

# HASTEN APPLIED CNC

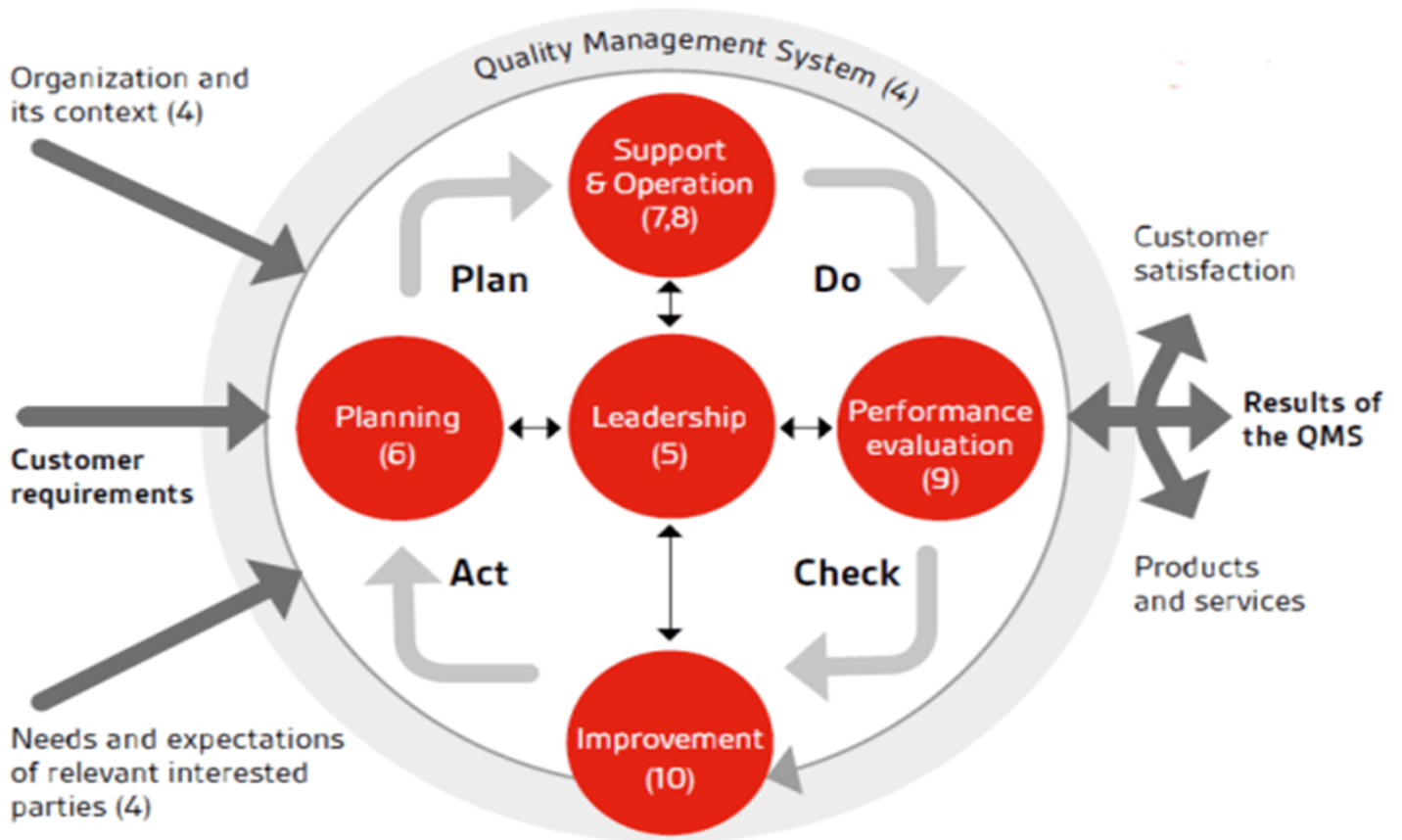
## AS9100. D: 2016. LEADERSHIP



### Document # QP-05

LEADERSHIP	
Procedure Title	LEADERSHIP
Document Number	QP-05
Standard	AS 9100 D:2016
Scope	5.1, 5.1.1,5.1.2,5.2,5.2.1,5.2.2,5.3
Process Owner	Hasten Applied CNC. LEADERSHIP
Related Forms/Records	<ul style="list-style-type: none"> <li>• Ext/Int. Risk F-610-002, 003</li> <li>• F-912-004, Customer Satisfaction Survey</li> <li>• F-620-002, Quality Objectives</li> <li>• F-720-005 Induction Training</li> <li>• F-850-004 NCR form</li> <li>• F820-003 Contract review.</li> </ul> Records retention Min 7 Years.
Related Work Instructions	Referenced within the body of the clause
Related Procedures	<ul style="list-style-type: none"> <li>• QP-06</li> <li>• QP-08</li> <li>• QP-09.</li> </ul>

