

Corrective Action Policy

After a non-conformance has been identified, it may be necessary to do a corrective action to “fix” the problem and to prevent it from reoccurring again. After the initial investigation the Supervisor will select an associate or team to do a “Root Cause” investigation into the matter. The next step will be for the Supervisor and/or associate and team to establish an immediate action that can be taken to resolve the problem. After the immediate action is taken the team will implement the permanent action to be taken. The Supervisor is also responsible for verifying the implementation and verifying the effectiveness of the action taken. For the Corrective Action procedure, please refer to the Worldwide Technologies Quality Management System.

CUSTOMER FEEDBACK – Policy & Instructions

ISO requires that we have in place a program that enables us to track or monitor how our customers feel about our job performance. The data gathered is information that we must use to see if we are meeting our ISO objectives. The easiest method for us to obtain this information is to make courtesy calls to our customers. Any information that we collect from our customers about our performance must be entered in E2 (please see above). We need to make a courtesy call to all **new customers** to obtain feedback about our performances and to see if their expectations were met **within two weeks** after we have completed our first job for them. In addition, we must gather feedback from our customer **no later than 2 days after we have re-worked a non-conforming product** for them. For all **established customers** we will get information from them **as needed. This is the Office Manager's responsibility.**

The information that we need to gather is as follows:

- 1 **Delivery Time** – Did you receive the job on time?
- 2 **Overall Satisfaction** – Were your expectations met?
- 3 What can we do to **Improve**?

Just remember to be consistent with your questions to obtain the above information.

Go to the Quality Tab within the E2 System.

- Go to the General Tab
- Go to Feedback
- Go to New
- Enter CAR# if applicable
- Enter Order# - WT Job #
- Customer Code – Enter Customer
- Employee Code – Please enter your employee #
- Vendor Code – Enter if applicable
- Contact – Enter Name of person contacted
- Feedback Code – Please enter reason for your call.
- Phone # - Please enter phone # of person contacted
- Fax # - Please enter if contacted by fax
- Comments – Please enter customer comments and your perception of customer satisfaction.
- Please check what type of Feedback you received
- Go the Resolution Tab if this is in response to corrective action
- Corrective Action Code- Please enter appropriate code.
- Resolution – Please type how we intend to resolve problem.
- Follow-UP/Close Out – Please fill out after Corrective Action Feedback.
- Manager Close Out – Enter employee #
- Close Out Date – Enter close out date.

Make sure to click off of the Create CAR for this customer feedback in the Resolution tab within E2 Feedback.

Environmental Policy

Worldwide Technologies is committed to observe and comply with all Federal, State and local environmental regulations which relates to our environmental aspects. Waste elimination and conservation of natural resources is our main focus in order to protect the environment in which we live and work. Worldwide Technologies will actively pursue continual improvement efforts to reduce and eliminate all forms of waste generated by our facility.

External Document Control Policy

- Worldwide Technologies' Supervisors have the responsibility to ensure all external documents are controlled per the Worldwide Technologies - Document Control Policy ([WWT-DDP-001](#)). Any print or document that is sent to us via e-mail, paper mail, or hand delivered, that is used to produce a part for a customer, must be controlled. We will control them in accordance with this policy.

File Protection Plan

1. Access to the critical system database (prints, cad models, financial accounts) will be restricted through the implementation of password protection.
2. Password protection will be integrated through the server's user accounts. All accounts without the network administrator's authorization will be prompted for a password when attempting to access the critical system database. All accounts with authorization will have access when they log on to a network computer.
3. Limited access users will be granted the ability to read specific folders in the critical system database. They will not be able to save changes to the critical system database. They will be able to copy files from the specific folders in the critical system database and alter those copies for personal use.
4. Copies of files can be saved to the non-critical database for personal use.

Final Signoff for Shipment Authority

Final signoff for shipments will be completed in section B of form [WWT-SH-001](#) by authorized personnel. Authorized personnel are as follows.

