

## 1.0 Introduction

The quality management system described herein enables management and employees to comply with Stevens Urethane's quality policy, and to realize its objectives.

The quality management system provides for an organized process approach to activities effecting quality, including verification.

The quality management system scope is to design and manufacture extruded polyurethane and photovoltaic encapsulant products; this Quality Manual contains no exclusionary statements.

Our goal is to assure that products are designed and manufactured to contractual requirements including performance, function and delivery, and to realize quality management system objectives.

When there is conflict between the statement of quality policy, the quality management system described herein, or our company practices, you are requested to inform the ISO Management Representative.

In cooperation with the appropriate manager, the quality management system or company practice will be evaluated, upgraded accordingly and aligned with the quality policy. In the event of unresolved conflict, the President shall arbitrate to conclusion.

This manual is reviewed at least once per annum during a management review meeting to ensure relevancy of the information herein.

Changes are authorized by the Management Representative, and approved by the President after obtaining input from Top Management attesting to the usability of the manual.

The President has the final release authority for the complete implementation of the Quality Manual in its original or a revised format.

Where used for external or contractual purposes, reference can be made to the current revision of ISO 9001 and the Food and Drug Administration's [FDA] Quality System Regulation [QSR].

The current issue of this manual is maintained through Stevens Urethane's document control center. Copies are considered uncontrolled, for reference only. Uncontrolled copies of this manual are available to employees and customers.

Stevens Urethane's Quality Manual is available in its entirety on the company website, [www.stevensurethane.com](http://www.stevensurethane.com). A current copy of this manual may also be requested via e-mail or in writing. These requests should be addressed to the: Quality Assurance Manager/ISO Management Representative, C/O Stevens Urethane, 412 Main Street, Easthampton MA 01027.

## 1.1 Revision History and Release Authority

<b>Revision History</b>			
<b>Date</b>	<b>Description</b>	<b>Author</b>	<b>Rev</b>
16-Jul-03	Original Release	Cher Nicholas	00
21-Jan-04	Updated to ISO 9001 requirements	Cher Nicholas	01
10-Aug-05	Updated Organizational Chart	Cher Nicholas	02
05-Mar-08	Updated Organizational Chart. Updated controlled copy distribution. Added photovoltaic encapsulant to QMS scope. Updated Quality Policy as agreed by Management. Updated Quality Objectives.	Tara Lambert	03
05-Mar-10	Updated Organizational Chart. Updates as required to bring the manual current with Stevens' organizational structure. Updates as necessary to comply with ISOQAR 9001:2008 Upgrade sheet.	Tara Lambert	04

<b>Release Authority</b>		
<b>Title: Quality Manual</b>	<b>Number: SU-QM</b>	<b>Revision: 03</b>
Approver: Tara Lambert Job Title: Quality Assurance Manager/ Management Representative	Signature: Date:	
Approver: Charles Tutterow Job Title: President, Stevens Urethane Executive VP, CFO, Secretary JPS Industries	Signature: Date:	

## **2.0 Quality Policy and Objectives, and Mission Statement**

### **2.1 Quality Policy**

**Stevens Urethane is dedicated to maintaining an effective Quality Management System that drives value for our customers by delivering goods and services that meet or exceed customer performance requirements, and by providing on-time and accurate deliveries. Stevens Urethane Management is dedicated to driving commitment to quality through communication of goals and effectiveness to all levels of the organization. Stevens Urethane defines Quality Objectives to monitor the effectiveness of operations supporting this policy and is committed to the continuous improvement of the Quality Management System.**

The quality policy is originated by the President of Stevens Urethane, and approved by Top Management.

It is considered appropriate to the purpose of our company and is reviewed for continuing suitability at management review meetings.

The quality policy has been explained to and discussed with existing employees, and is part of the new employee orientation process.

The quality policy is communicated and understood within the company by displaying it in many visible areas throughout the company.

### **2.2 Mission and Values**

Stevens Urethane is committed to be a world leader in extruded polyurethane and photovoltaic products by:

- Manufacturing products of the highest quality striving for continuous improvement and innovation.
- Satisfying customers by meeting and exceeding their requirements and expectations.
- Operating in a safe and environmentally sound manner providing a rewarding workplace for Stevens associates where teamwork, openness, integrity, respect, accountability and the goal to be successful prevail.

