



# ISO 9001:2015 Quality Systems Manual

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**AMCO Enterprises • Quality Systems Manual**

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# 1. Scope

## 1.1 General

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AMCO Enterprises has developed a Quality Management System to

- Better satisfy the needs of its customers.
- Meet all applicable statutory and regulatory requirements.
- Improve the management of the company.

It covers purchasing of product for resale, receiving inspection, secondary operations, in-process inspection where applicable, final inspection, and shipment and/or delivery of products to the customer. Such products are generally industrial “class C” items including, but not limited to fasteners, hardware, kits, and custom/specialty items as designated by the customer. The quality systems manual outlines the policies, procedures and requirements of the Quality Management System. The system is structured to comply with the conditions set forth in the international Standard ISO 9001:2015.

## 1.2 Application

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AMCO Enterprises has determined that the following requirements are not applicable to the operations at this site and are documented as exclusions:

None

## 2. Normative Reference

### 2.0 Quality Management System References

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The following documents were used as reference during the preparation of the Quality Management System:

- International Standard ISO 9001:2015 [E]
- United Registrar of Systems, ISO 9001:2015 Comparison and Guidance Matrix

## **3. Definitions**

### **3.0 Quality Management System Definitions**

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This section is for definitions unique to AMCO Enterprises.

- Product – The end item result of meeting all contract terms and conditions (e.g.: manufactured goods, merchandise, services etc.).
- Quality Records – information generated from the processes described in quality system documents, and retained as indicated in this procedure.
- Executive Management – The Chief Executive Officer, the President, the Secretary and the Treasurer constitute the executive management.
- Issues – positive or negative factors or conditions for consideration relevant to AMCO Enterprises' goals.
- Interested parties - AMCO Enterprises' customers or those involved in support and execution of planned processes.
- Secondary operations – rework or modification to existing products.

## 4. Context of the organization

### 4.1 Understanding of the organization and its context

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As illustrated in the process map, found in the procedures manual section P-410, AMCO Enterprises has determined external and internal processes that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended result(s) of its Quality Management System. In order to ensure that said results are achieved, AMCO Enterprises monitors and reviews information about these external and internal processes. Documentation of this review is retained in quality documents and the management review meeting minutes.

A risk assessment of issues related to the core business process is reviewed as part of the biannual Management Review process. A map of the core business process can be found in the procedures manual. (P-410, Core Business Process)

### 4.2 Understanding the needs and expectations of interested parties

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Due to their effect or potential effect on the organization's ability to consistently provide products and services that meet customer expectations and applicable statutory and regulatory requirements, AMCO has established the necessary procedures (P-820, Customer-related processes) to:

- Determine the interested parties that are relevant to the QMS
- Determined the requirements of the interested parties relevant to the Quality Management System

AMCO Enterprises monitors and reviews information about these interested parties and their relevant requirements as part of regular customer communication.

### 4.3 Determining the scope of the Quality Management System

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AMCO Enterprises has considered external and internal issues, requirements of relevant interested parties, and the products and services of the organization when determining the boundaries and scope of the QMS, as expressed in Section 1, requirements that are not applicable to the operations at AMCO Enterprises are listed as exclusions in Section 1.2.



## **4.4 Quality Management System and its processes**

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AMCO Enterprises has established documented and implemented a Quality Management System (QMS) in accordance with the requirements of ISO 9001:2015. The system is maintained and continually improved through the use of the Quality Policy, quality objectives, risk assessment, audit results, corrective action and Management Review.

To design and implement the QMS, AMCO Enterprises has:

- Determined and documented the processes and procedures needed for the QMS and its application throughout the organization.
- Determined the inputs required and the outputs expected from these processes.
- Determined the sequence and interaction of these processes.
- Determined criteria and methods needed to ensure that the operation and control of the processes are effective, and documented them in quality plans, operating procedures, work instructions and applicable standards that meet the requirements of customer contracts.
- Ensured the continuing availability of resources and information necessary to achieve planned results and continual improvement of these processes.
- Assigned the responsibilities and authorities for these processes.
- Addressed risk and opportunities associated with these processes.
- Established systems to monitor, and measure where applicable and analyze these processes.
- Established processes to identify and implement actions necessary to ensure that these processes achieve their intended results.

