

Metal & Wire Products Company **Quality Manual**

Metal & Wire Products Co. Quality Manual

FOREWORD

Metal & Wire Products Company was established in 1970 as a full service metal fabrication firm that specializes in contract manufacturing to a variety of OEM markets.

Metal & Wire Products Company is committed to customer satisfaction and meeting applicable requirements through the continual improvement of our products, processes, and services.

The documented Quality Management System in place at Metal & Wire Products Company was implemented on April 24, 2017 in accordance with the requirements of ISO 9001:2015. As part of system implementation, employees were assessed against the appropriate job classification responsibilities and qualified by their immediate supervisors based upon their past experience, training and education.

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1. Revision control sheet

DATE	REV.	DESCRIPTION OF REVISION	WRITTEN BY	APPROVED BY
03/30/2017	01	Initial release in accordance with the requirements of ISO 9001:2015 and Metal & Wire Products Co. policies and objectives.	Joe Watson	Tim Cianciola

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3. Manual Administration

The Quality Manual is subject to amendments as a result of changes to working practices and is reviewed periodically for adequacy. Requests for revision shall be submitted to the Management Representative. Final approval of the Quality Manual is by the Vice President of Metal & Wire Products Company.

The administration, control, and issue of this manual are the responsibility of the Management Representative.

The information contained in this document is the property of Metal & Wire Products Company and cannot be distributed or reproduced without the approval of the Management Representative.

Copies of this Quality Manual will be current when issued but will not be controlled or updated.

4. Context of the organization

4.1 Understanding the organization and its context

Metal & Wire Products Company has determined external (e.g., competition, economy, technology, automation) and internal issues (e.g., company ownership, quality objectives, focus on safety) 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.

Metal & Wire Products Company monitors and reviews information about these external and internal issues.

4.2 Understanding the needs and expectations of interested parties

Due to their effect or potential effect on Metal & Wire Products Company's ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, Metal & Wire Products Company determines:

- a) the interested parties that are relevant to the Quality Management System (e.g., customers, suppliers);
- b) the requirements of these interested parties that are relevant to the Quality Management System.

Metal & Wire Products Company monitors and reviews information about these interested parties and their relevant requirements.

4.3 Determining the scope of the Quality Management System

Metal & Wire Products Company has determined the boundaries and applicability of the Quality Management System to establish its scope. The Metal & Wire Products Company Quality Management System (QMS) encompasses the manufacture and distribution of fabricated assemblies, stampings, wireforms and tube fabrications.

When determining this scope, Metal & Wire Products Company considered:

- a) the external and internal issues referred to in 4.1;
- b) the requirements of relevant interested parties referred to in 4.2;
- c) the products and services provided by Metal & Wire Products Company .

Metal & Wire Products Company applies all the requirements of the ISO 9001:2015 Standard except for Section 8.3 Product Design and Development. At this time, Metal & Wire Products Company does not have responsibility for product design. If that should change in the future,

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appropriate policies, business processes, procedures and supporting documents would be developed and implemented.

The scope of the Quality Management System covers the manufacture and provision of all company products, and encompasses all operations at our facilities located at:

1065 Salem Parkway
Salem, Ohio 44460

1239 Salem Parkway
Salem, Ohio 44460

1307 Salem Parkway
Salem, Ohio 44460

1069 Salem Parkway
Salem, Ohio 44460.

The organization also has a facility located at 300 Tillessen Blvd. in Ridgeway, South Carolina which provides stamping and fabricated assemblies. This location excluded is excluded from the scope of the quality management system.

The scope of Metal & Wire Products Company's Quality Management System is available and is maintained as documented information.

4.4 Quality Management System and its processes

4.4.1 Metal & Wire Products Company has established, implemented, maintains and continually improves a Quality Management System, including the processes needed and their interactions, in accordance with the requirements of the ISO 9001:2015 Standard.

