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Metalife Industries Inc.

ISO9001
QUALITY POLICY MANUAL

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Introduction

Introduction:

The intent of this document is to define a system and organizational structure, which insures our consistent capability to provide products and services, which meet customer requirements and applicable statutory requirements. Our aim is to enhance customer satisfaction through the effective application of the quality management system.

Each employee is responsible for the quality of his or her own work. The Quality Management System of Metalife Industries, Inc. is designed to meet or exceed our customer requirements and to conform to the ISO9001 based quality system. This manual will outline, in general, the quality system used by Metalife Industries, Inc.

Distribution of this manual will be provided to customers and employees as appropriate and will be under the control of the Document Controller. Internal copies shall be serialized for control. Copies given to customers are uncontrolled and not updated when changes occur (see the Document Control procedure). The President of Metalife Industries, Inc. will approve any changes to this quality manual.

Scope:

This Quality Manual applies to all products and services provided by Metalife Industries, Inc. and covered under the scope of ISO9001.

Advanced Thin Dense Chrome Coating for industrial purposes.

Exclusions:

7.3 Product Design – Metalife Industries, Inc. is not design responsible at this time.

7.5.1 Control of production and service provision.

7.5.2 Validation of processes for production and service provision

4. Quality Management System

4.1 General requirements

Metalife Industries, Inc. has established documented, implemented and continually maintains a quality management system and continually strives to improve its effectiveness in accordance with the requirements of ISO9001.

Metalife Industries, Inc. has:

a) identified the processes needed for the quality management system and their application throughout the organization,

b) determined the sequence and interaction of these processes (see Appendices- Process Interaction Flow Chart and Organizational Chart),

c) determined criteria and methods needed to ensure that both the operation and control of these processes are effective,

d) ensured the availability of resources and information necessary to support the operation and monitoring of these processes,

e) monitored, measured and analyzed these processes, and

f) implemented actions necessary to achieve planned results and continual improvement of these processes.

These processes are managed by Metalife Industries, Inc.'s Management Review Committee in accordance with the requirements of ISO9001.

If we choose to outsource any process that affects product conformity with requirements, the Metalife Industries, Inc. will ensure control over such processes.

4.2 Documentation requirements

4.2.1 General

Metalife Industries, Inc.'s quality management system documentation includes at a minimum:

a) documented statements of a quality policy and quality objectives,

b) a quality manual,

c) documented procedures required by this ISO9001,

d) documents needed by the organization to ensure the effective planning, operation and control of its processes, and

e) records required by this ISO9001.

4.2.2 Quality manual

This quality manual includes:

a) the scope of the quality management system, including details of and justification for any exclusions (See sections entitled Scope and Exclusions above),

b) the documented procedures established for the quality management system, or reference to them (see procedure reference matrix in appendix section)

c) a description of the interaction between the processes of the quality management system.

4.2.3 Control of documents

Documents required by the quality management system are controlled. Records are a special type of document and shall be controlled according to the requirements given in 4.2.4.

Metalife Industries, Inc. has prepared a documented procedure that defines the controls needed:

a) to approve documents for adequacy prior to issue,

b) to review and update as necessary and re-approve documents,

c) to ensure that changes and the current revision status of documents are identified,

d) to ensure that relevant versions of applicable documents are available at points of use,

e) to ensure that documents remain legible and readily identifiable,

f) to ensure that documents of external origin are identified and their distribution controlled, and

g) to prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose.

4.2.4 Control of records

Records have been established and will be maintained to provide evidence of conformity to requirements and of the effective operation of the quality management system. Records are legible, readily identifiable and retrievable. Metalife Industries, Inc., has established a documented procedure define the controls needed for the identification, storage, protection, retrieval, retention time and disposition of records.

5. Management Responsibility

5.1 Management commitment

Metalife Industries, Inc.'s Management Review Committee is committed to and continually improves its effectiveness by the development and implementation of the quality management system and continually improving its effectiveness by:

a) communicating to the organization the importance of meeting customer as well as statutory and regulatory requirements,

b) establishing the quality policy,

c) establishing quality objectives,

d) conducting management reviews, and

e) ensuring the availability of resources.

Metalife Industries, Inc. shall use the management review process as a vehicle to embrace a-e above.

5.2 Customer focus

Metalife Industries, Inc.'s Management Team ensures that customer requirements are determined and met resulting in enhanced customer satisfaction.