## **5. Leadership**

### **5.1 Leadership and commitment**

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#### **5.1.1 General**

AMCO Enterprises' management demonstrates leadership and commitment with respect to the Quality Management System by:

- Taking accountability for the effectiveness of the Quality Management System.

- Ensuring that the Quality Policy and quality objectives are established for the Quality Management System and are compatible with the context and strategic direction of AMCO Enterprises.
- Ensuring the integration of the Quality Management System requirements into AMCO Enterprises' business processes.
- Promoting the use of the process approach and risk-based thinking.
- Ensuring that the resources needed for the Quality Management System are available.
- Communicating the importance of effective quality management and of conforming to the Quality Management System requirements.
- Ensuring that the Quality Management System achieves its intended results.
- Engaging, directing and supporting persons to contribute to the effectiveness of the Quality Management System.
- Promoting continuous improvement.
- Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility within the Quality Management System.

### **5.1.2 Customer focus**

AMCO Enterprises strives to identify current and future customer needs, to meet customer and applicable statutory and regulatory requirements, and to exceed customer expectations.

Executive management ensures that customer requirements are understood and met by requiring compliance with documented customer communication procedures (P-820, Customer-related process). Customer requirements are determined, converted into internal requirements, and communicated to the appropriate people in our organization.

## **5.2 Policy**

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### **5.2.1 Establishing the Quality Policy**

Executive management has established the following Quality Policy:

The Quality Policy of AMCO Enterprises is derived from our Primary Objective: customer satisfaction. We are committed to achieving the highest levels of quality performance so that we may consistently meet or exceed the quality requirements of our customers. We are committed to a program of continuous improvement of our Quality

Management System so as to assure its ongoing suitability to meet the requirements of our company and of our customers.

### **5.2.2 Communicating the Quality Policy**

Executive management ensures that the Quality Policy is communicated to all employees. It is included in new employee training and training on the QMS. It is posted in prominent places throughout the facility to maintain high standards within our organization. Management reviews the Quality Policy at each Management Review Meeting to determine the policy's continuing suitability for our organization.

## **5.3 Organizational roles, responsibilities and authorities**

An organizational chart has been established to show the interrelation of personnel in the organization. Job descriptions define the responsibilities and authorities of each of the positions on the organizational chart. Job descriptions and the organizational chart are reviewed and approved by executive management for adequacy. These documents are available to the organization to help employees understand responsibilities and authorities. An organizational chart is located at the end of this section.

The President, having been duly elected by the Board of Directors, may necessarily delegate much of the day-to-day operation of the Quality Management System to others as noted below. However, the President bears ultimate responsibility and authority for the design, implementation, and effectiveness of the Quality Management System. At a minimum, the President shall:

- Continually assess the suitability, relevance, and value of the Quality Management System relative to the organization's larger goals and objectives.
- Continually assess the suitability, relevance, and compatibility of the Quality Policy relative to the organization's larger goals and objectives.
- Continually assess the effectiveness of the Quality Management System relative to the organization's Quality Policy.
- Ensure that the organizational roles, responsibilities, and authorities are clearly defined and documented.
- Ensure that all necessary resources are allocated to the various departments in a timely manner.
- Continuously promote and encourage a positive work environment that reinforces the importance of the Quality Policy.

The Vice President has been elected by the Board of Directors with the following responsibilities and authority relevant to the Quality Management System:

- Oversee day-to-day operations of the organization and ensure that they conform to provisions of the Quality Management System.
- Coordinate with the various Department Managers to ensure that each Department:
  - Operates in conformance with documented procedures.
  - Achieves the results intended by the Quality Management System.
  - Is properly provisioned, trained, and staffed.
  - Effectively coordinates and communicates with the other Departments and with all interested parties.
- Continuously promote and encourage a positive work environment that reinforces the importance of the Quality Policy.

