Quality Manual

QMS - Quality Management System

ISO 9001:2015

DURHAM INDUSTRIAL

DURHAM FASTENERS
SUPER ALLOYS
JAVRO HARDWARE

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Certificate No: CAN2083

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Q01 Document Control

Document

Certificate Number: CAN2083

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Authorization

Authorized by: **Jessica Harvey**

Position: **Director & Quality Management Representative**

Authorized Date: **09/13/2023**

Distribution

Number of copies printed = 2

Copy 1 = Staff Kitchen

Copy 2 = Quality Management Representative Office

Digital copy available on company server

Q02 Document Amendments

All copies of this Quality Management Systems Manual (QMSM) must be kept under strict control to prevent the system from becoming unreliable. The following controls will ensure that the system remains current and valid.

1. All copies of the manual will be clearly numbered and the Holder recorded.

2. Each page in the manual will carry its own number.

3. The **Quality Management Representative** will be responsible for all revisions and additions being recorded.

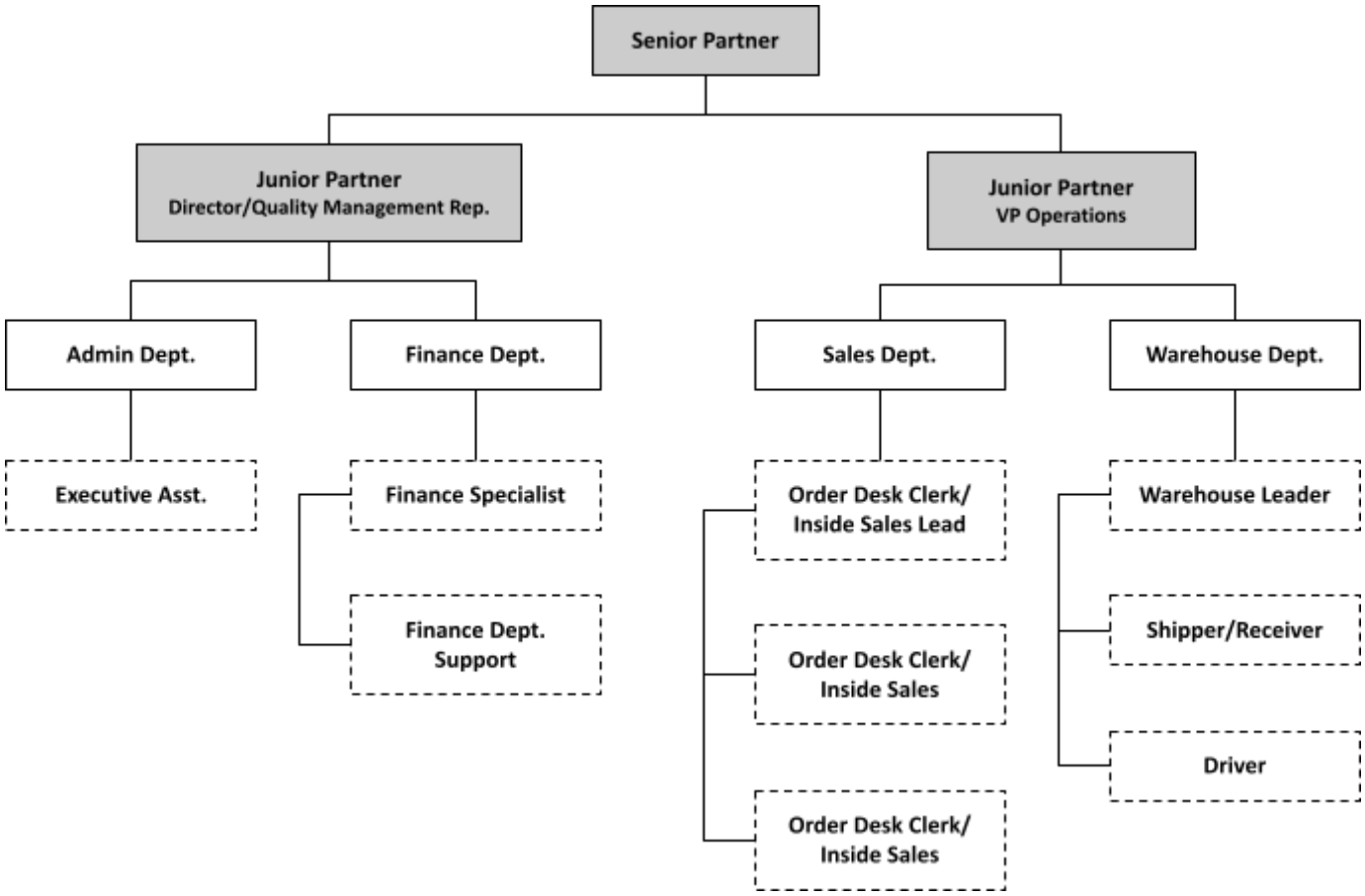
4. Changes can be suggested by any Employee but must receive approval before being entered the QMSM.

