FSR Florida Seal & Rubber

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Quality Management System

ISO 9001:2015

Introduction:

This Quality Management System (QMS) has been issued as the system employed at Florida Seal & Rubber to assure the ability to consistently provide products and services that meet and exceed the requirements of our customers, shareholders and interested parties.

No changes to the QMS or its Processes are valid until approved by Quality or Top Management.

Mission Statement:

Florida Seal & Rubber is committed to provide superior quality products and services that consistently exceed our customer's expectations.

Revision History:

Rev. 01	5/1/2017	Initial Release 9001:2015 Standards	Mick Whelan / Mike Nichols

Approved By:

FSR Quality Manager Date: 5/1/17

Mick Whelan

FSR President Date: 5/1/17

Mike Nichols

Controlled and Distributed By:

FSR Quality Manager Mick Whelan

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ISO 9001: 2015 Process Approach and PDCA Cycle Illustrations:

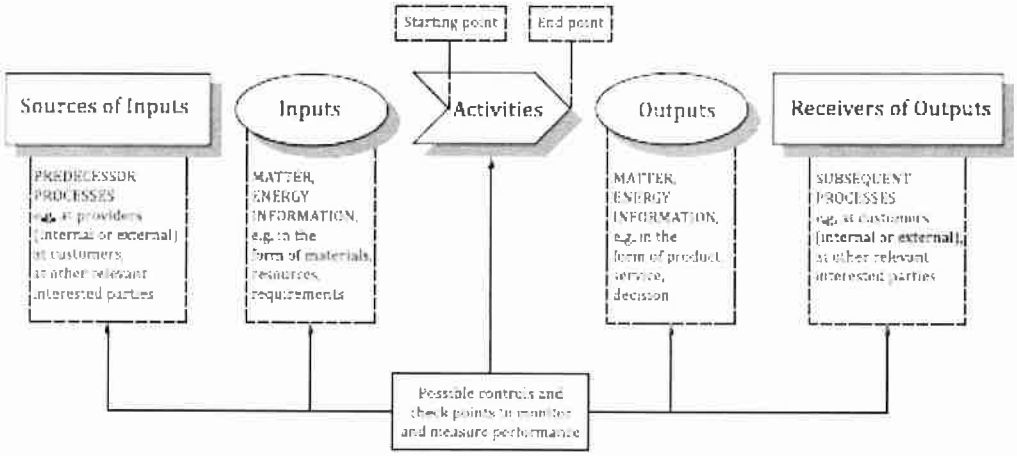
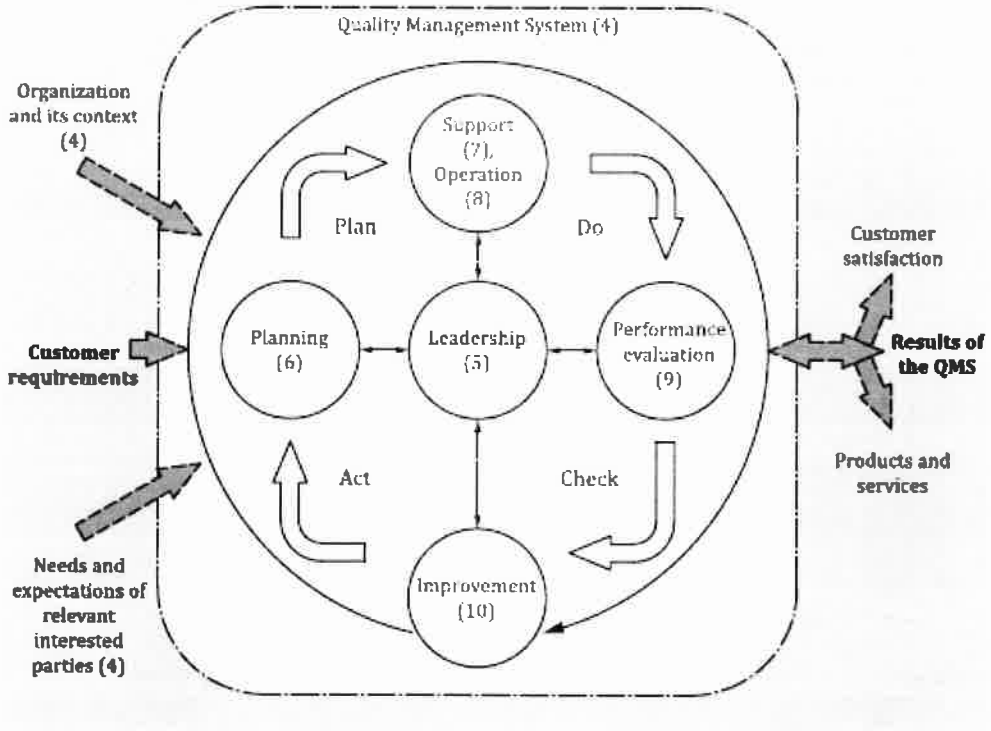


Figure 1 — Schematic representation of the elements of a single process



NOTE Numbers in brackets refer to the clauses in this International Standard.

