



**QUALITY
MANAGEMENT
SYSTEM (QMS)
MANUAL**

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1. INTRODUCTION

PROCAST TECHNOLOGIES INC. has a commitment to supplying quality products to our customers. Operational performance will be achieved through the requirements of the Quality Management System. All management is responsible to ensure all interested parties who can affect product quality understand and comply with our policies and procedures.

To this end we at **PROCAST TECHNOLOGIES INC.** have invested in the establishment of a Quality Management System that complies with the ISO 9001:2015 standard.

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2. COMPANY BACKGROUND

ProCast Technologies Inc. is a manufacturer of aluminum and zinc castings from the permanent mold process. Located in Winnipeg Manitoba Canada, the geographic center of North America, we routinely ship our castings to destinations throughout the continent.

ProCast Technologies Inc. works with manufacturers who require and expect excellent quality, service, and pricing with regards to their small to medium run aluminum casting requirements.

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3. TERMS AND DEFINITIONS

QMS – Quality Management System

MSP – Management Systems Procedures address the Management and Leadership requirements of the ISO 9001: 2015 standard. This includes such requirements as Management Review, Nonconformity and Corrective and Preventive Action, Human Resources and others.

QSP – Quality Systems Procedures address the Operational Requirements of the Standard.

RISK BASED THINKING – an organization needs to plan and implement actions to address risks and opportunities to increase the effectiveness of the Quality Management System, achieving improved results and preventing negative effects.

PROCESS APPROACH – involves the systematic definition and management of processes and their interactions, i.e. process mapping, so as to achieve the company's intended results for product.

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4. CONTEXT OF THE ORGANIZATION

4.1. Understanding the Organization and its Context

PROCAST TECHNOLOGIES INC. will establish a Quality Management System to address the requirements of the ISO 9001:2015 Standard. The QMS will:

- Identify the core business processes and their application;
- Determine external and internal issues relevant to its purpose and strategic direction;
- Define the business process interactions and interrelations;
- Monitor and review information on external and internal issues;
- Implement actions necessary to achieve planned results towards continual improvement of QMS.

The company will provide products that consistently meet customer and applicable statutory and regulatory requirements.

4.2. Understanding the Needs and Expectations of Interested Parties

Interested parties can affect our ability to consistently provide products. We will determine relevant interested parties, their requirements relevant to our Quality management System and monitor and review information about these parties. This includes relevant interested parties that provide significant risk to organizational sustainability if their needs and expectations are not met.

4.3. Determining the Scope of the Quality Management System

PROCAST TECHNOLOGIES INC. has developed and implemented a Quality Management System to document and implement best practices and to satisfy the requirements and expectations of its' customers and improve the overall management of **PROCAST TECHNOLOGIES INC.**

To achieve this objective **PROCAST TECHNOLOGIES INC.** evaluated the internal and external issues, requirements of interested parties and products it offers our customers.

The Quality Management System of **PROCAST TECHNOLOGIES INC.** meets the requirements of the international standard ISO 9001:2015. The scope of our Quality Management System is **“manufacturing of Aluminum and Zinc Castings from the permanent mold process and related products.”**

4.4. Quality Management System and its Processes

PROCAST TECHNOLOGIES INC. will establish, implement, maintain and continually improve its Quality Management System including the processes needed and interactions. The QMS will address the inputs and outputs expected from its processes, determine sequence and interactions, and the criteria and methods needed for effective operation and control. We will assign the resources, responsibilities and authorities to address risk



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and opportunities, evaluate processes and implement change to achieve intended results.

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The process flow diagram outlines the core elements of the ISO 9001:2015 standard.



PROCAST TECHNOLOGIES INC. will have documented procedures to control all documents in accordance to the ISO 9001:2015 Standard.

4.4.1. The QMS of **PROCAST TECHNOLOGIES INC.** will have four levels of documented information as outlined below:

- Quality Management System manual
- Management and Quality System Procedures ;
- Standard Operating Procedures as required;
- Forms and records.

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4.4.2. The QMS will have documented information to support the operation and its processes to provide confidence that processes are being carried out as planned.