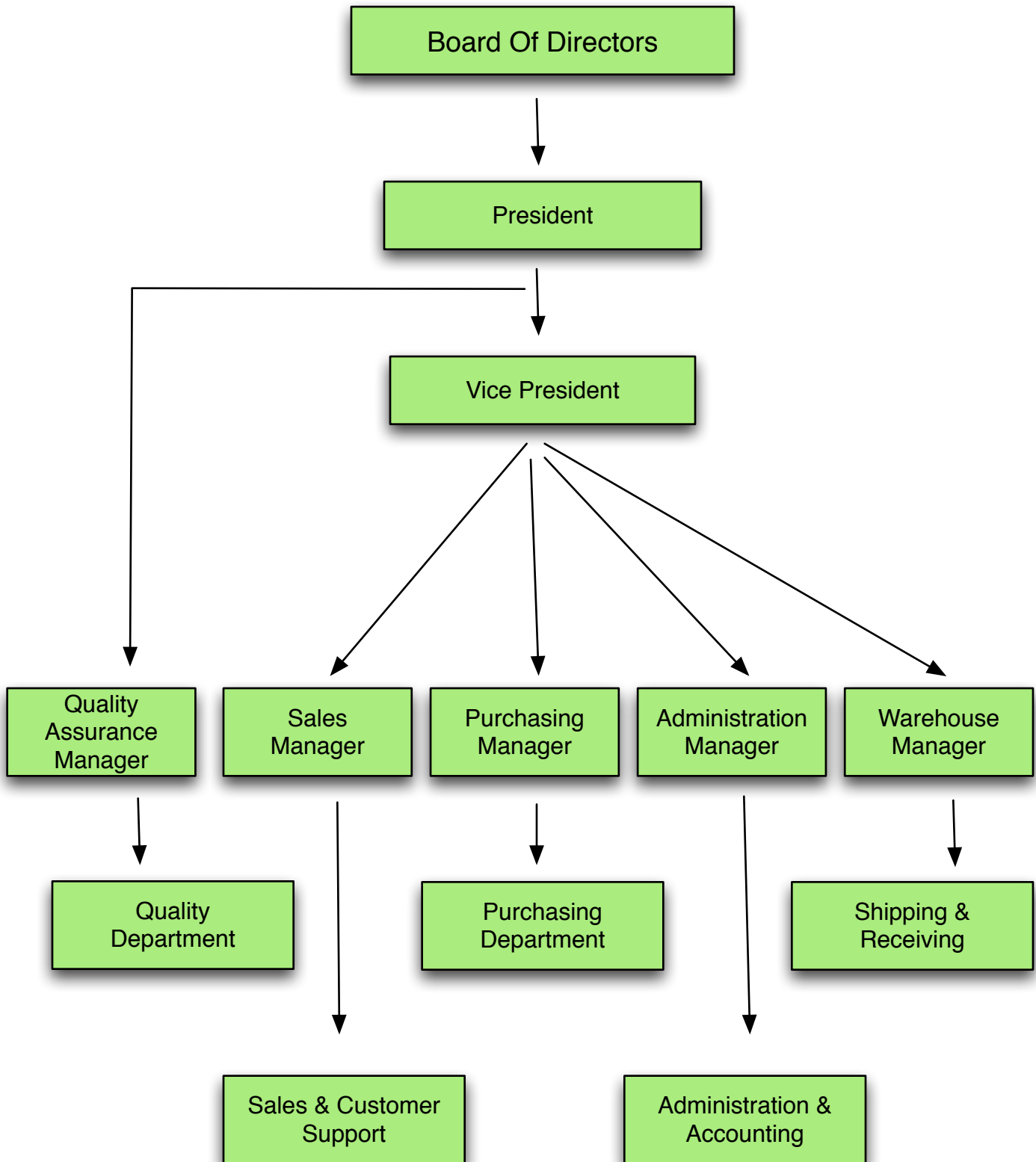
Executive management has assigned the Quality Assurance Manager the following responsibility and authority:

- Ensuring that the Quality Management System conforms to the requirements of ISO 9001:2015 and that the processes are delivering their intended outputs.
- Report to executive management on the performance of the Quality Management System, and to note needed improvements.
- Promote awareness of customer requirements throughout the organization.
- Continuously promote and encourage a positive work environment that reinforces the importance of the Quality Policy.