Metal & Wire Products Company has determined the processes needed for the Quality Management System and their application throughout Metal & Wire Products Company (see Appendix B), and has:

- a) determined the inputs required and the outputs expected from these processes;
- b) determined the sequence and interaction of these processes;
- c) determined and applied the criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation and control of these processes;
- d) determined the resources needed for these processes and ensures their availability;

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- e) assigned the responsibilities and authorities for these processes;
- f) addressed the risks and opportunities as determined in accordance with the requirements of 6.1;
- g) evaluates these processes and implements any changes needed to ensure that these processes achieve their intended results;
- h) improves the processes and the Quality Management System.

4.4.2 To the extent necessary, Metal & Wire Products Company :

- a) maintains documented information to support the operation of its processes;
- b) retains documented information to have confidence that the processes are being carried out as planned.

5. Leadership

5.1 Leadership and commitment

5.1.1 General

Metal & Wire Products Company's top management demonstrates leadership and commitment with respect to the Quality Management System by:

- a) taking accountability for the effectiveness of the Quality Management System;
- b) 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 Metal & Wire Products Company ;
- c) ensuring the integration of the Quality Management System requirements into the Metal & Wire Products Company's business processes;
- d) promoting the use of the process approach and risk-based thinking;
- e) ensuring that the resources needed for the Quality Management System are available;
- f) communicating the importance of effective quality management and of conforming to the Quality Management System requirements;
- g) ensuring that the Quality Management System achieves its intended results;

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- h) engaging, directing and supporting persons to contribute to the effectiveness of the Quality Management System;
- i) promoting improvement;
- j) supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

5.1.2 Customer focus

Metal & Wire Products Company's top management demonstrates leadership and commitment with respect to customer focus by ensuring that:

- a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met;
- b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;
- c) the focus on enhancing customer satisfaction is maintained.

5.2 Policy

5.2.1 Quality Policy

Metal & Wire Products Company is committed to meeting applicable requirements and to continually improving our processes, associates, and organization to provide our customers with the best quality finished product for the lowest price the fastest time repeatedly.

Metal & Wire Products Company's top management has established, implemented and maintains this quality policy and ensures that it:

- a) Is appropriate to the purpose and context of Metal & Wire Products Company and supports its strategic direction;
- b) Provides a framework for setting quality objectives;
- c) Includes a commitment to satisfy applicable requirements;
- d) Includes a commitment to continual improvement of the Quality Management System.

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5.2.2 Communicating the quality policy

The quality policy is:

- a) available and is maintained as documented information;
- b) communicated, understood and applied within Metal & Wire Products Company ;
- c) available to relevant interested parties, as appropriate.

5.3 Organizational roles, responsibilities and authorities

Metal & Wire Products Company's top management ensures that the responsibilities and authorities for relevant roles are assigned, communicated and understood within Metal & Wire Products Company (see Appendix A).

Metal & Wire Products Company's top management has assigned the responsibility and authority to the Management Representative, as well as the Process Owners for:

- a) ensuring that the Quality Management System conforms to the requirements of the ISO 9001:2015 Standard;
- b) ensuring that the processes are delivering their intended outputs;
- c) reporting on the performance of the Quality Management System and on opportunities for improvement (see 10.1), in particular to top management;
- d) ensuring the promotion of customer focus throughout the organization;
- e) ensuring that the integrity of the Quality Management System is maintained when changes to the Quality Management System are planned and implemented.

6. Planning

6.1 Actions to address risks and opportunities

6.1.1 When planning for the Quality Management System, Metal & Wire Products Company considered the issues referred to in 4.1 and the requirements referred to in 4.2 and determines the risks and opportunities that needed to be addressed to:

- a) give assurance that the Quality Management System can achieve its intended result(s);
- b) enhance desirable effects;

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- c) prevent, or reduce, undesired effects;
- d) achieve improvement.

6.1.2 Metal & Wire Products Company plans:

- a) actions to address risks and opportunities;
- b) how to:
 - 1) integrate and implement the actions into its Quality Management System processes (see 4.4);
 - 2) evaluate the effectiveness of these actions.

Actions taken to address risks and opportunities are proportionate to the potential impact on the conformity of products and services.

