROCESS CONTROL (QSP 9-006)**
PREPARED BY: PRODUCTION MANAGER

EFFECTIVE DATE: 2/26/2002
REVISION: (1) 4/21/2003

PAGES IN SECTION: 2 of 2

5.4 Production department shall:

- 5.4.1 Review the "Production Line Schedule" (PLS) book to determine what products need set-up for production.
- 5.4.2 Print out copies of production orders on QSF 9-007 along with any special notes or instructions.
- 5.4.3 Set up production machine for glass fibers material, heat and speed, etc., using the set-up booklet supplied by PDD department.
- 5.4.4 Place resin into the set-up and produce finished product.
- 5.4.5 Inspect finished product using the specification sheet in the set-up booklet and any special notes on the order.
- 5.4.6 Fill in all information on the QSF 9-002 form "Part Production Report," including QC inspections, good and scrap material.
- 5.4.7 Place good material on skids or pallets.
- 5.4.8 Cut scrap material to 10-foot sections and place in "scrap skid" rack.
- 5.4.9 When a skid of material is completed, the mold operator and a shipping or fabrication person sign the production copy QSF9-007. The yellow page is placed on the completed skid of good material and the white page is filed in the production office.
- 5.4.10 When an order is completed, the set-up is torn down and taken to the cleaning area.

5.5 PDD department shall:

- 5.5.1 Clean the set-up and return it to the storing area.

5.6 All BRP employees shall:

- 5.6.1 Be expected to support the measures in place to meet this procedure that are pertinent to their assigned duties.

6.0 RECORDS

- 6.1 QSF 9-007
- 6.2 QSF 9-002

7.0 SIGNATURE

- 7.1 Kevin Ickes

Production Manager
Bedford Reinforced Plastics

DONE

QUALITY POLICY MANUAL



SUBJECT: **POLICY FOR PRODUCT IDENTIFICATION
AND TRACEABILITY (QMP 8-001)**
PREPARED BY: QC/QA MANAGER

EFFECTIVE DATE: 11/23/2001
REVISION: (2) 3/29/2011

PAGES IN SECTION: 1 of 1

QUALITY MANUAL POLICY FOR PRODUCT IDENTIFICATION AND TRACEABILITY

REFERENCES: (a) Quality System Procedures 8-006

1.0 POLICY

- 1.1 Where appropriate, product should be identified from receipt and during all stages of the production and delivery.

2.0 PURPOSE

- 2.1 To provide a general policy and guidance for identification and traceability of products.

3.0 SCOPE

- 3.1 This policy applies to Bedford Reinforced Plastics.

4.0 DEFINITIONS

- 4.1 None

5.0 AUTHORITIES AND RESPONSIBILITIES

- 5.1 Supervisors and managers shall:
 - 5.1.1 Coordinate all identification practices in their area of responsibility.
- 5.2 All BRP employees shall:
 - 5.2.1 Be expected to support the measures in place to meet this policy that are pertinent to their assigned duties.

6.0 SIGNATURE

- 6.1 Executive Board

Bedford Reinforced Plastics

DONE

SUBJECT: **PROCEDURE FOR FINISHED PRODUCT
TRACEABILITY (QMP 8-006)**
PREPARED BY: QC/QA MANAGER

EFFECTIVE DATE: 12/10/2001
REVISION: (2) 2/19/2004

PAGES IN SECTION: 1 of 1

QUALITY SYSTEM PROCEDURE FOR IDENTIFICATION AND TRACEABILITY OF FINISHED PRODUCT

1.0 PURPOSE

- 1.1 To provide a general procedure and guidance to ensure products are identified and traceable.

2.0 SCOPE

- 2.1 This procedure applies to Bedford Reinforced Plastics.