Figure 2 — Representation of the structure of this International Standard in the PDCA cycle

1.0 Scope:

The Scope and intent of the Florida Seal & Rubber QMS is to provide each customer complete satisfaction of product and service through the processes and policies implemented, while maintaining compliance of the requirements in the ISO 9001:2015 Standard.

2.0 Normative References:

International Standard ISO 9001 Fifth Edition 2015-09-15 Reference Number ISO 9001:2015(E)

FSR Processes **FSR001 – FSR010**

3.0 Terms and Definitions:

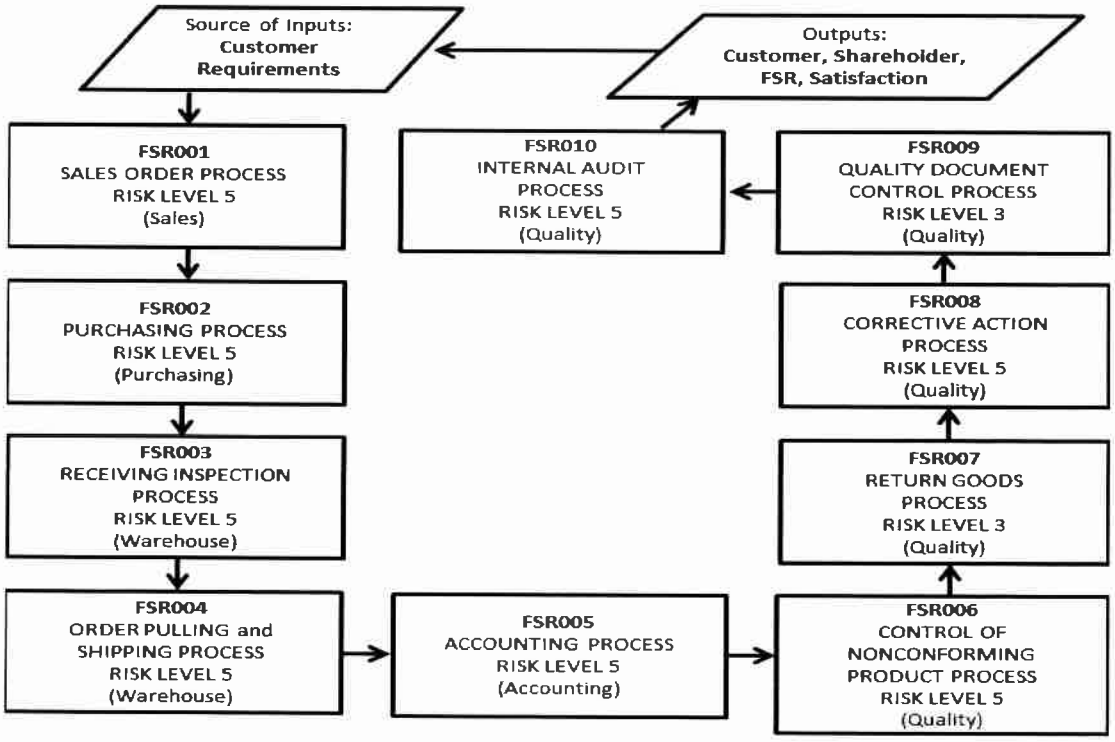
This Section references the definitions used in the standard, which are outlined in the section above.

Florida Seal & Rubber's definitions are found in the Processes referenced in the QMS.

4.0 Context of the Organization:

Florida Seal & Rubber has implemented the following Process Approach that includes the key processes that as a company are needed to meet the intended results of the QMS and interested parties. Each process uses a Plan-Do-Check-Act (PDCA) cycle that is measured monthly and internally audited yearly for effectiveness. The FSR Process Map shows the flow of Inputs, Risk Levels, and the responsibility of each Process to the next. The individual Process **(FSR001 – FSR010)** will show External or Internal Issues, Clear Inputs / Outputs, Risk Level, Mitigation of the Risks, Expected Outcome / Objectives, and how the process is monitored.

PROCESS MAP



4.1 Scope of the Florida Seal & Rubber QMS :

Florida Seal & Rubber is a distributor of rubber sealing products including backup rings, composite seals, custom rubber products, custom molded EMI/RFI shielding, extrusions, gaskets, hydraulic seals, metal seals, molded shapes, packing, rotary seals, sheet goods, Teflon seals, thermal management products, and value added processes that include unit packaging, part marking, and kit assembly.

Not Applicable to the FSR QMS: (8.3) Design & Development of Products and Services

Justification: Florida Seal & Rubber does not perform design activities therefore the fulfillment to the requirements of this Clause are not applicable in the FSR QMS. Services provided in this QMS are Value Added. These services do not affect product dimensions or specifications.

