



Quality Manual ISO9001:2015/AS9100D

AS9100D Reference

4.4.2

Process Leader

Management
Representative

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 an on-going system of improvements to ensure that it supplies its customers with high grade stainless steel products and the highest level of in-house processing possible.

2. OVERALL SCOPE OF PRODUCTS AND SERVICES FOR QUAKERTOWN AND JACKSON CENTER LOCATIONS

The distribution and processing of stainless steel plate, sheet, bar, pipe, tube and structural steel products to the commercial, government, nuclear, aerospace, oil & gas , food, pharmaceutical and automotive industries.



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Quakertown PA Scope (including Central Functions):

The distribution and processing of stainless steel plate, sheet, bar, pipe, tube and structural steel products to the commercial, government, nuclear, aerospace, oil & gas, food, pharmaceutical and automotive industries.

Jackson Center PA Scope:

The distribution and processing of stainless steel plate, sheet, bar, pipe, tube and structural steel products to the commercial, government, nuclear, aerospace, oil & gas, food, pharmaceutical and automotive industries.

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. STRATEGIC DIRECTION

Exceeding customer and industry standards, fostering an environment of teamwork and accountability while encouraging innovative thinking helps us to build long term mutually beneficial relationships with our customers, employees and suppliers.

4. INTERESTED PARTIES

4.1. "Interested parties" are those stakeholders who receive our products who may be impacted by them, or those parties who may otherwise have a significant interest in our company or impact on our QMS. These are as follows:

Interested Party	Internal or External	Reason for Interest (Needs and expectations)	Compliance obligation Y/N	Addressed in the QMS by
Customers	External	Direct recipient and/or user of our products. Customers' require quality products	Y	Development of Standard Operating Procedures that ensure orders are received, processed and shipped

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Interested Party	Internal or External	Reason for Interest (Needs and expectations)	Compliance obligation Y/N	Addressed in the QMS by
		compliant with internal and regulatory specifications.		according to customer requirements.
Potential Customers	External	Potential customers allow business to grow and possibly offer opportunities to provide products in new markets. They require assurance that we deliver quality products compliant with customer and regulatory requirements.	N	Maintaining an environment compliant with regulations by education and accountability of our team
Employees	Internal	Employees need a safe, non-confrontational environment that fosters teamwork and accountability with opportunity for growth.	Y	Development of infrastructure guidelines and preventative maintenance programs. On-going safety training and requirements are monitored to ensure compliance to regulations. Employee reviews and "open door policy" of all management to improve employee relations.
Suppliers and Outside Processors	External	Provide supporting services or raw materials. Incorporating outside processors allows PSP to remain competitive in the	N	SOP-840 Purchasing and Externally Provided Processes addresses the approval requirements of Suppliers and Outside Processors. PSP's

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Interested Party	Internal or External	Reason for Interest (Needs and expectations)	Compliance obligation Y/N	Addressed in the QMS by
		marketplace by offering additional products and services.		purchase orders address all flow down requirements from customer purchase orders.
Certification Bodies	External	Assess conformity of our QMS to AS9100. OSHA Standards and requirements.	Y	Reviewing and evaluating our EMS/QMS to the standard requirements through internal and external audits and management reviews. Corrective action for deficiencies and nonconformities.
Competitors	External	Provide challenges to our ability to provide products to our customers and for business growth. Drive continual improvement of our QMS	N	



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5. INTERNAL ISSUES OF CONCERN

5.1. The following are issues of concern which have been, or may be, raised by internal interested parties.

Type	Issue	Bias
Technological	Penn Stainless Products has up to date technology and is able to consistently produce its products to customer requirements and to react to changing requirements	Positive
Employee base	Low turnover on long term employees provides a wealth of knowledge and loyalty.	Positive
Supply Chain	Dependency on availability from mills	Negative
Outside Processors	Key contractors with long term relationships ensure reliable and consistent delivery of quality products and services.	Positive
Processes	Defined processes conducted by trained employees to manufacture quality products in a consistent way.	Positive
Organizational knowledge	All employees are competent in their area of responsibility and any necessary information and knowledge are secured and available (Instructions, Reports, data management, etc.)	Positive



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6. EXTERNAL ISSUES OF CONCERN

6.1. The following are issues of concern which have been, or may be, raised by external interested parties.

Type	Issue	Bias
Competition	Strong competition in the marketplace	Negative
Regulations	Change in demands of different products and compliance requirements (I.e. NQA-1 and other standards)	Neutral/Negative
Market	Based on product diversity there are opportunities in all markets and we are highly dependent on commodity prices	Neutral/Negative
General labor	The wages are above average for the area and we can compensate economic changes in business by moving employees to other departments.	Positive
Economy	Our business is directly depending on the development of the domestic and international industries	Positive or negative
Location	Rural locations support growth opportunities	Positive



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7. 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. 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.



