



# ACCU STEEL, INC.

Manufacturer of  
Pre-Engineered Fabric Buildings

Quality Manual



Q Manual #2  
Master Copy



# ACCU STEEL, INC.

Manufacturer of  
Pre-Engineered Fabric Buildings

## Section I

### Quality Policies



## Quality Policies Master List

Quality Policy ID	Title	Current Revision	Date of Issue	Distribution				<b>Total Copies</b>
				Archives	Registrar	Master Copy	Office Manager	
QP	Quality Policy	1	10/2/12	X		X	X	3
QM1	Management Responsibility	1	10/2/12	X		X	X	3
QM2	Quality System	1	10/2/12	X		X	X	3
QM3	Contract Review	1	10/2/12	X		X	X	3
QM4	Design Control	1	10/2/12	X		X	X	3
QM5	Document and Data Control	1	10/2/12	X		X	X	3
QM6	Purchasing	1	10/2/12	X		X	X	3
QM7	Control of Customer-Supplied Product	1	10/2/12	X		X	X	3
QM8	Product Identification and Traceability	1	10/2/12	X		X	X	3
QM9	Process Control	1	10/2/12	X		X	X	3
QM10	Inspection and Testing	1	10/2/12	X		X	X	3
QM11	Control of Inspection, Measuring, and Testing Equipment	1	10/2/12	X		X	X	3
QM12	Inspection and Test Status	1	10/2/12	X		X	X	3
QM13	Control of Nonconforming Product	1	10/2/12	X		X	X	3
QM14	Corrective and Preventive Action	1	10/2/12	X		X	X	3
QM15	Handling, Storage, Packaging, Preservation, and Delivery	1	10/2/12	X		X	X	3
QM16	Control of Quality Records	1	10/2/12	X		X	X	3
QM17	Internal Quality Audits	1	10/2/12	X		X	X	3
QM18	Training	1	10/2/12	X		X	X	3
QM19	Servicing	1	10/2/12	X		X	X	3
QM20	Statistical Techniques	1	10/2/12	X		X	X	3
Total Copies				21	0	21	21	63



## Quality Policy

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Accu Steel, Inc. and its employees are committed to producing high quality products on time that meet our customers' requirements. We will achieve this through communication and involvement with our employees and customers. Accu Steel, Inc. is committed to pursuing innovative technology and advanced education for continuous improvement of product quality.



## **Quality Policy QM1**

### **Management Responsibility**

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#### **1.1 Quality Policy**

Accu Steel, Inc. has a documented quality policy which includes basic guidelines for its commitment to quality. The quality policy for Accu Steel, Inc. appears on page one of this manual and is supplemented by the quality manual, procedures, and work instructions. Management will ensure that the quality policy and its supporting documents are understood and implemented throughout the company.

#### **1.2 Organization**

The responsibility, authority, and interrelation of the personnel who perform and verify the work affecting quality will be designated and documented in the Procedures Manual to ensure the quality of a consistently reproducible product.

Accu Steel, Inc. will supply adequate personnel, training, and other resources to ensure the availability of trained personnel for management and verification activities including quality audits.

The appointed Management Representative will ensure that a documented quality system has been established, implemented, and documented in accordance with the requirements of ISO 9002:1994.

#### **1.3 Management Review**

The management of Accu Steel, Inc. will regularly review the quality system to verify its continuing suitability and effectiveness in meeting the requirements of ISO 9002:1994.



## Quality System

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### 2.1 General

Accu Steel, Inc. has an established quality system which is documented in the Quality Manual, Procedures Manual, and Work Instructions to provide guidelines for ensuring the quality of a consistently reproducible product.

### 2.2 Quality System Procedures

Documentation contained in the Quality Policy, Procedures Manual, and Work Instructions are consistent with the requirements of ISO 9002:1994(E) and will enable Accu Steel, Inc. to effectively implement and control its quality system.

### 2.3 Quality Planning

Accu Steel, Inc. will decide how the quality requirements will be met for each new product. Quality planning will cover compatibility of the new product to current procedures as well as the need for new controls, processes, equipment, resources, skills, procedures, documentation, and quality records, which will ensure that quality requirements are maintained on the new product.



## Quality Policy QM3

### Contract Review

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#### 3.1 General

Accu Steel, Inc. evaluates all contracts to ensure that requirements are understood and attainable.

#### 3.2 Review

Prior to accepting a contract, Accu Steel, Inc. will verify that customer requirements have been adequately defined and discrepancies are resolved, to ensure that Accu Steel, Inc. is capable of meeting the contract requirements.