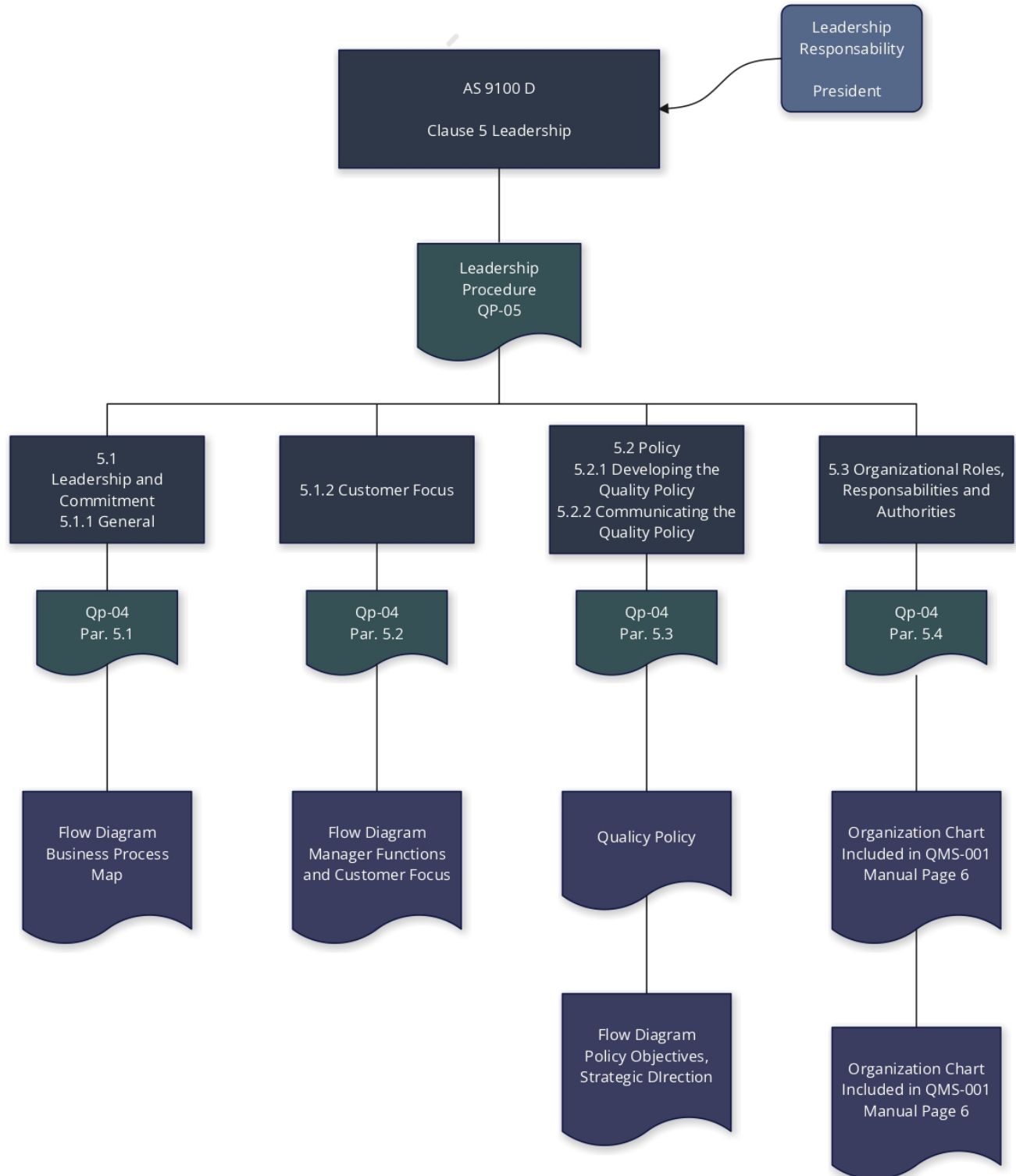
APPROVAL AND REVISION HISTORY			
DATE	REVISION	DESCRIPTION	APPROVED BY
01/26/22	<b>A</b>	Leadership procedure	R.H.