The QMS has the following management and quality system procedures that include:

MSP-10 - Control of Documents

MSP-11 – Control of Records

MSP-12 - Management Review

MSP-13 - Training

MSP-14 - Internal Audit

MSP-15 - Control of Non-Conforming Product

MSP-16 - Continual Improvement

MSP-17 - Corrective and Preventive Action

MSP-18 – Risk Based Thinking

QSP-20 -Sales

QSP-21 -Design and Development

QSP-22 - Purchasing, Receiving & Supplier Evaluation

QSP-23 - Calibration and Equipment Maintenance

QSP-24 - Control of Customer Property

QSP-25 - Operations

QSP-26 - Monitoring of Product and Process

QSP-27 - Product Preservation

QSP-28 - Customer Satisfaction

QSP-29 – Monitoring, Measurement and Analysis of Data

QSP-30 - Identification and Traceability

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5. LEADERSHIP

5.1. Leadership and Commitment

5.1.1. Responding to the philosophy and principles of the **PROCAST TECHNOLOGIES INC.**, the Management of **PROCAST TECHNOLOGIES INC.**, will maintain a QMS based on the ISO 9001:2015 requirements as well as its organizational needs related to its business processes. To achieve this we will:

- Define its Quality Policy considering its philosophy, management principle, external and internal issues, customer requirements, and legal and other requirements. The policy will be communicated to **PROCAST TECHNOLOGIES INC.** employees.
- Establish Quality Objectives and communicate policies. Planning will include inputs, if any, for meeting statutory and regulatory requirements.
- Promote the use of the process approach and risk based thinking.
- Ensure that the resources needed for the QMS are available.
- Ensure that the quality system achieve its intended results
- Communicate the importance of effective quality management and conformance to the QMS.
- Engage, direct and support persons and roles to demonstrate leadership responsibility and contributions to the QMS.
- Promote Improvement and support relevant management roles.

5.1.2. Customer Focus

The QMS of **PROCAST TECHNOLOGIES INC.** addresses, in its activities, the understanding of customer needs and expectations and service requirements including applicable statutory and regulatory requirements and risks and opportunities impacting the delivery of products.

All activities will be periodically reviewed by **PROCAST TECHNOLOGIES INC.** Management and actions will be decided for improvement of customer satisfaction and meeting applicable statutory and regulatory requirements.

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5.2. Policy

5.2.1. Establishing the Quality Policy

We at ProCast Technologies Inc., are committed to understand, meet & when possible exceed our customer's requirement through the continuous improvement of our processes. We are dedicated to delivery, defect free product safely & on-time at the most competitive cost possible.

5.2.2. Communicating the Quality Policy

As a quality conscious organization, **PROCAST TECHNOLOGIES INC.** will:

- Ensure the quality policy is available and maintained as documented information;
- Be communicated, understood and applied within the organization;
- Be available to relevant parties, as appropriate.

5.3. Organizational Roles, Responsibilities and Authorities

The responsibility and authority of personnel in **PROCAST TECHNOLOGIES INC.** will be depicted in the organizational chart identifying typical reporting responsibilities.

Communication will include reporting on the status of the QMS with concerned functions, objectives and targets, results of analysis of monitoring and measurement of product, corrective and preventive actions. It will also include assessing effectiveness, continual improvement on quality performance based on the organizational needs. Management will be responsible for the reporting, improving and communicating the performance of the QMS including the promotion of customer needs and expectations. Management shall ensure the QMS is maintained ensuring changes are planned and implemented.

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6. PLANNING

6.1. Actions to Address Risks and Opportunities

PROCAST TECHNOLOGIES INC. will when planning the QMS consider external and internal issues, risks and opportunities to be addressed to:

- Provide assurance that the QMS can achieve its intended results;
- Enhance desirable effects;
- Prevent or reduce undesirable effects;
- Achieve improvement.

PROCAST TECHNOLOGIES INC. will plan actions to address risks and opportunities and integrate, implement and evaluate actions within the QMS. Actions taken to address risks and opportunities shall be proportionate to the potential impact on the conformity of products.

6.2. Quality Objectives and Planning to Achieve Them

PROCAST TECHNOLOGIES INC. will establish and maintain quality objectives that are established and deployed at product realization levels including processing of customer requirements. The objectives will be consistent with the **PROCAST TECHNOLOGIES INC.** quality policy, be measurable, take into account applicable requirements and be relevant to the conformity of products. The organization when planning the objective setting process will determine what will be done, resources required, assign responsibility, identify completion and evaluation requirements.