Sara Bruner

Josh Smith

Mike Jones

Mike Dowell

Brian Anderson

Amy Galloway

Doug Hendricks

Shane Pitts

First and Final piece inspection Policy

The following policy addresses first and final piece inspection of production parts to prevent defective product from reaching the customer. First piece inspection will take place at the start of a production run and/or the start of a new container/pallet. Final piece will be completed last piece produced per container/pallet prior to shipment. First and last piece inspection signoff will be completed by quality, supervisor, or appointed personnel. Signoff will be recorded on check sheets.

First Piece Signoff Authority

First signoff to begin a production run will be completed only by authorized personnel.
Authorized personnel are as follows.

Doug Hendricks

Josh Smith

Brian Anderson

Amy Galloway

Shane Pitts

Handling Customer Complaints

Customers are our number “1” priority at Worldwide Technologies. Customer Satisfaction is the key ingredient to any successful business relationship. It is vital that we respond to any customer complaint (whether it is a non-conforming part or a process or procedure that they have identified) in a timely professional manner.

The policy of our organization is to deal with customer complaints fairly. To achieve this we have implemented the following procedures within our business:

1. All complaints are recorded in writing in our complaints record book which will include details about the date when the complaint was received, the action required to resolve the complaint and the date when the action will be completed. Intermediate discussions about the complaint will also be recorded.
2. Any complaint will be acknowledged in writing to the complainant confirming that it is being dealt with in accordance with our complaints policy.
3. We undertake to investigate any complaint properly and fairly.
4. We will respond to any complaint within five working days.
5. Where we find that any work is required or action needed to resolve the complaint then the work or action will be undertaken in the shortest possible time.

The named person below has overall responsibility for dealing with all complaints.

Name: Sara Bruner

Position: Controller/Purchasing Manager

Signed: _____

Internal Auditor Training Policy

On occasion, it may be necessary for Worldwide Technologies to train personnel for its' internal audit process. Worldwide Technologies has adopted the following as guidelines that must be met before granting internal audit status:

1. Eight hours of classroom training (Knowledge and Understanding of Standard, Knowledge of Forms, etc.)
2. Trainee must also audit with an experienced Worldwide Technologies Internal Auditor until they have received their training certificate.

At completion of the above mentioned, the ISO Coordinator and the Internal Auditor whom conducted the training will complete a training certificate and record the training in E2.

Quality Statement Objectives

- Worldwide Technologies is committed to have **100% On-Time Delivery**.
- **Reduce Scrap or Non-Conformance** in all areas of the shop.
- Unmatched desire for **90% Customer Satisfaction**.

Quality Statement

Worldwide Technologies will strive to provide our customers with 100% on time delivery of **Quality Work** at a Competitive price. This will be accomplished by utilizing the latest Technologies, Employee Involvement and through Continuous Improvements.

SCOPE OF OPERATIONS

Worldwide Technologies is a diversified company specializing in Tool & Die Services and Support (excluding design) as well as Production Machining.

SUPPLIER CRITERIA

The following information will be essential when selecting vendors to purchase supplies and services for Worldwide Technologies. We will only use suppliers that:

- **Have been Grandfathered by Worldwide Technologies.** This would be a supplier that Worldwide Technologies has been using prior to the conception of our Quality Management System. We regard these suppliers as credible and essential.
- **Customer Suggested.** Some customers prefer that we use products relating to their jobs from certain vendors. Please see Supplier Management Policy ([WWT-SMP-001](#)) in regards to questions concerning suppliers who provide mass-produced parts / components.
- **New Vendors.** Any new vendor will be monitored and reviewed after the first three purchases.

