Quality Manual

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Quality Policy and Objectives

"ACS is committed to providing high quality, cost effective solutions that will make customer manufacturing and assembly efforts safer and more efficient. We will strive to meet or exceed customers' expectations for service, quality, reliability and timely delivery."

This level of quality is achieved through implementation of a system of documented procedures that provide guidance to our employees and reflect the competence of the Company to existing customers, potential customers and independent auditing authorities.

Achievement of this policy involves all staff, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all. This policy is provided and explained to each employee by the Quality Assurance Department.

The objectives of the Quality Management System are:

• To maintain an effective Quality Management System complying with Industry accepted standards.

• To achieve and maintain a level of quality which enhances the Company's reputation with customers.

• To ensure compliance with relevant statutory and regulatory requirements.

• To endeavor, at all times to maximize customer satisfaction with the products and services provided by Alloy Coating Supply, LLC.

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Management is ultimately responsible for making balanced judgments, assessing the significance of variations in our processes and making decisions. In arriving at such decisions, the quality and personal integrity of staff are of fundamental importance. In this context, every effort is made to ensure that each person in the company understands that quality assurance is important to their future, that they know how they can assist in the achievement of adequate quality and that they are encouraged to do so.

This quality manual and the quality policy are approved by the undersigned and are supported by all levels of management within the company.

08/01/2014

Jeffrey Noto Date

Owner

MANUAL DISTRIBUTION

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All	2	Added Footer Disclaimer, Revised Quality Statement	6/26/2015	Jeffrey Noto
10	3	Updated Organizational Chart	9/29/2015	Jason Smith
10	4	Updated Organizational Chart	4/01/2017	Jason Smith

Introduction

Alloy Coating Supply, LLC (ACS) developed and implemented a Quality Management System in order to document the company's basic policies and processes, to better satisfy the requirements and expectations of its customers and to continually improve quality through the use of the quality management system.

The Quality Management System of ACS addresses the design, production and distribution of the company's products and services.

The manual is divided into eight sections. Each section begins with a policy statement expressing ACS's obligation to implement the basic requirements of the referenced QMS elements. Each policy statement is followed by specific information pertaining to the procedures that describe the methods used to implement the necessary requirements.

The manual describes the Quality Management System, defines authorities, interrelationships and responsibilities of the personnel responsible for performing within the system. The manual also provides procedures or references for all activities comprising the QMS.

Internally the manual is used to guide the company's employees through the various requirements of the ISO standard that must be met and maintained in order to ensure customer satisfaction and continuous improvement.

Externally the manual is used to introduce our Quality Management System to our customers and other external organizations or individuals. The manual is also used to familiarize them with the controls that have been implemented and to assure them that the integrity of the QMS is maintained; thus demonstrating that the company is focused on customer satisfaction and continuous improvement.

1 ACTIVITIES, SCOPE AND PERMISSIBLE EXCLUSIONS

Alloy Coating Supply, LLC is located in Spring, Texas, USA.

The success and reputation of the company may be measured by the high standing maintained with our customers. A policy of continuous self-appraisal and attention to detail has ensured the expansion of our customer base.

The company has implemented a quality management system to demonstrate its ability to provide consistent products that meets customer and applicable statutory and regulatory requirements.

This enables the company to address and achieve customer satisfaction through the effective application of the system, including processes for continual improvement and the prevention of nonconformity.

The scope of the quality management system applies to:

- All machine and/or assembled products and services;
- engineering, research and development services;
- all products sold through distribution;
- complete custom product manufacturing/fabrication capabilities.

2 NORMATIVE REFERENCE

This quality manual defines the policies and principles applied against each of the requirements of ISO and relates to all activities carried out in the company that determine quality, and lays down guidelines within which the company can operate.

Distribution

The Management Representative is responsible for the controlled internal distribution of this manual, and changes thereto. Outside organizations and personnel have access to the latest revision of our Quality Manual through the company website: www.alloycoatingsupply.com.