6.3. Planning of Changes

PROCAST TECHNOLOGIES INC. will establish and maintain an integrated management system plan, which starts with long term planning, risk assessments and annual review. Resources, responsibilities and authorities will be arranged and planned to meet business objectives. To maintain integrity of the planning process, the plan will be discussed, changes identified and interactions documented between processes prior to execution.

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7. SUPPORT

7.1. Resources

7.1.1. General

PROCAST TECHNOLOGIES INC. will determine the resources needed for the establishment, implementation and maintenance of the QMS. **PROCAST TECHNOLOGIES INC.** will consider the capabilities and constraints internally and needs to be obtained from external providers.

7.1.2. People

PROCAST TECHNOLOGIES INC. will determine and provide the human resources necessary for the effective implementation of the QMS and control of its processes.

7.1.3. Infrastructure

PROCAST TECHNOLOGIES INC. will establish, implement and maintain systems for determining, arranging and maintaining infrastructure needed to achieve conformity of product and to reduce adverse impacts to the environment and risk due to actual and potential emergency situations associated with activity/products. Areas to be addressed include:

- Building - workspace and production process conditions are maintained;
- Required Utilities - water, air, electricity, general lighting maintenance, resources required to mitigate the risks due to emergency situations;
- Equipment including hardware and software;
- Transportation resources;
- Information and communication technology.

7.1.4. Environment for the Operation of Processes

PROCAST TECHNOLOGIES INC. has established, documented, implemented and maintained a system for determining and managing work environment including physical infrastructure to achieve conformity to product requirements and to reduce adverse impacts to the environment and risk due to actual and potential emergency situations associated with its processes.

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7.1.5. Monitoring and Measuring Resources

7.1.5.1. General

PROCAST TECHNOLOGIES INC. will determine and provide the resources needed to ensure valid and reliable results when monitoring or measuring when used to verify conformity of products. This will include suitability of resources and they are maintained to ensure continuing compliance. Records will be maintained of these compliance requirements.

7.1.5.2. Measurement Traceability

When traceability is a requirement, **PROCAST TECHNOLOGIES INC.** will establish, and maintain a system for determining the monitoring and measurement to be undertaken and the monitoring and measuring devices needed to provide evidence of conformity of product/process. Such monitoring and measuring devices will be calibrated or alternative methods are used for validation of equipment. The company will document calibration/validation of monitoring and measuring devices to ensure valid results and records will be maintained.

7.1.6. Organizational Knowledge

PROCAST TECHNOLOGIES INC. will determine the knowledge necessary for the operation of its processes and to achieve conformity of products. This knowledge i.e. internal (intellectual property, lessons learned, etc.) and external (i.e. standards, academia, etc.) needs to be updated to address changing needs and trends.

7.2. Competence

PROCAST TECHNOLOGIES INC. will ensure that all personnel performing work affecting product quality, are competent for the same on the basis of appropriate education, training, skills and experience.

These competencies are considered at the time of recruitment of personnel and followed by orientation and identification of training needs (on the job as well as general) through further planning, consultation, evaluation and improving effectiveness of training.

PROCAST TECHNOLOGIES INC. will ensure that the training is effective in terms of competency and skill of the personnel working in each area.

7.3. Awareness

PROCAST TECHNOLOGIES INC. will develop, establish, implement and maintain procedures for identification of employee training needs and conducting training and evaluations to ensure that:

- Competence for personnel performing work affecting product quality is maintained;
- Operations will not create significant impact to the environment;
- Awareness of roles and job responsibilities for effective implementation of QMS;

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- Awareness of potential consequences of not following specified operating procedures/instructions;
- Personnel are aware of the relevance and importance of compliance with the policy, procedures, and requirements of the QMS;
- Evaluations of effectiveness of actions taken;
- Appropriate records are maintained.

7.4. Communication

PROCAST TECHNOLOGIES INC. will establish, implement and maintain procedures for internal and external communication on the QMS. Internal communication procedure defines methodology for sending of information to various employees and receiving their feedback for effective implementation of QMS. External communication defines the methodology of interaction with external agencies such as government departments; support services, external interested parties, etc. All the communications are duly recorded including response, analyzed and discussed in Management Review Meetings.

