Penn Stainless Products

Quality Manual

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1. INTRODUCTION

Founded in 1949, Penn Stainless Products, Inc. was originally a fabrication business, trading as Schrader's Stainless. In 1979, this 5000 square foot business located on Route 309 in Quakertown, Pennsylvania was acquired by the present ownership which focused on distribution and processing of stainless steel. Slow structured growth contributed to the move in 1983 to a former facility in Trumbauersville, Pennsylvania and then to its present location at 190 Kelly Road, Quakertown Pennsylvania with over 200,000 sq. ft. of processing space. In 2015 Penn Stainless Products, Inc built a second 37,000 sq. ft. location at 102 McQuiston Drive, Jackson Center Pennsylvania. Today two full stainless steel service centers, Penn Stainless Products, Inc. practices on-going system improvements to insure that it supplies its customers with the highest level of stainless steel products and in-house processing possible.

2. SCOPE OF PRODUCTS AND SERVICES

Distribution and processing of stainless steel plate, sheet, bar, pipe, tube and structural steel products.

Excluded from our scope is ISO 9001:2015 and AS9100D 8.3 Design and development of products and services. All drawings received are designed by our customers.

3. QUALITY POLICY

Top management ensures that the quality policy is communicated to all employees. It is included in all training activities associated with our QMS. It is posted in prominent areas throughout the facility to maintain high visibility within PSP. Management reviews the quality policy at management review meetings to determine its continuing suitability for the organization.

PSP's Quality Policy

- Provide outstanding customer service, continually improve processes and meet all applicable statutory and regulatory requirements.
- Maintain a culture of "Getting it right the first time"
- Encourage a team effort, where each individual's contribution is recognized and valued.

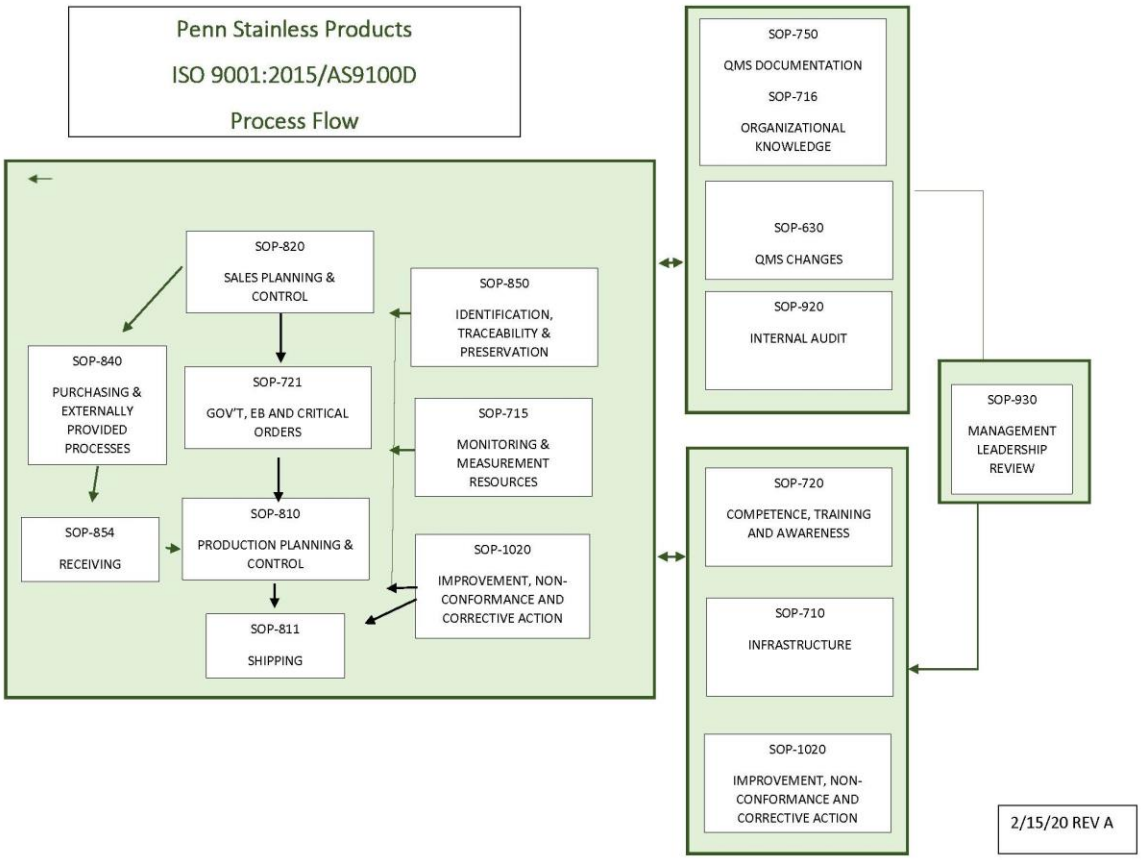
4. Quality Objectives / Goals and QMS Performance Evaluation