Uncontrolled Manuals

Any uncontrolled hard copy manuals are up-to-date at issue and are only issued to outside organizations, customers, etc. Such uncontrolled manuals will be clearly marked “For information only, not subject to automatic update”.

3 TERMS AND DEFINITIONS

The following terms and definitions are provided to assure a uniform understanding of selected terms as they are used in these requirements.

COMPANY	Alloy Coating Supply, LLC
SUPPLIER	The party to whom an order has been placed by the company for the purchase of raw materials, equipment, supplies, or the performance of outside services for a particular order.
CUSTOMER	Firm or person having a contractual agreement with, or the recipient of a product or service from the company.
PRODUCT	The result of a process, or series of processes, which is the combination of some, or all of the four generic product categories, hardware, software, services and processed materials.
SERVICE	Product installation and prove-out, or maintenance/repair other than routine preventive maintenance, routine replacement of consumables, or replacement of out of warranty broken and/or worn components of our products.

4 Quality Management System

4.1 General Requirements

Alloy Coating Supply, LLC has established, documented and implemented a Quality Management System (QMS), it is not a stand-alone system, but is integrated within ACS's operating discipline which encompasses the policies, requirements, and work processes of Environment, Health, Safety, Manufacturing, Sourcing, Human Resources and Quality.
Developed and endorsed by company management the QMS ensures that customers' receive quality, reliability and integrity in the products and services ACS provides them and that customers' needs and requirements are met. The QMS calls for precise adherence to specifications, as well as legal and quality requirements.
Product quality is maintained through systems of standardization and process control. Service quality covers all aspects of customer transactions and is ensured by the function that is providing the service.

4.2 Documentation Requirements

4.2.1 General

The QMS documentation includes:

- A documented Quality Policy and objectives
- A Quality Manual, (requirements for the quality manual are contained in section 4.2.2)
- Documents (information and its supporting medium) needed by the organization to ensure the effective planning, operation and control of its processes
- Records stating results achieved or providing evidence of activities performed.

4.2.2 Quality Manual

This Quality Manual has been prepared to describe Alloy Coating Supply, LLC QMS. The scope and permissible exclusions of the QMS are described in section one of this manual. Each section of the manual references documented QMS procedures relating to the requirements outlined in that section.

4.2.3 Control of Documents

All the QMS documents are controlled according to the Document Control Procedure, QP 04.

4.2.4 Control of Quality Records

Quality Records are maintained to provide evidence of conformity to requirements and the effective operation of the QMS. The records are maintained in each customer job file for a period of 2 years. (unless customer specification requires a longer holding period)

5 Management Responsibility

5.1 Management Commitment

Executive Management takes a visible and leading role in creating and sustaining core values, policies, strategies, directions, performance expectations and customer focus. Executive Management approves and leads the implementation of the quality management system that promotes excellence. Leadership from all levels of the company plays an active role in verifying the effectiveness and efficiency of the QMS and ensuring that resulting actions lead to continuous improvement.

5.2 Customer Focus

ACS views its product and service quality as being defined by its customers. ACS works closely with its customers to understand their businesses and their expectations. This close working relationship helps ACS better meet its customer's expectations today and to anticipate and meet their needs in the future. Executive Management ensures that not only are customer requirements understood, but they are determined and met with the aim of enhancing customer satisfaction. Customer requirements are determined, converted into internal requirements and communicated to the appropriate people within the organization through documented processes and work instructions.

5.3 Quality Policy

Executive Management ensures that the quality policy is communicated to all employees. It is included in the new employee orientation and training on the QMS. It is posted in prominent places throughout the facility to maintain high standards within the organization.
Executive Management reviews the quality policy at each management review meeting to determine the policy's continuing suitability for the organization.

5.4 Planning

5.4.1 Quality Objectives

Quality objectives are established to support the organization's commitment and efforts in achieving our quality policy and reviewed annually for suitability. Objectives have been established for the following:

- To maintain an effective Quality Management System complying with industry accepted standards.
- To achieve and maintain a level of quality which enhances the Company's reputation with customers.
- To ensure compliance with relevant statutory and regulatory requirements.
- To endeavor, at all times to maximize customer satisfaction with the products and services provided by Alloy Coating Supply, LLC.

