TH Plastics, Inc

AUDIT REPORT

Re-certification

Report issued at 15:30 GMT on 13-Apr-2025

TH Plastics, Inc **AUDIT REPORT**

Client ID#:	CMPY-157914
Client/Address:	TH Plastics, Inc 680 Tyber Road, Tiffin, Ohio, 44883, United States
Audit Criteria:	ISO 9001:2015
Audit Activity:	Re-certification
Date(s) of Audit:	Tiffin, United States: 10-Apr-2025 to 11-Apr-2025
Auditor(s) (level):	Marianne Case (Lead Auditor, Tiffin, United States)
Scope of Audit and Scope of Certification:	***Site: TH Plastics, Inc, Tiffin, Ohio, United States*** **ISO 9001:2015:** Manufacture and assembly of injection molded products. **Exclusions from scope:** 8.3

OVERALL RESULT:

Action Required

The management system was found to be effectively implemented although minor nonconformities were cited.

EXECUTIVE SUMMARY

This audit concludes and confirms the audit objectives have been met, and the certification scope is appropriate. The objectives are reviewed to update goals or expanding/changing of objectives during annual Management Review meetings. The quality policy is also reviewed during these meetings to ensure consistency is maintained

SWOT ANALYSIS

Strengths	1) Commitment to the Quality Management System. 2) Manufacturing environment is highly organized and 5S compliant. 3) Detailed Internal audit process.
Weaknesses	Aside of 1 minor finding, ISO and TH Plastics specifications, procedures and work instructions are compliant.
Opportunities	Continue converting more tasks/records to electronic instead of manual/paper documentation.
Threats	No immediate threats identified.

INTERTEK MATURITY MODEL

The score descriptions are generic to all management systems and cannot be customized by the auditor, thus allowing for the consistency of interpretation and standardization of audit results worldwide. The scores provided to your organisation are for benchmarking purposes only and are based on the audit team's evaluation.

Management

Mature

Consistent evidence of management commitment, customer and/or interested party satisfaction, knowledge/awareness of policy and objectives being demonstrated by the majority of staff. Responsibility and authority is evident and supported via data, trends and related KPI's. Management reviews are complete and demonstrate support by the majority of personnel. Records are complete and demonstrate positive trends in improvement and lessons learned.

Auditor Comments:

Quarterly management review is attended by entire management staff and contain all required elements supporting Quality Management System. Data, trends and metrics are communicated to all personnel posted metrics demonstrating consistent management commitment.

Internal Audits

Mature

Internal audits are being performed at planned intervals and are based on status and importance of the Management System. Data is being collected analyzed and reviewed by senior management on a regular basis. There exists a link between the internal audit results and the overall health of the Management System. Audit teams are trained, impartial and objective in their approach. Audit reports are clear, concise and supported with applicable correction actions. Management is involved in the corrective action process ensuring timely implementation and overall effectiveness of resolution.

Auditor Comments:

Annual Internal Audit performed by internal corporate auditor covers all processes. Results are addressed via corrective action process as needed.

Corrective Action

Mature

The corrective action process has demonstrated to be effective in practice. Data from sources such as customer and/or interested party complaints, internal audits, warranty analysis, defects, internal metrics and supplier performance show stability over time as the system matures. The process includes a thorough review of the effectiveness of the actions taken. There is evidence of problem solving tools being used to support the process.

Auditor Comments:

Corrective action activities are generated by customer issues, internal audit results and other non-conforming issues and documented in Management review.

Continuous Improvement

Mature

Data streams are being used as sources to drive continual improvement over time. These may include management

system policy, objectives, and audit results, analysis of data, CAPA and management reviews. There is some evidence of advanced techniques being used during the improvement cycle. Economic benefits have been realized.

Auditor Comments:

CI project tracking is used to identify and review projects and procure resources funds to accomplish improvements. Projects are identified and accomplished to improve tracked metrics.

Operational Control

Mature

Operational Controls are planned and developed. Planning of operational controls is consistent with all other Management processes. Objectives, process requirements, needs for appropriate additional documents and resources, verification and monitoring activities and records requirements have been determined, as appropriate. Processes and activities run consistently. Data is collected, and reviewed to verify the effectiveness of operational controls with evidence of significant improvement trends. Some evidence linking to some key business factors.

Auditor Comments:

Excellent operational controls are planned and consistently executed.