5.0 Leadership:

Florida Seal & Rubber's Top Management is committed to the effectiveness of the QMS and the ongoing improvements to meet and exceed Customers, Shareholders, Interested Parties, and the Company's expectations. Flow Down of the Quality Policy, Goals and Objectives are consistent with overall scope and context of the QMS. This includes the accountability that FSR Team Members have the understanding of how the process they perform relates to the QMS.

Top Management has empowered leaders in all departments to participate and create conditions geared to achieving the goals and objectives of the QMS. Top Management meets with the leaders weekly to review the status of each department and any additional resources needed to meet the intended outcome.

Quality Goals and Objectives are analyzed monthly for effectiveness by Quality and Top Management during Management Reviews. Internal Audits of Processes are preformed on a monthly schedule approved by Management and are reviewed when completed. Any Findings or Improvements will be discussed by Top Management and the Team Members effected.

The approval of this Quality Management System by Management emphasizes the importance, commitment and responsibility that each Florida Seal & Rubber Team Member has to meeting and exceeding the Customer's, Shareholder's, and Interested Party's expectations.

5.1 Customer Focus:

Top Managements commitment to the customer is found in each approved Process in the QMS **(FSR001 – FSR010)**. Florida Seal & Rubber understands that each customer may have different requirements but the same expectation of satisfaction. Any Risks found in the Processes are noted and mitigated to ensure the intended outcome of the product and services provided by FSR.

Management has approved customer visits by Quality to better connect with the customer on additional services FSR can provide. Yearly surveys and Customer Report Cards are also reviewed by Top Management monthly to ensure the QMS is meeting the Goals and Objectives of FSR.

5.2 Quality Policy:

Florida Seal & Rubber's goal is to provide customers with the best value products and services that meet or exceed their requirements on time. We achieve this through a robust Quality Management System empowered by Top Management and a Team of Associates dedicated to the Improvement of the QMS.

Florida Seal & Rubber's Process Approach implements an Input / Output flow that includes External or Internal potential Risks to the QMS. This approach is used to achieve the satisfaction to our Customers, Shareholders, and Interested Parties, while maintaining a Company Focus on the Quality Goals and Objectives.

Sales: Document Review, Quote Response, Best Value, Product knowledge.

Purchasing: Supplier Review, Product Confirmation, Pricing, Delivery, Expedites, Inventory.

Warehouse: Receiving, Inspection, Lot and Document Control, Storing, Product Pulling, Customer Labeling, Bagging, Certifications, Shipping.

Accounting: Accounts Payable, Accounts Receivable, Surveys, Representation and Certifications.

Quality: QMS, Document Control, Trainings, 1St Articles, Nonconforming Product, RGA's, Corrective Actions, Internal Process Audits.

Top Management: Flow Down of Accountability, Monitoring, Measurement, Goal Analysis, Management Review, Engagement of Employees.

5.3 Communication of the Quality Policy

This policy and the QMS is communicated and available to all Team Members on the Enlighten Management Software. It can also be made available for relevant interested parties upon request.

5.4 Organizational Roles and Responsibilities

FSR Top Management has outlined the roles, responsibility, and accountabilities of the team members on how the process they perform relates to the QMS. Each role is aimed to the satisfaction to our Customers, Shareholders, and Interested Parties, while maintaining a Company Focus on the Quality Goals and Objectives.

- **Roles and Responsibility**
  - Sales Team – Document Review, Quote Response, Product Knowledge, Order Entry Process
  - Purchasing – Product Confirmation, Pricing, Delivery, Expedites, Inventory, Purchasing Process
  - Warehouse Clerk – Receiving Inspection, Lot and Document Control, Storing, Product Pulling, Customer Labeling, Bagging, Certifications, Shipping Process
  - Accounting- Accounts Payable, Accounts Receivable, Surveys, Representation and Certification Process
  - Quality Manager – QMS meets ISO standards, FSR Objectives, Risks, Improvements, Processes, Internal Audits, Goal Monitoring, Changes to the QMS
  - Top Management – Flow Down Accountability, Communication and Understanding, Monitoring, Measurement, Management Review, Improvements, Resources, Engagement of Employees, Changes to the QMS

- **Organizational Chart**

6.0 Planning

Florida Seal & Rubber has implemented and audited the Processes **(FSR001 – FSR010)** in the QMS. The actions in each of the processes address different risks and opportunities used to achieve the desired outcome and limit risks to the Customers, Shareholders, and Interested Parties.

6.1 Quality Objectives

The FSR Quality Objectives are consistent with the Quality Policy and measurable for effectiveness and improvement. The Objectives are found in each process that includes Goals and tasks used to meet the satisfaction to our Customers, Shareholders, and Interested Parties, while maintaining a Company Focus.