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8. Quality Objectives / Goals and QMS Performance Evaluation

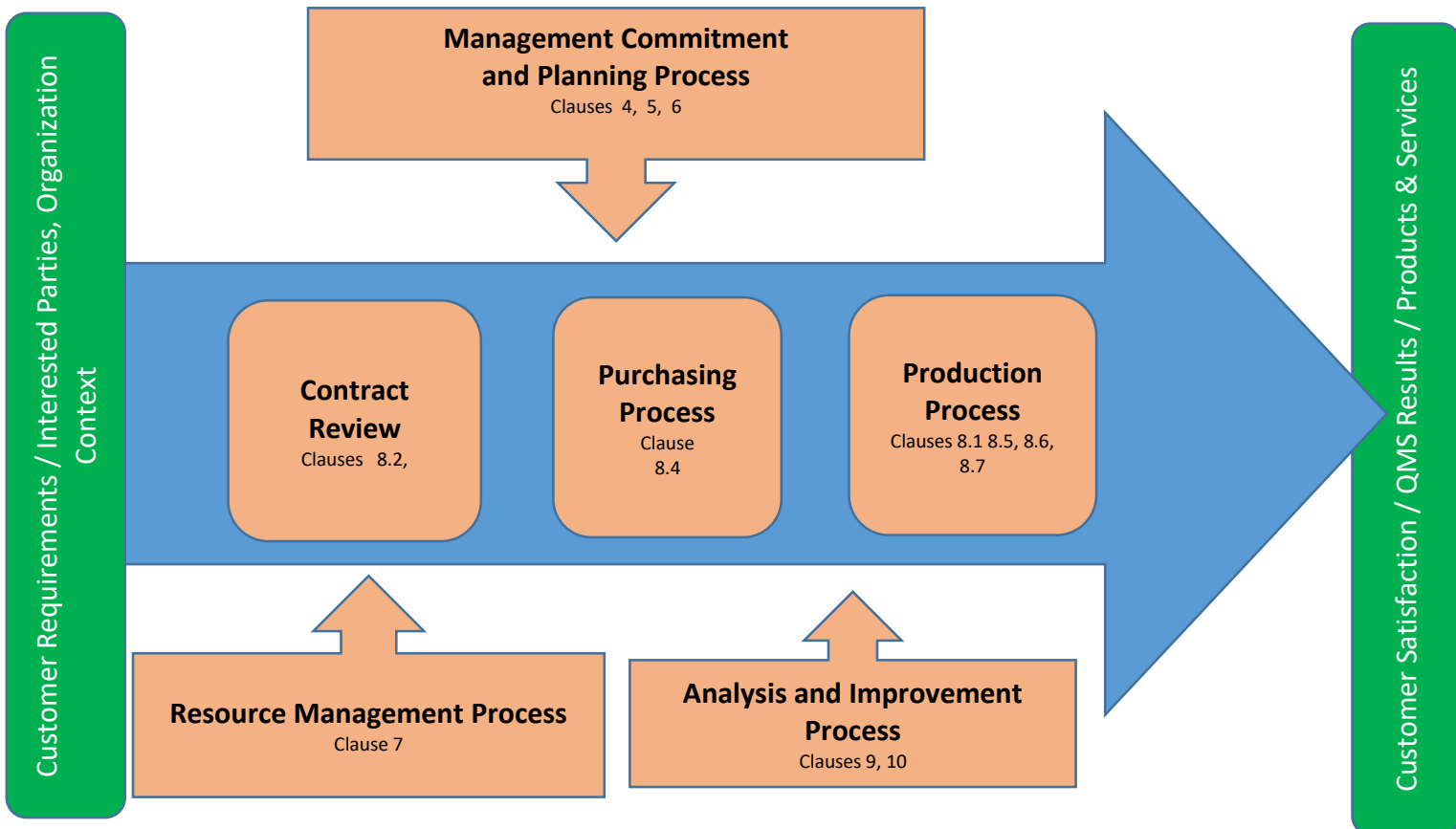
Top Management has established three customer related Quality Objectives which are tabulated below. These objectives will be achieved by following the processes and procedures that have been put in place to help accomplish them and by utilizing the resources provided to the employees responsible for them. Penn Stainless's Quality Objectives are monitored, measured and evaluated each quarter at management review meetings.