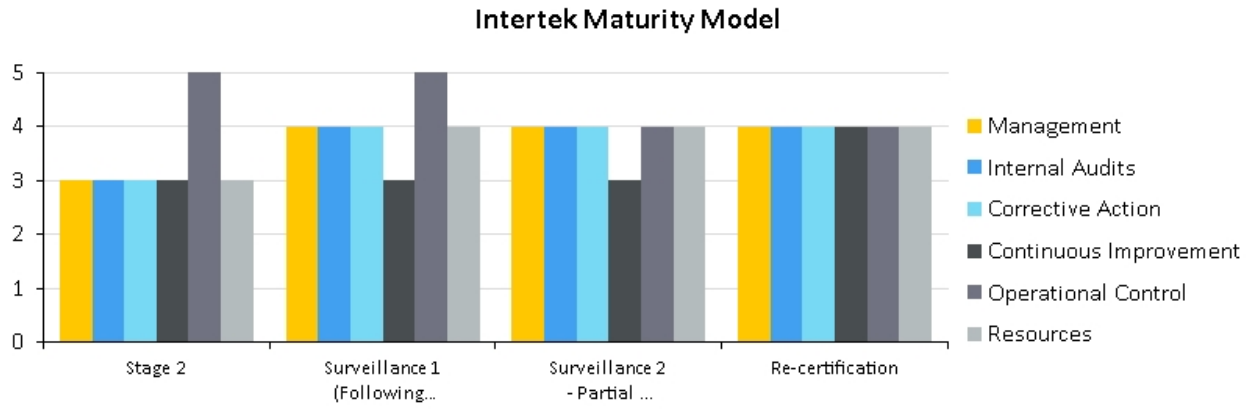
Resources

Mature

Resources required for the effective maintenance and improvement of the management system have been defined and deployed. Improvements have been noted in areas such as customer and/or interested party satisfaction, continual improvement, process variation. Levels of competency have been defined and documented within the existing management system.

Auditor Comments:

Resource requirements for production and project activities are identified and effectively accomplished.



Rating: 5=Benchmark | 4=Mature | 3=Meets Intent | 2=Beginning | 1=Not Evident

FINDING SUMMARY

	Minor	Major
Issued during current activity	1	0

Opportunities for improvement have been identified

Yes

STATUS OF PREVIOUS AUDIT FINDINGS

Follow-up on findings issued at previous audit:

Prior assessment resulted in no non conformities.

FINDING DETAIL

Finding #:	Audit Criteria:	Corrective Action Plan Due Date:	Corrective Action Implementation Date:
Finding 1800501 - 1	ISO 9001:2015	11-May-2025	11-Jul-2025
Issued by:	**Classification:**	**Document Ref#:**	**Action Required:**
Marianne Case	Minor	Inspection,Measure & test procedure 10.18.P.01 rev.25 9/30/21	Submit Corrective action plan

Finding:
Calibration process not fully effective.

Requirement:
7.1.5.2a
When measurement traceability is a requirement, or is considered by the organization to be an essential part of providing confidence in the validity of measurement results, measuring equipment shall be 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.

Objective Evidence:
Calibration standards used for caliper#CAL000204 identified as Gage Block000017 and Ring00025. Calibration standard used for Ring000025 identified as CAL000204. Ineligibilty of measurement traceability standard.

EVIDENCE SUMMARY

The state of the management system is summarized below:

Conclusion of Client's Processes/Functional areas audited including KPI/Metrics

This audit concludes and confirms the audit objectives have been met aside of 1 minor finding and the certification scope is appropriate.

Processes identified are: Supply Chain (Purchasing, Production Planning, Warehouse/Shipping/Receiving), Operations (Manufacturing, Quality Checks, Maintenance/Automation), Quality (Calibration) and HR/Training.

Supply Chain (Purchasing, Production Planning, Warehouse/Shipping/Receiving) Process:
Process Owner: Chris Baird
Process measure: On-time Delivery – goal=99.5%, 2024=100%, 2025ytd=100%
Process summary:
1) Purchasing process includes reviewing recent customer purchase orders to issue supplier PO's. Reviewed PO#1420-TMD to Washington Penn Plastics for 2135420 lbs. of Resin UP3F306 Appl Wht. C of A's, visual characteristics and packing slip reviewed and documented through IQMS upon receipt. Also reviewed PO#1423-TMD for insert W1082990 from GKN Sinter Metals for 22400 pieces. All activities are compliant with procedures and work instructions.
2) Production Planning process summary: IQMS system generates schedule for daily, weekly and monthly forecasts for 4 molded/assembled part numbers and 2 service parts. Information communicated from customers via EDI daily. Reviewed 7 active work orders for Press#301 and IQMS work order priority sheet.
3) Warehouse/Shipping/Receiving - Receiving and shipping process uses IQMS (MRP system) to monitor activity. Receipt of PO#1553-TMD for 2 machined parts from Custom Machine INC and PO#1518-TMD from Amazon Business for Logitech keyboard. Shipping BOL#164695 reviewed for packing slip#3859-TMD for PN#W11170358 – 2880 pieces in 48 packages. All activities are compliant with procedures and work instructions.
Effectiveness: The process as audited is effectively implemented.