Top Management has established three Quality Objectives which are tabulated below. These objectives will be achieved by following the processes and procedures that have been planned to help accomplish them and by utilizing the resources provided to the employees responsible for them. These Objectives and their goals will be monitored, measured, and evaluated at each Management Review. Management Review is held quarterly.

What is measured	What is the method	When is it measured	When is it analyzed	Objective / Goal
Customer Satisfaction	Quarterly surveys	Quarterly	Management Review	95%
Credit Returns	Non-conforming product	Monthly	Management Review	1% of sales
On-time Delivery	Ship date vs. Due date	Monthly	Management Review	95%

5. Process Sequence and Interaction

The following core processes encompass our QMS. The processes address all of the required AS9100D elements that are applicable to our company.



6. Documented Information

Penn Stainless Products maintains as controlled, documented information this Quality Manual, Sixteen Procedures and retains records on various forms, either in an electronic repository or in hard-copy file.

QMSP REFERENCE #	PROCEDURE TITLE
630	QMS Changes
710	Infrastructure
715	Monitoring, Measuring and Calibration
716	Organizational Knowledge
720	Competence, Training, and Awareness
721	Government, EB and Level One Orders
750	QMS Documentation
810	Production Planning and Control
811	Shipping
815	Receiving
820	Sales Planning and Control
840	Purchasing and Externally Provided Processes
850	Traceability and Identification
920	Internal Audit
930	Management Revue
1020	Nonconformance and Corrective Action

7. Responsibility, Authority, and Communication

Top Management – Top Management is ultimately responsible for the effectiveness of our QMS and the quality of our products and services. Top Management is responsible for planning, development, communication, and measurement of our Quality Policy and Objectives, and the provision of resources needed to improve our QMS. Top Management participates in audits and conducts Management Reviews.

Employees – All employees are responsible for the quality of their work and execution of the QMS processes, procedures, forms, and practices applicable to the tasks they perform. All employees are expected to participate in identifying potential risks and opportunities for improvements, audits, corrective actions, and continual improvement activities.

Detailed responsibilities and authorities for the QMS tasks are contained in documented procedures, job descriptions, forms, etc. All employees have direct access to and receive support from Top Management.

QMS information is communicated as defined below:

What is communicated	Who communicates it	When is it communicated	How is it communicated	To whom is it communicated
QMS Documentation	Top Management	Ongoing	Company Server and training	All employees
Quality Policy and Objectives	Top Management	Ongoing	Posted in building	All employees
Changes to the QMS	Top Management	At time of change	E-mail or face to face meetings	All employees
QMS Effectiveness	Top Management	At a minimum, annually	Meetings, emails and Management Review	All employees
Schedules	Top Management	As needed	Meetings, emails and verbal discussions	All employees

8. Risk Management

Top Management continually considers risks, and risks are formally documented during and evaluated at Management Review.

9. Ethical Behavior

Penn Stainless Products is committed to the highest standards of ethics and business conduct. Our employees must comply with the law, honor their commitments, act in good faith, and hold themselves accountable.

Employees strive to maintain full compliance with all laws and regulations applicable to the operation of the business and customer relationships.

Penn Stainless Products does not offer, promise, authorize, or provide - directly or indirectly - anything of value (including business gifts or courtesies) with the intent of inducing anyone to engage in unfair business practices. We avoid involvement in activities that may be perceived as a conflict-of-interest.

We respect the legitimate proprietary rights and intellectual property rights of our customers and suppliers, and we take proper care to protect sensitive information, including confidential, proprietary, and personal information.

10. Revisions

When this manual requires revision, Top Management shall make the revisions and ensure that the changes do not negatively impact our overall QMS or conformity to the standard.

REVISION HISTORY

Revision	Approval Date	Description	Approved By
A	2/15/20	Initial Release	D.SEWARD D.HARRIS D.DEVLIN