

5.0 Management Responsibility

5.1 Management Commitment

It is our policy to ensure that Top Management is responsible for establishing, documenting and implementing a quality management system that conforms to specified contractual requirements and satisfies the requirements of the ISO 9001 standard.

We ensure that the management at Stevens Urethane provides evidence of their commitment to the development and implementation of our quality management system and continually improves its effectiveness by:

- communicating to the organization the importance of meeting customer as well as statutory and regulatory requirements
- establishment of a quality policy
- establishment of quality objectives

We ensure the communication of customer, statutory and regulatory requirements through the use of central community postings and customer specific documentation available at points of use.

We ensure that our quality management system is reviewed during planned ISO management review meetings. We ensure that our quality objectives are reviewed and tracked as a result of these meetings.

We treat people fairly and consistently, and provide the training to ensure employees have the necessary knowledge to perform in their jobs

We maintain an environment of mutual respect with our customers and understand our customer's requirements and needs.

The Top Management team is responsible and has the authority for management commitment activities.

Reference: Management System Procedure # MSP-05

5.2 Customer Focus

It is our policy to understand and satisfy the current and future needs of our present and potential customers and to provide products that meet those needs while enhancing customer satisfaction.

The Top Management team is responsible and has the authority for customer focus activities.

Reference: Management System Procedure # MSP-05

5.3 Quality Policy

It is our policy to ensure that a quality policy is developed and approved, and that it includes a commitment to comply with requirements and continually improve the effectiveness of the quality management system.

We ensure that our quality policy is considered appropriate for our organization, and is reviewed at management review meetings for continuing suitability.

We ensure that our quality policy provides the framework for establishing and reviewing quality objectives, and combined with our quality objectives is communicated to our associates as a vehicle toward customer satisfaction and continual improvement.

The Top Management team is responsible and has the authority for quality policy activities.

Reference: Management System Procedure # MSP-05

5.4 Planning

Top Management ensures that planning for our quality management system is conducted to meet the requirements stated in clause 4.1. Planning provides the framework for developing quality objectives to meet current and future needs of our company and our customers.

We ensure that our quality objectives are measurable and consistent with the quality policy, and they include a commitment to continual improvement.

We ensure that the integrity of the quality management system is maintained when changes are made to the system.

The Top Management team is responsible and has the authority for planning activities.

Reference: Management System Procedure # MSP-05

5.5 Responsibility, Authority, and Communication

Responsible authorities for each section of the quality management system are identified in this Quality Manual as well as each MSP document.

The position of Management Representative is filled by the Quality Assurance Manager. The position of Management Representative, while overlapping with many functions of the Quality Assurance Manager, is independent of the Quality Assurance Manager and is reportable directly to the President.

We ensure the use of internal communication to convey the effectiveness of our quality management system through community postings accessible by all employees.

The Top Management team is responsible and has the authority for responsibility, authority, and communication activities.

Reference: Management System Procedure # MSP-05

5.6 Management Review

It is our policy to ensure that formal management review meetings are conducted, at planned intervals, with documented agenda and minutes as records.

During these meetings, management reviews the entire quality management system for continuing suitability, adequacy and effectiveness.

We ensure the review of critical indicators that represent the organization's performance in achieving quality objectives and assess opportunities for improvement and the need for change to the quality management system, including the quality policy and objectives.

The input to a management review minimally includes:

- internal quality system audit results
- customer feedback
- process performance and product conformity
- status of preventive and corrective actions
- follow-up actions from previous management reviews
- changes that could affect the quality management system
- recommendations for improvement

The output from a management review includes decisions and actions related to:

- improvement of the effectiveness of the quality management system and processes
- product improvement related to customer requirements
- resource needs

The Top Management team is responsible and has the authority for management review activities.

Reference: Management System Procedure # MSP-05