5.3 Quality policy

Metalife Industries, Inc.'s Management Review Committee is responsible to ensure that the quality policy:

a) is appropriate to the purpose of the organization,

b) includes a commitment to comply with requirements and continually improve the effectiveness of the quality management system,

c) provides a framework for establishing and reviewing quality objectives,

d) is communicated and understood within the organization, and is reviewed during the management review process for continuing suitability.

5.4 Planning

5.4.1. Quality objectives

Metalife Industries, Inc. has developed quality objectives, which includes those needed to meet requirements for product at relevant functions and levels within the organization.

The quality objectives are measurable and consistent with the quality policy. Quality objective are continually reviewed and updated during the management review process.

5.4.2 Quality management system planning

Metalife Industries, Inc.'s top management ensures that:

a) the planning of the quality management system is carried out in order to meet the requirements given in section 4.1 a-f, as well as the quality objectives, and

b) the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

5.5 Responsibility, authority and communication

5.5.1 Responsibility and authority

Metalife Industries, Inc.'s top management has ensured that responsibilities and authorities are defined and communicated within the organization.

5.5.2 Management representative

Metalife Industries, Inc. has appointed the Office Manager as the Management Representative who, irrespective of other responsibilities, shall have responsibility and authority that includes:

a) ensuring that processes needed for the quality management system are established, implemented and maintained,

b) reporting to top management on the performance of the quality management system and any need for improvement, and

c) ensuring the promotion of awareness of customer requirements throughout the organization.

5.5.3 Internal communication

Metalife Industries, Inc.'s top management has ensured that appropriate communication processes are established within the organization and that communication takes place regarding the effectiveness of the quality management system.

5.6 Management review

5.6.1 General

Top management reviews our quality management system at least yearly to ensure its continuing suitability, adequacy and effectiveness. This review includes assessing opportunities for improvement and the need for changes to the quality management system, including the quality policy and quality objectives. Minutes of the management reviews are maintained.

5.6.2 Review input

Metalife Industries, Inc.'s management review agenda shall contain at a minimum:

a) results of internal audits,

b) customer feedback,

c) process performance and product conformity,

d) status of preventative and corrective actions,

e) follow-up actions from previous management reviews, and

f) recommendations for improvement.

5.6.3 Review output

Metalife Industries, Inc. produces minutes form the management review meeting which includes any decisions and actions related to:

a) improvement of the effectiveness of the quality management system and related processes,

b) improvement of product related to customer requirements, and

c) resource needs.

6. Resource Management

6.1 Provision of resources

Metalife Industries, Inc.'s Management Review Committee determines and provides the resources needed:

a) to implement and maintain the quality management system and continually improve its effectiveness, and

b) to enhance customer satisfaction by meeting and exceeding customer requirements.

6.2 Human resources

6.2.1 General

All Metalife Industries, Inc. personnel performing work affecting product quality are competent on the basis of appropriate education, training, skills and experience.

Competence, awareness and training

Metalife Industries, Inc.:

a) determines the necessary competence for personnel performing work affecting product quality,

b) provides training or take other actions to satisfy these needs,

c) evaluates the effectiveness of the actions taken,

d) ensures that our personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives, and

e) maintains appropriate records of education, training, skills and experience.

6.3 Infrastructure

Metalife Industries, Inc. determines, provides and maintains the infrastructure needed to achieve conformity to product requirements. Infrastructure includes, as applicable

a) buildings, workspace and associated utilities,

b) process equipment (both hardware and software), and

c) supporting services (such as transport or communication).

6.4 Work environment

Metalife Industries, Inc. determines and manages the work environment needed to achieve conformity to product requirements.

7. Product Realization

7.1 Planning of product realization

Metalife Industries, Inc. plans and develops the processes needed for product realization. Planning of product realization is consistent with the requirements of the other processes of the quality management system.

In planning product realization, we shall determine the following, as appropriate:

a) quality objectives and requirements for the product;

b) the need to establish processes, documents, and provide resources specific to the product;

c) requirements for verification, validation, monitoring, inspection and test activities specific to the product and the criteria for product acceptance;

d) records needed to provide evidence that the realization processes and resulting product meet requirements.

7.2 Customer-related processes

7.2.1 Determination of requirements related to the product

Metalife Industries, Inc. determines:

a) requirements specified by the customer, including the requirements for delivery and post-delivery activities,

b) requirements not stated by the customer but necessary for specified or intended use, where known,

c) statutory and regulatory requirements related to the product, and

d) any additional requirements determined by the organization.