7.5. Documented Information

The control of documented information procedure will define the system of document control that includes:

- The approval of a documented information prior to its issue;
- The review of the documented information, the identification of the changes in the revised document, and updates as required including re-approval;
- The distribution of revised documented information ;
- The legibility, identification, and maintenance of documented information;
- The control of documented information of external origin;
- The control of obsolete documented information retained for knowledge and information purposes;
- All records will be identified with reference and date and retention periods. The record holders will ensure that records are legible, identifiable and retrievable and are stored properly. Records will be retained and destroyed after the retention period.

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8. OPERATION

8.1. Operational Planning and Control

PROCAST TECHNOLOGIES INC. will develop, establish, implement and maintain a system for planning the product delivery processes.

Product realization is initiated with input of the customer needs and requirements.

In planning product realization, the **PROCAST TECHNOLOGIES INC.** will determine:

- The objectives and requirements for the product;
- The need to establish processes, documents, operational controls and provide resources specific to the product;
- The required verification, validation, monitoring, inspection and test activities specific to the product and criteria for product acceptance;
- The records are needed to provide evidence that the realization processes and resulting product meet requirements;
- Implement actions determined to address risks and opportunities.

8.2. Requirements for Products and Services

8.2.1. Customer Communication

PROCAST TECHNOLOGIES INC. will have an established system for communicating effectively with its customers.

Communication with the customer includes:

- Product information in the forms of hard copy brochures, electronic media (e-mail, telephone, fax, website);
- Enquiries on contract review and order handling including amendments;
- Customer feedback in the form of positive and negative feedback.

8.2.2. Determining the Products for Products and Services

PROCAST TECHNOLOGIES INC. will establish, implement and maintain systems for determining requirements related to the product.

PROCAST TECHNOLOGIES INC. will ensure that:

- Customer order requirements including delivery and post-delivery activities are understood;
- Product requirements, not stated by customer, are considered as **PROCAST TECHNOLOGIES INC.** product standard;
- Statutory and regulatory requirements related to product are met;

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- Product requirements specified by **PROCAST TECHNOLOGIES INC.** are met.

8.2.3. Review of the Requirements for Products and Services

PROCAST TECHNOLOGIES INC. will resolve all product related requirements with the customer prior to acceptance and confirmation of orders.

Any amendments requested by the customer after project confirmation is communicated internally and as required with the customer in writing.

PROCAST TECHNOLOGIES INC. will ensure that:

- Product requirements are defined;
- Order requirements in those situations where changes are sought by the customer are confirmed and resolved;
- It has ability to meet the requirement once accepted;
- Appropriate records are maintained related to order confirmation/amendments.

8.3. Design and Development of Products and Services

8.3.1. General

PROCAST TECHNOLOGIES INC. will establish, implement and maintain a design and development process to ensure the provision of products.

8.3.2. Design and Development Planning

PROCAST TECHNOLOGIES INC. will plan and control the design and development of product.

During the design and development planning, **PROCAST TECHNOLOGIES INC.** will determine:

- Design and development stages;
- Review, verification and validation that is appropriate to each design and development stage, and;
- Responsibilities and authorities for design and development.

PROCAST TECHNOLOGIES INC. will manage the interfaces between different groups involved in design and development to ensure effective communication and clear assignment of responsibility.

Design Plans will be updated, as appropriate, as the design and development progresses.

8.3.3. Design and Development Inputs

Inputs relating to product requirements will be determined and records maintained. These inputs will include:

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- Functional and performance requirements;
- Applicable statutory and regulatory requirements;
- Where applicable, information derived from previous similar designs, and;
- Other requirements essential for design and development.

8.3.4. Design and Development Controls

At suitable stages, systematic reviews of design and development will be performed in accordance with planned arrangements:

- To evaluate the ability of the results of design and development to meet requirements, and;
- To identify any problems and propose necessary actions. Participants in such reviews will include representatives of functions concerned with the design and development stage(s) being reviewed;

Records of the results of the reviews and any necessary actions will be maintained.