The quality objectives are measurable and reviewed against performance goals at each management review meeting.

5.4.2 Quality Management System Planning

The quality system has been planned and implemented to meet our quality objectives. Management has identified, planned and provided the resources needed to achieve the quality objectives and ensure the continual improvement of the system. The company also applies quality planning to all work

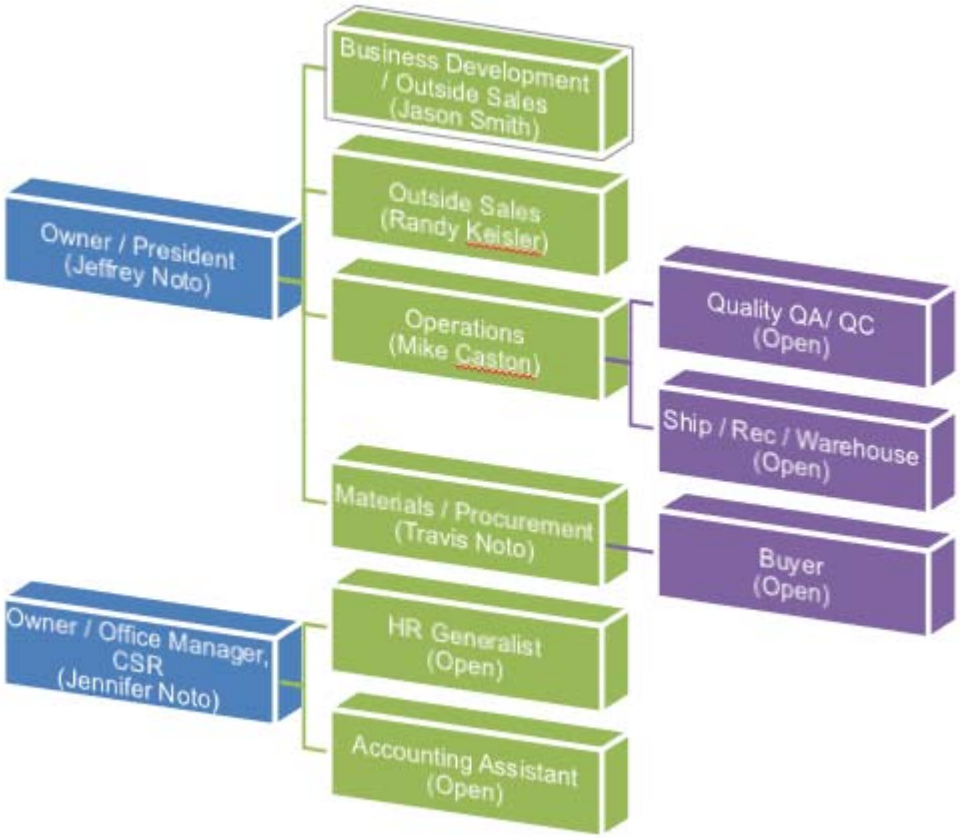
resources and considers the implementation of the contents of this quality manual to meet their primary quality plan.
Quality Plans for individual jobs are documented through individual job descriptions.

5.5 Responsibility, Authority and Communication

5.5.1 Responsibility and Authority

An organizational chart has been established to show the interrelation of personnel in the organization. Job descriptions define the responsibilities and authorities of each of the positions on the organizational chart.
Job descriptions and the organizational chart are reviewed and approved by executive management for adequacy. These documents are available in Human Resources.

ORGANIZATIONAL CHART



5.5.2 Management Representative

The President has appointed a Management Representative. As management representative, he or she has the following responsibilities and authority:

- Ensure that processes needed for the quality management system are established and implemented.
- Report to executive management on the performance of the quality management system and note any needed improvements.
- Promote awareness of customer requirements throughout the organization.
- Act as a liaison with external parties such as customers or auditors on matters relating to the QMS.

