

|  |  |
| --- | --- |
| Instruction:  **QP-101** | Pages: **4** |
| Printed:**01/13/2018** | Released: **03/17/21**  Rev. Num: 1 |
| Authorized By: **Quality Assurance Manager** | |

**QUALITY POLICY**

1. Purpose and Scope

**PURPOSE**

To provide a clear statement of management’s commitment to quality in communication to employees, customers and other interested parties.

**SCOPE**

This procedure applies to the Quality Policy Statement for E.C. Styberg Engineering Co.

1. Definitions

**None**

1. Process Owner

**Quality Manager**

**VP of Manufacturing**

**Process Designees: All Department Managers**

**All Department Supervisors**

**Human Resource Manager**

**4. Procedures**

**4.1 VP of Manufacturing**

**Reviews Policy Statement**

The VP of Manufacturing reviews the Quality Policy Statement in conjunction with the management review and initiates change as needed. Assistance for this task may be requested of the Quality Manager and/or Manufacturing Manager for their input in assessing needed changes and possible solutions.

**4.2 Quality Manager**

**Integrates Quality and Strategic Objectives**

The Quality Manager reviews the strategic business plan to ensure that quality and strategic objectives are integrated and that copies of company Policy based on ISO/IATF16949 are distributed to all employees.

***Objectives***

**1.** A continuous Quality Improvement Program, Based on Risk Based Thinking & PDCA. Performance trends are evaluated against the QMS requirements. Customer satisfaction is our priority.

**2.** Meet all defined customer requirements in a cost effective manner.

**3.** Decrease customer concerns and rejections through risk mitigation, multi-disciplinary approach analysis, error-proofing, feasibility studies, customer surveys and on-time delivery logs.

**4.** Increase customer satisfaction by consistently producing a product which meets customer specified requirements and measure the success of this through objective customer satisfaction survey scores and Score-cards.

**5.** 100% on-time shipments to customer schedules.

**6.** Decrease scrap and rework

**7.** On-time completion of Production Part Approvals

**8.** Utilize Statistical Process Control and its techniques at applicable operations.

**Posting Boards – Employee Empowerment**

On a monthly basis the Quality Manager posts information for employees on the Employee Communication Boards.

**Purpose:** To motivate employees to achieve quality objectives, to make continual improvements and create an environment that promotes innovation.

**Corporate Responsibility:** To provide an exchange of information sharing thereby transferring knowledge, power, authority and credibility to Styberg employees.

**Results**: A. Quality is in the hands of all Styberg Employees.

B. Operators have the right to stop a job or operation if it is not producing correct parts.

C. How employee empowerment is verified:

1. Ongoing audits (green tag, internal, shipping, First Piece Inspections etc.)

2. Customer Rejections DMRs

3. MRBs

4. Scrap

5. Rework

6. Comment Cards (Near the lunchroom)

7. Error-proofing ideas

8. Posted information (including Customer Scorecards)

9. Communication in both directions during quarterly meetings

D. The consequence of poor quality results in the loss of business, which in turn affects jobs. Ways we determine empowerment are:

1. Styberg Self Audits

2. Customer In-House Audits (Scheduled & Unscheduled)

3. Training Records

4. Traceability

5. Clean work environment

6. Maintaining company procedures/ Customer requirements

7. Scrap, Rework, MRBs and Customer Rejections

8. Continual Improvement

**4.3 Department Managers and Supervisors**

**Trains New Employees on Quality Policy**

Quality Policy and training material, supplied by the Human Resource Manager, are reviewed and communicated with new employees during training by the department manager or supervisor.

**4.4 Human Resource Manager**

**Provides Training Materials**

Appropriate training materials, including a copy of company policy based on ISO/IATF16949, are distributed to each employee by the Human Resource Manager.

**5 References**

**5.1 Related Procedure**

Business Planning QP-102

Training Needs Assessment and Evaluation QP-135

**5.2 Reference Documents**

Quality System Requirements:

ISO 9001: 2015

IATF16949: 2016

**6. Records**

VP Annual Management Review MGMNT-100 Retain for 5 yr. Min.

New Employee Training TRNG-115 Retain for duration of employment Manager’s Quarterly Review MGMNT-101 Retain for 5 yr. Min.

**7. Policy References**

Management Responsibility

Training

**8. Revisions of QP-101**

**Rev. 1:**  **Records** changed the retention time form TRNG-115 from Retain 5 years

to Retain for duration of employment.