Each Process Objective includes:

- Process Map (Source of Inputs and Outputs)
- Planning (Why the process was created)
- The determined Risk Level of the Process
- External Risk opportunities
- Internal Risk opportunities
- Expected Outcome of the Process
- How and when the Process is Monitored
- Who is Responsible
- Resources / Infrastructure Needed
- Knowledge / Competence
- Terms / Definitions

To achieve the effectiveness of the QMS Objectives and Goals, Top Management reviews the outputs of the approved processes monthly for improvements as part of the QMS.

6.2 Planning of Changes

When a change to the FSR QMS or any Processes is needed, Top Management will determine:

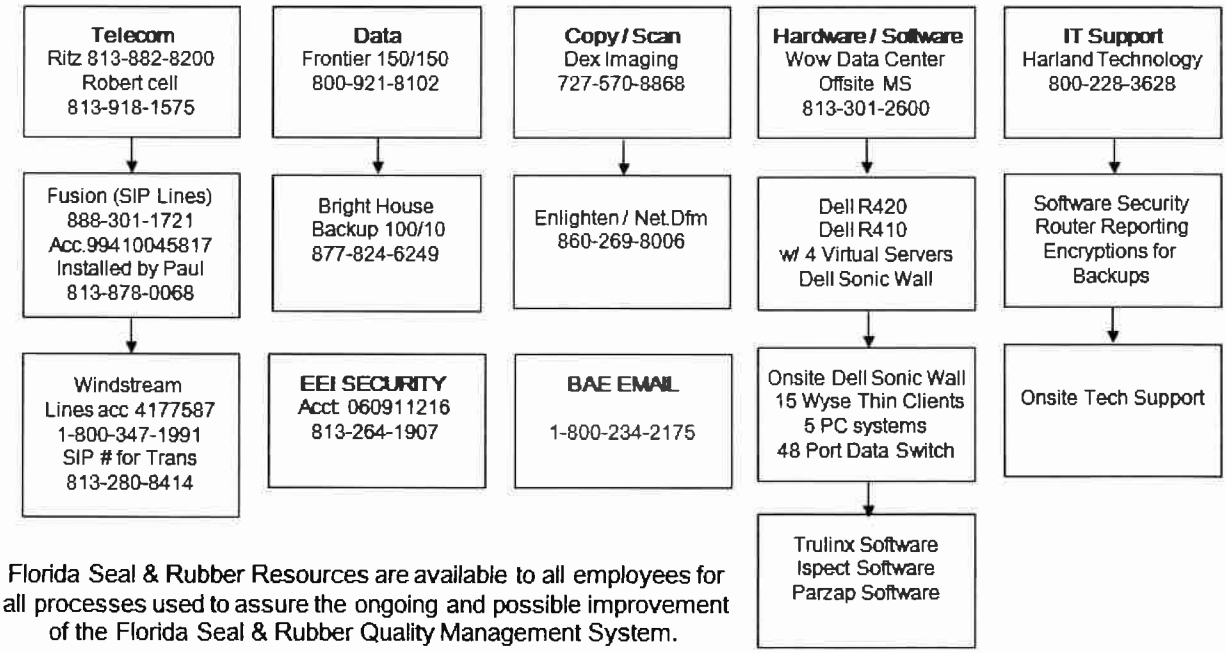
- The Reason for the Change?
- What will happen if the Change is made?
- What Effect will it have on the QMS system?
- If new Resources are needed.
- Who has the Authority and Responsibility?

7.0 Support

Each of the FSR QMS Processes includes the required Resources needed for the effective completion of the process. Considerations of resources are reviewed by Top Management monthly.

7.1. Resources

The following resources are provided to all FSR Team Members to ensure satisfaction to our Customers, Shareholders, and Interested Parties, while maintaining a Company Focus on the Quality Goals and Objectives.