The various other Department Managers have been appointed by executive management to oversee the specific daily operations of their respective departments. At a minimum, each Department Manager shall:

- Ensure that all department employees fully understand the Quality Policy and its importance and applicability to their daily work.
- Continuously promote and encourage a positive work environment that reinforces the importance of the Quality Policy.

# AMCO Enterprises Organizational Chart



## 6. Planning

### 6.1 Actions to address risk and opportunities

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#### 6.1.1 Planning

AMCO Enterprises addresses the risks and opportunities to support our organization's efforts in achieving our Quality Policy, enhancing desirable effects, preventing, or reducing, undesired effects. The planning of action(s) takes place as issues that affect the quality system are identified.

#### 6.1.2 Review

AMCO Enterprises reviews action(s) to address risks and opportunities relative to our Quality Policy and quality objectives during the Management Review Meeting. The effectiveness relative to the action(s) is evaluated prior to being integrated into the Quality Management System.

### 6.2 Quality objectives and planning to achieve them

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#### 6.2.1 Quality planning

Quality objectives are established annually to support our organization's efforts in achieving our Quality Policy. Objectives for decreasing customer complaints, returns, vendor and customer rejections are in place. Quality objectives are measurable, documented and reviewed against performance goals at each Management Review Meeting. Management analyzes the data, identifies improvement opportunities, and updates the quality objectives as appropriate to achieve continual improvement.

#### 6.2.2 Responsibilities

When planning to achieve its quality objectives, AMCO Enterprises determines what will be done, what resources are required, who is responsible, when it will be completed and how the results will be evaluated.

### 6.3 Planning of changes

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The Quality Management System has been planned and implemented to meet our quality objectives and the requirements of ISO 9001:2015. Quality planning takes place at the semi-annual Management Review Meeting and also throughout the year as issues that affect the Quality Management System are identified. When planning changes to the Quality Management System, AMCO Enterprises considers the purpose of the changes and their potential consequences, the integrity of the Quality Management System, the available resources and the allocation or reallocation of responsibilities and authorities.

## 7. Support

### 7.1 Resources

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#### 7.1.1 General

AMCO Enterprises has implemented a Quality Management System that complies with the ISO 9001:2015 standard. This implementation was achieved with management commitment and with sufficient resources for the implementation. To effectively maintain and continually improve the system, management determines necessary resources and provides those resources.

#### 7.1.2 People

AMCO Enterprises has determined and provided the personnel necessary to effectively implement and maintain its Quality Management System and for the operation and control of its processes. Continuing departmental personnel needs are determined and provided as necessary.

#### 7.1.3 Infrastructure

To meet quality objectives and product requirements, AMCO Enterprises has determined the infrastructure needed (P-713, Infrastructure). The infrastructure has been provided and includes buildings, workspace, utilities, process equipment, and supporting services. As new infrastructure requirements arise, they will be documented during the Management Review process. Existing infrastructure is maintained to ensure product conformity.

#### 7.1.4 Environment for the operation process

AMCO Enterprises maintains a work environment suitable for achieving product conformance. Requirements relevant to the work environment are determined during the Management Review Meeting and documented in the meeting minutes. The work environment is managed for continuing suitability.

#### 7.1.5 Monitoring and measuring resources

##### 7.1.5.1 General

AMCO Enterprises determines the monitoring and measurement to be undertaken and the monitoring and measuring equipment needed to provide evidence of conformity of product to the determined requirements. AMCO Enterprises provides the resources needed for the monitoring and measuring necessary to ensure valid results and conformance of product to the determined requirements. AMCO Enterprises maintains documented information of fitness of purpose of the monitoring and measuring resources.

### **7.1.5.2 Measurement traceability**

A documented procedure outlines the process used to ensure that monitoring and measurement to be carried out is carried out in a manner that is consistent with the monitoring and measurement requirements. (P-715, Control of Monitoring and Test devices).

As necessary to ensure valid results, measuring equipment is:

- Calibrated or verified (or both) at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards.
- Adjusted or re-adjusted as necessary.
- Identified in order to determine its calibration status.
- Safeguarded from adjustments that would invalidate the measurement result.
- Protected from damage and deterioration during handling, maintenance and storage.