7.2.2 Review of requirements related to the product

Metalife Industries, Inc. reviews the requirements related to the product. This review is conducted prior to the organization's commitment to supply a product to the customer (e.g. submission of tenders, acceptance of contracts of orders, acceptance of changes to contracts or orders) and shall ensure that:

a) product requirements are adequately defined,

b) contract or order requirements differing from those previously expressed are resolved, and

c) the organization has the ability to meet the defined requirements.

Records of the results of the review and actions arising from the review are maintained.

Where the customer provides no documented statement of requirement, the customer requirements are confirmed by the organization before acceptance.

Where product requirements are changed, the Metalife Industries, Inc. ensures that relevant documents are amended and that relevant personnel are made aware of the changed requirements.

7.2.3 Customer communication

Metalife Industries, Inc. has determined and implemented effective arrangements for communicating with customers in relation to

a) product information,

b) enquiries, contracts or order handling, including amendments, and

c) customer feedback, including customer complaints.

7.3 Design and development - Exclusion

7.4 Purchasing

7.4.1 Purchasing Process

Metalife Industries, Inc. ensures that purchased product conforms to specified purchase requirements. The type and extent of control applied to the supplier and the purchased product shall be dependent upon the effect of the purchased product on subsequent product realization or the final product.

The organization evaluates and selects suppliers based on the ability to supply product in accordance with the organization's requirements. A criterion for selection, evaluation and re-evaluation is established. Records of the results of evaluations and any necessary actions arising from the evaluation are maintained.

7.4.2 Purchasing information

Purchasing information describes the product to be purchased, including where appropriate:

a) requirements for approval of product, procedures, processes and equipment,

b) requirements for qualification of personnel, and

c) quality management system requirements.

Metalife Industries, Inc. ensures the adequacy of specified purchase requirements prior to their communication to the supplier.

7.4.3 Verification of purchased product

Metalife Industries, Inc. has established and implemented the inspection or other activities necessary for ensuring that purchased product meets specified purchase requirements.

Where Metalife Industries, Inc. or its customer intends to perform verification at the supplier's premises, the organization states the intended verification arrangements and method of product release in the purchasing information.

7.5 Production and service provision

7.5.1 Control of production and service provision

Metalife Industries, Inc. plans and carries out production and service provision under controlled conditions. Controlled conditions include, as applicable:

a) the availability of information that describes the characteristics of the product,

b) the availability of work instructions, as necessary,

c) the use of suitable equipment,

d) the availability and use of monitoring and measuring devices,

e) the implementation of monitoring and measurement, and

f) the implementation of release, delivery and post-delivery activities.

7.5.2 Validation of processes for production and service provision –

Metalife Industries, Inc. validates any processes for production and service provision where the resulting output cannot be verified by subsequent monitoring or measurement. This includes any processes where deficiencies become apparent only after the product is in use or the service has been delivered.

Validation demonstrates the ability of these processes to achieve planned results.

Metalife Industries, Inc. has established arrangements for these processes including, as applicable

a) defined criteria for review and approval of the processes,

b) approval of equipment and qualification of personnel,

c) use of specific methods and procedures,

d) requirements for records (see 4.2.4), and

e) revalidation.

7.5.3 Identification and Traceability

As appropriate, Metalife Industries, Inc. identifies the product by suitable means throughout product realization.

Metalife Industries, Inc. identifies the product status with respect to monitoring and measurement requirements.

Where traceability is a requirement by the customer, Metalife Industries, Inc. will control and record the unique identification of the product.

7.5.4 Customer Property

Metalife Industries, Inc. exercises care with customer property while it is under the organization's control or being used by the organization. Metalife Industries, Inc. identifies, verifies, protects and safeguards customer property provided for use or incorporation into the product. If any customer property is lost, damaged, or otherwise found to be unsuitable for use, shall be reported to the customer and records maintained.

7.5.5 Preservation of product

Metalife Industries, Inc. preserves the conformity of product during internal processing and delivery to the intended destination. This preservation includes identification, handling, packaging, storage and protection. Preservation also applies to the constituent parts of a product.

7.6 Control of monitoring and measuring devices

Metalife Industries, Inc., Inc determines the monitoring and measurement to be undertaken and the monitoring and measuring devices needed to provide evidence of conformity of product to determined requirements.

Metalife Industries, Inc. has established processes to ensure that monitoring and measurement can be carried out and are carried out in a manner that is consistent with the monitoring and measurement requirements.