5. All changes must be recorded on the Amendments Table below and appropriate pages in each QMSM changed.

Amendments Table

Doc. No.	Page No.	Issue	Date	Description of change	Authorization
All	All	1	08/01/2014	First issue	General Manager
All	All	2	03/15/2017	Updated for ISO 9001:2015 Transition	General Manager
All	All	3	10/15/2018	Updated for Durham Industrial Group Transition	VP Operations
All	All	4	09/13/2023	Updated: QMFs and added QMF 20-21 for ease of use, Org. chart, QM to reflect QMF changes	Quality Management Rep.

Q03 Company Organization Chart



The following personnel are appointed as Internal Quality Auditors:

Chris Harvey – VP Operations

Jessica Harvey – Director/ Quality Management Representative

Q04 Quality Management System

4. Context of the organization

Durham Industrial Group is made up of 3 companies specializing in industrial product solutions. With close to 140 years' combined experience, Durham Industrial Group is ready and eager to help you with your project needs. We are located in Pickering Ontario and ship both domestically and internationally.

Our service offering is founded on 3 industrial companies, seamlessly integrated to provide a range of products, services and leading fabrication capabilities. From a quick pick-up order to a detailed custom project, we have the experience and expertise to help your business.

Durham Fasteners: We are a family-run company whose roots in the industrial products business date to 1981. Our expertise is fastener solutions, specializing in kitting and bagging plus we can source globally. We also offer fabrication and customization services. Durham Fasteners is IS0 9001-2015 certified.

Javro Hardware: Started in 1973, Javro Hardware is a family-run business that specializes in the manufacturing and supplying of high precision, specialty fasteners, bolts and studs. Javro Hardware is ISO 9001:2015 certified.

Super Alloys: Founded in 1987, Super Alloys Inc. are specialists in the manufacturing and selling of stainless steel and nickel alloys. Our trained staff works with the metal companies across Canada, providing a vast range of both raw and finished products. Super Alloys is ISO 9001:2015 certified.

4.1 Understanding the Organization and its Context

We have determined the relevant external and internal issues that affect our ability to achieve the intended outcomes of our management system. We have considered the full business environment, the key drivers and trends having impact on the objectives of the organization and the relationship and values of external stakeholders. Details of the context of our organization are given below.

Issues, which can affect Interested Parties

No.	Type	Internal or External	Issues
1	Technological	I/E	Currently sufficient technological resources are available to address any issue
2	Employees	I	• Competent staff available • Low turnaround
3	Competition	E	Status of the competition
4	Society & Culture	E	No negative impact on the society
5	Supply Chain	E	Quality issues pertaining to service/raw material

4.2 Understanding the Needs and Expectations of Interested Parties

We have identified the interested parties and their requirements with the emphasis being on quality. We have included a process to determine any legal requirements relating to activities, products and services that are relevant to the scope of our management system.