In addition, Quality Assurance assesses the validity of the previous measuring results when the equipment is found not to conform to requirements. AMCO Enterprises takes appropriate action on the equipment and any product affected. Records of the results of calibration and verification are maintained.

### **7.1.6 Organizational knowledge**

AMCO Enterprises has determined the knowledge necessary for the operation of its processes and to ensure conformity of its products and services. This knowledge is maintained in work instructions when applicable and used or shared to achieve AMCO Enterprises' objectives. AMCO Enterprises' organizational knowledge is based on standards, information gained from customers and external providers, lessons learned from failures and successful projects after more than 45 years in operation. AMCO Enterprises periodically assesses organizational knowledge and changing needs and opportunities to determine any necessary additional knowledge and required updates.

## **7.2 Competence**

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To ensure competence of our personnel, job descriptions have been prepared identifying the qualifications required for each position that contributes to the effectiveness of the Quality Management System. Qualifications include requirements for education, skills and experience. Appropriate qualifications, along with required training, provide the competence required for each position. Qualifications are reviewed upon hire, when an employee changes positions, and as the requirements for a position change. (Competence, Training and Awareness, section P-720 Procedures Manual) If any differences between the employee's qualifications and the requirements for the job are found, training or other action is taken to provide the employee with the necessary competence for the job. Training records and employee performance review records are maintained to document the competence and performance of our personnel.



## **7.3 Awareness**

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To ensure that all personnel are aware of the Quality Policy, it has been posted throughout the building. Management communicates the Quality Policy, and all quality objectives to relevant personnel as well as the importance of their contribution to the effectiveness of the Quality Management System. Management also communicates the benefits of improved performance and the implications of not conforming to the requirements of the Quality Management System.

## **7.4 Communication**

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AMCO Enterprises promptly communicates relevant information about product requirements, the Quality Management System or quality objectives to interested parties. AMCO Enterprises documents relevant communication primarily through email, but may employ other means as necessary to ensure the intended recipient receives the appropriate information in a timely manner.

## **7.5 Documented information**

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### **7.5.1 General**

The QMS documentation includes:

- A documented Quality Policy
- This Quality Systems Manual
- Documented Procedures and Records
- Work Instructions
- Documents including quality plans and records determined by the organization to be necessary for the effective planning, operation and control of our processes and fulfillment of our customer requirements.

### **7.5.3 Control of documented information**

#### **7.5.3.1**

Quality records established to provide evidence of conformity to requirements and of the effective operation of the Quality Management System shall be controlled. The records are maintained according to the Control of Quality Records Procedure, P-754. This procedure requires that quality records remain legible, readily identifiable and retrievable. The procedure defines the controls needed for identification, storage, protection, retrieval, retention and disposition of quality records.

#### **7.5.3.2**

All of the QMS documents are controlled according to procedure P-753, Document Control Procedure. This procedure defines the process for:

- Approving documents for accuracy and adequacy prior to issue.
- Reviewing and updating as necessary and re-approving documents.
- Ensuring that changes and current revision status of documents are identified.
- Ensuring that relevant versions of applicable documents are available at points of use.
- Ensuring that documents remain legible and readily identifiable.
- Ensuring that documents of external origin determined by the organization to be necessary for the planning and operation of the Quality Management System are identified and their distribution controlled.
- Preventing the unintended use of obsolete documents and to apply suitable identification to them if they are retained for any purpose.

## **8. Operation**

### **8.1 Operational planning and control**

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AMCO Enterprises plans, implements, and controls the processes necessary to meet customer requirements and to implement action to address relevant risk and opportunities. The customers' requirements and the resources needed to achieve conformity are determined according to the Customer Related Processes Procedure, P-820. AMCO Enterprises documents the information needed to have confidence that the processes have been carried out as planned and to demonstrate the conformity of products and/or services to their respective requirements.

AMCO Enterprises monitors the output of outsourced processes to ensure conformity to the specified requirements.

AMCO Enterprises controls planned changes and reviews the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.

### **8.2 Requirements for products and services**

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#### **8.2.1 Customer communication**

AMCO Enterprises has implemented an effective procedure (P-820, Customer-related processes) for communicating with customers in relation to:

- Product Information.