5.6 Management Review

5.6.1 General

Management reviews the QMS annually at management review meetings. This review assesses the continuing QMS suitability, adequacy and effectiveness, identifying opportunities for improvement and needed changes. Records are maintained for each management review meeting.

5.6.2 Review Input

Assessment of the QMS is based on a review of information inputs to management review. These inputs include the following:

- Results of audits
- Customer feedback
- Process performance and product conformity
- Status of corrective and preventive actions
- Follow-up actions from previous management reviews
- Planned changes that could affect the QMS and
- Recommendations for improvement

5.6.3 Review Output

- During these review meetings, management will identify appropriate actions to be taken regarding the following issues:
- Improvement of the QMS and its processes;
- Improvement of product related to customer requirements, and;
- Resource needs

Responsibilities for required actions are assigned to members of the management review group. Any decisions made during the meeting, assigned actions and their due dates are recorded in the minutes of management review.

6 Resource Management

6.1 Provision of Resources

Executive Management ensures that resources essential to the implementation; maintenance and improvement of the quality management system are identified and made available.

6.2 Human Resources

6.2.1 General

To ensure the competence of personnel, job descriptions have been prepared identifying the qualifications required for each position that affects conformity to product requirements. Qualifications include requirements for education, skills and experience. Appropriate qualifications, along with required training, provide the competencies required for each position.

6.2.2 Competence, Training and Awareness

Qualifications are reviewed upon hire, when an employee changes positions or the requirements for a position change. Human Resources maintain records of employee qualifications. If any differences between the employee's qualification and the requirements for the job are found, training or other action is taken to provide the employee with the necessary competence for the job. The results are then evaluated to determine if they were effective.
All employees are trained on the relevance and importance of their activities and how they contribute to the achievement of the quality objectives.

6.3 Infrastructure

ACS's Management is committed to providing and maintaining suitable facilities that are necessary to implement the Quality Management System that will achieve conformity of product. The required infrastructure and resources are identified, as applicable this includes: building facilities, necessary work space, associated facilities, process equipment, information systems, communication media and transportation.
An electronic maintenance program specifies the type and the frequency of needed maintenance, the methods for maintenance and the verification of its completion.
Management ensures the timely availability of identified and approved resources.

6.4 Work Environment

Management ensures that the appropriate human and physical factors of the work environment are considered and provided, including such factors as noise, temperature, lighting and etc. ACS is committed to maintain its facilities in a safe and healthy manner, establish and provide an infrastructure that is needed to comply with product requirements.

7 Product Realization

7.1 Planning of Product Realization

Planning the product realization process ensures consistency with all applicable requirements, including customer requirements, quality objectives, and any applicable statutory/legal requirements. The outputs of product realization planning include the specific methods, facilities, equipment, people, materials, and support services needed to achieve all desired results for a particular product. Tangible outputs of the planning process are routers, work instructions, procedures, and other data in job packets or located in work areas where needed. Records shall be maintained and shall demonstrate that product meets all verification, validation, monitoring, measurement, inspection, and test requirements.

Ref. Product Realization Flow Chart on page 22.

7.1.1 Planning of Product Realization

There shall be a documented control feature addressing the product realization process.

7.2. Customer Related Processes

7.2.1 Determination of Requirements Related to the Product

Customer specific requirements are identified in the sales order and associated routers. This information is gathered through the generation of quotes/bids, negotiation of final contracts/orders; and receipt of customer orders for products.

Customer-specified requirements are documented, including availability, delivery, and/or post-delivery servicing provided as part of the customer order.

Any requirements not specified by the customer are documented as required. These may include: regulatory & legal requirements; government safety & environmental regulations, recycling/environmental impact, or characteristics identified as a result of ACS's knowledge of the related production processes.

7.2.2. Review of Requirements Related to the Product

Both product and customer requirements for delivery and post-delivery activities, regulatory compliance, documentation, and intended use by the customer shall be defined prior to ACS's acceptance of a customer order. These requirements shall be reviewed in order to ensure all discrepancies and differences have been resolved and that the company has the ability to meet the defined requirements.