3.0 DEFINITIONS

- 3.1 (a) BOL – Bill Of Lading

4.0 PROCEDURES

4.1 Production department shall:

- 4.1.1 When necessary, (per order sheet) a sticker (or another form of I.D.) shall be placed on each part or bundle marked with the date, shift and resin series when producing material. The line operator is responsible for placing the I.D. If the product is high volume, identify between several rows of the product.
NOTE: Check order sheet or specification sheet to see if stickers are acceptable to be put on particular products. Stickers or a form of identification are put on products only if required by customer contract. (Some products can not have stickers on them, per the customer.)
- 4.1.2 Complete all identification and traceability information on “Part Production Report” (QSF 9-002) from order sheet.

4.2 Fabrication department shall:

- 4.2.1 Identify fabricated products per customer’s drawing and specifications.

4.3 Shipping department shall:

- 4.3.1 Identify the PO #, skid # and invoice # on the end of each skid of material with a paint pen, spray paint, or other comparable item.
- 4.3.2 Maintain outgoing BOL in shipping office.

4.4 Service Center department shall:

- 4.4.1 Enter the shipment tracking number into the “tracking file” in computer.
- 4.4.2 Maintain BOL after material has shipped in service center office.

5.0 RECORDS

- 5.1 Part stickers
5.2 Tracking files
5.3 BOL
5.4 Part Production Report (QSF 9-002)

6.0 SIGNATURE

- 6.1 Executive Board

Bedford Reinforced Plastics

DONE

SUBJECT: **PROCEDURE FOR BULK RESIN
TRACEABILITY (QSP 8-002)**
PREPARED BY: QC/QA MANAGER

EFFECTIVE DATE: 12/10/2004
REVISION: 0

PAGES IN SECTION: 1 of 1

QUALITY SYSTEM PROCEDURE FOR HOW TO PROPERLY TRACE BULK RESIN TANKERS

REFERENCES: (a) Quality System Procedure 8-006 for product identification and traceability

1.0 PURPOSE

- 1.1 To provide a general procedure and guidance to ensure bulk resin traceability.

2.0 SCOPE

- 2.1 This procedure applies to Bedford Reinforced Plastics.

3.0 DEFINITIONS

- 3.1 Resin mix sticker – the sticker that is attached to each mixed drum of resin that goes into production.

4.0 PROCEDURE

4.1 Raw Materials Tester shall:

- 4.1.1 Upon receipt of a resin sample from tanker truck test resin, follow testing procedure QSP 10-017.
- 4.1.2 After accepting the resin, get a sticker and write down the batch number from the C of A.
- 4.1.3 Take the sticker out to the mixing room. Tear off the previous sticker and replace it with the new one on the proper tank nozzle of the tank which resin was placed in.

4.2 Mixing personnel shall:

- 4.2.1 When making a mix using bulk tank resin, document the proper batch number of resin from the sticker on the nozzle onto the QSF 8-008 for resin mix sticker.
- 4.2.2 When making a mix using resin from an individual drum document the proper type of resin and the lot/batch number onto the drum sticker.

4.3 Production personnel shall:

- 4.3.1 When producing product look at the drum sticker on each drum of resin that is brought to your line.
- 4.3.2 Document the batch number or type of resin onto the Part Production Report sheet QSF 9-002 for part production report, under batch #.

NOTE: There may be one or more batch numbers for different mixes so look at each new mix that is brought to your line.