Verification will be performed in accordance with planned arrangements to ensure that the design and development outputs have met the design and development input requirements. Records of the results of the verification and any necessary actions will be maintained.

Design and development validation will be performed in accordance with planned arrangements to ensure that the resulting product is capable of meeting the requirements for the specified application or intended use, where known. Wherever practicable, validation will be completed prior to the delivery or implementation of the structure. Records of the results of validation and any necessary actions will be maintained.

8.3.5. Design and Development Outputs

The outputs of design and development will be in a form suitable for verification against the design and development input and will be approved prior to release.

Design and development outputs will:

- Meet the input requirements for design and development;
- Provide appropriate information for purchasing and production;
- Contain or reference product acceptance criteria;
- Product monitoring and measurement requirements and acceptance criteria;
- Specify the characteristics of the structures that are essential for its safe and proper use.

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8.3.6. Design and Development Changes

Design and development changes will be identified and records maintained. The changes will be reviewed, verified, and validated, as appropriate, and approved before implementation. The review of design and development changes will include evaluation of the effect of the changes on constituent parts and product already delivered. Records of the results of the review of changes and any necessary actions will be maintained.

8.4. Control of Externally Provided Processes, Products and Services

PROCAST TECHNOLOGIES INC. will establish and maintain a system to ensure that purchased product conforms to specified requirements including those related to mitigation of associated environmental impacts.

8.4.1. General

PROCAST TECHNOLOGIES INC. will ensure that externally provided processes and products conforms to our company's expected requirements.

8.4.2. Type and Extent of Control

PROCAST TECHNOLOGIES INC. applies control to the supplier for timely supply of approved raw materials parts and/or subcontracted services as per procurement schedule and conformity remains valid to the final delivery of product.

- The supplier/vendor performance is monitored and evaluated. New supplier/vendor development and subsequent evaluation system has been established.
- Evaluation process includes supplier ability to meet requirements with respect to consistent quality, quantity and delivery time.
- Purchase department maintains appropriate records generated from purchasing process including evaluation, re-evaluation and list of approved supplier/vendor.
- Such records are maintained as per procedure MSP-10 - Control of Documents. The criteria for evaluation and the performance are detailed in the related procedure.

Purchasing documents contain required information and data clearly describing the product ordered, including the type, class, grade or other precise identification and name of supplier/vendor etc.

PROCAST TECHNOLOGIES INC. reviews and approves purchasing documents for adequacy of the specified requirements prior to release.

8.4.3. Information for External Providers

PROCAST TECHNOLOGIES INC. will ensure it communicates requirements for:

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- Processes and products to be provided;
- Approval process of products, methods, processes and equipment including their release;
- Competence, control and monitoring performance including interactions with **PROCAST TECHNOLOGIES INC.;**
- Verification and validation activities.

8.5. Production and Service Provision

8.5.1. Control of Production and Service Provision

PROCAST TECHNOLOGIES INC. will establish, and maintain a system through the process approach to ensure that planned production is carried out in a controlled manner. This includes:

- Required information related to product including its performance characteristics is available and are known to relevant department/function required for product realization;
- Required work instructions and knowledge are available to personnel carrying out the production;
- Work environment suitable to produce quality product;
- The use of suitable production and measuring equipment are known to concerned department/function;
- The availability and use of required monitoring and measurement equipment are known;
- The implementation of monitoring and measurement activities is done as per plan;
- The implementation of release and delivery are done as per procedures.

To achieve planned results, validation processes will be carried out as per plan by the concerned department. Required arrangements ensure that:

- Criteria for review and approval are met;
- Equipment and personnel suitability is confirmed;
- Validation is carried out as per specified method and procedure;
- Revalidation is done periodically as planned;
- Records are maintained as evidence of activity and approval.

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8.5.2. Identification and Traceability

PROCAST TECHNOLOGIES INC. will establish and maintain documented procedures for identifying the product and its status by different means from receipt and during all stages of production and delivery. Product identification is maintained until its use.

The traceability requirement is determined for the product and relevant information is recorded. The process of traceability is implemented and maintained by respective department.

8.5.3. Property Belonging to Customers or External Providers

PROCAST TECHNOLOGIES INC. will exercise care with property belonging to customers or external providers while under our control. We will identify, verify, protect and safeguard the property while under our control. In the event that the property is lost, damaged or otherwise found to be unsuitable for use this shall be reported to the customer and corrective action taken.