## 5. Leadership

### QUALITY MANAGEMENT SYSTEM

#### CLAUSE 5 – LEADERSHIP – FLOW DIAGRAM



### 5.1.1 General

Leadership shall demonstrate leadership and commitment with respect to the quality management system by:

- a) taking accountability for the effectiveness of the quality management system;
  - The Leaders of Hasten Applied CNC have taken accountability for the development and implementation of the Quality management system and to continually improving its effectiveness.
  - Evidenced through involvement in all areas of the QMS and actions, such as action items determined in management reviews and providing the necessary competent human and material resources.
- 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 the organization;
  - The Leaders of Hasten Applied CNC has established its Quality Policy and Objectives ensuring they are compatible with the context and strategic direction of Hasten Applied CNC. (See QMS-001 Document)
- c) ensuring the integration of the quality management system requirements into the organization's business processes;
  - Hasten Applied CNC has integrated its QMS requirements into its business processes, as deemed appropriate. Business Processes are controlled via ERP Systems that comply with the QMS Standard.
  - The Business Process Map is referenced in QMS-001 Page 5.
- d) promoting the use of the process approach and risk-based thinking;
  - The Leaders of Hasten Applied CNC promotes the use of process approach and risk-based thinking using training and flow diagrams that show the integration of processes.
- e) ensuring that the resources needed for the quality management system are available;
  - Resource needs are reviewed by leaders not only by having the appropriate employees to get the job done, but also to make sure the organization provides the tools, training and allocation of resources to meet the customer, regulatory and statutory requirements (People, equipment, technology, and facility).
- f) communicating the importance of effective quality management and of conforming to the quality management system requirements;
  - Management communicates to the organization the importance of meeting customer as well as statutory and regulatory requirements through the use of all hand's meetings, training, "one on one" conversations, project meeting email communications or conspicuous posting of information throughout the facility.
- g) ensuring that the quality management system achieves its intended results;



## Hasten Applied CNC

- Managers of Hasten Applied CNC makes use of annual and periodic informal Management Reviews to asses:
  - i. Risks,
  - ii. customer satisfaction and feedback from relevant interested parties;
  - iii. the extent to which quality objectives have been met;
  - iv. process performance and conformity of products and services;
  - v. nonconformities and corrective actions;
  - vi. monitoring and measurement results;
  - vii. audit results;
  - viii. the performance of external providers;
  - ix. on-time delivery performance.

h) engaging, directing and supporting persons to contribute to the effectiveness of the quality management system;

- Hasten Applied CNC Managers engage, direct and support personal to contribute to the effectiveness of the quality management system.
- It is important that employees throughout Hasten Applied CNC create value and to ensure this, Hastens leaders focuses on the competence of employees to help them become engaged in the processes to build value in them.
- By having empowered and engaged Employees Hasten Applied CNC Leaders believes this to be the driving force behind meeting the objectives of the organization.

i) promoting improvement;

Hasten Applied CNC Management promotes improvement to satisfy customer requirements & maintain market share.

- Management believes this allows Hasten Applied CNC to react to changes in internal or external conditions to create new opportunities.
- Management believes that its quality policy, and objectives that are consistent with its quality policy and works toward improvement.
- Leaders ensure Hasten Applied CNC's objectives are planned and SMART (Specific, Measurable, Attainable, Realistic, Time-based).
- Senior Management believes these objectives will not work without commitment to change.
- Management provides adequate resources to develop, implement, maintain, and improve the QMS by periodically reviewing QMS performance to determine it suitability, adequacy and effectiveness.



- j) supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

Managers of Hasten Applied CNC provide evidence of its leadership and commitment to the development and implementation of the management system and continually improving its effectiveness by:

- Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
- Hasten Applied CNC personnel are committed to Relationship Management because the interaction with interested parties such as customers, employees and suppliers can influence the performance of Hasten Applied CNC therefore it is critical to manage these relationships.
- Managers maintain the relationships of all parties in order to optimize their impact on the organization and make sustained success more likely.

### 5.1.2 Customer focus

Leadership shall demonstrate 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;

The Management Leaders of Hasten Applied CNC adopts a customer-first approach which ensures that customer needs and expectations are determined, converted into requirements, and are met with the aim of enhancing customer satisfaction.

