

4.0 Quality Management System

4.1 General Requirements

It is our policy to ensure that the Top Management team is ultimately responsible for establishing, documenting and implementing the quality management system, and the continual improvement of its effectiveness.

The team is responsible to ensure the availability of resources and personnel, and to establish priorities, objectives and policies to match the requirements of the markets and consumers we serve.

Our Top Management team ensures that we:

- identify all the processes needed for our quality management system and apply them throughout our organization
- determine the sequence and interaction of these processes
- determine criteria and methods needed to ensure that both the operation and control of these processes are effective
- ensure the availability of resources and information necessary to support the operation and monitoring of these processes
- monitor, measure and analyze these processes
- implement actions necessary to achieve planned results and continual improvement of these processes

We measure these processes in accordance with the requirements of the ISO 9001 International Standard.

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

Reference: Management System Procedure # MSP-04

4.2 Documentation Requirements

It is our policy to ensure that the quality management system is documented by a structure including a quality manual, site-wide processes and procedures.

Records are maintained as proof of successful implementation of our quality management system.

The quality management system includes a documented quality policy and quality objectives.

We ensure that the Quality Manual is a controlled document and includes:

- the scope of the quality management system, including details of and justification for any exclusions
- a description of the interaction between the processes of the quality management system

We ensure that procedures contain a defined purpose and scope, and provide functional responsibility and authority for each quality management system element in the ISO 9001 standard.

We ensure that newly created and revised documents are properly reviewed, approved for adequacy prior to release, updated and re-approved as necessary, legible and readily identifiable, controlled and communicated to appropriate personnel in a timely manner.

We ensure that the relevant revision of applicable controlled site-wide processes and procedures are readily available to the user, and that superseded and obsolete documents are removed from point of use.

Superseded and obsolete master documents are suitably identified and preserved for knowledge retention purposes.

We ensure that changes and current revision status of documents are appropriately identified.

We ensure that documents of external origin are identified, and that their distribution is controlled.

We ensure that records are maintained as defined by our quality management system.

We ensure that records stored in computers are backed up and password protected.

We ensure that records are legible, easily identified and readily retrievable.

Our records are identified, collated, and stored to minimize deterioration.

The Quality function is responsible and has the authority for documentation requirements.

Reference: Management System Procedure # MSP-04