## 2.3 Quality Objectives

Our quality policy provides a framework for measurable and quantifiable quality objectives reviewed continuously by Top Management with a commitment to continual Improvement.

Achievement of our measurable and quantifiable quality objectives has a positive impact on our company and customers.

We achieve quality objectives by improving our products, procedures, processes, work instructions, and environments to ensure that each customer receives the highest quality product, on-time, at a committed price.

Top Management has defined the following Quality Objectives for continuous “dashboard” measurement of Quality Management System effectiveness:

Pre-Production Planning (Customer Contract Reviews): BOMs corrected vs. Audited

Pre-Production Planning (Capacity Planning): Actual Orders vs. Planned

Pre-Production Planning (Supplier Management): Supplier On-Time Delivery

Production (Execution): Production to Plan

Production (Execution): 0 OSHA Recordables / Safety Incentive Program Performance

Post-Production (Continuous Improvement): Complaint Turnaround

Post-Production (Continuous Improvement): NCMR Turnaround

QMS Effectiveness: Internal Audits Conducted vs. Planned

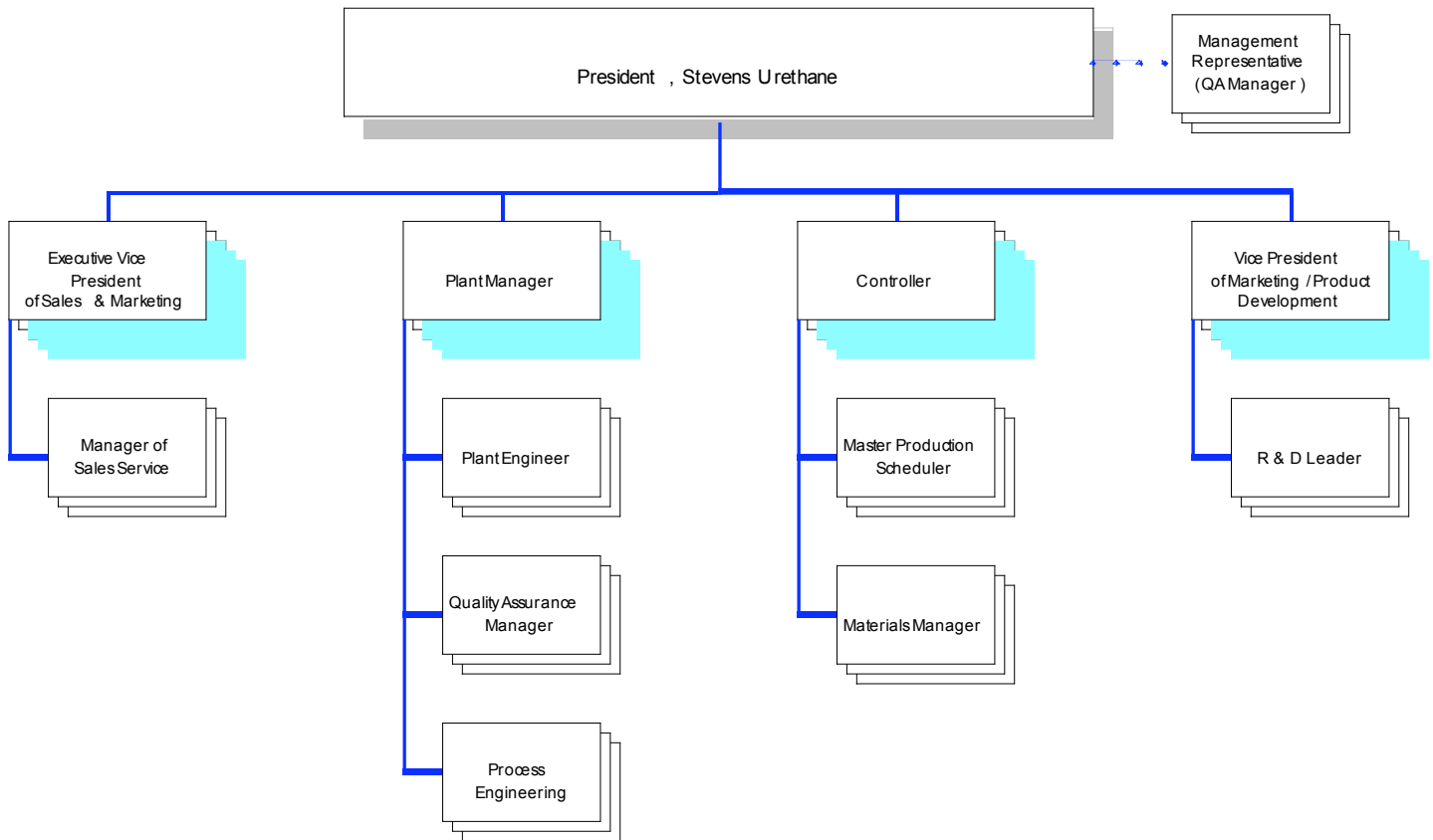
Performance targets for Quality Objectives are defined by Top Management and reviewed during Management Review for appropriateness to the QMS. Quality Objectives are measured weekly by the responsible function, and reviewed by Top Management Monthly. Results of measurements to target are posted for organizational communication quarterly.