Where necessary to ensure valid results, measuring equipment is:

a) calibrated or verified at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; where no such standards exist, the basis used for calibration or verification shall be recorded;

b) adjusted or re-adjusted as necessary;

c) identified to enable the calibration status to be determined;

d) safeguarded from adjustments that would invalidate the measurement result;

e) protected from damage and deterioration during handling, maintenance and storage.

In addition, Metalife Industries, Inc. assesses and records the validity of the previous measuring results when the equipment is found not to conform to requirements. The organization takes appropriate action on the equipment and any product affected. Records of the results of calibration and verification are maintained.

When used in the monitoring and measurement of specified requirements, the ability of computer software to satisfy the intended application is confirmed. This is undertaken prior to initial use and reconfirmed as necessary.

8. Measurement, Analysis and Improvement

8.1 General

Metalife Industries, Inc. implements the monitoring, measurement, analysis and improvement processes needed:

a) to demonstrate conformity of the product,

b) to ensure conformity of the quality management system, and

c) to continually improve the effectiveness of the quality management system.

This includes determination of applicable methods, including statistical techniques, and the extent of their use.

8.2 Monitoring and measurement

8.2.1 Customer satisfaction

As one of the measurements of the performance of the quality management system, Metalife Industries, Inc. monitors information relating to customer perception regarding whether the organization has met customer requirements. This may be done through customer visits, customer complaint system and customer satisfaction surveys. The results of this data are compiled and review as part of the management review process.

8.2.2 Internal audit

Metalife Industries, Inc. conducts internal audits at planned intervals to determine whether the quality management system:

a) conforms to the planned arrangements, to the requirements of this ISO9001 and to the quality management system requirements established by the Metalife Industries, Inc., and

b) is effectively implemented and maintained.

The planned audit program takes into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits. The audit criteria, scope, frequency and methods are defined. Selection of auditors and conduct of audits ensures objectivity and impartiality of the audit process. Auditors do not audit their own work.

The responsibilities and requirements for planning and conducting audits, and for reporting results and maintaining records have been defined.

The management responsible for the area being audited ensures that actions are taken without undue delay to eliminate detected nonconformities and their causes. Follow-up includes the verification of the actions taken and the reporting of verification results. This is handled through the corrective action system. It is the responsibility of the Management Representative to maintain the Internal Audit Program and report results to the management review committee.

8.2.3 Monitoring and measurement of processes

Metalife Industries, Inc. applies suitable methods for monitoring and, where applicable, measurement of the quality management system processes. These methods demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, correction and preventive actions are taken, as appropriate, to ensure conformity of the product.

8.2.4 Monitoring and measurement of product

Metalife Industries, Inc. monitors and measures the characteristics of the product to verify that product requirements have been met. This is carried out at appropriate stages of the product realization process in accordance with the planned arrangements.

Evidence of conformity with the acceptance criteria is maintained. Records indicate the person(s) authorizing release of product.

Product release and service delivery does not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, where applicable, by the customer.

8.3 Control of nonconforming product

Metalife Industries, Inc. ensures that product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery. The controls and related responsibilities and authorities for dealing with nonconforming product are defined in the Control of Nonconforming Product procedure.

Metalife Industries, Inc. deals with nonconforming product by one or more of the following ways:

a) by taking action to eliminate the detected nonconformity;

b) by authorizing its use, release or acceptance under concession by a relevant authority and, where applicable, by the customer;

c) by taking action to preclude its original intended use or application.

Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained, are maintained.

When nonconforming product is corrected it is subject to re-verification to demonstrate conformity to the requirements.

When nonconforming product is detected after delivery or use has started, Metalife Industries, Inc. takes action appropriate to the effects, or potential effects, of the nonconformity.

8.4 Analysis of data

Metalife Industries, Inc. determines, collects and analyzes appropriate data to demonstrate the suitability and effectiveness of the quality management system and to evaluate where continual improvement of the effectiveness of the quality management system can be made. This includes data generated as a result of monitoring and measurement and from other relevant sources.

The analysis of data provides information relating to

a) customer satisfaction (see 8.2.1),

b) conformity to product requirements (see 7.2.1),

c) characteristics and trends of processes and product including opportunities for preventive action, and

d) suppliers.

This data is reviewed by the Management Review Committee.

8.5 Improvement

8.5.1 Continual improvement

Metalife Industries, Inc. continually improves the effectiveness of the quality management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management review.

This data is reviewed by the Management Review Committee.