Operations (Manufacturing, Quality Checks, Maintenance/Automation) Process:
Process Owner: Carl Roush – Plant Manager
Process measure: Metric display board displays press and assembly data live. Overall plant metrics include:
- quality and delivery measures included in Management review metrics.
- OTD Goal 99.5% Current 100%,
- PPM Goal: 25 Current YTD =12ppm. Client had 0 rejections @ customer in last 12 months.
- Press maintenance PM – goal=95%, 2025ytd=100%; Tooling Maintenance – goal=95%, 2025ytd =80%

Process summary:
1) Manufacturing - Molding – MN, AM & PM shift (data from all shifts documented) BR1 cell including Mold Press #

301 observed for tool#2570 for PN#W11170354 for balance ring assembly#W11170358, Mold Press #332 for tool#2579 for PN#W11459623 and Mold press #335 for tool#2686 for PN#W11093899 agitator part. All found to be compliant by setup parameters and passed first piece checks and final quality audit. Training records produced for all operators for job specific functions.

2) Quality checks - First piece checks reviewed for Whirlpool pn's#W11170354 (cav 1 & 2) from Press#301 and assembly#W11170358 various visuals and dimensions and found to be compliant to Inspection plan.

3) Maintenance/Automation - Preventative maintenance and unscheduled maintenance completed and documented as specified. Mold press#301, Press#332 and Press#335, and mold tools@2570,#2579 and#2686 preventative maintenance documentation reviewed. All data is documented in IQMS system.

Effectiveness: The process as audited is effectively implemented.

Quality (Calibration) Process:

Process Owner: Steve Yessler

Process measure: Internal /External PPM, COPQ

1) IPPM (internal)- goal<2000ppm, 2025ytd=2257

Process summary: Quality checks and Calibration activities comply with specifications. First piece and in-process checks reviewed for Whirlpool pn's#W11170354 (cav 1 & 2) from Press#301 and assembly#W11170358, various visuals and dimensions and found to be compliant to Inspection plan. Incoming inspection of insert PN#W11449811 from Ft. Recovery and resin #W11352621 from Wash Penn lot#J0000531905 for 41,620 pounds reviewed. Calibration records produced for 2 fixtures, 1 scale, 1 dial indicator, 1 caliper, CMM and 2 standards and verified for compliance. An issue was identified where a ring standard used to calibrate caliper was calibrated by that caliper thus resulting in minor finding. All data is stored in the IQMS system.

Effectiveness: The process as sampled is effectively implemented except for 1 minor finding.

Human Resources/Training Sub- Process:

Process Owner: Tessi Goldsberry

Process measure: Employee turnover – current workforce turnover rate for goal<8%, 2024=20%, 2025ytd=13.4%

Process summary: Job specific and forklift training completed and documented as required for operators Press#332 & 334 and Balance ring #1, all shifts and quality inspector; also reviewed forklift driver (7 molding operators, 2 forklift driver and 3 quality technicians).

Effectiveness: The process audited is effectively implemented.

Conclusions regarding the audit of Mandatory Requirements

Management review: Management reviews quarterly with all required inputs and outputs included in the agenda, reviewing Contingency Plan for External and Internal issues. Top management and process owners attend the meeting. The last meeting was 1/21/2025. KPI metrics are reviewed monthly and conduct meetings as necessary to identify risks and develop priorities and focus on resolution. The following metrics are tracked:

1) Safety (incidents/100 workers) – goal=4.3 incidents/month, 12-month average = 0.0 (1 in Feb)

2) Lost Time – goal<0.2/mth, 12 mth average = 0.0 (1 in February 2025)
3) Turnover – goal<8%, 2024=20%, 2025ytd=13.4%
4) On-time Delivery – goal=99.5%, 2024=100%, 2025ytd=100%
5) Premium Freight – goal= $500/month, 2024=$478, 2025ytd=$0/mth
6) Inventory Turns (finished goods)– goal=25, 2025ytd=32/mth
7) Machine Potential - goal=85%, 2025ytd=100%
8) Press maintenance PM – goal=95%, 2025ytd=100%
9) Tooling Maintenance – goal=95%, 2025ytd =80%
10) PPM (Whirlpool) - goal=25ppm, 2025ytd=12ppm
11) IPPM (internal)- goal<2000ppm, 2025ytd=2257
12) Cost % Sales – goal=1.3%, 2025ytd=1.29%
13) Capacity – goal=85%, actual=64%

** All metrics outside of goals have been addressed and documented in weekly management meetings.

Regarding clause 4.1and 4.2 amendment of ISO 9001:2015 specification: TH Plastics has considered climate change and has appropriately documented status in Contingency Plan document 01.01.CP.01 rev.13 3/25/2025.

