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1.0 General
This manual provides an overview of the Greenfield Precision Plastics documented Quality and Environmental Management Systems. GPP Management is committed to the principles of Continuous Improvement. These principles enable Greenfield Precision Plastics to consistently provide products and services that meet customer, governmental, statutory, and regulatory requirements. This manual is consistent with the organization’s quality and environmental policies.

GPP management has played an active role in the development of the Quality and Environmental Management Systems and support the policies as detailed in this manual.

Quality and Environmental Management System documentation is maintained electronically, and printed copies of this Manual, procedures, and work instructions are for reference only.

This manual is revised as necessary to reflect changes in quality system requirements.

2.0 Management System References

3.0 Management System Definitions
This document utilizes the terms and definitions listed in ISO 9000:2015 “Quality Management Systems Fundamentals and Vocabulary”, and the terms and definitions for ISO 14001:2015 in the ISO Directives Annex SL - “common terms, core definitions and definitions that are specific to environmental management”.

Company Proprietary Information
The electronic version of this QMS is the latest revision. It is the responsibility of the individual to ensure that any paper material is the current revision. The printed version of this document is uncontrolled.
4.0 Organization

4.1 Context of the Organization
Planning activities such as defining the needs and expectations of interested parties, scope of the QMS / EMS, the Quality and Environmental Policies and determining internal and external issues affecting the organization’s ability to achieve intended result(s) of the QMS / EMS, provide necessary input for defining the context of the organization.

The organization is committed to providing high quality, environmentally responsible, products and services.

The intended outcomes of the QMS are defined and documented in the Quality Policy, Quality Objectives and associated metrics provided in section 9 of this document. External and internal issues identified as affecting the achievement of intended outcomes are documented in Appendix A of this document. Interested parties relevant to the organization are defined in section 4.2 of this document. The needs and expectations of these parties have been considered and are aligned with the Quality Policy, Quality Objectives and associated metrics.

The intended outcomes of the EMS are found in the Environmental Policy, Environmental Objectives and associated metrics provided in section nine of this document. External and internal issues identified as potentially affecting the achievement of the EMS intended outcomes are documented in Appendix A1 of this document. Interested parties relevant to the organization are defined in section 4.2 of this document. The needs and expectations of these parties have been considered and are aligned with the Environmental Policy, objectives and associated metrics. Needs and expectations relevant to the EMS, include those that represent compliance obligations.

The context of the organization is reviewed at least annually or when there is a significant change to operations or products

4.2 Relevant Interested Parties

Relevant Interested parties are outlined and reviewed as part of our Context of the Organization Planning process. Requirements of interested parties are defined, monitored and updated as appropriate. Relevant Interested parties and their associated requirements are reviewed during Management Review meetings. Relevant Interested Parties and their requirements are identified below.

<table>
<thead>
<tr>
<th>Owners</th>
<th>Return on Investment – Now and in the Future</th>
<th>Government Agencies</th>
<th>Compliance with Regulations, Tax Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management</td>
<td>ROI, Pay, Job Security, Good Work, Environment</td>
<td>Local Community</td>
<td>Local Economic Benefit, Compliance, Tax Revenue</td>
</tr>
<tr>
<td>Employees</td>
<td>Pay, Job Security, Good Work, Environment</td>
<td>Suppliers</td>
<td>On Time Payment, Strategic Partnership</td>
</tr>
<tr>
<td>Customers</td>
<td>Quality Products on Time, Competitive, &amp; Low Risk</td>
<td>Customers / Customers</td>
<td>Quality Products on Time, Competitive, &amp; Low Risk</td>
</tr>
</tbody>
</table>
4.3 Quality / Environmental Management System
The Quality and Environmental Management Systems utilize a process-based approach, incorporating the Plan-Do-Check-Act (PDCA) cycle and risk-based thinking. This approach enables the organization to plan processes and interactions. The PDCA cycle enables the organization to ensure processes are adequately resourced and managed, and opportunities for improvement are determined and addressed. Risk-based thinking enables the organization to determine the factors that could cause deviation from planned results, and to develop and implement preventive controls to minimize negative effects.