When selecting suppliers the following criteria must be used:

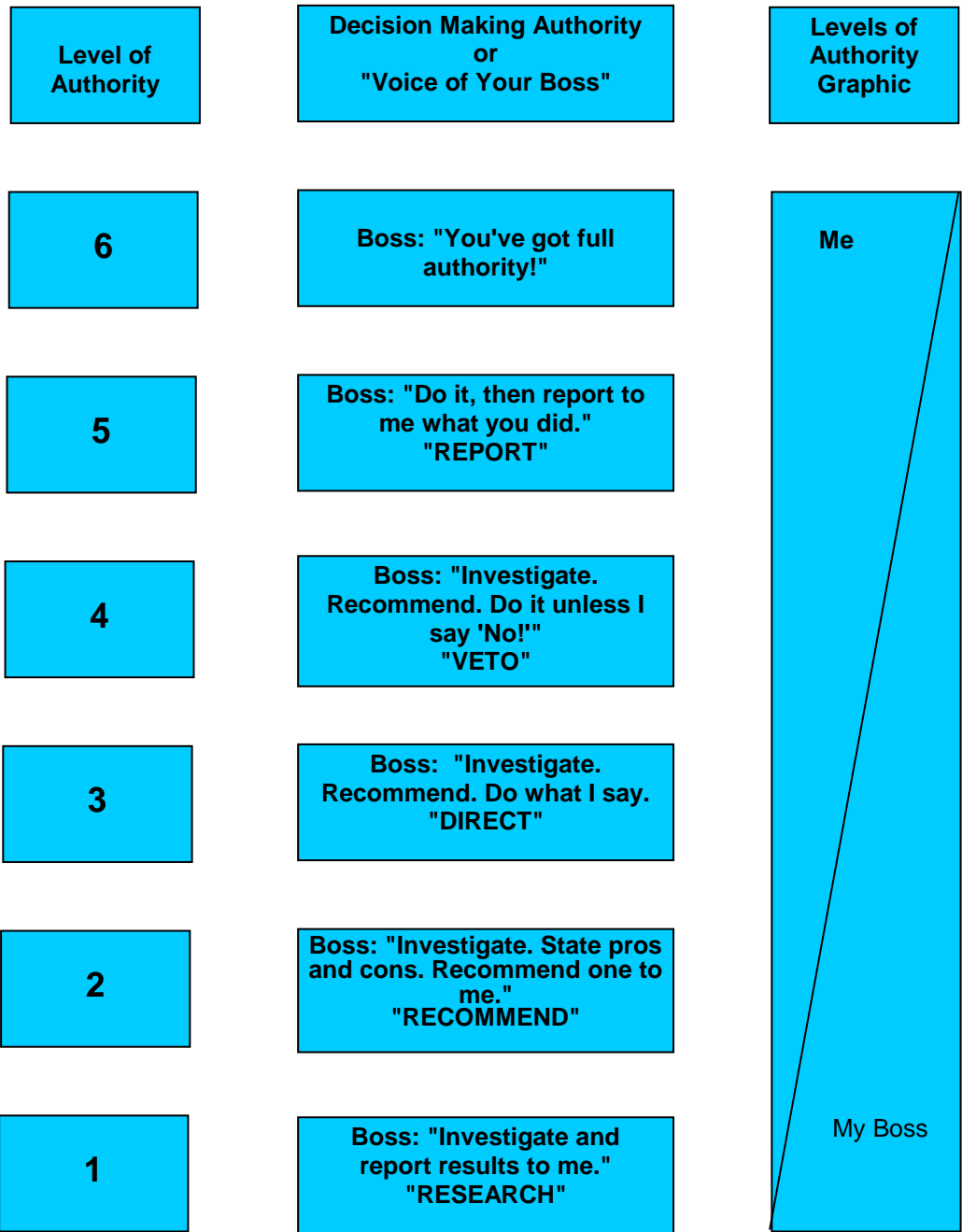
- **Delivery**
- **Pricing**
- **Availability**
- **Product Quality**

We will consider each of the four above-mentioned criteria when placing orders. However, customer demands will dictate our final decision. For Example, if Supplier A is cheaper but cannot deliver as fast as Supplier B and the customer requires the finished product to be done ASAP then Supplier B will be chosen. If delivery of product is of no concern then the price will be the deciding factor. In addition, Product Quality will always be taken into consideration when placing customer orders.

