

Stevens Urethane Quality Manual

Preface

This Quality Manual summarizes our quality management system policies. References are included for each Management System Procedure that is used by Top Management for implementing the policies of Stevens Urethane.

This quality management system has been designed to promote and support continual improvement, emphasizing defect prevention, and the reduction of variation and waste in the supply chain.

Each Management System Procedure expands the What of the Quality Manual, and when applicable, defines Where, When, and Who for each respective ISO section. Management System Procedures are considered Level II of a four-tier documentation system. The Quality Manual is the only Level I document. Site-wide Processes and Work Instructions are considered Level III documents. They define How our quality management system is supported. Site-wide Processes define how our system interrelates and interacts functionally and cross-functionally throughout our facility [site-wide].

Management System Procedure [MSP-04] clearly describes our process-based system including a closed-loop customer feedback system.

We have core and support processes which interact and reference other related processes in our quality system. Our Site-wide Process [SWP-410] identifies core and support processes within our quality management system. SWP-410 also provides an understanding of the sequence and interaction between the processes.

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