Interested Parties (Stakeholders)

No.	Interested Party	Internal or External	Reason for Interest
1	Customers	E	Using Product and looking for Safety, Compliance to standard, Quality, Performance, Delivery, Price & value
2	QA/QC	I/E	Product Quality Assurance & Quality Control
3	Auditors	I/E	Compliance to policies & procedures
4	Management / Employees	I	Meeting customers' expectations, efficiency & effectiveness of the processes
5	Suppliers/Subcontractors	E	Provide supporting service or material
6	Government Authorities	E	Provide timely legislations, rules, and regulations

Risk Based Thinking

(includes opportunities)

No.	Risk	Owner	Mitigation
1	Rejection due to suppliers' quality	QMR	Visual inspection and monitoring during receipt
2	Delay due to suppliers' inconsistency of delivery	QMR	Re-confirmation from suppliers and proactive approach about delivery
3	Undue delay/cost overrun in jobs completion	QMR	Monitoring performance
4	Variation in service quality	QMR	Monitoring service and installation quality

4.3 Determining the Scope of the Quality Management System

We have determined the boundaries and applicability of our management system and have taken into account the issues identified in Clause 4.1 and 4.2 (above) as well as those that relate to our products when establishing the scope. We don't design, so clause 8.3 Design and development is not applicable.

Durham Industrial Group located in Pickering, Ontario Canada deals in

The distribution of fastener hardware, distribution and fabrication of speciality alloys

For their North American Customers.

See document – **PRM12 Scope of QMS**

4.4 Quality Management System and its processes (QMS)

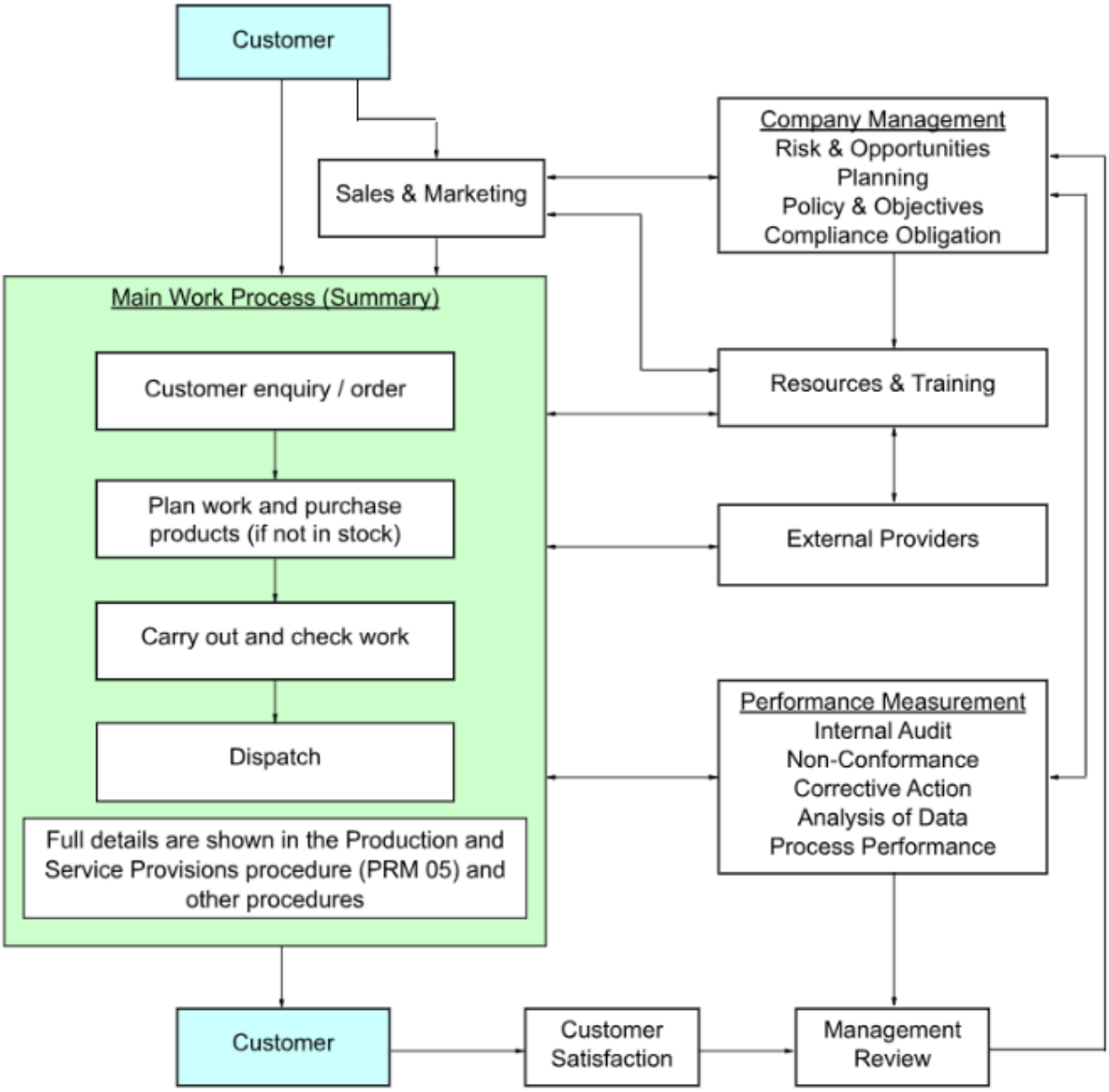
Durham Industrial Group through the offices of the Joint Owners, the VP Operations and Quality Management Representative is committed to maintaining an effective Quality Management System.