We will evaluate and select suppliers by tracking information within the E2 system. Once a receiver is generated within E2, information such as time of delivery (early or late) as well as, whether or not we have rejected a part with this supplier due to quality issues can be tracked and made readily available to the purchasing department to review. In addition, after filling in the information on the RFQ's that we generate, we can do a RFQ summary to compare pricing on our suppliers. We will evaluate Suppliers at the Management Review Meetings.

Please see Supplier Management Policy ([WWT-SMP-001](#)) in regards to questions concerning suppliers who provide mass-produced parts / components.

LEVEL OF AUTHORITY DIAGRAM



Measurement Traceability

All equipment used for tests and/or calibrations, including equipment for subsidiary measurements (e.g. for environmental conditions) having a significant effect on the accuracy or validity of the result of the test or calibration, is calibrated before being put into service. Worldwide Technologies maintains a Calibration Procedure to control, maintain, and calibrate its equipment.

Specific requirements

Calibration:

The program for calibration of equipment is designed and operated so as to ensure that calibrations and measurements made by the laboratory are traceable to the International System of Units (SI) by means of an unbroken chain of calibrations or comparisons linking them to relevant primary standards of the SI unit of measurement. When using external calibration services, traceability of measurement is assured by the use of laboratories that can demonstrate competence, measurement capability, and traceability. The calibration certificates issued by these laboratories show that there is a link to a primary standard or to a natural constant realizing the SI unit by an unbroken chain of calibrations. The calibration certificates contain the measurement results including the measurement uncertainty and/or a statement of compliance with an identified metrological specification.

Where traceability to SI units of measurement is not possible and/or not relevant, other means for providing confidence in the results are applied, such as:

- the use of suitable reference materials certified to give a reliable characterization of the material;
- mutual consent standards or methods which are clearly specified and agreed upon by all parties concerned;
- participation in a suitable program of inter-laboratory comparisons or proficiency testing, where possible.

Testing:

The requirements to measuring and test equipment with measuring functions used, unless it has been established that the associated calibration uncertainty contributes little to the total uncertainty of the test result. When this situation arises, the laboratory ensures that equipment used can provide the accuracy of measurement needed.

Where traceability to SI units of measurement is not possible and/or not relevant, the same requirements for traceability to certified reference materials, agreed methods and/or consensus standards, are required as for calibration.

Reference standards and reference materials:**Reference standards:**

Worldwide Technologies has a program and procedure for the calibration of its reference standards. For details, refer to the Calibration Procedure. Reference standards are obtained and/or calibrated by a body that can provide traceability.

Such reference standards of measurement held by the laboratory are used for calibration only and for no other purpose, unless it can be shown that their performance as reference standards would not be invalidated. Reference standards are calibrated before and after any adjustment. (Currently not applicable at our Laboratory)

Reference materials:

Reference materials are, where possible, traceable to SI units of measurement or to certified reference materials. Internal reference materials are checked as far as is technically and economically practicable. For details, refer to the Control of Monitoring and Measuring Devices Procedure.

Intermediate checks:

Checks needed to maintain confidence in the calibration status of reference standards, transfer of working standards, and reference materials are carried out according to defined procedures and schedules. For details, refer to the Calibration Procedure.

Transport and storage:

Worldwide Technologies maintains a Handling, Storage, Packaging, Preservation and Transporting Procedure for safe handling, transport, storage, and use of reference standards and reference materials in order to prevent contamination or deterioration, and in order to protect their integrity.

Worldwide Technologies

145 Reasonover Drive
Franklin, Ky 42135
270-598-7100

I, Michael Jones, as General Manager of Worldwide Technologies, hereby appoint Josh Smith to have direct control over establishing, implementing and maintaining our quality management system.


Michael Jones
General Manager

2/23/2011
Date

Non-Conforming Product Policy

After a non-conformance or suspect material is observed, Worldwide Technologies will immediately begin the procedures necessary to resolve these issues. Once identified, the operator will then complete the NC blue tag and attach to part/s and place part/s on the non-conforming table to prevent its unintended use or delivery. Operator will then sort until conforming product is found. Issue will then be corrected by operator, if possible, or Supervisor, when necessary. Adjust and re-inspect.