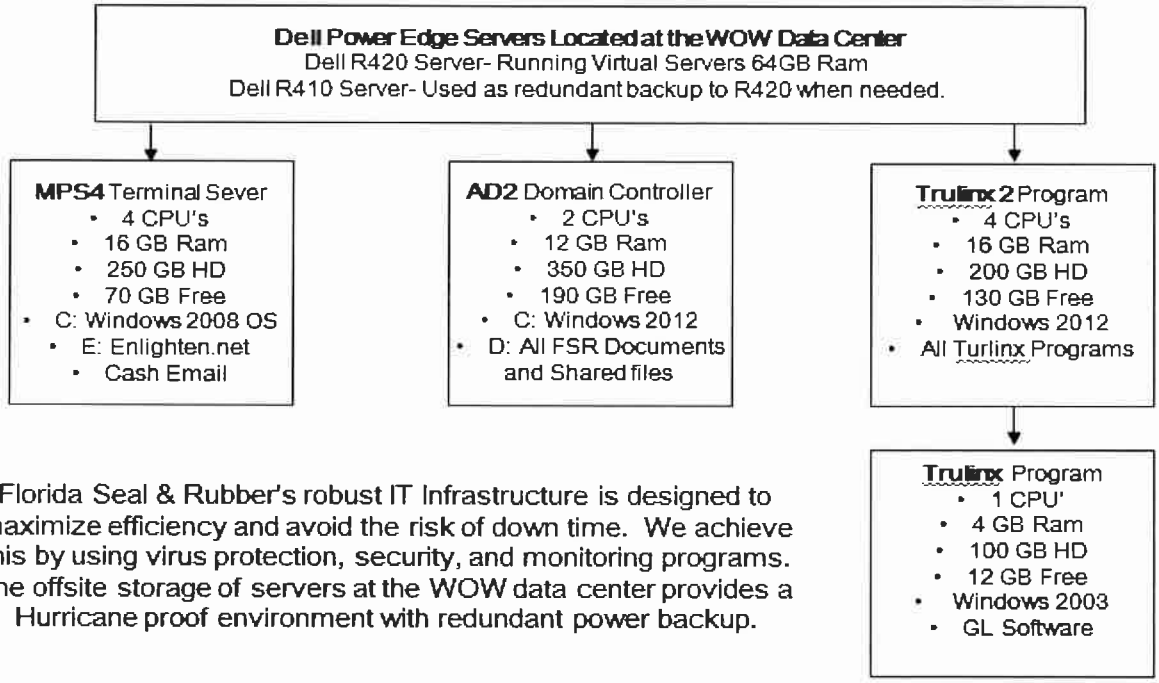
Florida Seal & Rubber Resources are available to all employees for all processes used to assure the ongoing and possible improvement of the Florida Seal & Rubber Quality Management System.

7.1.1 People

Florida Seal & Rubber has determined that the QMS Implementation and the Control of its Processes, be performed by the FSR Quality Manager, Top Management and FSR President. Effective communication from Top Management and the Flow Down to the Team Members on how the importance of the QMS and the processes they perform contributes the achievement of the QMS.

7.1.2 Infrastructure

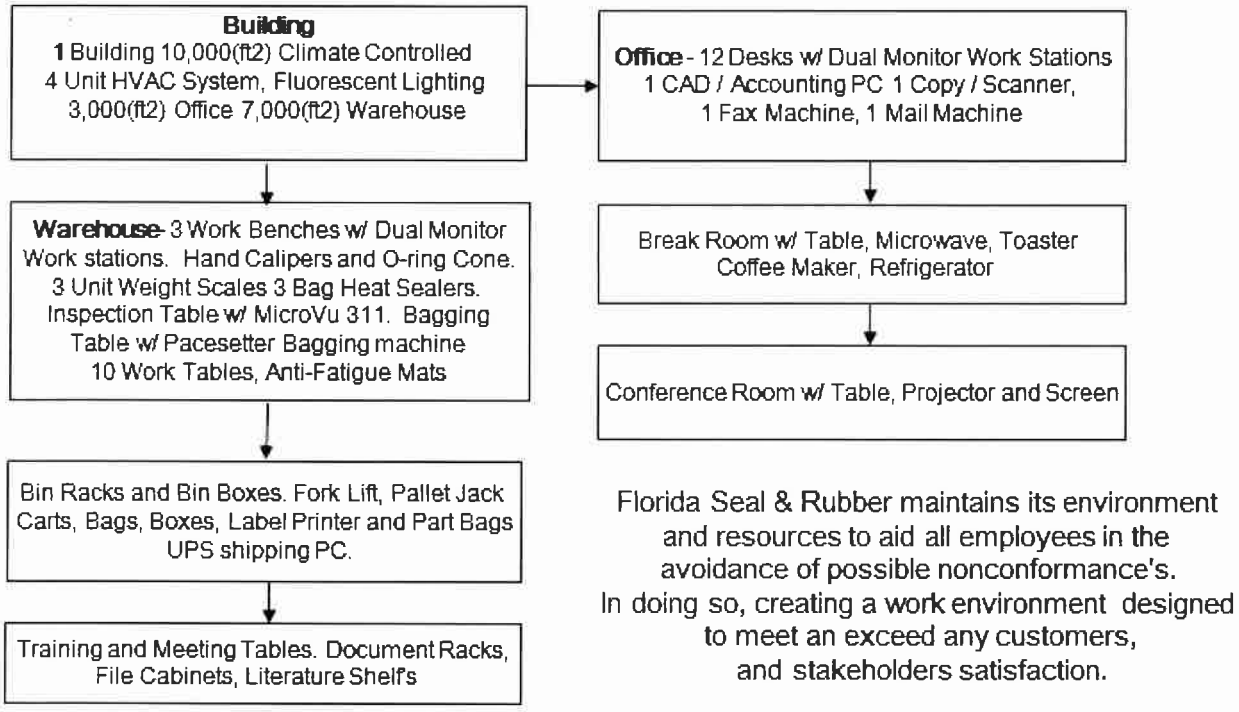
FSR has designed the following infrastructure for maintaining a sound operation.