6.2 Quality objectives and planning to achieve them

6.2.1 Metal & Wire Products Company has established quality objectives at relevant functions, levels and processes needed for the Quality Management System.

We have developed objectives that are important to the continued success of our business. Top management establishes measurable objectives in (1) or more of the following areas, as deemed appropriate.

- 1. Zero customer returns
- 2. On-time delivery

The quality objectives are:

- a) consistent with the quality policy;
- b) measurable;
- c) take into account applicable requirements;
- d) relevant to conformity of products and services and to enhancement of customer satisfaction;
- e) monitored;
- f) communicated;

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g) updated as appropriate.

Metal & Wire Products Company maintains documented information on the quality objectives.

6.2.2 When planning how to achieve its objectives, Metal & Wire Products Company determines:

- a) what will be done;
- b) what resources will be required;
- c) who will be responsible;
- d) when it will be completed;
- e) how the results will be evaluated.

6.3 Planning of changes

When Metal & Wire Products Company determines the need for changes to the Quality Management System, the changes are carried out in a planned manner (see [4.4](#)).

Metal & Wire Products Company considers:

- a) the purpose of the changes and their potential consequences;
- b) the integrity of the Quality Management System;
- c) the availability of resources;
- d) the allocation or reallocation of responsibilities and authorities.

7. Support

7.1 Resources

7.1.1 General

Metal & Wire Products Company determines and provides the resources needed for the establishment, implementation, maintenance and continual improvement of the Quality Management System.

Metal & Wire Products Company considers:

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- a) the capabilities of, and constraints on, existing internal resources;
- b) what needs to be obtained from external providers.

7.1.2 People

Metal & Wire Products Company has determined and provides the persons necessary for the effective implementation of its Quality Management System and for the operation and control of its processes.

7.1.3 Infrastructure

Metal & Wire Products Company has determined, provides and maintains the infrastructure necessary for the operation of its processes and to achieve conformity of products and services.

7.1.4 Environment for the operation of processes

Metal & Wire Products Company determined, provides and maintains the environment necessary for the operation of its processes and to achieve conformity of products and services.

7.1.5 Monitoring and measuring resources

7.1.5.1 General

Metal & Wire Products Company has determined and provides the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements.

Metal & Wire Products Company ensures that the resources provided:

- a) are suitable for the specific type of monitoring and measurement activities being undertaken;
- b) are maintained to ensure their continuing fitness for their purpose.

Metal & Wire Products Company retains appropriate documented information as evidence of fitness for purpose of the monitoring and measurement resources.

7.1.5.2 Measurement traceability

When measurement traceability is a requirement, or is considered by Metal & Wire Products Company to be an essential part of providing confidence in the validity of measurement results, measuring equipment is:

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- a) calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standards exist, the basis used for calibration or verification shall be retained as documented information;
- b) identified in order to determine their status;
- c) safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results.

Metal & Wire Products Company determines if the validity of previous measurement results has been adversely affected when measuring equipment is found to be unfit for its intended purpose, and takes appropriate action as necessary.

7.1.6 Organizational knowledge

Metal & Wire Products Company determines the knowledge necessary for the operation of its processes and to achieve conformity of products and services.

This knowledge is maintained and be made available to the extent necessary.

When addressing changing needs and trends, Metal & Wire Products Company considers its current knowledge and determines how to acquire or access any necessary additional knowledge and required updates.

7.2 Competence

Metal & Wire Products Company :

- a) determines the necessary competence of person(s) doing work under its control that affects the performance and effectiveness of the Quality Management System;
- b) ensures that these persons are competent on the basis of appropriate education, training, or experience;
- c) where applicable, takes actions to acquire the necessary competence, and evaluates the effectiveness of the actions taken;
- d) retains appropriate documented information as evidence of competence.

7.3 Awareness

Metal & Wire Products Company ensures that persons doing work under Metal & Wire Products Company's control are aware of:

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- a) the quality policy;
- b) relevant quality objectives;
- c) their contribution to the effectiveness of the Quality Management System, including the benefits of improved performance;
- d) the implications of not conforming with the Quality Management System requirements.