5.0 RECORDS

- 5.1 QSF 9-002 for part production report
- 5.2 QSF 8-008 for resin mix sticker

6.0 SIGNATURE

- 6.1 Kevin Ickes
Production Manager
Bedford Reinforced Plastics

DONE

QUALITY POLICY MANUAL



SUBJECT: POLICY FOR CONTROL OF
NON-CONFORMING PRODUCT (QMP 13-001)
PREPARED BY: QC/QA MANAGER

EFFECTIVE DATE: 11/23/2001
REVISION: (2) 03/29/2011

PAGES IN SECTION: 1 of 1

QUALITY MANUAL POLICY FOR CONTROL OF NONCONFORMING PRODUCT

REFERENCES: (a) Quality System Procedure 13-002

1.0 POLICY

- 1.1 There shall be documented procedures established and maintained to ensure that product that does not conform to specified requirements is prevented from unintended use.
- 1.2 Control measures shall provide for identification, documentation, evaluation, segregation (when practical), disposition of nonconforming product, and notification to functions concerned.
- 1.3 The review and disposition of nonconforming product shall be defined.
- 1.4 Nonconforming product being reviewed may be:
 - 1.4.1 reworked to meet the specific requirements
 - 1.4.2 accepted with or without repair by concession
 - 1.4.3 rejected or scrapped, or
 - 1.4.4 re-graded for alternate applications
- 1.5 If rework or repair is needed, the product shall be re-inspected in accordance with documented procedures.
- 1.6 Specified requirements shall be reported for the concession to the customer. The description of the nonconformity that has been accepted, and of repairs, shall be recorded to denote the actual condition.

2.0 PURPOSE

- 2.1 To provide a general policy and guidance for Control of Nonconforming Product.

3.0 SCOPE

- 3.1 This policy applies to Bedford Reinforced Plastics.

4.0 DEFINITIONS

- 4.1 None

5.0 AUTHORITIES AND RESPONSIBILITIES

- 5.1 Managers shall:
 - 5.1.1 Develop and maintain procedures for nonconforming raw material in their areas of responsibility.
- 5.2 Management/supervisors shall:
 - 5.2.1 Ensure procedures and JWJ are followed in their areas of responsibility.
- 5.3 All BRP employees shall:
 - 5.3.1 Be expected to support the measures in place to meet this policy, which are pertinent to their assigned duties.

6.0 SIGNATURE

- 6.1 Executive Board

Bedford Reinforced Plastics

DONE

SUBJECT: **PROCEDURE FOR CONTROL OF
NON-CONFORMING PRODUCT (QSP 13-002)**
PREPARED BY: QC/QA MANAGER

EFFECTIVE DATE: 3/4/2002
REVISION: (2) 9/6/2005

PAGES IN SECTION: 1 of 2

QUALITY SYSTEM PROCEDURE FOR CONTROL OF NONCONFORMING PRODUCT

REFERENCES: (a) Quality System Procedure 6-004 for vendor rating procedure

1.0 PURPOSE

- 1.1 To provide a general procedure and guidance for Control of Nonconforming Product to ensure it is prevented from unintended use.

2.0 SCOPE

- 2.1 This procedure applies to Bedford Reinforced Plastics.

3.0 DEFINITIONS

- 3.1 (a) RMRB – Raw Material Review Board

4.0 AUTHORITIES AND RESPONSIBILITIES

- 4.1 Supervisors/managers shall:
 - 4.1.1 Coordinate the identification, documentation and segregation activities for nonconforming product in their areas of responsibility.
- 4.2 Quality and/or Purchasing shall:
 - 4.2.1 Communicate the nonconformance/concern of raw materials to the supplier.
- 4.3 Internal functions shall:
 - 4.3.1 Notify Quality Control when nonconforming/concern of raw material is found.
 - 4.3.2 Obtain samples of nonconforming/concern raw material for Quality Control, when practical.
 - 4.3.3 Segregate nonconformance/concern material when practical.
 - 4.3.4 Tag material with rework instructions when material is to be reworked.

5.0 PROCEDURES

- 5.1 Nonconforming or a concern of raw material product:
 - 5.1.1 When nonconforming/concern of product is found by test, inspection or other means, the Quality Control department shall be notified.
 - 5.1.2 Quality Control shall:
 - A. Substantiate product as being out of conformance or a realistic concern.
 - B. Evaluate product with resources available, i.e., testing, inspecting, historical records, etc.
 - C. Complete QSF 13-003 with info. available when there is a nonconformance or a realistic concern.
 - D. Depending on the severity of the nonconformance, notify RMRB to review and determine the disposition of the material.
 - E. Send out a copy of QSF 13-003 to the supplier for corrective action request, if a nonconformance.
 - F. Update QSF 13-003, Purchasing Manager, and Raw Material Supervisor until the nonconformance/concern is signed off, dated and closed.