Additional objectives, including the planning and management of changes to the Quality Management System, may be defined by any member of Top Management at any time. Additional objectives are reviewed and approved, and monitored for effectiveness, by Top Management.

Current and superseded quality objectives are maintained by Quality Assurance/Document Control Center and are available for review and audit.

### 3.0 Organization Structure [Chart] and Description

#### 3.1 Organization Chart



### **3.2 Organization Description and History**

JPS Elastomerics, one of the oldest manufacturing companies in the Pioneer Valley, is located in Easthampton, MA, and in Westfield, NC. The company has a long and diverse history dating back to the early 1800s.

#### **Our History:**

In the 1800s three separate companies that would eventually become JPS began manufacturing operations in Massachusetts.

Nathaniel Stevens formed Stevens Mills in 1803, producing woven woolen broadcloth in a converted gristmill in North Andover.

In 1849 the first manufacturing facility to produce elastic webbing began in Easthampton, MA and would later become United Elastics Corp.

Samuel Williston established the Easthampton Rubber Thread Co. in 1863, the first rubber thread operation in the United States.

For over 100 years each company flourished and made significant changes in their business.

One significant change occurred in 1889 when Stevens Mills formed J.P. Stevens & Company to broaden its textile manufacturing operation to include merchandising. In 1946, J.P. Stevens & Co, Inc. merged with 13 other independent mill companies and began to sell shares of common stock on the New York Stock Exchange.

In 1927, Easthampton Rubber Thread Company was purchased by the United Elastic Corp. United Elastic continued its production of rubber thread in Easthampton until 1950. United Elastic then moved this operation to Stuart, Virginia [later named the Patrick Plant]. This allowed the company to add a Molded Products Department in its Easthampton Plant. The Company's expanded product offering included rubber stoppers, baby bottle nipples, and urethane tubing and film.

United Elastic continued to prosper and in 1962 built a manufacturing plant located in Westfield, NC. This facility was built to house the yarn braiding and cut rubber thread operations, as well as packaging of sewing notions for retail sale.

In 1968, J.P. Stevens & Co., Inc. purchased United Elastic forming the United Elastic Division of J.P. Stevens. Later, a restructuring within J.P. Stevens created the Elastomerics Division. The Elastomerics Division built a new plant on Main Street in Easthampton, MA.

## **JPS Today:**

In 1988 four divisions of J.P. Stevens, including the Elastomerics Division were purchased by private investors. Four separate companies were formed under the umbrella of a \$700 million holding company – the JPS Textile Group, Inc.

After the purchase, the Elastomerics Division was renamed JPS Elastomerics.

In 1999, JPS Textile Group, Inc. changed their name to JPS Industries, Inc. to reflect the diversity of the three JPS businesses and plans for future growth of the manufacturing business.

Today, more than 135 years since the Easthampton Rubber Thread Company was established, JPS Elastomerics has emerged as a market leader in each segments in which it competes: polyurethane film, sheet and tubing, photovoltaic encapsulants, and specialty composites. The company currently sells and markets its products worldwide under two identities: Stevens Urethane and JPS Composites.