4.3.1 Scope
The QMS/EMS applies to all processes, activities and employees within Greenfield Precision Plastics; a custom plastic injection molding operation specializing in injection molding and auxiliary operations in accordance with OEM specifications and government regulations. Facilities within the Scope of the QMS/EMS includes the 40,000 SQ.FT. manufacturing operation located at 175 Industrial Park Drive, Greenfield, OH.

4.3.2 Management System Processes
Core and supporting processes are defined and the sequence and interaction of processes is provided in the IOP Diagram located in Appendix B of this document.
5.0 Leadership

5.1 Customer Focus
GPP management demonstrates leadership and commitment with respect to customer focus through ensuring that customer, statutory and regulatory requirements are defined, understood, and consistently met; risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed; focus on enhancing customer satisfaction is maintained.

5.2 Quality Policy
Greenfield Precision Plastics is committed to achieving Customer Satisfaction by providing quality parts on time every time. We will accomplish this meeting all applicable requirements, statutory, regulatory, customer requirements and by continually improving our systems and quality performance.

In addition, GPP will meet all applicable ISO 9001 and regulatory requirements, and will ensure this policy is implemented, communicated, and is understood throughout the organization.

5.3 Environmental Policy
Provide a safe and healthful workplace and ensure employees are properly trained and have appropriate safety and emergency equipment.

Manufacture products that are safe for their intended use. Utilize manufacturing processes that do not adversely affect the environment. Strive to prevent air, water, and other pollution, minimize health and safety risks, and dispose of waste safely and responsibly.

Minimize waste and conserve natural resources by reusing and recycling materials. Ensure the responsible use of energy by conserving energy and improving energy efficiency.

Meet or exceed all applicable regulatory requirements. Report any potential environmental incidents promptly and inform affected parties as appropriate.

Be an environmentally responsible neighbor in the community, and act promptly to correct conditions that might negatively impact health, safety, or the environment.

Conduct internal audits of compliance with this policy, measure performance, and report periodically to management during management reviews.

Strive to continually improve GPP's Environmental Management System and performance.

Every employee and contractor working on company premises is expected to follow this policy and to report any environmental, health, or safety concern to GPP management.

5.4 Organizational Roles, Responsibilities and Authorities
Top Management is responsible for endorsing the Quality policy, ensuring appropriate resource allocation to enable the effective operation and continual improvement of the QMS / EMS.

In addition, the company’s management is responsible for:

a) Establishing and communicating the Quality Policy throughout the organization.

b) Defining and communicating responsibilities relating to the Quality Management System.

c) Conducting formal reviews of the QMS / EMS, sharing internal audit results and ensuring continued conformance and effectiveness of the QMS / EMS.
d) Continuing to make improvements with respect to the Management System

e) Ensuring that appropriate resources are available, and employees qualified to perform activities in accordance with the Management System.

f) Ensuring that Quality / Environmental objectives are established and monitored for achievement.

5.4.1 Delegation of Responsibility
An organizational chart (Appendix C) has been established to show the interrelations of personnel within the organization. Top Management may delegate specific responsibility and authority as necessary. Top management assigns the roles, responsibilities and authorities for reporting on the performance of the management system and its processes. Detailed descriptions of the responsibilities, authority and interrelation of different areas are described in the relevant procedures.

5.5 Communication
GPP Management determines the internal and external communications relevant to the quality and environmental management system, including; what to communicate; when to communicate; with whom to communicate; how to communicate; and who provides the communication.

5.5.1 Internal Communication
Internal Communication includes the Quality / Environmental Policies, Objectives, environmental / safety systems / requirements, and applicable authorities and responsibilities. Additional internal communications are defined in this and other QMS / EMS documentation.

5.5.2 External Communication
Company management is responsible for determining external communications relevant to the QMS / EMS, including environmental performance, product specific documentation and shareholder information.
6.0 Management System Planning

GPP management evaluates internal and external issues to identify strengths, weaknesses, opportunities, and threats as inputs for developing strategic goals. The outcome of this activity is to develop a Quality / Environmental Management System, with measurable objectives, and plans to achieve the objectives.