We have established and implemented, and will look to maintain and continually improve our quality management system, including the processes and their interactions needed to meet the requirements of the international standard.

In order to deliver the requirements, we have identified:

- the processes needed for the implementation, operation and maintenance of the management system along with opportunities for its improvement and their application throughout the organization;
- the inputs required and outputs expected from these processes;
- the sequence and interaction of these processes;
- criteria and methods needed to ensure that both the operation and control of these processes are effective;
- the availability of resources and information necessary to support the operation and monitoring of these processes;
- the risks and opportunities within the management system and how to plan to address them;
- the monitoring, measuring and analyzing of these processes, and implementing actions necessary to achieve planned results and continual improvement and;
- appropriate documented information is maintained to support these processes and is retained as records to demonstrate that all processes are working as planned.

Process Diagram



5. Leadership

5.1 Leadership and Commitment

5.1.1 General

Our **Quality Management Representative** has demonstrated leadership and commitment with respect to our QMS by taking accountability of the effectiveness of the QMS; by establishing a quality policy and quality objectives that are compatible with the direction of the organization; that both policy and objectives are communicated, understood and applied within the organization; ensuring integration of QMS requirements into the organization's business processes and by promoting awareness of a process approach and risk based thinking.

In addition, our **Quality Management Representative** has provided the necessary resources for the QMS; communicated the importance of effective quality management and of conforming to QMS requirements; ensuring that the QMS achieves intended results; engaging with, directing, and supporting persons to contribute to the effectiveness of the QMS; promote improvement and support other members of the management team to demonstrate their leadership as it applies to their area of responsibility.

5.1.2 Customer Focus

As an organization, we strive to meet our customers' expectations; The Management at **Durham Industrial Group** have demonstrated their leadership and commitment by ensuring that customers' requirements and applicable regulatory and statutory requirements are met; that risks and opportunities that could affect our products and services have been addressed; that our focus is on consistently providing customer satisfaction.

5.2 Policy

Our **Quality Management Representative** has developed a quality policy that is in line with the requirements of the standard. The Policy is available as documented information, is communicated throughout the organization and is also available to interested parties, as appropriate.

See Document – **PRM13 Quality Policy**

5.3 Organizational Roles, Responsibilities and Authorities

Our **Quality Management Representative** will ensure that the responsibilities and authorities for relevant roles are assigned and communicated throughout the organization. The

organization has identified, documented and communicated the roles, responsibilities and authorities of those involved in the management system and their interrelationships within the organization.

See Document – **QMF19 Job description**

6. Planning

6.1 Actions to Address Risks and Opportunities

We have considered the issues detailed in clause 4.1 and 4.2 of this document and have determined the risks and opportunities that need to be addressed to assure the QMS can achieve its intended outcomes; that we prevent or reduce undesired effects and achieve continual improvement.

We have put a plan in place to address these risks and opportunities and also a plan to integrate and implement these actions in the QMS and evaluate their effectiveness.