7.4 Communication

Metal & Wire Products Company determines the internal and external communications relevant to the Quality Management System, including:

- a) what it will communicate;
- b) when to communicate;
- c) with whom to communicate;
- d) how to communicate;
- e) who communicates.

7.5 Documented information

7.5.1 General

Metal & Wire Products Company's Quality Management System includes:

- a) documented information required by the ISO 9001:2015 Standard;
- b) documented information (records) determined by Metal & Wire Products Company as being necessary for the effectiveness of the Quality Management System.

7.5.2 Creating and updating

When creating and updating documented information, Metal & Wire Products Company ensures appropriate:

- a) identification and description (e.g. a title, date and reference number);
- b) format (e.g. language, software version, graphics) and media (e.g. paper, electronic);

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- c) review and approval for suitability and adequacy.

7.5.3 Control of documented information

7.5.3.1 Documented information required by the Quality Management System and by the ISO 9001:2015 Standard is controlled to ensure:

- a) it is available and suitable for use, where and when it is needed;
- b) it is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).

7.5.3.2 For the control of documented information, Metal & Wire Products Company addresses the following activities, as applicable:

- a) distribution, access, retrieval and use;
- b) storage and preservation, including preservation of legibility;
- c) control of changes (e.g. version control);
- d) retention and disposition.

Documented information of external origin determined by Metal & Wire Products Company to be necessary for the planning and operation of the Quality Management System is identified as appropriate, and controlled.

Documented information retained as evidence of conformity is protected from unintended alterations.

8. Operation

8.1 Operational planning and control

Metal & Wire Products Company plans, implements and controls the processes (see 4.4) needed to meet the requirements for the provision of products and services, and to implement the actions determined in Clause 6, by:

- a) determining the requirements for the products and services;
- b) establishing criteria for:
 - 1) the processes;

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- 2) the acceptance of products and services;
- c) determining the resources needed to achieve conformity to the product and service requirements;
- d) implementing control of the processes in accordance with the criteria;
- e) determining, maintaining and retaining documented information (records) to the extent necessary:
 - 1) to have confidence that the processes have been carried out as planned;
 - 2) to demonstrate the conformity of products and services to their requirements.

The output of this planning is suitable for Metal & Wire Products Company's operations.

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

Metal & Wire Products Company ensures that outsourced processes are controlled (see [8.4](#)).

8.2 Requirements for products and services

8.2.1 Customer communication

Communication with customers includes:

- a) providing information relating to products and services;
- b) handling inquiries, contracts or orders, including changes;
- c) obtaining customer feedback relating to products and services, including customer complaints;
- d) handling or controlling customer property;
- e) establishing specific requirements for contingency actions, when relevant.

8.2.2 Determining the requirements for products and services

When determining the requirements for the products and services to be offered to customers, Metal & Wire Products Company ensures that:

- a) the requirements for the products and services are defined, including:

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- 1) any applicable statutory and regulatory requirements;
 - 2) those considered necessary by the organization;
- b) the organization can meet the claims for the products and services it offers.

8.2.3 Review of the requirements for products and services

8.2.3.1 Metal & Wire Products Company ensures that it has the ability to meet the requirements for products and services to be offered to customers. The organization conducts a review before committing to supply products and services to a customer, to include:

- a) requirements specified by the customer, including the requirements for delivery and post-delivery activities;
- b) requirements not stated by the customer, but necessary for the specified or intended use, when known;
- c) requirements specified by Metal & Wire Products Company ;
- d) statutory and regulatory requirements applicable to the products and services;
- e) contract or order requirements differing from those previously expressed.

Metal & Wire Products Company ensures that contract or order requirements differing from those previously defined are resolved.

The customer's requirements are confirmed by the organization before acceptance, when the customer does not provide a documented statement of their requirements.

8.2.3.2 Metal & Wire Products Company retains documented information, as applicable:

- a) on the results of the review;
- b) on any new requirements for the products and services.

8.2.4 Changes to requirements for products and services

Metal & Wire Products Company ensures that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.