QUALITY POLICY MANUAL



SUBJECT: **PROCEDURE FOR CONTROL OF
NON-CONFORMING PRODUCT (QSP 13-002)**
PREPARED BY: QC/QA MANAGER

EFFECTIVE DATE: 3/4/2002
REVISION: (2) 9/6/2005

PAGES IN SECTION: 2 of 2

5.1.3 Raw Material Review Board (RMRB) shall:

- A. Evaluate nonconforming/concern material.
 - a. RMRB consists of:
 - 1. QC/QA Manager
 - 2. Purchasing Manager
 - 3. Production Manager
- B. Nonconforming **raw** material may be:
 - a. Reworked to meet the specific requirements
 - b. Accepted with or without repair by Bedford Reinforced Plastics concession with regards to finished product function/application.
 - c. Rejected
- C. If product is rejected it is tagged "REJECTED" and segregated, when practical, to prevent unintended use.

5.2 Nonconforming finished product:

5.2.1 Production department shall:

- A. At the production line operator's discretion, depending on the severity and amount of nonconforming product, he/she may notify the production foreman and/or QC inspector to review the product or scrap it.
- B. If the operator chooses to scrap the nonconforming product the material is placed it on a scrap skid that is segregated on the shipping dock.
- C. If the operator chooses to notify the Production Foreman and/or QC Inspector the product is then reviewed for defects by QC Inspector and/or Production Foreman. At this point the Production Foreman and/or the QC Inspector may make a decision to scrap, rework to meet specifications or have the Material Review Board (MRB) make the decision.
 - a. If Foreman and/or QC Inspector make the decision to scrap the material, the amount and the defect is noted on the QSF 9-002.
 - b. If Foreman and/or QC Inspector make the decision to rework the material, the material is reworked and re-inspected prior to release.
 - c. If Foreman and/or QC Inspector make the decision to have the MRB make the decision the material is marked "HOLD for MRB" with the defect and placed on a skid or questionable rack.
 - c.1. Material Review Board (MRB) consists of: QC/QA Manager and Production Manager
- D. MRB shall review the nonconforming product and complete QSF 13-004.
 - d.1 If scrapped, the QC and production department are notified.
 - d1.1. QC department will then mark scrap and/or production will cut to ten foot section and place on scrap skid.
 - d.2 If a concession is necessary, the customer will be notified of the product and the defects by the sales or quality department and the customer will make the decision to accepted or reject.
 - d.2.1 If rejected, follow d1.
 - d.2.2 If accepted, sales shall notify QC and production departments.

6.0 RECORDS

- 6.1 QSF 13-003
- 6.2 QSF 9-002
- 6.3 QSF 13-004

7.0 SIGNATURE

- 7.1 Brad Kaiser
QC/QA Manager
Bedford Reinforced Plastics

DONE

SUBJECT: **POLICY FOR CORRECTIVE AND PREVENTIVE ACTION (QMP 14-001)**
PREPARED BY: QC/QA MANAGER

EFFECTIVE DATE: 11/23/2001
REVISION: (3) 3/29/2011

PAGES IN SECTION: 1 of 2

QUALITY MANUAL POLICY FOR CORRECTIVE AND PREVENTIVE ACTION

REFERENCES: (a) Quality System Procedure 14-002
(b) Quality System Procedure 14-007

1.0 POLICY

- 1.1 Documented procedures shall be implemented for corrective and preventive action.
- 1.2 Corrective or preventive action shall be taken when the severity of the problem is of a critical nature, determined by management. Actions taken shall be to a degree appropriate to the magnitude of the problem and commensurate with the risks encountered.
- 1.3 Any change to documented procedures resulting from a corrective or preventive action shall be recorded.
- 1.4 Corrective Action
 - 1.4.1 Procedures for corrective action shall include:
 - A. Effective handling of customer complaints.
 - B. Reports from customers of product nonconformities and/or product failures.
 - C. The investigation of the causes of nonconformities relating to product, process and the Quality System, and recording the results of the investigation.
 - D. Determination of the corrective action needed to eliminate the cause of nonconformities.
 - E. Application of controls to ensure that corrective action is taken and that it is effective.
- 1.5 Customer complaints for product nonconformities or product failures will require immediate corrective action.
- 1.6 Preventive Action
 - 1.6.1 Procedures for preventive action shall include:
 - A. The use of appropriate sources of information such as processes and work operations which affect product quality, concessions, audit results, quality records, service reports and customer complaints to detect, analyze and eliminate potential causes of nonconformities.
 - B. The determination of steps needed to deal with any problems requiring preventive action.
 - C. Initiation of preventive action of controls to ensure that it is effective.
 - D. Confirmation that relevant information on actions taken is submitted for management review.