6.2 Quality Objectives and Planning to achieve them

We have established quality objectives at various levels throughout the organization in line with the requirements of ISO 9001:2015 Clauses 6.2.1 and 6.2.2; a document has been produced detailing these objectives and the procedure around establishing them.

See document – **PRM14 Planning to Achieve Quality Objectives**
QMF18 Quality Objectives

6.3 Planning of Changes

If we make changes to our QMS they would be carried out in a planned and systematic manner. We will consider the purpose of any change, their potential consequences, the integrity of the QMS, the availability of resources and the allocation or reallocation of responsibilities and authorities.

7. Support

7.1 Resources

7.1.1 General

We have determined and provided the resources needed for the establishment, implementation, maintenance and continual improvement of our QMS. We have considered the capabilities of our existing resources and what we need to obtain from external providers.

7.1.2 People

Those resources include people who have the necessary skills and competencies to effectively operate our QMS and to meet and exceed our customers' expectations. Also see Clause 7.2.

7.1.3 Infrastructure

We have provided the infrastructure determined necessary for the provision of our processes and conformity of our products and services.

7.1.4 Environment for the Operation of Processes

We have provided the environment determined necessary for the provision of our processes and conformity of our products and services.

7.1.5 Monitoring and Measuring Resources

We have determined that we need to use measuring and monitoring resources for evidence of conformity for our products and services and have created specific documented information detailing how we have approached this requirement.

See document – **PRM07 Measuring and Monitoring Equipment**
QMF11 Measuring & Monitoring Equipment Log

7.1.6 Organizational Knowledge

We have determined the knowledge necessary to operate our processes when achieving conformity of our products and services. We have systems in place to address any changes to our needs and possible trends that come up from time to time. The knowledge is in the form of documented information and is available to those who require it.

7.2 Competence

We have determined the competence of people doing work under our control that affects performance to ensure that these people are competent on the basis of appropriate education, training or experience and where applicable, take actions to acquire the necessary competence and evaluate the effectiveness of the actions taken.

See document – **QMF02 Training Details & Needs**

7.3 Awareness

We have ensured that people doing work under our control are aware of our policies; our quality objectives relevant to them; their contribution to the effectiveness of the system and the implications of not conforming to the QMS requirements.

See document – **QMF02 Training Details & Needs**

7.4 Communication

We have determined the need for internal and external communications relevant to the system including on what, when, with whom, how and who would communicate.

7.5 Documented Information

We have written policies and procedures as appropriate to meet the requirements of our QMS and the ISO 9001:2015 standard. Details of how we produce and control our documented information are detailed in PRM01.

See document – **PRM01 Documented Information**

8. Operation

8.1 Operational Planning and Control

We have planned, implemented and controlled processes needed to meet requirements for the provision of our products and services, and to implement the actions determined in clause **6.1** of this document by determining the requirements of our products and services; establishing criteria for those processes and for the acceptance of our products and services. We have also determined the resources needed to achieve conformity of our products and services and by implementing control of the processes in accordance with the detailed criteria.

We keep documented information to the extent necessary to have confidence that the processes have been carried out as planned and that demonstrate the conformity of our products and services.

We shall control planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects as necessary. We shall ensure that outsourced processes are also controlled.

8.2 Requirements for Products and Services

8.2.1 Customer Communication

We communicate with customers where necessary in relation to information related to our products and services, enquiries, contracts or order handling including changes, customer property, obtaining their feedback, including complaints and specific contingency actions where appropriate.

8.2.2 Determination of Requirements Related to Products and Services

When determining the requirements for our products and services offered to potential customers; we have ensured that applicable regulatory and statutory requirements have been defined and that we have the ability to meet those requirements and that we can substantiate any claim made for our products and services.

8.2.3 Review of Requirements Related to Products and Services

We review our Customers' requirements including those for delivery and post-delivery activities; any statutory and regulatory requirement applicable to the product and service being provided. We also review those requirements not stated by the customer, when known, plus any contract or order requirements that are different from the original request.

We conduct this review prior to our commitment to supply our products and services; we always provide a documented confirmation of the order, even if the customer has not.