Florida Seal & Rubber's robust IT Infrastructure is designed to maximize efficiency and avoid the risk of down time. We achieve this by using virus protection, security, and monitoring programs. The offsite storage of servers at the WOW data center provides a Hurricane proof environment with redundant power backup.

7.1.3 Environment

FSR's environment consist of the following to maintain an effective operation of the QMS and it's processes.



7.2 Monitoring and Measuring

As a distributor of rubber sealing products, the tools used at Florida Seal & Rubber to measure and validate received product may include the following:

- Sizing Cone / Pi Tape / Tape Measure.
- Digital Handheld Calipers (Calibration Needed)
- MicroVu 311 (Calibration Needed)
- Weight Scales (Calibration Needed)

Any Resources that require calibration have been specified, marked, and documented to ensure reliable results on the activity. All calibrations are performed by a 3rd Party with certificates issued for tractability.

7.3 Organizational Knowledge

Each FSR approved process was created by using knowledge necessary for the process to achieve and meet the QMS Goals and Objectives internally or externally. Team Members are trained on the process and resources used in the operation. Each process includes measurement methods used to determine if the process is effective. The Goals and findings are posted for review to see if additional resources are needed.

7.3.1 Competence

FSR Team Members have been trained internally on the process they perform. Each process includes the knowledge and Competence required. External trainings may have also been completed to ensure product knowledge. Goals and Objectives are measured monthly to provide evidence that the Team Members competence is consistent with the QMS. Team Members could also have a yearly review to help evaluate additional resources needed. Reviews can be conducted at any time necessary to complete Nonconformance's or Corrective Actions. FSR Team Members understand the importance of how the process they perform relates to the QMS.

FSR also expresses the Values a FSR Team Member should possess are:

- Honesty & Ethics
- Respect
- Humility
- Commitment
- Integrity
- Customer First Focus

7.3.2 Awareness

FSR Team members must have a clear understanding of the:

- FSR Quality Policy
- Quality Objectives within the Policy and Process they are performing.
- Expected outcome of the process they are performing.
- Nonconformance's caused due to not following the process.

7.4 Communication

Communication of internal or external findings impacting FSR QMS are reviewed by Top Management and posted monthly by the FSR Quality Manager. Team Members can access the reports and findings on Enlighten from their desktop.

7.5 Documented Information

FSR maintains a documented QMS as a way to ensure that the products and services provided conform to specified requirements. The approved FSR QMS consist of:

- Quality Manual- Providing the scope of the QMS and the applicable ISO 9001:2015 Clauses.
- Process Map- Visual Map of the process that includes Inputs, Outputs, and Risks.
- Process Procedures- Provides detailed requirements of each process:
    - The scope of the process
    - Risks (Internal or External)
    - Objectives
    - Measurement methods
    - Roles and Responsibility
    - Resources and Support
    - Mitigation of Risks

- Forms and Evidence - Any forms or measurement graphs used to ensure the effectiveness of the QMS.

7.5.1 Creating and Updating

When Creating or Updating a document FSR ensures the following:

- The identification and description (Rev, date and approval)
- Format (Hard / Soft Copy)
- Meets the requirements of the QMS

7.5.2 Control of Documented Information

FSR Quality Manager ensures the control of documented information has been:

- Approved by Top Management
- Protected from loss or improper use.
- Is available and suitable for use where and when it is needed.
- How it is distributed, accessed, and stored.
- Changes and Revisions are current.
- Retention and Disposition

All external documents necessary for the planning or operation of a process are identified, retained, and controlled for evidence of conformity.

8.0 Operation Planning and Control

FSR has implemented Processes **FSR001 – FSR010** to meet the intended outcome of the QMS and consistently provide products and services that meet and exceed the requirements of our customers, shareholders and interested parties. Each of the FSR processes identify Internal / External Risks, Resources needed, Responsibility, and a Plan-Do-Check-Act (PDCA) cycle that is measured monthly and internally audited yearly for effectiveness.

8.1 Customer Communication

FSR is committed to a clear and timely communication with our customers and all interested parties that include but are not limited to:

- Information relating to product and services.
- Inquiries for quotes, drawings, PO's, and changes.
- Collecting customer feedback relating to FSR performance and complaints.
- Contingency plans when relevant.
- Customer supplied property if needed.

8.2 Requirements for Products and Services

FSR request that all customer specific requirements for product or services are clearly defined by the customer include but are not limited to:

- Applicable statutory and regulatory requirements.
- Requirements necessary for FSR.
- FSR acceptance that the requested requirements can be provided.

8.2.1 Review of Requirements for Products and Services

FSR ensures that we have the ability to meet the requirements for products and services offered to customers to include:

- Specified dates for delivery activities.
- Information relating to product and services.
- Change Inquiries for quotes, drawings, PO's.
- Contingency plans when relevant.
- Applicable statutory and regulatory requirements.
- Requirements necessary for FSR.