#### 3.3 Amendment to a Contract

All contract amendments will be communicated between Accu Steel, Inc. and the customer with the customer having final approval. Approved changes to contracts will be communicated to the appropriate personnel at Accu Steel, Inc. to ensure that the most recent contract requirements are being met.

#### 3.4 Records

Records of all contract reviews and reasons for changes are kept on file for historical reference on past or present projects. All records will be readily available if questions of product quality arise.





## **Quality Policy QM4**

### **Design Control**

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Design Control is not included in ISO 9002.



## **Quality Policy QM5**

### **Document and Data Control**

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#### 5.1 General

Accu Steel, Inc. has established documented procedures to control all external and internal documents relating to the requirements of ISO 9002:1994(E). The documents include any type of media, including hard copy or electronic. Control of documents will ensure that only the most recent issues are being used to meet quality requirements.

#### 5.2 Document and Data Approval and Issue

All documents will be reviewed and approved for adequacy. A master list of all approved documents and their current revision status will be established and maintained. Control of the approval and issue procedures of internal and external documentation will ensure that only the proper version of documents are being used to meet quality requirements.

#### 5.3 Document and Data Changes

All changes to documents and data are reviewed and approved to ensure that the change is justified and meets the requirements of ISO 9002:1994(E). Designated personnel will have access to pertinent background information upon which to base their review and approval. A statement recording the justification of the change will accompany all changes.



## Purchasing

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### 6.1 General

Accu Steel, Inc. evaluates purchased products to ensure that they have met the requirements. Records of these evaluations will be kept and used as a basis for selecting approved subcontractors to maintain the quality of inputs.

### 6.2 Evaluation of Subcontractors

Accu Steel, Inc. will evaluate and classify subcontractors based on their ability to meet requirements. A list of subcontractors and their classifications will be maintained. Accu Steel, Inc. reserves the right to terminate a subcontractor's contract at any time during the purchasing process to maintain the quality of inputs.

### 6.3 Purchasing Data

Purchasing documents will be reviewed to verify that all pertinent information and/or specifications are present.

### 6.4 Verification of Purchased Product

Accu Steel, Inc. does not anticipate customer or supplier verification of product at the subcontractor's premises. When such a situation arises, procedures will be written. Where specified in contracts, Accu Steel, Inc.'s customers retain the right to verify conformance of product at the subcontractor's and/or the supplier's premises. Such verification will not absolve Accu Steel, Inc. from the responsibility of providing acceptable product.



## **Quality Policy QM7**

### **Control of Customer-Supplied Product**

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#### **7.1 General**

Accu Steel, Inc. verifies, stores, and maintains all products supplied by the customer for incorporation into the customer's product. Any customer-supplied product that is lost, damaged, or otherwise unsuitable for use is recorded and reported to the customer. Verification of the product by Accu Steel, Inc. does not absolve the customer of the responsibility to provide acceptable product. Control of customer-supplied contract will maintain the quality of the final product.



## **Quality Policy QM8**

### **Product Identification and Traceability**

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#### **8.1 General**

Where appropriate, Accu Steel, Inc. identifies all items from receipt and throughout all stages of production and delivery. All products or batches of products will have a unique identification. Records of identity will be kept on file in case questions arise.



## Quality Policy QM9 Process Control

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### 9.1 General

Accu Steel, Inc. will control the conditions and plan the production of processes that affect quality. All quality processes will be carried out according to documented procedures using proper, maintained equipment in a suitable work environment. Processes will be performed inside stated parameters, which are in compliance with the procedures and standards that achieve the criteria for workmanship. Control of quality processes will contribute to the consistency of the final product.



## Quality Policy QM10 Inspection and Testing

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### 10.1 General

Accu Steel, Inc. inspects and tests all products or batches according to established procedures to ensure that product requirements are being met.

### 10.2 Receiving Inspection and Testing

All incoming products will be inspected and classified according to inspection procedures. Any inspections done at the supplier's premises will not absolve Accu Steel, Inc. from the responsibility of inspecting all incoming product. In situations of urgent need, product may be released and classified upon use. This will ensure that all incoming products conform to specified parameters.

### 10.3 In-Process Inspection and Testing

Accu Steel, Inc. inspects and tests products and batches of products according to the quality plan throughout the production process and keeps records of the results. Continual in-process inspection will allow for correction of errors early in the process.

### 10.4 Final Inspection and Testing

A final inspection will be performed on all products or batches of products according to the quality plan prior to the product's release for delivery. Final inspection will verify that the customer's specifications have been met.

10.5 Inspection and Test Records Records of specified tests and inspections, including the results, will be kept on file. When a product fails a test, the procedures for control of nonconforming products will apply. The records will create a history to be used to reduce repetition of errors.