8.5.4. Preservation

PROCAST TECHNOLOGIES INC. will preserve the product during internal processing and delivery to the intended destination in order to maintain conformity to requirements. As applicable, preservation will include identification, handling, packaging, storage, and protection. Preservation will also apply to the constituent parts of a product.

8.5.5. Post-Delivery Activities

PROCAST TECHNOLOGIES INC. will meet requirements for post-delivery activities with our products. We will consider statutory and regulatory requirements, potential undesired consequences, nature, use and intended lifetime of its products, customer requirements and feedback.

8.5.6. Control of Changes

PROCAST TECHNOLOGIES INC. will review, control, document and authorize changes for production to ensure conformity with requirements.

8.6. Release of Products and Services

PROCAST TECHNOLOGIES INC. will implement planned arrangements to verify that product requirements have been met. The release of products will not proceed until all planned arrangements are complete unless approved by a relevant authority and as applicable by the customer including documented acceptance criteria and authorization.

8.7. Control of Nonconforming Outputs

PROCAST TECHNOLOGIES INC. will ensure that outputs do not conform to requirements are identified and controlled to prevent unintended use or delivery. **PROCAST TECHNOLOGIES INC.** will address and document nonconforming outputs through correction, segregation,



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containment or suspension of products. The customer will be informed of the nonconforming output and their authorization for acceptance will be verified.

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9. PERFORMANCE EVALUATION

9.1. Monitoring, Measurement, Analysis and Evaluation

9.1.1. General

PROCAST TECHNOLOGIES INC. will establish a system for planning and implementation of monitoring, measurement, and analysis and improvement processes needed for its QMS. This includes monitoring of customer requirements to customer satisfaction through product realization, delivery, progress on objective and targets, as well as periodic evaluation of compliance with relevant statutory and regulatory requirements.

We will ensure that performance evaluation activities:

- Demonstrates that conformity of the product is met;
- Ensures that conformity of the QMS is in place in its area;
- Ensures that steps are being taken to continually improve the effectiveness of QMS;
- Appropriate methods and techniques are used by department for analysis of data and presentation of results.

9.1.2. Customer Satisfaction

PROCAST TECHNOLOGIES INC. will establish and maintain a system for monitoring customer perception as a tool to understand the performance of its Management System. The analysis of customer feedback monitoring gives the status of the organization insight into meeting customer requirements. This also provides opportunity for improving the management system.

9.1.3. Analysis and Evaluation

PROCAST TECHNOLOGIES INC. uses suitable methods for monitoring and measurement of processes in QMS including the relevant parameters/performance requirements.

PROCAST TECHNOLOGIES INC. will establish and maintain procedures for the monitoring and measurement of product including its characteristics from input stage to finished product, and through all stages of product realization processes. **PROCAST TECHNOLOGIES INC.** will analyse results in regards to customer satisfaction, effects of action taken to address risks and opportunities and performance of service providers.

9.2. Internal Audit

PROCAST TECHNOLOGIES INC. will establish and maintain a system for auditing all its functions under QMS at planned intervals to understand the performance of the organization and to get opportunity for improving the system by taking appropriate actions including corrective and preventive action.

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Each internal audit is carried out by qualified and competent personnel. The auditors are trained to maintain their formal, independent, and unbiased position throughout the audit activity.

While planning internal audit schedule, the Management ensures that no auditor is appointed for auditing their own department.

9.3. Management Review

9.3.1. General

PROCAST TECHNOLOGIES INC. will implement, establish and maintain a procedure for conducting a comprehensive review meeting of QMS at least once in a year to assess its continuing suitability, adequacy and effectiveness. In the review meeting, actions are decided, implemented and monitored to ensure continual improvement of QMS and/or recommend changes in the QMS including Quality policies and objectives and other elements of QMS as per monitoring and measurement and analysis results.

9.3.2. Management Review Inputs

Each review meeting starts with the highlights on the follow-up status of actions proposed in previous review meetings and covers parts of following minimal agenda points given with responsible department/function.