- Inquiries, contracts and order handling, including amendments.
- Customer Feedback, including customer complaints.
- Establishing specific requirements for contingency actions, when relevant.

### **8.2.2 Determining the requirements for products and services**

To ensure AMCO Enterprises has the ability to meet defined requirements, customer requirements are determined before acceptance of an order. Customer requirements include those:

- Requested by the customer.
- Required for delivery and post-delivery activities.
- Statutory and regulatory requirements applicable to the product.
- Not stated by the customer but necessary for specified use or known and intended use.
- Additional requirements considered necessary by AMCO Enterprises.

### **8.2.3 Review of the requirements for products and services**

#### **8.2.3.1 General**

AMCO Enterprises has a procedure in place, P-820 Customer-related processes, for the review of requirements applicable to the product. The review is conducted before the order is accepted. An order confirmation is the record of review. The process ensures that:

- Product requirements are defined.
- Contract or order requirements differing from those previously expressed are resolved.
- AMCO Enterprises has the ability to meet the defined requirements.
- Where a customer does not provide a documented statement of requirement, the customer requirements are confirmed before acceptance of the order.

#### **8.2.3.2 Record of review**

Records are maintained showing the results of the order review and any actions arising from the review. Quality documents are amended to reflect any new requirements relevant to the products and service.

#### **8.2.4 Changes to requirements for products and services**

When product requirements are changed, AMCO Enterprises communicates changes to relevant personnel and amends relevant quality documents.

### **8.3 Design and development of Special Services Programs**

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#### **8.3.1 General**

AMCO Enterprises is not a manufacturer and is not responsible for the design or development of the products offered for resale. AMCO Enterprises does work with customers on the design and development of Special Services Programs. These services include, but are not limited to, bin stocking programs or Vendor Managed Inventory (VMI) programs. Each one is custom-tailored to meet a particular customer's needs, with the goals and objectives being jointly developed with the customer, making each Program unique. The Special Services Programs' design and development process is documented in the procedures manual. (P-830 Special services design procedure)

### **8.4 Control of external provision of goods and services**

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#### **8.4.1 General**

AMCO Enterprises has a documented procedure (P-840, Purchasing) that ensures externally purchased products and services conform to the specified purchase requirements. Suppliers are evaluated and selected based on their ability to supply products and/or services in accordance with specified purchase requirements.

#### **8.4.2 Type and extent of control**

AMCO Enterprises ensures that the output of externally provided processes, products and services do not adversely affect the organization's ability to consistently deliver conforming products and services to its customers by:

- Defining the specific product or service requirements.
- Inspecting externally provided documentation, products and services for conformance to the specified purchase requirements.
- Considering the effectiveness of the provider.
- Determining the appropriate verification activities necessary to ensure that the externally provided processes, products and services meet the specified purchase requirements.

#### **8.4.3 Information for external providers**

AMCO Enterprises shall ensure the adequacy of the requirements prior to their communication to the external provider.

AMCO Enterprises shall communicate to external providers the applicable requirements, if any, for:

- The type of processes, products and services to be provided.
- The approval of:
  - 1) Products and services
  - 2) Methods, processes and equipment
  - 3) The release of products and services
- Competence, including any required qualification of process.
- The external providers' interactions with AMCO Enterprises.
- Control and monitoring of the external providers' performance to be applied by the organization.
- Verification or validation activities that AMCO Enterprises, or its customer, intends to perform at the external providers' premises.

## **8.5 Service provision**

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### **8.5.1 Control of service provision**

AMCO Enterprises plans and carries out service provision under controlled conditions (P-850, Control of Service Provision). Controlled conditions include, as applicable:

- The availability of information that describes the characteristics of the product.
- The availability of work instructions.
- The use of suitable equipment.
- The availability and use of monitoring and measuring equipment.
- The implementation of product release and delivery activities.
- The appointment of competent persons, including any required qualification.
- The validation, and periodic revalidation, of the ability to achieve planned results of the processes for service provision, where the resulting output cannot be verified by subsequent monitoring and measurement.
- The implementation of actions to prevent human error.
- The implementation of release, delivery and post-delivery activities.