Planning activities for the Quality / Environmental Management System focus on effectively meeting customer requirements, quality objectives, environmental objectives and legal requirements. In addition, planning activities identify risks and opportunities to ensure:

   a) Actions are integrated and implemented into processes
   b) The Management System can achieve its intended results
   c) Desirable effects will be enhanced
   d) Undesired effects will be reduced or prevented
   e) Improvement is fostered
   f) Effectiveness of actions are evaluated

6.1 Risks and Opportunities

GPP management has considered risks and opportunities as they relate to the context of the organization and interested-party expectations. Actions are taken to address risks and opportunities in relation to achieving intended results and planned objectives. Actions taken to address risks and opportunities are proportionate to the potential impact on the QMS / EMS.

6.2 Objectives

6.2.1 Quality Objectives

GPP Management defines measurable and time-based quality objectives for relevant functions and levels within the organization. The objectives are monitored by the management team and are formally reviewed and updated during the management review meeting. Quality objectives are consistent with the Quality Policy, prescribed to all levels and functions within the organization, and include consideration of applicable requirements, relevance to conformity of products and services, and enhancement of customer satisfaction. Plans to achieve quality objectives, including responsibilities, timing, and resources for the realization of the objectives are defined and documented.

6.2.2 Environmental Objectives

GPP Management defines measurable and time-based environmental objectives for relevant functions and levels within the organization. The objectives are monitored by the management team and are formally reviewed and updated during the management review meeting. Environmental objectives are consistent with the Environmental Policy, prescribed to all levels and functions within the organization, and consider the potential influence of business activities, products and services on the environment. In addition, achieving Environmental Objectives is a means of enhancing environmental performance and fulfilling compliance obligations.
6.3 Planning Changes
Potential changes to the QMS / EMS are evaluated by the management team. Several tools are used to assist in the evaluation of the change, such as Management Review, Corrective Action review, QMS / EMS manual review, and review of results. The evaluation process includes review of the purpose for the change, potential consequences, impact on the QMS / EMS, availability of resources, and the assignment/reassignment of responsibilities and authority as defined in PRO-QA-001.
7.0 Resources

7.1. Resources
GPP determines and provides resources needed for establishment, implementation, maintenance, and continual improvement of the Quality Management System. These resources include the necessary:

a) People
b) Infrastructure
c) Environment for the Operation of Processes
d) Monitoring and Measurement Resources
e) Measurement Traceability
f) Organizational Knowledge

7.1.1 People
The Management Team will determine and provide personnel necessary for the effective implementation and operation of Quality Management System processes to achieve objectives, and operation and control of processes.

7.1.2 Infrastructure
The management team determines, provides and maintains the infrastructure necessary for the operation of processes and to achieve environmental compliance and conformity of products and services. Infrastructure includes:

a) buildings and associated utilities
b) equipment, including hardware and software
c) transportation resources
d) information and communication technology

7.1.3 Environment for the Operation of Processes
The management team determines, provides and maintains an environment necessary for the operation of processes and to achieve environmental objectives and conformity of products and services. This environment includes, but is not limited to safety, regulatory and statutory regulations.
7.1.4 Monitoring and Measurement Resources
GPP determines and provides the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the environmental compliance, and conformity of products and services to requirements.

GPP manages the measuring and test device equipment calibration program to ensure that monitoring and measurement activities are conducted according to SOP-QA-002. Documented information is retained as evidence of fitness for purpose of the monitoring and measurement resources.

Measuring equipment is:

a) calibrated or verified, or both, at specified intervals, or prior to use, using measurement standards traceable to international or national measurement standards; when standards do not exist, records for the basis used for calibration are retained.

b) identified in order to determine status

c) safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results.

7.1.5 Organizational Knowledge
The management team determines the knowledge necessary for the operation of processes and to achieve conformity of products and services. This knowledge is maintained, made available to the extent necessary, and is defined further in section 7.2 of this document.