Internal audit: Internal audits are conducted for process areas each year. Audit schedule for 2025 has been established and completed. All processes were audited in 1/20-24/2025 with 1 internal auditor from corporate staff. There were 2 documented findings and 2 OFI's; CAR's were initiated to address issues. LPA – Layered Process audit conducted daily; monthly meeting to review issues identified.

Review of previous NC's: There were 0 NC's during Surveillance 2 audit in 2024.

Corrective action and customer complaint: Customer feedback, corrective actions, customer complaints, internal issues, internal audit findings and any other concerns are handled through the CAR format; either on customer required forms or internal format.

Continual improvement: Continual improvement is reviewed in management reviews, risk analysis, internal audit program and business initiatives.

Operational control: Procedures and work instructions are utilized throughout the processes of the quality management system. Process measures monitor the effectiveness of the processes and objective measures monitor the system overall. IQMS system provides excellent operational controls.

Changes review: Change process is documented via purchase orders and product drawings. New products and engineering changes are monitored by Project engineers and tracked via APQP process and via IQMS system once in production.

Legal & Other requirements: No other requirements reported.

Use of mark & certificate: The latest version of the ISO 9001:2015 certificate is available on website. Mark is not used in any other capacity.

Effectiveness of the system in regard to achieving client's objectives: The objectives are reviewed annually for updating goals or expanding/changing objectives. The quality policy is also reviewed during this annual meeting to ensure consistency is maintained.

Verification of site notes: Site notes were verified, and it was found that there is a change in employee count (38 on assignment letter – actual =41); an additional 0.25 days will be required for this Recertification audit. The scope remains valid and exclusion of Product Design is verified as this information is provided by customers.

Review and conclusion of client performance trends since last certification/recertification (at recertification audit and last surveillance audit prior to recertification)

Positive trends during recent years in reported metrics. Audits show conformance is maintained to the standard and internal established SOP and WI. Prior assessment resulted in 0 corrective actions for Surveillance 2 audit. Management Review trends indicate the quality management system shows several improvements from previous years to processes to improve product defects, functionality, measures and efficiency.

Identified opportunities for improvement

Continue converting more tasks/records to electronic instead of manual/paper documentation.

Conclusions regarding risk assessment/risk treatment processes

Risks identified by TH Plastics - Tiffin include supplier quality concerns, volume fluctuations from single customer and staffing issues. TH Plastics conducts monthly update meetings as needed to review critical KPI's to determine what activities are working/not working identify risks and distractions and develop priorities and focus on resolution. Process areas are Supply Chain (Purchasing, Production Planning, Warehouse/Shipping/Receiving), Operations (Manufacturing, Quality Checks, Maintenance/Automation), Quality (Calibration) and HR/Training. This activity is used to identify the priority of risks, develops what actions mitigate the risks identified as priority, how has the organization verified the action taken monitors the progress of the risks and actions identified. It is concluded that this process is an effective in accessing and addressing risks.

Conclusions regarding context of the organization

The process that TH Plastics - Tiffin uses to determine the external and internal issues is through management review meetings that review critical KPI's to determine what activities are working/not working. A variety of SWOT and KPI evaluations were used to identify risks and distractions to develop priorities and focus on resolution for each process.

External and internal risks identified by TH Plastics include supplier quality concerns, volume fluctuations from single customer and staffing issues. It is concluded that this process is an effective in identifying, accessing and addressing risks.

Additional information/unresolved issues

No Additional Information or Unresolved Issues noted.

Communication/Changes during the visit (if applicable)

No notable Communications or Changes occurred during the audit. The audit was conducted as planned.

References to appendices:

Interview record; Audit plan (as executed)

Have all shifts been audited:

Yes

The audit has been performed according to audit plan meeting audit objectives, scopes and duration (on-site and off-site) as given within the audit plan

This audit concludes and confirms the audit objectives have been met aside of 1 minor finding and the certification scope is appropriate. The audit has been performed according to the audit plan by meeting the audit objectives, scope and duration as given within the audit plan.

Have there been any changes to Scope?

No

Have there been any changes to Headcount?

Yes

There is a change in employee count (38 on assignment letter – actual =41); an additional 0.25 days will be required for this Recertification audit.

Have there been any Address Changes?

No

Have there been any Sites Added / Removed?

No

Have there been any Other Changes?

No

No Significant Changes noted during the Audit that have impact on the current Quality Management System.

LEAD AUDITOR RECOMMENDATION

Lead Auditor's Recommendation for ISO 9001:2015

The nonconformity(ies) identified do not jeopardize the certification of the management system. Continued certification is therefore recommended pending acceptance of the corrective action plans(s) for identified nonconformity(ies).

OTHER OR ADDITIONAL LEAD AUDITOR RECOMMENDATION

No Additional Lead Auditor Recommendations Noted During the Audit.

CLIENT ACKNOWLEDGEMENT

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