8.5.2 Corrective action

Metalife Industries, Inc. takes action to eliminate the cause of nonconformities in order to prevent recurrence. Corrective actions are appropriate to the effects of the nonconformities encountered.

A procedure has been established to define requirements for:

a) reviewing nonconformities (including customer complaints),

b) determining the causes of nonconformities,

c) evaluating the need for action to ensure that nonconformities do not recur,

d) determining and implementing action needed,

e) records of the results of action taken, and

f) reviewing corrective action taken.

8.5.3 Preventive action

Metalife Industries, Inc. determines actions to eliminate the causes of potential nonconformities in order to prevent their occurrence. Preventive actions are appropriate to the effects of the potential problems.

A procedure has been established to define requirements for:

a) determining potential non conformities and their cause,

b) evaluating the need for action to prevent occurrence of nonconformities,

c) determining and implementing action needed,

d) records of results of action taken, and

e) reviewing preventive action taken.

Appendices

A -1
Procedure Reference Matrix

ISO9001 Standard	Metalife Industries, Inc. Procedure Reference
4. Quality management system	
4.1 General requirements	NA
4.2 Documentation requirements	NA
4.2.1 General	NA
4.2.2 Quality manual	NA
4.2.3 Control of documents	S2 -Document Control
4.2.4 Control of records	S1 -Control of Quality Records
5. Management responsibility	
5.1 Management commitment	A1 -Management Responsibility
5.2 Customer focus	A1 -Management Responsibility, C1 -Contract Review
5.3 Quality policy	NA
5.4 Planning	
5.4.1 Quality objectives	A1 -Management Responsibility
5.4.2 Quality management system planning	A1 - Management Responsibility
5.5 Responsibility, authority and communication	
5.5.1 Responsibility and authority	A1 -Management Responsibility
5.5.1.1 Responsibility for quality	A1 -Management Responsibility, A2 - Corrective/Preventive Action
5.5.2 Management representative	A1 -Management Responsibility
5.5.3 Internal communication	A1 -Management Responsibility
5.6 Management review	A1 -Management Responsibility
5.6.1 General	A1 -Management Responsibility
5.6.2 Review input	A1 -Management Responsibility
5.6.3 Review output	A1 -Management Responsibility
6. Resource management	
6.1 Provision of resources	
6.2 Human resources	A4 - Training
6.2.1 General	A4 -Training
6.2.2 Competence, awareness and training	A4 -Training
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7. Product realization	
7.1 Planning of product realization	C1 –Contract Review
7.2 Customer-related processes	C1 –Contract Review
7.2.1 Determination of requirements related to the product	C1 –Contract Review
7.2.2 Review of requirements related to the product	C1 –Contract Review
7.2.3 Customer communication	C1 –Contract Review
7.3 Design and development	EXCLUSION
7.4 Purchasing	P1 - Purchasing
7.4.1 Purchasing process	P1 - Purchasing
7.4.2 Purchasing information	P1 - Purchasing
7.4.3 Verification of purchased product	P1 - Purchasing, P2 -Receiving Inspection
7.5 Production and service provision	PC3 -Process Control
7.5.1 Control of production and service provision	PC3 -Process Control, PC2 – Preventive Maintenance
7.5.2 Validation of processes for production and service provision	PC3 -Process Control
7.5.3 Identification and traceability	PC5 – Product Identification and Inspection Status
7.5.4 Customer property	P3 -Customer Supplied Product
7.5.5 Preservation of product	PC4 -Preservation of Product
7.6 Control of monitoring and measuring devices	MI1- Control of Measurement, Inspection and Test Equipment
8. Measurement, analysis and improvement	
8.1 General	
8.2 Monitoring and measurement	
8.2.1 Customer satisfaction	C1 -Contract Review
8.2.2 Internal audit	A3 -Internal Quality Audits
8.2.3 Monitoring and measurement of processes	A3 -Internal Quality Audits, PC3 -Process Control and A1 -Management Review
8.2.4 Monitoring and measurement of product	P2 -Receiving Inspection, MI2 -In-process Inspection, MI3 -Final Inspection
8.3 Control of nonconforming product	PC1 -Control of Nonconforming Product
8.4 Analysis of data	A1 -Management Responsibility
8.5 Improvement	
8.5.1 Continual improvement	A1 -Management Review, A2 -Corrective/Preventive Action
8.5.2 Corrective action	A2 -Corrective/Preventive Action
8.5.3 Preventive action	A2 -Corrective/Preventive Action