## **Quality Policy QM11**

### **Control of Inspection, Measuring, and Test Equipment**

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#### **11.1 General**

Accu Steel, Inc. will control, calibrate, and maintain inspection, measuring, and test equipment used to show conformance of product to specified requirements. Uncertainty of all inspection, measuring, and test equipment shall be known and consistent with the required measurement capability. All test hardware will be checked to prove they are capable of verifying the acceptability of product prior to their release for use and will be rechecked at regular intervals. Records of all checks and rechecks will be kept on file and will be readily available when required to prove adequacy of the equipment. The use of verified equipment will ensure that products will be consistent.

#### **11.2 Control Procedure**

All inspection, measuring, and test equipment will be uniquely identified and labeled along with its current status. A master list of all devices and their status will be kept on file. Regular inspection will contribute to a smaller chance of discrepancies.





## **Quality Policy QM12**

### **Inspection and Test Status**

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#### **12.1 General**

Products or batches of products will be inspected, tested, and recorded during production according to the quality plan. The recorded data will indicate conformance or nonconformance of product. Only products that pass the required inspections will be released for further use. This identification will prevent the release of inadequate or incorrect final product.



## **Quality Policy QM13**

### **Control of Nonconforming Product**

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#### 13.1 General

All nonconforming products will be identified and prevented from use. The proper individuals will be notified and an evaluation will be performed to determine the final disposition of the nonconforming product. A description of the nonconformity and the final disposition of the product will be kept on file in case questions arise.

#### 13.2 Review and Disposition of Nonconforming Product

The purpose of the review is to determine the course of action according to the quality plan and documented procedures. Control of nonconforming products will maintain product quality.



## **Quality Policy QM14**

### **Corrective and Preventive Action**

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#### **14.1 General**

Accu Steel, Inc. will use corrective and preventive actions to eliminate the causes of actual or potential nonconformities to an appropriate degree. Records of all corrective and preventive actions including their results will be reviewed by management and kept on file.

#### **14.2 Corrective Action**

Accu Steel, Inc. will address reports of nonconformities in products, processes, or systems. Causes of the problem will be investigated. Any corrective actions will be recorded and reviewed to ensure that the action is effective.

#### **14.3 Preventive Action**

Accu Steel, Inc. will address reports of potential nonconformities in products, processes, or systems. Investigations will be conducted to identify and reduce causes of non-conformance. Any preventive actions will be recorded and reviewed to ensure that the action is effective.



## **Quality Policy QM15**

### **Handling, Storage, Packaging, Preservation, and Delivery**

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#### **15.1 General**

Accu Steel, Inc. has established documented procedures for handling, storage, packaging, and delivery of product. The procedures include planning and control of in-process materials and finished product.

#### **15.2 Handling**

The appropriate equipment will be used to handle products. Products will be handled in a way that retains the integrity of that product throughout all stages of production and delivery.

#### **15.3 Storage**

Accu Steel, Inc. uses designated storage areas for product intended for use or delivery. This will prevent the use or shipment of inappropriate products. The condition of stored products will be checked regularly to detect deterioration.

#### **15.4 Packaging**

Accu Steel, Inc. will package and mark all products as necessary to ensure conformance to specified requirements.

#### **15.5 Preservation**

As needed, Accu Steel, Inc. shall apply appropriate methods of preservation and segregation of all products under its control to maintain product quality.

#### **15.6 Delivery**

Accu Steel, Inc. will take steps to protect the quality of the product after the final inspection has been conducted. When specified in a contract, this protection will include delivery of product to its destination. These steps will ensure that the quality of the product is preserved.



## **Quality Policy QM16**

### **Control of Quality Records**

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#### **16.1 General**

Quality records will be identified and filed to ensure accessibility and maintenance. Quality records will demonstrate conformance to specified requirements and effective operation of the quality system. Records may include any type of media, such as hard copy or electronic.



## **Quality Policy QM17**

### **Internal Quality Audits**

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#### **17.1 General**

Accu Steel, Inc. will maintain a regular internal audit schedule to verify whether quality activities comply with written procedures and to determine the effectiveness of the quality system. Audits will be carried out independently to ensure a non-biased quality audit. Results of internal audits including the implementation and effectiveness of corrective actions will be recorded, submitted to management for review, and kept on file.



## Quality Policy QM18

### Training

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#### 18.1 General

The type and amount of training necessary for individual positions will be documented. Training will ensure that personnel are qualified to perform the procedures to meet the quality system objectives. Records of employee training will be kept on file.



## Quality Policy QM19

### Servicing

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#### 19.1 General

Accu Steel, Inc. does not currently service any of its products. Should it become necessary to service a product, procedures will be written.