8.3 Design and development of products and services – (Not Applicable)

8.4 Control of externally provided processes, products and services

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8.4.1 General

Metal & Wire Products Company ensures that externally provided processes, products and services conform to requirements.

Metal & Wire Products Company determines the controls to be applied to externally provided processes, products and services when:

- a) products and services from external providers are intended for incorporation into the organization's own products and services;
- b) products and services are provided directly to the customer(s) by external providers on behalf of Metal & Wire Products Company ;
- c) a process, or part of a process, is provided by an external provider as a result of a decision by the organization.

Metal & Wire Products Company determines and applies criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements. The organization retains documented information of these activities and any necessary actions arising from the evaluations.

8.4.2 Type and extent of control

Metal & Wire Products Company ensures that externally provided processes, products and services do not adversely affect the organization's ability to consistently deliver conforming products and services to its customers.

Metal & Wire Products Company :

- a) ensures that externally provided processes remain within the control of its Quality Management System;
- b) defines both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output;
- c) takes into consideration:
 - 1) the potential impact of the externally provided processes, products and services on Metal & Wire Products Company's ability to consistently meet customer and applicable statutory and regulatory requirements;

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- 2) the effectiveness of the controls applied by the external provider;
- d) determines the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements.

8.4.3 Information for external providers

Metal & Wire Products Company ensures the adequacy of requirements prior to their communication to the external provider.

The organization communicates to external providers its requirements for:

- a) the processes, products and services to be provided;
- b) the approval of:
 - 1) products and services;
 - 2) methods, processes and equipment;
 - 3) the release of products and services;
- c) competence, including any required qualification of persons;
- d) the external providers' interactions with Metal & Wire Products Company ;
- e) control and monitoring of the external providers' performance to be applied by Metal & Wire Products;
- f) verification or validation activities that the organization, or its customer, intends to perform at the external providers' premises.

8.5 Production and service provision

8.5.1 Control of production and service provision

Metal & Wire Products Company has implemented production and service provision under controlled conditions. Controlled conditions include, as applicable:

- a) the availability of documented information that defines:
 - 1) the characteristics of the products to be produced, the services to be provided, or the activities to be performed;

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- 2) the results to be achieved;
- b) the availability and use of suitable monitoring and measuring resources;
- c) the implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met;
- d) the use of suitable infrastructure and environment for the operation of processes;
- e) the appointment of competent persons, including any required qualification;
- f) the validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement;
- g) the implementation of actions to prevent human error;
- h) the implementation of release, delivery and post-delivery activities.

8.5.2 Identification and traceability

Metal & Wire Products Company uses suitable means to identify outputs when it is necessary to ensure the conformity of products and services.

Metal & Wire Products Company identifies the status of outputs with respect to monitoring and measurement requirements throughout production and service provision.

Additionally, Metal & Wire Products Company controls the unique identification of the outputs when traceability is a requirement, and retains the documented information necessary to enable traceability.

8.5.3 Property belonging to customers or external providers

Metal & Wire Products Company exercises care with property belonging to customers or external providers while it is under the organization's control or being used by the organization.

The organization identifies, verifies, protects and safeguards customers' or external providers' property provided for use or incorporation into its products and services.

When the property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, Metal & Wire Products Company reports this to the customer or external provider and retains documented information on what has occurred.

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8.5.4 Preservation

Metal & Wire Products Company preserves the outputs during production and service provision, to the extent necessary to ensure conformity to requirements.

8.5.5 Post-delivery activities

Metal & Wire Products Company meets requirements for post-delivery activities associated with its products and services.

In determining the extent of post-delivery activities that are required, Metal & Wire Products Company considers:

- a) statutory and regulatory requirements;
- b) the potential undesired consequences associated with its products and services;
- c) the nature, use and intended lifetime of its products and services;
- d) customer requirements;
- e) customer feedback.

8.5.6 Control of changes

Metal & Wire Products Company reviews and controls changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements.

The organization retains documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review.

8.6 Release of products and services

Metal & Wire Products Company has implemented planned arrangements, at appropriate stages, to verify that product and service requirements have been met.