2.0 PURPOSE

- 2.1 To provide a general policy and guidance for corrective and preventive action.

MORE

QUALITY POLICY MANUAL



SUBJECT: POLICY FOR CORRECTIVE AND PREVENTIVE ACTION (QMP 14-001)
PREPARED BY: QC/QA MANAGER

EFFECTIVE DATE: 11/23/2001
REVISION: (3) 3/29/2011

PAGES IN SECTION: 2 of 2

3.0 SCOPE

3.1 This policy applies to Bedford Reinforced Plastics.

4.0 DEFINITIONS

4.1 None

5.0 AUTHORITIES AND RESPONSIBILITIES

5.1 Quality Assurance Manager shall:

- 5.1.1 Develop and maintain procedures for Corrective and Preventive Action.
- 5.1.2 Assist in the investigation and/or causes of customer complaints and product nonconformities or product failures.
- 5.1.3 Report all Corrective and Preventive Actions taken and their effectiveness to Executive Board.
- 5.1.4 Issue corrective and preventive actions, to correct a problem or a potential problem, at any time, at the Quality Manager's discretion.

5.2 All supervisors/managers shall:

- 5.2.1 Ensure procedures and JWI are followed in their areas of responsibility.
- 5.2.2 Be responsible to issue corrective and preventive action in or outside their area of responsibility when a problem is recurring or is of a nature that has the potential to negatively affect the policies of our Quality Systems.

6.1 All BRP employees shall:

- 6.1.1 Be expected to support the measures in place to meet this policy, which are pertinent to their assigned duties.

7.0 SIGNATURE

7.1 Executive Board

Bedford Reinforced Plastics

DONE

SUBJECT: **PROCEDURE FOR CORRECTIVE AND PREVENTIVE ACTION (QMP 14-002)**
PREPARED BY: QC/QA MANAGER

EFFECTIVE DATE: 5/25/2001
REVISION: 0

PAGES IN SECTION: 1 of 2

QUALITY SYSTEM PROCEDURE FOR CORRECTIVE AND PREVENTIVE ACTION FOR A CUSTOMER COMPLAINT, PRODUCT NONCONFORMITY OR CONCERN

REFERENCES: (a) Quality System Form 14-003 for Corrective and Preventive Action
(b) Job Work Instruction 5-014 for accessing quality system files from the network

1.0 SCOPE

1.1 This procedure applies to Bedford Reinforced Plastics.

2.0 DEFINITIONS

2.1 None

3.0 AUTHORITIES AND RESPONSIBILITIES

3.1 Managers shall:

3.1.1 Report effectiveness of corrective/preventive action/s to Executive Board and management.

3.1.2 Document changes to controlled procedures resulting from corrective or preventive action/s.

3.2 Supervisors/managers shall:

3.2.1 Be responsible to report, determine action or actions needed to correct or prevent nonconformities, and monitor the action to ensure its effectiveness.

3.3 All BRP employees shall:

3.3.1 Be expected to support the measures in place to meet this procedure that are pertinent to their assigned duties.

4.0 PROCEDURES

4.1 Supervisors, managers, and sales staff shall:

4.1.1 When dealing w/customer complaints, reports of product nonconformities and/or a concern, do the following:

A. Person with initial communication with customer/contact shall fill out section 1.0 of QSF 14-003 or transfer the customer to another function of the company that would better suit the type of complaint, product nonconformity or concern. NOTE: QSF 14-003 can be accessed and printed through the network by following JWI 5-014.