### **8.5.2 Identification and traceability**

AMCO Enterprises identifies the product according to the Identification and Traceability procedure (P-852, Identification and Traceability). Product status, if it is accepted or rejected, is identified in accordance with monitoring and measurement requirements.

AMCO Enterprises controls throughout product realization the unique identification of the product and maintains records wherever traceability is a specified requirement.

### **8.5.3 Property belonging to customers or external providers**

AMCO Enterprises handles customer property in the same manner as AMCO property. This includes identification, labeling, data entry, storage and instructions for use.

### **8.5.4 Preservation**

AMCO Enterprises preserves the product during internal processing and delivery to the intended destination in order to maintain conformity to requirements (P-854, Preservation of Product). As applicable, this preservation includes identification, handling, packaging, storage and protection. Preservation also applies to the constituent parts of a product.

### **8.5.5 Post-delivery Activities**

AMCO Enterprises shall meet mutually agreed upon requirements for post-delivery activities associated with the products and services.

In determining the extent of post-delivery activities that may be required, AMCO Enterprises working jointly with the customer shall consider:

- Statutory and regulatory requirements.
- The potential undesired consequences associated with its products and services.
- The nature, use and intended lifetime of its products and services.
- Customer requirements.
- Customer feedback.

### **8.5.6 Control of changes**

AMCO Enterprises shall, when necessary, review and control any changes for production and service provision, to the extent necessary to ensure continuing conformity with requirements.

When changes are necessary, AMCO Enterprises retains documented information describing the results of the review of the changes, the person(s) authorizing the change and any necessary actions arising from the review.

## **8.6 Release of products and services**

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AMCO Enterprises has a planned process arrangement to verify that the product and service requirements have been met. (P-860, Monitoring, Measuring, and Release of Products)

The release of products and services to the customer shall not proceed until these planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and as applicable, by the customer.

AMCO Enterprises retains documented information on the release of products and services. This documented information includes:

- Evidence of conformity with the acceptance criteria.
- Traceability to the person(s) authorizing the release.

## **8.7 Control of nonconforming outputs**

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### **8.7.1 General**

AMCO Enterprises ensures that outputs that do not conform to their requirements are identified and controlled to prevent their unintended release. (P-870, Control of nonconforming product)

AMCO Enterprises takes appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This also applies to nonconforming products and services detected after delivery of products, during or after the provision of services.

AMCO Enterprises deals with nonconforming outputs in one or more of the following ways:

- Correction
- Segregation, containment, return or suspension of provision of products and services
- Informing the customer
- Obtaining authorization for acceptance under concession

Conformity to the requirements shall be verified when nonconforming outputs are corrected.

### **8.7.2 Records**

AMCO Enterprises retains documented information that:

- Describes the nonconformity
- Describes any concessions obtained
- Identifies the authority deciding the action in respect of the nonconformity.

## 9. Performance evaluation

### 9.1 Monitoring, measurement, analysis and evaluation

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#### 9.1.1 General

AMCO Enterprises has planned and implemented the monitoring, measurement, analysis and improvement processes needed to:

- Demonstrate conformity to product requirements.
- Ensure conformity of the Quality Management System.
- Continually improve the effectiveness of the Quality Management System.
- Evaluate the overall level of customer satisfaction.

This process is identified in “Monitoring, Measuring and Analysis of Customer Satisfaction”, section P-910 Procedures Manual and includes determination of applicable methods, including statistical techniques, and the extent of their use.

#### 9.1.2 Customer satisfaction

As one of the measurements of the performance of the Quality Management System, AMCO Enterprises monitors information relating to customer perception as to whether the organization has fulfilled customer requirements and met customer expectations. The method for obtaining and using this information is identified in the Management Review procedures. (P-930)

#### 9.1.3 Analysis and evaluation

AMCO Enterprises determines, collects and analyzes appropriate data to demonstrate the suitability and effectiveness of the Quality Management System and to evaluate where continuous improvement of the Quality Management System can be made.

The analysis of data provides information relating to:

- Conformity of products and services.
- The degree of customer satisfaction.
- The performance and effectiveness of the Quality Management System.
- If planning has been implemented effectively.
- The effectiveness of actions taken to address risks and opportunities.
- The performance of external providers.