FSR will ensure any changes differing from the requirements requested by the customer be defined and resolved before an order is accepted. All FSR processes **FSR001 – FSR010** and customer or supplier documents are retained in the Enlighten database.

8.2.2 Changes to Requirements for Products and Services

FSR will notify customers or interested parties when made aware of any changes to requirements, products, or services.

8.3 Not Applicable to FSR QMS: (8.3) Design & Development of Products and Services

8.4 Control of Externally Provided Products and Services

FSR is responsible for the quality of the products purchased from external providers. This includes customer designated sources. As a distributor, many of the external providers are noted as sole source on a customer's requirement. FSR's **FSR001** and **FSR002** processes allow controls to be applied when products are intended for common stock or product directly shipped to a customer. FSR evaluates external suppliers through monthly report cards to ensure necessary actions are taken if the supplier is under performing.

8.4.1 Type and Extent of Control

FSR ensures that externally provided product does not adversely affect the ability to meet the requirements to our customer. Any nonconformance's found regarding product or requirements will trigger Corrective Action Requests to be completed by the supplier. If nonconformances continue; the supplier will be replaced if possible.

8.4.2 Information for External Providers

FSR Processes **FSR001** and **FSR002** provide clear communication with external suppliers regarding customer or regulatory requirements. These processes ensure RFQ's and PO's generated by the FSR Trulinx system can be reviewed, and confirmed by the supplier before product is shipped.

8.5 Control of Production and Service Provisions

FSR Process **FSR001**, **FSR002**, **FSR003**, and **FSR004** control conditions that include:

- Information that defines the characteristics of the parts needed or services to be provided.
- Intended results to be achieved.
- Monitoring and measuring matrix resources that follow each FSR processes inputs and outputs.
- Resources, Infrastructure, and Environmental controls.
- Trainings and requirements for FSR personnel.
- Risk factors and how they are prevented.
- Follow up and record storage.

8.5.1 Identification and Traceability

FSR Processes **FSR003**, **FSR004**, and **FSR009** ensure all products received at FSR are identified and maintain complete traceability throughout the FSR QMS. Each process identifies the marking or identification needed to control outputs required by customer contract, or regulatory requirements.

8.5.2 Property Belonging to Customers or External Providers

FSR exercises care with any potential property that belongs to customers or external providers while under our control. If property is being stored at FSR it will follow the normal **FSR003** processes. This will eliminate any risk of loss, damage, or unsuitable product. If any issues are found; the customer or external provider will be contacted for actions needed to be taken.

8.5.3 Preservation

FSR process **FSR004** preserves conformity of the parts for delivery to the intended destination. Any special instructions required by the customer will be followed if during this process.

8.5.4 Post-Delivery Activities

FSR maintains documented information thru the Enlighten Scanning software on all delivered products to our customers. Other activities include surveys to the customer for feedback on the FSR customer service and quality of products provided to them.

8.5.5 Control of Changes

When a change to a Process is needed, FSR Top Management will determine:

- How the change will affect the process and any related process inputs or outputs.
- Will the change affect any customer or regulation requirements.
- Documented information resulting in the review of the changes made.
- Necessary actions that need to be taken from the results of the review.

8.5.6 Release of Products and Services

FSR Processes **FSR001**, **FSR002**, **FSR003**, and **FSR004** provide the determined planned actions needed to ensure any release of product meets all customer requirements, packaging, certifications, evidence of conformity and traceability. All records are maintained for easy retrieval in the Enlighten database.

8.5.7 Control of Nonconforming Product / Outputs

FSR ensures that any parts received that do not conform to customer or regulatory requirements are Identified and follow the **FSR006** Process. This process begins as soon as a part is found to be nonconforming:

- Parts are identified
- Segregated
- Communicated
- Inspected
- Disposition of Product

FSR006 process control the shipping of nonconforming products found to customers.

9.0 Performance Evaluation / Measurement, Monitoring, and Analysis

FSR Top Management has identified each process where applicable within the QMS; the Quality Goals, Objectives and Performance matrixes needed to be measured. This includes the methods used, how the information is analyzed, and the results. This information is shared by Quality and Top Management during Management Reviews. Internal Audits of the QMS and Processes are preformed on a monthly schedule approved by Management and are reviewed when completed. Any Findings or Improvements will be discussed by Top Management and the Team Members effected.

9.1 Customer Satisfaction

FSR monitors any information related to our customers perception of the service or products we provide to fulfill their requirements. FSR obtains this information by:

- **Customer Surveys / Customer Report Cards**
- **FSR Quality and Sales Onsite Visits**
- **RGA / Corrective Action Reports**
- **Customer Audits**

9.1.1 Analysis and Evaluation

FSR Top Management evaluates the feedback received from surveys, report cards, and measurement matrixes monthly to ensure all FSR Processes have identified and addressed any risks, both internally and externally. During this review FSR can look for improvements and additional resources for the QMS.