Records of this review shall be maintained. Should product requirements change, all relevant documents shall be amended and all relevant personnel shall be notified.

7.2.2.1 Review of Requirements Related to the Product

The review of product requirements shall be documented in a control feature.

7.2.3 Customer Communication

Top Management will communicate with customers in regards to the following areas:

- Product information
- Enquiries, order handling, and changes
- Customer feedback, including customer complaints

7.3 Design and Development

7.3.1 Design and Development Planning

ACS shall ensure that all design and development activity is planned and controlled.
This shall include:

- design and development stages
- review, verification, and validation for each design and development stage
- the responsibilities and authorities for design and development

Interfaces between different groups involved in design and development will be managed to ensure effective communication and clear assignment of responsibility.
As design and development progresses, planning output shall be updated accordingly.

7.3.1.1 Design and Development Planning

A control feature shall be established for outsourced design and development activities. The control feature shall ensure that design suppliers meet all design requirements, and shall provide objective evidence of such.

7.3.1.2 Design Documentation

Outsourced design documentation shall be verified to include the relevant methods, assumptions, formulas, and calculations.

7.3.2 Design and Development Inputs

Design inputs shall be determined, reviewed for adequacy, clear in definition, not in conflict with one another, and shall include:

- functional and performance requirements
- statutory and regulatory requirements, as applicable
- information from previous designs, as applicable
- other essential requirements
- customer specified requirements

7.3.3 Design and Development Outputs

Design outputs shall be approved, shall be able to be verified against the defined design inputs, and shall:

- meet design input requirements
- provide necessary information for purchasing, production, and service provision
- reference or contain product acceptance criteria
- define product characteristics that allow for its safe and proper use
- be documented

7.3.4. Design and Development Review

Design and development shall be reviewed systematically at suitable stages such that:

- the ability of design and development results to meet requirements are evaluated
- problems are identified and necessary actions are proposed

Design and development reviews shall be performed by functions concerned with the given stage, shall be documented, and shall be maintained along with the results of any necessary actions.

7.3.4.1 Design and Development Review

The final design review shall be conducted by an individual other than the person who developed the design.

7.3.5 Design and Development Verification

In order to verify that design outputs have met the requirements of design inputs, design verification shall be performed. Verification activities and results shall be documented.

Design verification activities include one or more of the following:

- performing alternative calculations to confirm the accuracy of design results
- design output review independent of previous design and development reviews
- comparison of proven designs to new designs

7.3.6. Design and Development Validation

In order to ensure that end product is capable of meeting its specified application or intended use, design and development validation shall be performed. Validation activities should be completed prior to delivery of product when practical. Validation activities and results shall be documented.

Design validation activities include one or more of the following:

- prototype testing
- functional and/or operational tests of production product
- industry specified tests and/or regulatory requirements
- field performance tests

7.3.7 Design and Development Changes

Should changes to design and development be necessary, they shall be reviewed, verified, validated, and approved before implementation. The review of changes shall include the potential effects on constituent parts and previously delivered product. Design and development changes require the same controls as the original design documentation and shall be documented and maintained.

7.4 Purchasing

7.4.1 Purchasing Process

The type and extent of control applied to ACS's suppliers are dependent upon the type of product or material being supplied; the impact of the product or material on ACS's subsequent processes; the results of supplier evaluations; and past supplier performance. When suppliers are not specified by customer requirements, records of supplier evaluation and selection shall be maintained.

7.4.1.1 Review of Requirements Related to the Product

The purchasing process, supplier approval process, supplier selection criteria, supplier evaluation, and use of customer-specified suppliers shall be addressed in a control feature.

