

|  |  |
| --- | --- |
| Instruction:  **QP-105** | Pages: 3 |
| Printed**: 01/13/2018** | Released: 04/20/2021  Rev. Num: 2 |
| Authorized By: **V.P. of Manufacturing** | |

**ORGANIZATION**

1. Purpose and Scope

**PURPOSE**

To define the responsibility, authority and interrelationship of personnel.

**SCOPE**

This procedure applies to all E.C. Styberg Engineering Co. personnel affecting quality

1. Definitions

**Quality System**: Organizational structure, responsibilities, procedures, processes and

resources needed to implement the quality system.

1. Process Owners

**VP of Manufacturing**

**Process Designees: Quality Manager**

**Human Resource Manager**

**Department Supervisors**

**4. Procedures**

**4.1 VP of Manufacturing**

**Define Organizational Responsibilities**

Authority and responsibilities of all employees is defined by the V.P. of Manufacturing, who oversees the development of organizational charts and other documents (i.e. job descriptions, training forms, etc.) showing relationships within the company.

**Provides Necessary Resources**

Identifies and meets the requirements for personnel, training and resources for

scheduling, performing and verifying work through resource planning.

**4.1.1 Sales**

Sales, working with the President and other support personnel the company will establish a Marketing Plan annually. Within the plan there will be an agreement made to what approach will be taken to maintain and attract new customers. The plan will be maintained with both the President and VP of Mfg.

**4.2 Human Resource Manager**

**Documents Organizational Chart and Job Descriptions**

The Human Resource Manager maintains all documentation related to the systems and procedures which define individual authority and responsibility within the organization (i.e. the organizational chart, job descriptions, training documents, etc.).

**4.3 Department Supervisors**

**Shift Handover**

Whenever possible, shift Supervisors or their designated representative shall meet with the next incoming shift Supervisor / Leader to pass on information pertinent to the continuation of the manufacturing process. If so desired, the Department Supervisors may have shift overlap between lead / setup personnel to accomplish the same information passage. It is also acceptable to list duty assignments in a highly visible area for employees to view.

**4.4 Quality Manager**

**Ensures Implementation of Quality System**

The Quality Manager ensures that the quality system requirements are effectively implemented and develops regular reports on the performance of the Quality System for management review. Consideration is made of all interested parties and their requirements, which are as follows:

**A. Customers**

Requirements: Products or services which conform to their specific requirements, regulatory requirements and safety, on-time delivery and a high level of customer service.

**B. Owner/Stockholders**

Requirements: Management that meets QMS standards; return on their investment while standards are met and maintained.

**C. Employees**

Requirements: A safe environment, growth potential, communication and empowerment.

**D. Suppliers**

Requirements: A positive working relationship with two way exchange of customer expectations clearly communicated; fair return on their investment in our business.

**E. Our Community**

Requirements: Environmental safety and positive impact on the community as a whole.

**F. Regulatory Authorities**

Requirements: Product, services and other regulations met as well as certifications kept up to date by both our company and our suppliers

**Informs Major Customers of Changes in Personnel**

If substantial changes occur in personnel, either the Quality Manager, the Human Resource Manager or the VP of Manufacturing will contact major customers and inform them of updates

**5 References**

**5.1 Related Procedure**

Quality Policy QP-101

Management Review Process QP-104

**5.2 Reference Documents**

Marketing Plan

**6. Records**

Manager’s Review MGMNT-101 Retain 5 yrs. Min.

**7. Policy References**

Management Responsibility

**8. Revisions of QP-105**

Rev 1 9/17/2020: Moved second paragraph under 4.1: “Provides Necessary Resources” from 4.3;

Added 4.3 Department Supervisors Shift Handover section: “Whenever possible, shift Supervisors…… for employees to view.”

Rev.2 Added Reference Document “Marketing Plan” and added 4.1.1