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

Metal & Wire Products Company retains documented information on the release of products and services. The documented information includes:

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- a) evidence of conformity with the acceptance criteria;
- b) traceability to the person(s) authorizing the release.

8.7 Control of non-conforming outputs

8.7.1 Metal & Wire Products Company ensures that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

The organization 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.

Metal & Wire Products Company deals with nonconforming outputs in one or more of the following ways:

- a) correction;
- b) segregation, containment, return or suspension of provision of products and services;
- c) informing the customer;
- d) obtaining authorization for acceptance under concession.

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

8.7.2 Metal & Wire Products Company documented information that:

- a) describes the nonconformity;
- b) describes the actions taken;
- c) describes any concessions obtained;
- d) identifies the authority deciding the action in respect of the nonconformity.

9 Performance evaluation

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

Metal & Wire Products Company determines:

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- a) what needs to be monitored and measured;
- b) the methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;
- c) when the monitoring and measuring is performed;
- d) when the results from monitoring and measurement are analyzed and evaluated.

Top management uses the data to evaluate the performance and the effectiveness of the Quality Management System.

The organization retains appropriate documented information as evidence of the results.

9.1.2 Customer satisfaction

Metal & Wire Products Company monitors customers' perceptions of the degree to which their needs and expectations have been fulfilled. The organization determines the methods for obtaining, monitoring and reviewing this information.

9.1.3 Analysis and evaluation

Metal & Wire Products Company analyzes and evaluates appropriate data and information arising from monitoring and measurement.

The results of analysis are used to evaluate:

- a) conformity of products and services;
- b) the degree of customer satisfaction;
- c) the performance and effectiveness of the Quality Management System;
- d) if planning has been implemented effectively;
- e) the effectiveness of actions taken to address risks and opportunities;
- f) the performance of external providers;
- g) the need for improvements to the Quality Management System.

9.2 Internal audit

9.2.1 Metal & Wire Products Company conducts internal audits at planned intervals to provide information on whether the Quality Management System:

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- a) conforms to:
 - 1) Metal & Wire Products Company's own requirements for its Quality Management System;
 - 2) the requirements of the ISO 9001:2015 Standard;
- b) is effectively implemented and maintained.

9.2.2 Metal & Wire Products Company :

- a) plans, establishes, implements and maintains an audit program(s) including the frequency, methods, responsibilities, planning requirements and reporting, which takes into consideration the importance of the processes concerned, changes affecting the organization, and the results of previous audits;
- b) defines the audit criteria and scope for each audit;
- c) selects auditors and conducts audits to ensure objectivity and the impartiality of the audit process;
- d) ensures that the results of the audits are reported to relevant management;
- e) takes appropriate correction and corrective actions without undue delay;
- f) retains documented information as evidence of the implementation of the audit program and the audit results.

9.3 Management review

9.3.1 General

Metal & Wire Products Company top management reviews the organization's Quality Management System, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization.

9.3.2 Management review inputs

The management review is planned and carried out taking into consideration:

- a) the status of actions from previous management reviews;
- b) changes in external and internal issues that are relevant to the Quality Management System;

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- c) information on the performance and effectiveness of the Quality Management System, including trends in:
 - 1) customer satisfaction and feedback from relevant interested parties;
 - 2) the extent to which quality objectives have been met;
 - 3) process performance and conformity of products and services;
 - 4) nonconformities and corrective actions;
 - 5) monitoring and measurement results;
 - 6) audit results;
 - 7) the performance of external providers;
- d) the adequacy of resources;
- e) the effectiveness of actions taken to address risks and opportunities (see [6.1](#));
- f) opportunities for improvement.

9.3.3 Management review outputs

The outputs of the management review includes decisions and actions related to:

- a) opportunities for improvement;
- b) any need for changes to the Quality Management System;
- c) resource needs.

Metal & Wire Products Company retains documented information as evidence of the results of management reviews.

10 Improvement

10.1 General

Metal & Wire Products Company determines and selects opportunities for improvement and implements any necessary actions to meet customer requirements and enhance customer satisfaction.