Once the part/s have been tagged with the blue tagged and segregated, Quality will recheck to determine if the part is non-conformance or re-workable. If the part/s are found to be non-conforming they will then be taken to the correct scrap container. We will also notify the customer if we discover the potential non-conformance after we have made a shipment. The next step would be to evaluate the non-conformance. Quality Assurance and supervisors work together to decide if the product is non-conformance. Quality Assurance will make the final determination on the disposition of the NCP. After the decision has been made, Quality Assurance is to enter all information regarding the NCP into E2. If part is found to be non-conforming the 5-why process will be completed ([WWT-5WHYFLOOR-001](#)) and will be placed in master cabinet bottom drawer. Some customers may require that we follow their procedures and fill out their forms for a non-conformance. If corrective action is required and the product is reworked or remade, we must evaluate and retest the results to make sure that they conform to customer requirements. The Quality Department Head will determine to accept, concession, repair, return, rework, scrap, ship-as-is with customer acceptance or sort. Please see the Non-conformance procedure in our quality manual for more information.

Shipping Reconciliation Procedure

On a daily basis the shipping summary for the previous day is to be ran. All shipments for are to be verified that there is a purchase order in the system, and that we have proof of delivery for the items. A proof of delivery consist of a signed BOL, signed UPS deliveries, or signed packing slips. If none can be located, the person that created the shipper must be contacted to follow up and provide it. To find who created the shipper go into shipments in E-2, then shipments and enter the order number and select edit. The information of who created it is on the mid right hand side of the screen. A purchase order for the shipment must also exist. If there is no purchase order the person who entered the order must be contacted to provide it. To find out who entered the order go into E-2, then orders and enter the order number and select edit. The information of who created it is on the mid right hand side of the screen. After this is complete the information for all orders must be entered into the Packing list database spreadsheet on the office drive.

Training Program - Policy

From this day forward, October_1st____, 2007, training and records of competence will be kept in Worldwide Technologies' Training Program. All in-house training records will be kept in our Training Program within Excel. All records from training that has been given from an outside source will be kept within the E2 system.

In-House Training

Worldwide Technologies strongly believes in a diversified workforce. Whenever a need arises, we will try to promote from within to fill needed positions. All training will be given by supervisors or someone that they appoint and will be recorded within the Worldwide Technologies Matrix that can be found in Excel. The training program is broken down by machine types (For Example, CNC Mills) and measuring instruments. Within each matrix we must fill out the employees name and the item that they have received training on. For example, the job shop supervisor may appoint a supervisor/lead-man to train an employee on how to set-up a job and program a CNC Milling Machine. The supervisor/lead-man will train the employee and then rate their competence level according to the matrix form. These levels will determine if the employee will be able to perform the duties on their own or if they need more training. The trainer will then report to the Production Manager where they can record the results within the Training Program.

Outside Training

All outside training must first be approved by the employees Supervisor or by the General Manager. Any records or certificates received after training must be entered into the E2 system. For Example, Apprenticeship Program students will receive pay raises based on their courses completed. Therefore, it is essential to record all data from an outside training program.

Entering Outside Training Information

- Go to the Quality Module within E2
- Go to Employee Training
- **Detail Tab**
- Enter start date
- Enter end date
- Completed – Click to enter check mark

WWT-TR-003

REV 03

- Training Code – Enter Code/Type of training

- Description of training code. This will enter automatically when entering training code.
- Instructor – Enter Instructor Name
- Location – Enter where training occurred
- Cost – Enter Cost if available
- Vendor Code – Enter Vendor who performed training.
- Invoice # - Enter invoice #

WWT-TR-003

REV 03

Work In Process Policy

The Work In Progress Policy will be used to track the operations the product has had completed and have yet to be completed. Form [WWT-WIPS-001](#) will be used for all incomplete products in production. Operator is responsible for completing the required data on the form. This will be used to prevent unintended shipment of incomplete parts.

Worldwide Technologies - Master Process Flow

- COPs ■
- MOPs ■
- SOPs ■