B. Communicate the customer complaints, product nonconformity or concern to all relevant functions of the company.

C. Investigate the situation with the necessary internal resources, uncover the root cause for the situation, determine best possible action needed and complete section 2.0 of QSF 14-003.

NOTE: Use whatever resources necessary to research the situation and to produce the proper action needed to prevent the situation from happening again.

4.1.2 Upon completion of section 2.0 of QSF 14-003, give to the Department Manager for review.

MORE

QUALITY POLICY MANUAL



SUBJECT: **PROCEDURE FOR CORRECTIVE AND PREVENTIVE ACTION (QMP 14-002)**
PREPARED BY: QC/QA MANAGER

EFFECTIVE DATE: 5/25/2001
REVISION: 0

PAGES IN SECTION: 2 of 2

4.2 Department managers shall:

- 4.2.1 Review the situation and action/s stated to ensure action/s conforms to quality system policies and objectives. Report action to Executive Board for approval when necessary.
- 4.2.2 Communicate to the proper functions of the company to initiate the action/s to correct or prevent the situation.
- 4.2.3 At a predetermined, or next allowable time, the originator and the functions involved with the action/s taken will evaluate the effectiveness of the action/s implemented and document in section 3.0 of QSF 14-003.

4.3 QC/QA Manager shall:

- 4.3.1 Record and revise any changes to documented procedures resulting from corrective or preventive action.

5.0 RECORDS

- 5.1 QSF 14-003

6.0 SIGNATURE

- 6.1 Brad Kaiser

Quality Assurance Manager
Bedford Reinforced Plastics

DONE

QUALITY POLICY MANUAL



SUBJECT: **POLICY FOR HANDLING, STORAGE,
PACKAGING, PRESERVATION AND
DELIVERY (QMP 15-001)**
PREPARED BY: QC/QA MANAGER

EFFECTIVE DATE: 11/23/2001
REVISION: (2) 03/29/2001

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QUALITY MANUAL POLICY FOR HANDLING, STORAGE, PACKAGING, PRESERVATION AND DELIVERY

REFERENCES: (a) Quality System Procedure 15-002
(b) Quality System Procedure 15-003

1.0 POLICY

- 1.1 Handling, Storage, Packing, Preservation and Delivery of products shall be in place to ensure:
 - 1.1.1 Handling of products shall be done in a way that will prevent damage and deterioration.
 - 1.1.2 Products are stored in areas that will prevent damage and deterioration.
 - 1.1.3 Conformance to specified packaging requirements.
 - 1.1.4 Methods are applied for product preservation under Bedford Reinforced Plastics control.
 - 1.1.5 Protection of product for delivery.

2.0 PURPOSE

- 2.1 To provide a general policy and guidance on Handling, Storage, Packaging, Preservation and Delivery of products.

3.0 SCOPE

- 3.1 This policy applies to Bedford Reinforced Plastics.

4.0 DEFINITIONS

- 4.1 None

5.0 AUTHORITIES AND RESPONSIBILITIES

- 5.1 Shipping Manager shall:
 - 5.1.1 Develop and maintain procedures for Handling, Storage, Packaging, Preservation and Delivery of finished products.
- 5.2 Purchasing Manager shall:
 - 5.2.1 Develop and maintain procedures for Handling, Storage, Packaging, Preservation and Delivery of raw material products.
- 5.3 Department managers and foreman shall:
 - 5.3.1 Coordinate the directive of this policy and procedures in their area of responsibility.
- 5.4 All BRP employees shall:
 - 5.4.1 Be expected to support the measures in place to meet this policy that are pertinent to their assigned duties.