7.4.1.2 Review of Requirements Related to the Product

Suppliers shall be selected, evaluated, and re-evaluated based on one or more of the following:

- Inspection of final product at supplier's facility
- Inspection of final product upon delivery
- Supplier conformance surveillance
- Verification that supplier's QMS conforms to an internationally recognized standard

7.4.2 Purchasing Information

After having been reviewed for adequacy, purchasing information will be communicated to suppliers and shall include, where applicable:

- requirements for approval of product, procedures, processes/systems, and equipment
- requirements for the qualification of personnel
- quality management system requirements

- type, class, grade, or other precise identification
- relevant standards, specifications, drawings, process requirements, or other technical data, including revision levels of each document

7.4.3 Verification of Purchased Product

A control feature shall be defined for the verification of purchased products and materials. The process shall include definition of where verification activities shall be performed: at ACS's facility, the supplier's premises, or other designated locations, as applicable. Additionally, it shall include any applicable documentation requirements.

Records resulting from any of these verification arrangements shall be maintained.

7.5 Production and Service Provision

7.5.1 Control of Product and Service Provision

Production and service provision shall be carried out under controlled conditions and shall include as applicable:

- information describing product characteristics
- relevant work instructions
- suitable equipment
- suitable monitoring and measuring processes and equipment
- product release, delivery, and post-delivery activities

7.5.1.1 Control of Product and Service Provision

A control feature shall be established describing the control of production and service activities relating to product characteristics, process documentation availability, use of suitable equipment, availability and use of monitoring and measuring devices, and release, delivery, and post-delivery product requirements.

7.5.1.2 Process Controls

Process controls shall be documented on routers and shall include requirements for verifying compliance with quality plans, work instructions, and other standards/codes, as applicable. The process control documents may be in electronic format and shall include or reference work instructions, control features, workmanship requirements, required equipment, and acceptance criteria for process, tests, inspections, codes and standards, and customer's inspection hold or witness points, as applicable.

7.5.2 Validation of Process for Production and Service Provision

Outsourced production activities where resulting output cannot be subsequently monitored or measured shall be controlled. Arrangements for these processes shall include criteria for process review

and approval, equipment and personnel qualification, validation and re-validation of specific methods and procedures, and record requirements, as applicable.

7.5.3 Identification and Traceability

Product identification and traceability status with regards to monitoring and measuring shall be identified throughout all stages of product realization. When traceability is required, records shall be maintained.

7.5.3.1 Identification and Traceability

A control feature shall be defined to address product identification and traceability requirements that have been established by internally, by a customer, or by product specification.

7.5.3.2 Identification and Traceability Maintenance and Replacement

The control feature shall address the replacement of identification or traceability marks removed during processing.

7.5.3.3 Product Status

A control feature shall be defined to address product monitoring and measurement status throughout all stages of production.

7.5.4 Customer Property

Customer property shall be handled with care while in ACS's possession. It shall be identified, verified, and protected from damage. Should customer property become unusable for any reason, the customer shall be notified and records maintained.

7.5.4.1 Customer Property

A control feature shall be established to define the requirements for verifying, storing, maintaining, controlling, identifying, and processing customer property.

7.5.5 Preservation of Product

7.5.5.1 Preservation of Product

Raw materials and finished product shall be preserved, identified, handled, packaged, stored, and delivered in a manner that maintains conformity to defined requirements throughout the product realization process. These requirements shall be documented in a control feature.

7.5.5.2 Periodic Assessment of Stock

In order to detect any potential damage, deterioration, or obsolescence, the condition of product in stock shall be periodically assessed. As a minimum, any maintained inventory will be assessed annually.

7.6 Control of Monitoring and Measuring Equipment

ACS shall identify the appropriate monitoring and measuring requirements and shall ensure the availability of suitable monitoring and measuring equipment.

7.6.1 Control of Monitoring and Measuring Equipment

A control feature shall be established to address the control, periodical verification, calibration traceable to national or international standards, maintenance, any necessary authorized adjustment, safeguarding, and protection of monitoring and measuring equipment. It shall also define a system for identifying the calibration status, selecting, and controlling the use of said equipment. These controls apply to all company-owned, customer-owned, and employee-owned devices. Prior to use, monitoring and measuring devices shall be identified, selected, and verified to ensure their capability of meeting requirements. Device calibration records shall be maintained.

Controlled according to the Calibration Procedure, QP 07.

Should devices be found to not conform to requirements, appropriate action shall be taken to determine the validity of previous measurement results and the proper course of action on affected product.