- The need for improvements to the Quality Management System.

## **9.2 Internal Audit**

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### **9.2.1 General**

AMCO Enterprises conducts internal audits biannually to determine whether the Quality Management System:

- Conforms to plan arrangements, to the requirements of this International Standard and to the requirements established by the organization.
- Is effectively implemented and maintained.

### **9.2.2**

AMCO Enterprises' audit program has been designed and implemented based on the importance of the areas to be audited, as well as the results of previous audits. The audit criteria, scope, frequency, and requirements for planning and conducting audits, and for reporting results are defined and documented in the Internal Audit procedure, (P-920) of the procedures manual.

## **9.3 Management review**

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### **9.3.1 General**

Executive Management Reviews the QMS biannually. This review, described in the procedure manual, (P-930, Management Review) assesses the continuing QMS suitability, adequacy, effectiveness, identifying opportunities for improvement and alignment with the strategic direction of the organization. Records are maintained for each Management Review Meeting.

### **9.3.2 Management review inputs**

Assessment of the QMS is based on a review of information inputs to Management Review. These inputs include the following:

- Results of internal audits.
- Customer satisfaction survey results and feedback from interested parties.
- The extent to which quality objectives have been met.
- Process performance and product conformity.
- Status of nonconformities, inventory adjustments and corrective actions.
- Follow-up actions from previous Management Reviews.
- Planned changes that could affect the Quality Management System.

- Recommendations for improvement.

### **9.3.3 Management review outputs**

During these review meetings, management will identify appropriate actions to be taken regarding the following issues:

- Improvement of the effectiveness of the Quality Management System and its processes.
- Improvement of product related to customer requirements.
- Resource and infrastructure needs.

Responsibility for required actions are assigned to members of the Management Review team. Any decisions made during the meeting, assigned actions, and their due dates are recorded in the minutes of Management Review.

## **10. Improvement**

### **10.1 General**

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AMCO Enterprises is committed to a program of continuous improvement of our Quality Management System so as to assure its on going suitability to meet the requirements of our company and of our customers and correct, prevent or reduce undesired effects. AMCO Enterprises strives to improve products and services to meet requirements as well as to address future needs and expectations.

### **10.2 Nonconformity and corrective action**

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#### **10.2.1 General**

When nonconformity occurs, including any arising from complaints, AMCO Enterprises shall react to the nonconformity and, as applicable:

- Take action to control and correct it.
- Deal with the consequences.

Additionally, AMCO Enterprises shall evaluate the need for action to eliminate the causes[s] of the nonconformity, in order that it does not recur or occur elsewhere, by:

- Reviewing and analyzing the nonconformity.
- Determining the causes of the nonconformity.
- Determining if similar nonconformities exist, or could potentially occur.
- Implement any corrective action(s) deemed necessary.

- Review the effectiveness of any corrective action(s) taken.
- Update risks and opportunities determined during planning, if necessary.

### **10.2.2 Records**

AMCO Enterprises shall retain documented information of:

- The nature of the nonconformities and any subsequent actions taken.
- The results of any corrective action.

## **10.3 Continuous improvement**

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AMCO Enterprises continually improves the effectiveness, suitability and adequacy of the Quality Management System through the use of the Quality Policy, quality objectives, audit results, analysis of data, risk management, corrective actions and Management Review. AMCO Enterprises uses this analysis and evaluation, and the outputs from Management Review, to determine if there are needs or opportunities that shall be addressed as part of continuous improvement.

## Quality System Manual Revisions

REV.	SECTION	SUB-SEC.	PARA.	REASON(S)	DATE	AUTHORIZED BY
A	All	All	All	Initial Release	09/01/03	Greg Watts
B	TOC	-	-	Formatting	01/27/05	Greg Watts/Rick Neil
C	Multiple	Multiple	Multiple	ISO 9001:2008	06/05/09	John Martindale
D	8	2	3	Correction	11/02/11	John Martindale
E	All	All	All	ISO 9001:2015	11/01/17	Brian Maddox/Rick Neil
F	1&8	1.2 & 8.5	8.5.3	Application & Customer Property clause	08/13/18	Brian Maddox