6.0 SIGNATURE

- 6.1 Executive Board

Bedford Reinforced Plastics

DONE

QUALITY POLICY MANUAL



SUBJECT: **PROCEDURE FOR HANDLING, STORAGE, PACKAGING, PRESERVATION AND DELIVERY (QMP 15-002)**
PREPARED BY: QC/QA MANAGER

EFFECTIVE DATE: 4/15/2001
REVISION: 0

PAGES IN SECTION: 1 of 2

QUALITY SYSTEM PROCEDURE FOR THE PROPER HANDLING, STORAGE, PACKAGING, PRESERVATION AND DELIVERY OF PRODUCTS

REFERENCES: (a) Quality System Policy 15-001
(b) Job work instruction 15-007, 15-008, 15-009

1.0 PURPOSE

- 1.1 To provide general procedures and guidance for how to:
 - 1.1.1 Handle products to prevent damage and deterioration.
 - 1.1.2 Store product to prevent damage or deterioration.
 - 1.1.3 Package product to required specifications.
 - 1.1.4 Preserve product

2.0 SCOPE

- 2.1 This procedure applies to all employees whose duties include handling product.
- 2.2 This directive applies to raw material and finished products.

3.0 DEFINITIONS

- 3.1 None

4.0 AUTHORITIES AND RESPONSIBILITIES

- 4.1 All supervisors/managers shall:
 - 4.1.1 Be responsible for coordinating the implementation of this procedure and JWIs.
- 4.2 Shipping supervisor shall:
 - 4.2.1 Develop and implement special packaging instructions when requested by customer.
- 4.3 All BRP employees shall:
 - 4.3.1 Be responsible for complying to this procedure and related JWIs that are pertinent to their assigned duties.

5.0 PROCEDURES

- 5.1 Handling of Product
 - 5.1.1 Finished goods shall be transported by hand or mechanically and placed on skids, pallets or a form of cart.
 - 5.1.2 When using mechanical lifting equipment to transport products, the product should be securely fastened (banded or strapped) to pallets before it is lifted for transportation, if necessary.
 - 5.1.3 Raw material products are transported from carrier as supplier has packaged the product and placed in storage.
 - 5.1.4 In-process raw material shall be transported by hand or a form of cart.

MORE

QUALITY POLICY MANUAL



SUBJECT: **PROCEDURE FOR HANDLING, STORAGE, PACKAGING,
PRESERVATION AND DELIVERY (QMP 15-002)**
PREPARED BY: QC/QA MANAGER

EFFECTIVE DATE: 4/15/2001
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5.2 Storage of Product

- 5.2.1 Finished goods are stored in the main warehouse in racks or other storage buildings specific to the product.
- 5.2.2 Finished goods that are stored outdoors, depending on delivery time, shall have a protective covering to prevent color fading and U.V. deterioration.
- 5.2.3 When adding or taking away from stock, it shall be documented for inventory accuracy.
- 5.2.4 Raw material products are unloaded from carrier and stored in the main warehouse, main plant building or other storage buildings specific to the product.
 - A. Catalyst products shall be stored in freezers to maintain safe operating temperatures.

5.3 Packaging of Product

- 5.3.1 Special packaging requirements shall be followed per customer request and/or product I.D. and traceability procedures.

5.4 Preservation of Product

- 5.4.1 Finished product is segregated into specified areas depending on type and shape product.

5.5 Delivery of Product

- 5.5.1 Finished product shall be packaged to protect it from shipping damages.
- 5.5.2 Special protection precautions shall be agreed upon by BRP and customers.

6.0 SIGNATURE

6.1 Doug Bussard

Shipping Manger
Bedford Reinforced Plastics

DONE

SUBJECT: POLICY FOR DOCUMENT AND DATA CONTROL (QMP 5-001)
PREPARED BY: QC/QA MANAGER

EFFECTIVE DATE: 11/23/2001
REVISION: (2) 3/29/2011

PAGES IN SECTION: 1 of 2

QUALITY MANUAL POLICY FOR DOCUMENT AND DATA CONTROL

REFERENCES: (a) Quality System Procedure 5-002 for Document and Data Control

1.0 POLICY

- 1.1 The handling, approval, change and review of quality system documents, including standards and customer drawings, shall ensure control of documents.