Where requirements change we ensure that all relevant documentation is amended and that personnel are made aware prior to delivery.

8.2.4 Changes to requirements for products and services

We will ensure that when changes are made to our products and services relevant persons are made aware and relevant documentation is amended to reflect those changes made.

8.3 Design and Development of Products and Services

We have determined that we do not need to design, so this clause is not applicable to our QMS.

8.4 Control of Externally Provided Processes, Products and Services

We have produced a procedure (**PRM06**) which details how our organization would deal with the control of externally provided products and services.

See document – **PRM06 External Providers**

8.5 Production and Service Provision

8.5.1 Control of Production and Service Provision

We have implemented controlled conditions for the production and service provision, including delivery and post-delivery activities in line with the requirements of Clause 8.5.1 of the ISO 9001: 2015 quality management system standard.

8.5.2 Identification and Traceability

Where necessary we have introduced a system to uniquely identify our products and services for the purposes of traceability. We identify the status of our processed outputs with respect to monitoring and measurement requirements throughout the provision of our products and services. We retain documented information appropriate to maintaining identification and traceability.

8.5.3 Property belonging to Customers or External Providers

We exercise due care and attention when dealing with property belonging to external providers (including customers). We report any defect, damage or loss to the external provider as soon as it has been identified by our personnel.

8.5.4 Preservation

We ensure the preservation of our products and services to the extent necessary to maintain their conformity throughout the production process.

8.5.5 Post-delivery Activities

We ensure that where applicable we meet the requirements for post-delivery activities associated with our products and services to the extent that we have considered the risks associated with the products and services, the nature of use and lifetime of the products and services, customer feedback and statutory and regulatory requirements.

8.5.6 Control of Changes

We review and control changes necessary for the production and service provision to ensure continued conformity of our products and services. We keep documented records of any such changes.

See document – **PRM05 Production and Service Provision**

8.6 Release of Products and Services

We have implemented arrangements at appropriate stages of production or service provision to verify that product and service requirements have been met; evidence of such acceptance criteria are recorded.

Products and services will not be released to our customers until the verification arrangements have been met; the exception is when authorized by VP Operation or by the customers themselves. Appropriate records of who authorized the release are recorded.

8.7 Control of Nonconforming Outputs

We have produced a procedure, which details how our organization would deal with the control of nonconforming process outputs, products and services.

See document – **PRM09 Control of Nonconforming Outcomes**

9. Evaluation

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

We have determined what needs to be monitored and measured; the methods for monitoring, measurement, analysis and evaluation, as applicable, to ensure valid results; when the monitoring and measuring shall be performed and when the results from monitoring and measurement shall be analyzed and evaluated.

We retain documented information on the results of such monitoring and measurement to enable us to evaluate the effectiveness of our QMS.

See document – **PRM11 Measurement and Improvement**

9.1.2 Customer Satisfaction

We have determined the methods for obtaining information regarding our customers' perception of our organization in terms of meeting or exceeding their requirements in the provision of our products and services. The information gathered is reviewed as part of the Management Review process.

See document – **PRM11 Measurement and Improvement**

9.1.3 Analysis and Evaluation

We analyze and evaluate data gathered as part of our monitoring and measuring activities and the results are used as part of our Management Review process.

See document – **PRM11 Measurement and Improvement**

9.2 Internal Audit

We conduct internal audits at planned intervals to provide information on whether our QMS conforms to our requirements, to the requirements of ISO 9001:2015 Quality Management System standard and is effectively implemented and maintained; it also takes into consideration the importance of the processes concerned. We have implemented a procedure (**PRM08**) that covers in detail the process surrounding the internal audit process.

See document – **PRM08 Internal Audit**
QMF04 Internal Quality Audit Program

QMF05 Internal Quality Audit Report

9.3 Management Review

Our Quality Management Representative reviews the organization's QMS at planned intervals, at least once every 12 months, to ensure its continuing suitability, adequacy and effectiveness. Each review will take into consideration the status of actions from any previous meetings and any changes in internal or external issues relevant to our QMS and performance information, including trends and indicators as detailed in ISO 9001:2015 Clause 9.3.1 and 9.3.2.