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%



9. 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 Quakertown Facility.





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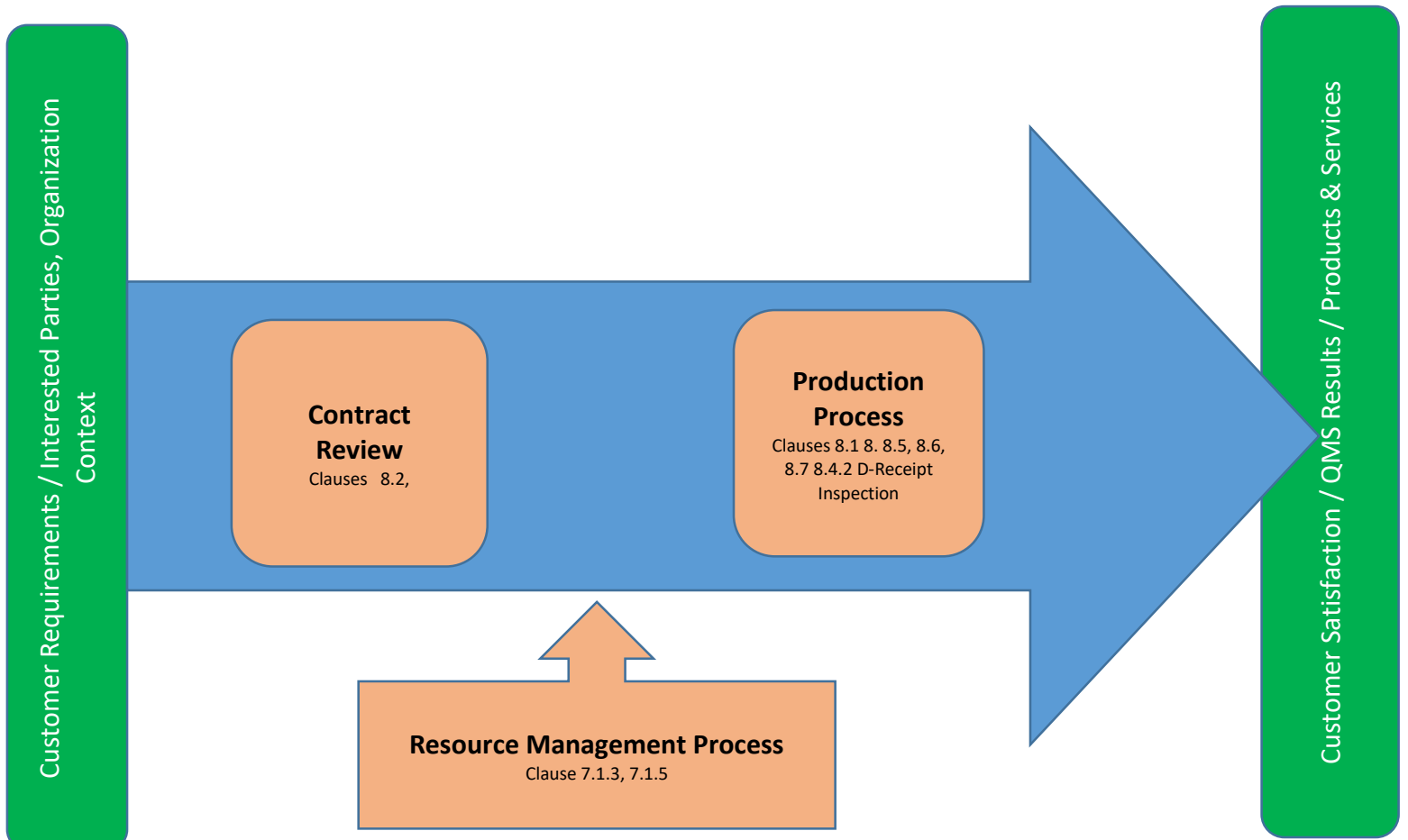
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The following core processes encompass our QMS. The processes address all of the required AS9100D elements that are applicable to our Jackson Center Facility.





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10. Documented Information

Penn Stainless Products maintains our Quality Manual, Sixteen Procedures controlled and documented in either an electronic repository or a hard-copy file.

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



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11. 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 audits, corrective actions, and continual improvement activities, as well as identify potential risks and opportunities for improvements.

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



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12. Risk Management

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

13. 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.

14. 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.



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REVISION HISTORY

Revision	Approval Date	Description	Approved By
A	3/01/20	Initial Release	
B	9/6/20	Updated Process Flow Updated Scope	D.SEWARD D.HARRIS D.DEVLIN