This is accomplished by assuring:

- Customer and applicable statutory and regulatory requirements are determined, understood and consistently met through the Customer order process.

- b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;

Risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined, reviewed, and addressed by Hasten Applied CNC leaders.

- Risks identified as part of the Context of the Organization exercise defined in QP-04 Context of the Organization; and logged within the COTO Log.
- Methods for product risks and opportunity assessments vary but should always include a means of identifying the risk under examination, and a description of the result of the risk assessment.

- c) the focus on enhancing customer satisfaction is maintained.

- The Management Leaders of Hasten Applied CNC adopts a customer-first approach which ensures that customer needs and expectations are determined, converted into requirements and are met with the aim of enhancing customer satisfaction. The Customer Order Process accomplishes this.

- d) product and service conformity and on-time delivery performance are measured, and appropriate action is taken if planned results are not, or will not be, achieved.



- Customer returns are reviewed using customer feedback and complaints: All customer feedback and complaints are recorded on a log maintained by QA to ensure appropriate action is taken to achieve conformity.
- The causes of the returns are tracked to determine trends; results are shared with the team.
- The results of the customer feedback are reviewed and actions taken as necessary based on the responses and or trend review, such actions include corrective actions and communication.
- Leaders reviews measurements for process performance and product conformance.

## **5.2 Policy**

### **5.2.1 Establishing the quality policy**

Leadership shall establish, implement and maintain a quality policy that:

- a) is appropriate to the purpose and context of the organization and supports its strategic direction;
  - While developing, or reviewing the Quality Policy, Management takes into consideration the purpose of the policy and how it can be applied to the purpose and context of Hasten Applied CNC.
  - The Quality Policy aims to support the strategic direction of the quality management system.
- b) provides a framework for setting quality objectives;
  - Hasten Applied CNC Quality Policy Provides a framework for setting quality objectives.
  - Includes a commitment to satisfy applicable requirements.
  - Includes a commitment to continual improvement of the QMS. (See QMS-001)
- c) includes a commitment to satisfy applicable requirements;
  - See Quality Policy (QMS-001)
- d) includes a commitment to continual improvement of the quality management system
  - See the Quality Policy (QMS-001)

### **5.2.2 Communicating the quality policy**

The quality policy shall:

- a) be available and be maintained as documented information;
  - The Hasten Applied CNC Quality Policy is released as a standalone document as well as in this QMS Document and is communicated and implemented throughout the organization by conspicuous postings.
- b) be communicated, understood and applied within the organization
  - The Quality Policy has been established and documented and is communicated to the employees, at the time of hire, training staff meetings, and postings making sure that the employees are aware of the status and how their actions affect the outcome, this is identified through the results of the audits.



- c) be available to relevant interested parties, as appropriate.
- Hasten Applied CNC Quality Policy is made available to all relevant parties upon request.

### 5.3 Organizational roles, responsibilities and authorities

Leadership shall ensure that the responsibilities and authorities for relevant roles are assigned, communicated and understood within the organization.

Leadership has assigned the following responsibilities and Authority.

Responsibility	Assign to
Ensure that the system conforms to the requirements.	[Management Team Overall]
Ensure that the processes are delivering their intended outputs;	[Applicable process owners]
Reporting on the performance of the management system and providing opportunities for improvement for the management system.	[Management Team as applicable]
Ensuring the promotion of customer focus throughout the organization.	[Management Representatives]
Ensuring that the integrity of the management system is maintained when changes are planned and implemented.	[Quality Representative/Quality Manager]
Quality Control, Final Visual, Doc Control, CMM, SM, Mechanical.	Quality, Quality Manager
Supply Chain, Purchasing, Production Scheduling planning	Supply Chain QAR/Sales Representative
Operations Mill, Lathe, S.M. Product Assembly	Department Managers
Sales	President
Shipping	Shipping/Receiving Manager.

Leadership shall appoint a specific member of the organization's management, identified as the management representative, who shall have the responsibility and authority for oversight of the above requirements.

The management representative shall have the organizational freedom and unrestricted access to Leadership to resolve quality management issues.

NOTE: The responsibility of a management representative can include liaison with external parties on matters relating to the quality management system.

- Hasten Applied CNC Quality Manager is the Quality Management Representative.**
- The Quality Management Representative shall have the organizational freedom and unrestricted access to top management to resolve quality management issues.**



MANAGEMENT FUNCTIONS & CUSTOMER FOCUS