Information relating to each of these meetings is recorded using document QMF10 Management Review Meeting Minutes.

See document – **PRM02 Management Review**
QMF10 Management Review Meeting Minutes

10 Improvements

10.1 General

We have determined and shall select such opportunities as necessary for improving our customers' requirements and satisfaction. This will include improving our products and services; correcting, preventing or reducing undesired effects improving the performance and effectiveness of our QMS.

10.2 Nonconformity and Corrective Action

When non-conformity occurs, we shall react to the nonconformity and take action to control and correct it and then deal with the consequences. We will evaluate the need for action to eliminate the causes of the nonconformity, in order that it does not recur or occur elsewhere in the organization. We will implement the actions required and review the effectiveness of any corrective action taken, update risks and opportunities determined during planning (if necessary) and make changes to the QMS, where necessary.

We record all nonconformities, actions taken and the results of any corrective action using the appropriate documentation.

See documents – **PRM10 Corrective Action**
QMF20 Multipurpose Report

10.3 Continual Improvement

We shall continually improve the suitability, adequacy and effectiveness of our QMS. We consider the results of analysis and evaluation and the outputs from management review to determine if there are needs or opportunities that could be addressed as part of our continual improvement.

Q05 Document Register

Reference	Title	Issue No.	Date	Authority
PRM01	Documented Information	4	09/13/2023	QMR
PRM02	Management Review	4	09/13/2023	QMR
PRM03	Resources	4	09/13/2023	QMR
PRM04	Customer Requirements	4	09/13/2023	QMR
PRM05	Production & Service Provision	4	09/13/2023	QMR
PRM06	External Providers	4	09/13/2023	QMR
PRM07	Measuring and Monitoring Equipment	4	09/13/2023	QMR
PRM08	Internal Audit	4	09/13/2023	QMR
PRM09	Control of Nonconforming Outcomes	4	09/13/2023	QMR
PRM10	Corrective Action	4	09/13/2023	QMR
PRM11	Monitoring & Measuring	4	09/13/2023	QMR
PRM12	Scope of QMS	4	09/13/2023	QMR
PRM13	Quality Policy	4	09/13/2023	QMR
PRM14	Planning to Achieve Quality Objectives	4	09/13/2023	QMR
PRM15	Risk Assessment	4	09/13/2023	QMR
QMF01	Management Review Meeting Agenda	4	09/13/2023	QMR
QMF02	Training Details & Needs	4	09/13/2023	QMR
QMF02A	Training Record – Subsequent Training	4	09/13/2023	QMR

Reference	Title	Issue No.	Date	Authority
QMF03	Training Plan	4	09/13/2023	QMR
QMF04	Internal Quality Audit Program	4	09/13/2023	QMR
QMF05	Internal Quality Audit Report	4	09/13/2023	QMR
QMF06	Customer Complaints Report - VOID	4	09/13/2023	QMR
QMF07	Customer Complaints Log - VOID	4	09/13/2023	QMR
QMF08	Non-Conformance Report - VOID	4	09/13/2023	QMR
QMF09	Non-Conformance Log - VOID	4	09/13/2023	QMR
QMF11	Measuring & Monitoring Equipment Log	4	09/13/2023	QMR
QMF12	Credit Application Form	4	09/13/2023	QMR
QMF12A	Credit Reference Request	4	09/13/2023	QMR
QMF13	Quotation	4	09/13/2023	QMR
QMF14	Packing Slip	4	09/13/2023	QMR
QMF15	Daily Delivery Sheet	4	09/13/2023	QMR
QMF16	Invoice	4	09/13/2023	QMR
QMF17	Purchase Order	4	09/13/2023	QMR
QMF18	Quality Objectives	4	09/13/2023	QMR
QMF19	Job Description	4	09/13/2023	QMR
QMF20	Multipurpose Report - CAR - NCR - Customer Complaint	2	09/13/2023	QMR
QMF21	Multipurpose Report Log	2	09/13/2023	QMR

	- CAR - NCR - Customer Complaint			