## **Quality Policy QM20**

### **Statistical Techniques**

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#### **20.1 Identification of Need**

Accu Steel, Inc. does not currently have a need for statistical techniques.

#### **20.2 Procedures**

Should Accu Steel, Inc. determine a need for statistical techniques, procedures will be written.



# ACCU STEEL, INC.

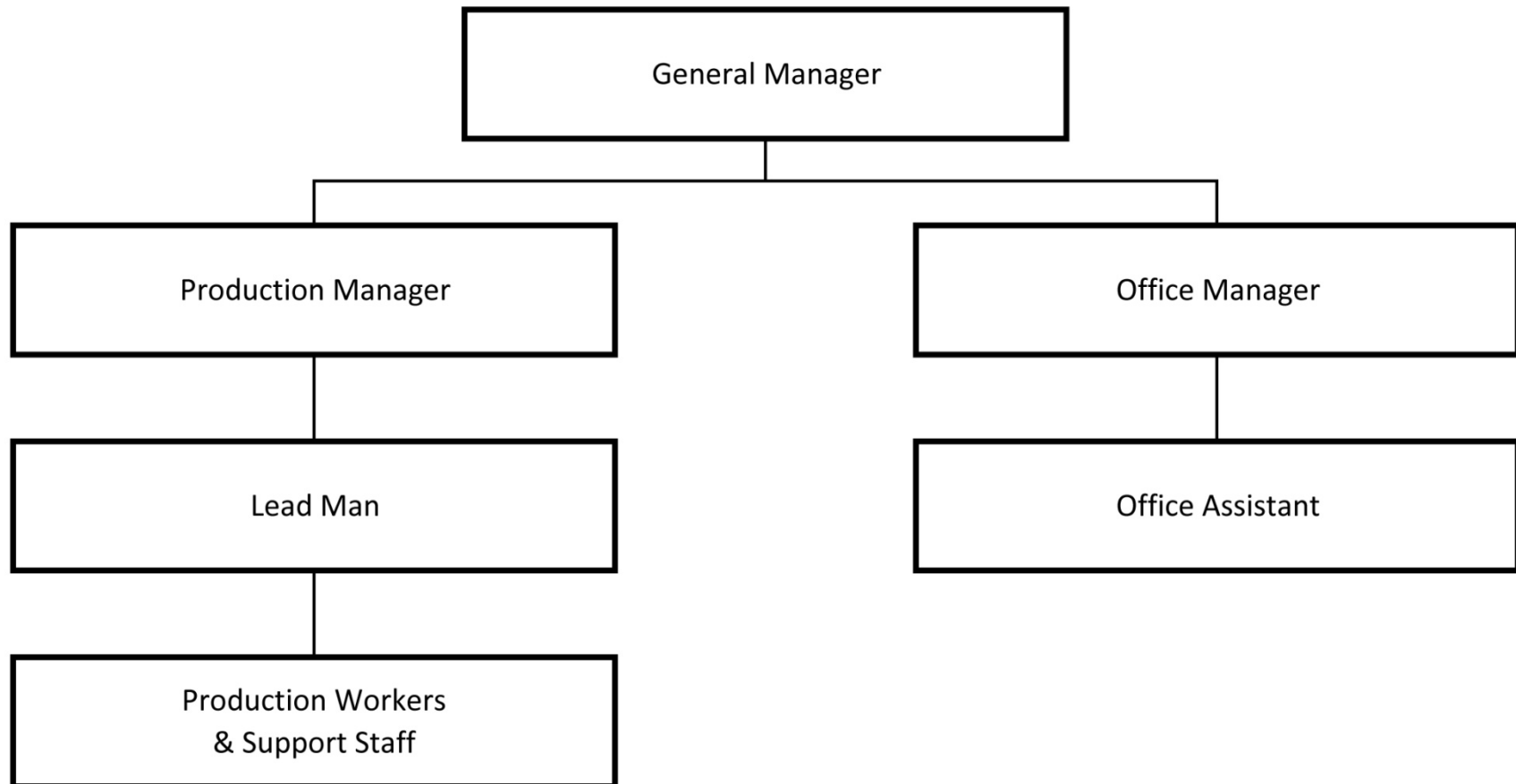
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**Section II**

**Attachments**



## Organizational Chart





## Official Signatures

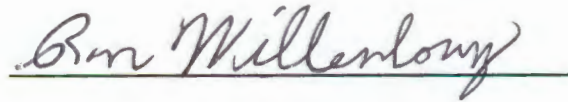
**Title**

**Official Signature**

General Manager



Production Manager



Office Manager