9.2 Internal Audits

FSR plans and conducts Internal Audits using the **FSR010** approved process. This process ensures the activities of the QMS are followed and meet the requirements of the International Standard. The **FSR010** process includes:

- **Audit Schedule**
- **Scope of Audit**
- **Auditor Training**
- **Expected Outcome**
- **Evidence / Findings of the Audit**
- **Corrective Actions / Nonconformance's**
- **Management Review of Audits**

9.3 Management Review

FSR Top Management conducts a review of the QMS monthly. This review includes the Quality Goals, Objectives and any actions from pervious reviews. Monthly Review Inputs include:

- **Internal / External issues to the QMS**
- **Quality Measurement Goal Results**
- **Performance of Products and Services**
- **Corrective Actions / Nonconformance's**
- **Internal Audits**

Monthly Review Outputs include:

- **Opportunities for Improvements**
- **Changes needed to the QMS**
- **Additional Resources Needed**
- **Evidence of the Management Reviews**

10.0 Improvement

Florida Seal & Rubber's Top Management is committed to the ongoing improvement of the QMS to meet an exceed Customers, Shareholders, Interested Parties, and the Company's expectations. Working to address future needs for all involved, while reducing undesired effects to the QMS.

10.1 Nonconformity and Corrective Action

FSR has implemented **FSR006**, **FSR007**, and **FSR008** processes to eliminate or control any nonconformance that are identified. These processes address the inputs of a nonconformance found at FSR or at a customer if it has occurred. Examples include:

- **Reviewing and Analyzing**
- **What Caused the Nonconformity**
- **Could it happen again**
- **Corrective Action Needed**
- **Effectiveness of the Corrective Action**
- **Updating Risks**
- **Results of the Corrective Action**

10.2 Continual Improvement

Florida Seal & Rubber's Top Management is committed to the ongoing improvement of the QMS to meet an exceed Customers, Shareholders, Interested Parties, and the Company's expectations. All results of analysis and evaluations of outputs from the FSR Management Reviews determine if additional resources are need for the FSR QMS. Any improvements will follow the Plan-Do-Check-Act (PDCA) cycle that is measured monthly and internally audited yearly for effectiveness.

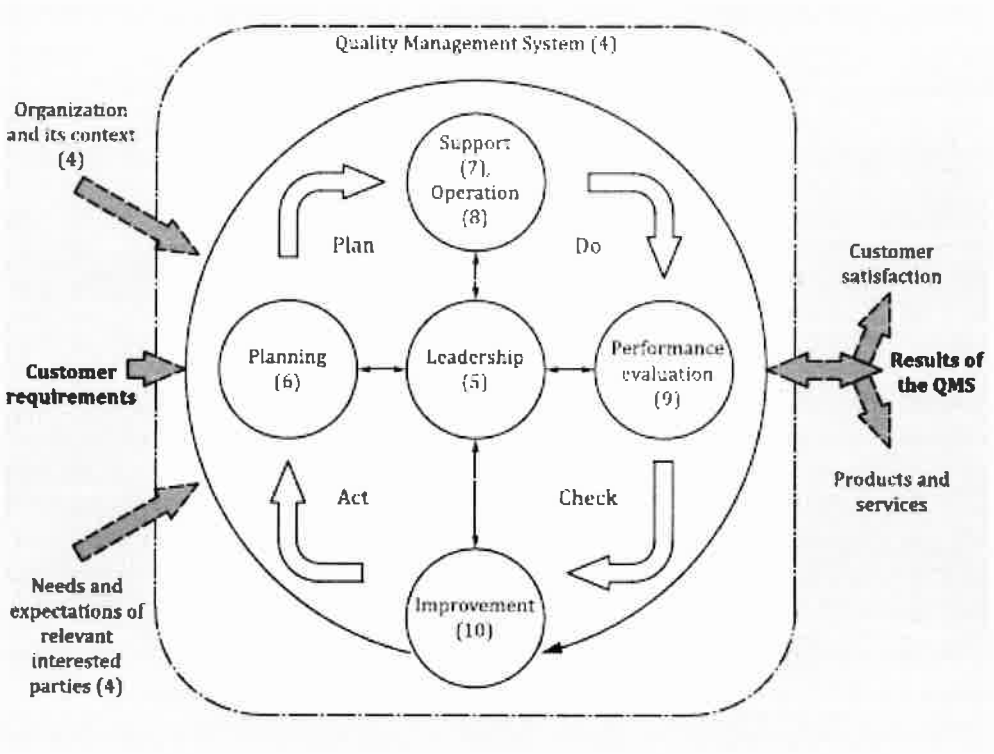


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Figure 2 — Representation of the structure of this International Standard in the PDCA cycle