

# DOERING COMPANY QUALITY MANUAL

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## QUALITY MISSION STATEMENT:

Doering Company has developed a culture of pride of workmanship. This pride of workmanship includes a goal to design and manufacture the best possible product and provide the best possible service.

These basic principals are and must continue to be shared by all personnel. All personnel share quality responsibility. Equipment purchased by Doering Company is sought to be that of the highest quality and suited to the parts that are manufactured by Doering Company.

Our finished products are designed and manufactured with the end use in mind. We are mindful of responsibility associated with the knowledge of our customers demanding applications.

## CUSTOMER ORDER PROCESSING:

Upon receipt of order, verify quality requirements and part descriptions for accuracy.

Any description added by the customer must be approved by Doering Engineering department.

If not approved, customer must re-submit the order after removing the non-approved verbiage.

Print out bill of material and shop ticket and put in basket for assembler.

Bills of material are verified and signed off on special tracking form attached to the work order and bill of material.

Be sure to note any special requirements on shop ticket for assembler.

## ASSEMBLY:

All assemblies must be tested and signed off by assembler.

If sub assembly is not viewable after complete assembly, a second party inspection is required.

Typical example is valve to be installed in housing or manifold. Valve to be inspected by second party before installing into housing or manifold.

## OUTGOING INSPECTION:

Bill of Material will be printed for each order.

Each part pulled for the order will be checked off and signed by assembler.

All final assemblies must be tested and signed off by the assembler.

Additional visual inspection (part number, cleanliness, etc.) to be completed by shipper.

## PRODUCT RETURNED FOR EVALUATION:

- Issue RGA number to customer for return of product failed in field for in-house evaluation.
- Test product to confirm function.
- Disassemble product completely.
- Examine all components of the product.
- Report findings to both the customer and Doering engineering department.

## MATERIAL PRODUCTION & CONTROL:

### Engineering Drawings and Specifications:

Always verify that the most current drawing is the one used for inspection and setup

- Check engineering file for all drawings and changes

- When changing a drawing, change revision number and mark up old copy

Qualified supplier information must be maintained in our company database.

Product received from vendors must be inspected upon receipt.

All mill certificates and certificates of conformance to be requested from suppliers.

Material traceability records must be documented in a manner that facilitates retrieval if required.

Records of inspection results are to be maintained and documented in a manner that facilitates retrieval if required.

### Manufactured Part Inspection Requirements.

Setup - First part, second party inspection sign off by quality manager or authorized person.

- In process inspection by machine operator

  - 100% inspection on critical features

  - 1% random sample inspection on non-critical features

    - If discrepancy found, check all setup components and follow with second party inspection

  - Final sample inspection by receiving department.

- Note: Machine operator is responsible for quality of product

Purchased parts from qualified vendor - Sample inspection by receiving department.

Non-Conformance must be documented in a manner that facilitates retrieval if required.

Quality manager to review all non-conforming items.

Setup discrepancies to be reviewed and production process modified, if necessary.

- All machine operators to be re-trained on new process.

Any non-conforming parts warrant a 100% inspection of entire lot.

Red tag - Return to production or vendor for rework if possible, otherwise scrap.

Corrective action must be documented in a manner that facilitates retrieval if required.

Inspection and test instruments must be cross checked using standard inspection practice and replaced or re-calibrated if not within resolution tolerance.

All material or finished part must be handled in an appropriate manner as to not damage or in any way alter the quality or functionality of said item.

Measurement devices must be approved for use by quality supervisor.

Quality supervisor to inspect all incoming gages and measuring equipment - both company and individually owned.

- Documentation on certification of gages kept in control file - hard copy record for all quality items purchased.

- P.O. number and Control file number etched into handle or non-measuring surface.

Digital Calipers and Micrometers are not permitted to be used as primary measuring tools.

1/6/03 Added the following note:

Note: Digital Calipers and Micrometers are not allowed in the production or inspection areas.