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These include:

- a) improving products and services to meet requirements as well as to address future needs and expectations;
- b) correcting, preventing or reducing undesired effects;
- c) improving the performance and effectiveness of the Quality Management System.

10.2 Nonconformity and corrective action

10.2.1 When a nonconformity occurs, including any arising from complaints, Metal & Wire Products:

- a) reacts to the nonconformity and, as applicable:
 - 1) takes action to control and correct it;
 - 2) deals with the consequences;
- b) evaluates the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:
 - 1) reviewing and analyzing the nonconformity;
 - 2) determining the causes of the nonconformity;
 - 3) determining if similar nonconformities exist, or could potentially occur;
- c) implements any action needed;
- d) reviews the effectiveness of any corrective action taken;
- e) updates risks and opportunities determined during planning, if necessary;
- f) makes changes to the Quality Management System, if necessary.

Corrective actions are appropriate to the effects of the nonconformities encountered.

10.2.2 Metal & Wire Products Company retains documented information as evidence of:

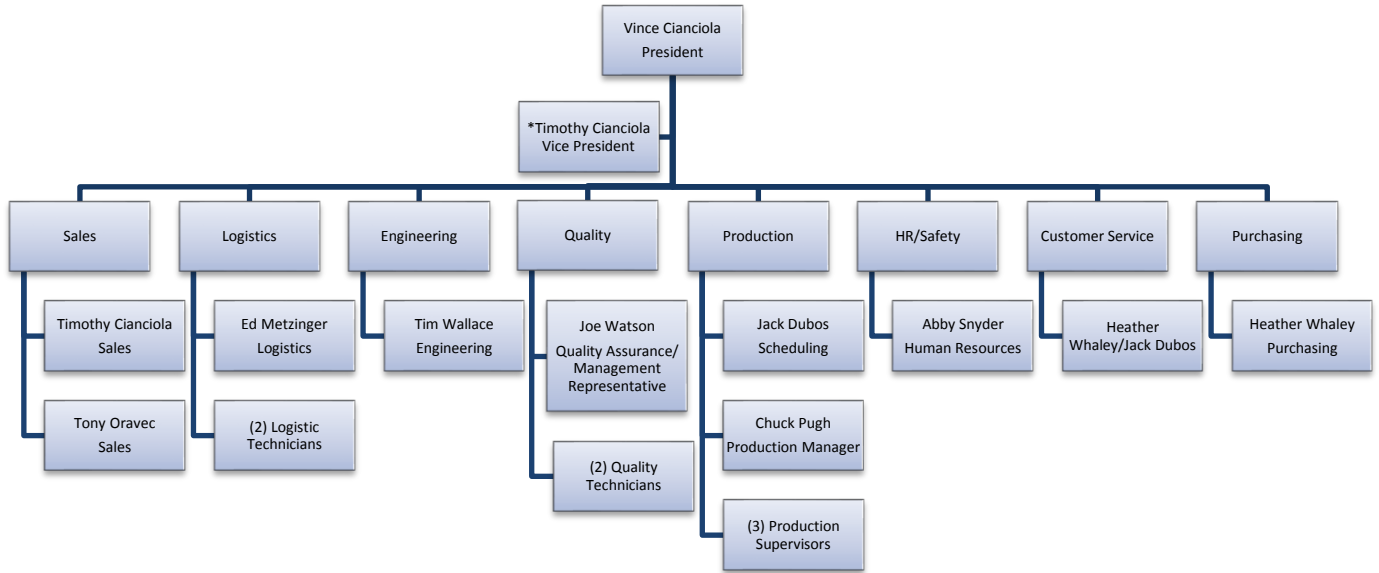
- a) the nature of the nonconformities and any subsequent actions taken;
- b) the results of any corrective action.

10.3 Continual improvement

Metal & Wire Products Company continually improves the suitability, adequacy and effectiveness of the Quality Management System.

The organization considers the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that are addressed as part of continual improvement.

Appendix A – Organizational Chart



* Denotes top management

Appendix B – Process Interaction Diagram