7.6.2 Environmental Conditions

Environmental conditions shall be suitable for the calibrations, adjustments, inspections, measurements and tests being carried out.

8 MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.1 General

Monitoring, measurement, analysis, and improvement activities shall be defined, planned, and implemented to ensure product and QMS conformity, and continually improve QMS effectiveness. These activities include assessing customer satisfaction, conducting internal audits, and monitoring and measurement of both product and processes.

8.2 Monitoring and Measurement

8.2.1 Customer Satisfaction

Customer satisfaction, including how customers perceive ACS, shall be monitored, measured, documented, reported, and managed. This information shall be included in the management reviews.

8.2.2 Internal Audit

There shall be a documented procedure, which defines the internal audit process, audit criteria, frequency, review and closure of audit results, and records required. At a minimum, the procedure shall:

- define how previous audit results are used or considered
- ensure that areas are audited by persons other than those performing or responsible for the activities being audited
- ensure that audit results are brought to the attention of personnel responsible for the area being audited
- define requirements for corrective action and verification activities

8.2.2.1 Internal Audit

An internal audit schedule shall be established to ensure all the requirements of ACS's quality system are audited at minimum annually.

8.2.2.2 Response Times

Response times for addressing nonconformities detected during internal audits shall be identified.

8.2.3 Monitoring and Measurement Processes

Methods shall be established to monitor, analyze, report, and determine if the QMS is suitable and effective. These metrics may relate to process performance, compliance to customer requirements, and improvement opportunities. Should planned results not be achieved, corrective action shall be taken.

8.2.4 Monitoring and Measurement of Product

8.2.4.1 Monitoring and Measurement of Product

A control feature shall be established to define the requirements for:

- monitoring and measuring of product characteristics at appropriate stages
- requirements for final acceptance and release of product for shipment to the customer
- records of product conformity
- records indicating final release personnel

Shipment to customer shall not proceed until all arrangements have been completed.

8.2.4.2 Acceptance Inspection

Personnel performing final acceptance inspections shall not have performed or directly supervised the production of the product.

8.3 Control of Nonconforming Product

There shall be a documented procedure that defines how nonconforming product is identified, documented, reported, controlled, and dispositioned. Responsibility for the management of nonconforming product shall also be established. All identified product nonconformities shall be addressed, remedied or accepted under concession, re-verified to established requirements prior to further processing, and records maintained.

8.3.1 Release or Acceptance of Nonconforming Product

The documented procedure shall include release or acceptance of nonconforming product when not in conformance with manufacturing and/or original design criteria.

8.3.2 Field Nonconformity Analysis

The documented procedure shall include definition of means for identifying, documenting, and reporting field nonconformities

8.3.3 Customer Notification

When post delivery nonconformances are identified, customers shall be notified and records maintained.

8.4 Analysis of Data

8.4.1 Monitoring and Measurement of Product

There shall be a documented control feature for the determination, collection, and analysis of the monitoring and measurement of process conformance, customer satisfaction, supplier performance, and product quality requirements. Data shall be analyzed and reported as appropriate to identify areas requiring corrective action and opportunities for continual improvement.

8.5 Improvement

8.5.1 Continual Improvement

Continual improvement activities shall be driven by the use of monitoring and reporting of functional metrics, management reviews, internal audits, corrective and preventive action results, and data analysis.

8.5.2 Corrective Action

There shall be a documented procedure for corrective action. The procedure shall address:

- The review of process and product nonconformances, including customer complaints
- The determination of the nonconformance cause and required actions

- Necessary actions to prevent recurrence of detected nonconformances
- Establishment of corrective action plans
- Record retention requirements
- Determining the effectiveness of actions taken
- Definition of response time for addressing corrective actions

8.5.3. Preventative Action

There shall be a documented procedure for preventive action. The procedure shall address:

- Determining potential nonconformances and their causes
- The need for action to prevent nonconformances
- Establishment of preventive action plans
- Record retention requirements
- Determining the effectiveness of actions taken

PRODUCT REALIZATON CHART