This control shall ensure:

- 1.1.1 Document and data approval and issue
- A. Documents and data shall be reviewed and approved for adequacy by authorized personnel prior to issue.
 - B. A master list or other positive control measures identifying the current revision status and distribution of documents shall be established.
 - C. That pertinent issues of appropriate documents are available at all locations that are essential to the functioning of the quality system.
 - D. Obsolete documents are promptly removed from all points of issue or use and disposed of.
 - E. Documents that are retained for knowledge-preservation and/or legal use are suitably identified.
- 1.1.2 Document and data changes
- A. Changes to documents shall be reviewed by the same functions that reviewed the initial documents unless specifically indicated otherwise. Reviewers shall have access to pertinent background information on which to base their review and approval.
 - B. Revisions to a document shall be identified.

2.0 PURPOSE

- 2.1 To provide a general policy and guidance for document and data control.

3.0 SCOPE

- 3.1 This policy applies to Bedford Reinforced Plastics.

4.0 DEFINITIONS

- 4.1 (a) Section master list – A complete list showing all subject document numbers that are contained in a given section, including effective date, description of the document, revision status and revision notes.

5.0 AUTHORITIES AND RESPONSIBILITIES

- 5.1 Quality Assurance Manager shall:
- 5.1.1 Develop, implement and maintain the document and data control system.
 - 5.1.2 Maintain a master list of quality system documents, including distribution and current revision status.

MORE

QUALITY POLICY MANUAL



SUBJECT: **POLICY FOR DOCUMENT AND DATA CONTROL (QMP 5-001)**
PREPARED BY: QC/QA MANAGER

EFFECTIVE DATE: 11/23/2001
REVISION: (2) 3/29/2011

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5.2 Managers and foreman shall:

- 5.2.1 Ensure procedures and job work instructions are implemented and maintained in their areas of responsibility.
- 5.2.2 Monitor the measures in place to assure they are meeting this policy's objectives in their areas of responsibility.

5.3 All BRP employees shall:

- 5.3.1 Be expected to support the measures in place to meet this policy that are pertinent to their assigned duties.

6.0 SIGNATURE

6.1 Executive Board

Bedford Reinforced Plastics

DONE

SUBJECT: **POLICY FOR CONTROL OF QUALITY RECORDS (QMP 16-001)**
PREPARED BY: QC/QA MANAGER

EFFECTIVE DATE: 11/23/2001
REVISION: (2) 3/29/2011

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QUALITY MANUAL POLICY FOR CONTROL OF QUALITY RECORDS

REFERENCES: (a) Quality System Procedure 16-002

1.0 POLICY

- 1.1 Quality records shall be identified, collected, indexed, accessible, filed, stored, maintained, and then disposed of when revised, or deleted.
- 1.2 Quality records shall be maintained.
- 1.3 Pertinent quality records from subcontractor shall be an element of these data.
- 1.4 Quality records shall be legible and shall be stored and retained in such a way that will prevent deterioration, damage or loss. Quality records shall be readily retrievable.
- 1.5 Retention times shall be established and recorded.
- 1.6 When agreed upon contractually, quality records shall be made available for evaluation by customer.
NOTE: Quality records may be in the form of any type of media, such as hard copy or electronic.

2.0 PURPOSE

- 2.1 To provide a general policy and guidance for Control of Quality Records.

3.0 SCOPE

- 3.1 This policy applies to Bedford Reinforced Plastics.

4.0 DEFINITIONS

- 4.1 None

5.0 AUTHORITIES AND RESPONSIBILITIES

- 5.1 Managers shall:
 - 5.1.1 Establish retention times for all quality records within their areas of responsibility.
- 5.2 Department managers and foreman shall:
 - 5.2.1 Assure proper document control in their areas of responsibility.
 - 5.2.2 Recommend changes to document control to the Executive Board.
 - 5.2.3 Monitor the measures in place to assure they are meeting this policy's objectives.
- 5.3 All BRP employees shall:
 - 5.3.1 Be expected to support the measures in place to meet this policy that are pertinent to their assigned duties.

6.0 SIGNATURE

- 6.1 Executive Board
Bedford Reinforced Plastics

DONE