The agenda includes the following inputs:

- Follow-up actions from previous Management Review;
- Results of audit, non-conformances and corrective action;
- Risk and Opportunities impacting the organization;
- Customer feedback report including customer claim, customer support activities;
- Review of progress made on Quality objectives, target and QMS programs;
- Status of evaluation of compliance with legal and other requirements;
- Change in legislation/expectations and requirements of interested parties;
- Market performance, new market needs, and advancement in environmental science and technology;
- Changes in product, process/activity that could affect the management system;
- Process performance and product conformity report;
- Recommendations for improvement of the QMS (including new initiatives);
- Action items.

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9.3.3. Management Review Outputs

The Management will summarize the meeting outcome as 'Minutes of Meeting' in a format that contains meeting number and date, participant signature, agenda (and each agenda point), the brief discussion details, conclusion/status, decision/action proposed, responsibility, target, and follow up status.

The Minutes include status on the improvement effectiveness of QMS and its processes, product quality improvement in terms of customer requirements, resource requirements, etc.

The Management of **PROCAST TECHNOLOGIES INC.** will establish, implement and maintain a system for arranging resources for effective operation of QMS. This includes long-term and short-term planning, required investment, its review and action. The provision of resources will address the following:

- Implementation and maintenance of QMS through these resource provisions:
 - Sales and turnover results;
 - Market projection and planning of investment;
 - New product introduction and planning;
 - Policy and objectives with target setting and attainment;
 - Productivity and environmental performance improvement;
 - System maintenance.
- Enhancement of customer satisfaction by meeting customer requirements through:
 - Customer support and technical support activities to customers;
 - Customer feedback (satisfaction survey);
 - Employee training.

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10. IMPROVEMENT

10.1. General

PROCAST TECHNOLOGIES INC. will determine and select opportunities for improvement and implement the required actions to meet customer requirements and enhance customer satisfaction.

10.2. Nonconformity and Corrective Action

PROCAST TECHNOLOGIES INC. will establish and maintain a system for identifying, segregating, recording, controlling and rework/disposing of the nonconforming product during product realization.

The Management has the defined authority and responsibility for maintaining the non-conformance system:

- The cause of the nonconformity is assessed to take the appropriate corrective actions to eliminate the detected nonconformity. The effectiveness of corrective actions is monitored and analyzed, and suitable actions are taken by department to improve it;
- The reworked product is re-verified for its conformity using the same test methods applied at the time of its first realization;
- When nonconformity is detected during product realization process, the product is rejected to the internal supplier;
- In the case the customer detects the nonconformity, the same is communicated to respective sales personnel/shipping representative and appropriate actions are taken to satisfy the customer;
- The IOR system maintains records of nonconformity, actions, and effectiveness of follow-up.

Whenever nonconformity is detected in the process/product/environment system and/or the health and safety system, appropriate actions are taken by the concerned department to eliminate the cause of nonconformity in order to prevent the reoccurrence. Such actions are recorded and monitored for its effectiveness.

Documented procedure is established, implemented and maintained for this purpose. This includes:

- Review of nonconformities including internal/external customer/interested party complaints;
- Determination of cause of non-conformities;
- Evaluation of the need for action to ensure that nonconformities do not reoccur;
- Determining and implementing action needed;
- Update risks and opportunities during planning;

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- Recording and maintaining results of such action, and;
- Periodically reviewing the action for its effectiveness or taking further action.

Preventive Action

PROCAST TECHNOLOGIES INC. has established, documented, implemented, and maintained a system for determining the action to eliminate potential nonconformities to prevent their occurrence at the time of implementing process or system. The preventive maintenance of process equipment is part of preventive action activities.

The procedures define the requirements for:

- Determining the potential nonconformities and their causes;
- Evaluating the need for action to prevent occurrence of nonconformities;
- Determining and implementing action needed;
- Recording results of action taken, and;
- Reviewing preventive action taken.

10.3. Continual Improvement

The management and employees of **PROCAST TECHNOLOGIES INC.** are committed to continually improve the QMS through the awareness of Quality policies and objectives with targets, audit results (internal/ external), analysis of data, corrective and preventive actions and management review.

The outcome of these activities is communicated among the employees using suitable methods towards building confidence for attaining the organization's goal (i.e. enhancing level of its customer satisfaction and growing in business).