7.2. Competence
GPP provides the necessary staff with the needed knowledge and skills, organizational infrastructure, and financial resources for establishing, implementation, maintenance, and improvement of the QMS / EMS. In cases where it is deemed necessary, GPP will hire competent external personnel and organizations from relevant fields for realization of activities for which the organization does not have adequate resources.

Management is responsible for identifying the needs and conducting training of employees who carry out activities that may have a significant impact on environmental compliance, the quality of product, service and customer satisfaction.

Each department manager / process owner is responsible for ensuring the competency of employees on the basis of education, training, and/or work experience, in accordance with the requirements of the work being performed. Defined in SOP-HR-001.

The method of ensuring the necessary competencies for roles, responsibilities, and authorities for implementation and control activities within the QMS / EMS are established.

7.3. Awareness
GPP management ensures that people doing work under its control are aware of the Quality and Environmental Policies, relevant objectives, their contribution to the effectiveness of the QMS / EMS and implications of nonconformance with QMS / EMS requirements.
8.0 Operation

8.1 Operational Planning
Greenfield Precision Plastics plans, implements and controls processes as required for the provision of products and services, and to implement the actions determined in planning activities. To achieve this, GPP determines the requirements for the products and services to be provided and establishes acceptance criteria for both the processes and the acceptance of products and services.

In addition, Greenfield Precision Plastics:

a) Establishes the resources required to achieve environmental compliance, and conformity to the product and service requirements
b) Controls the processes in accordance with the established criteria
c) Determines, maintains and retains documented information appropriately, in order to have confidence that the processes have been executed as planned and to demonstrate environmental compliance and conformity of products and services to identified requirements.

The output of this planning is appropriate to GPP operations and any changes are planned and controlled. In addition, reviews are conducted into the consequences of unintended changes, including the taking of any necessary action to mitigate any adverse consequences.

8.2 Requirements for Product & Service
8.2.1 Customer communication
Communication with customers includes:

a) providing information relating to products and services
b) handling enquiries, contracts or orders, including changes
c) obtaining customer feedback relating to products and services, including complaints
d) handling or controlling customer property
e) establishing specific requirements for contingency actions, when relevant

8.2.2 Determining the requirements related to products and services
GPP ensures requirements for the products and services to be offered to customers are defined by conducting a review of the requirements before committing to supply the products or services.

This activity includes a review of:

a) requirements specified by the customer, including those for delivery and post-delivery activities
b) requirements not stated by the customer, but known by GPP and necessary for the ended use
c) statutory and regulatory requirements applicable to the products and services
d) contract or order requirements differing from those previously expressed.

GPP ensures that contract or order requirements differing from those previously defined are resolved, and retains documented information, as applicable, on results of the review and on any new requirements for products and services. The process is defined in SOP-SLS-001

8.2.3 Changes to requirements for products and services
When requirements for products and services are changed, relevant documented information is amended, and relevant persons are made aware of the changed requirements.
8.3 Design and Development
All product design and development activities are defined and documented in Procedure SOP-ENG-001. Design and Development Activities include: Not applicable all design and development is provided from customers

8.3.1 Design and Development Planning
Plans are prepared for each design and development activity, which describe the activity, and define the responsibility for implementation. These activities are assigned to qualified personnel equipped with adequate resources. The plans are updated as necessary, as the design evolves.

The organizational and technical interfaces between different groups, which provide input into the design process, are defined and the necessary information documented, communicated, and regularly reviewed.

8.3.2 Design and Development Inputs
Design input requirements, including applicable statutory and regulatory requirements, are identified, documented, and reviewed for adequacy. Incomplete, ambiguous, or conflicting requirements are resolved. The results of proposal, tender and contract review activities are taken into consideration.

8.3.3 Design and Development Controls
Formal reviews of the design are planned and conducted at appropriate stages of the design. Participants include representatives of all functions concerned with the design stage being reviewed, as well as other specialists as required. Documented information of the reviews is maintained.

GPP controls the design and development process to ensure that:

a) the results to be achieved are defined
b) reviews are conducted to evaluate the ability of the results of design and development to meet requirements
c) verification activities are conducted to ensure that the design and development outputs meet the input requirements
d) validation activities are conducted to ensure that the resulting products and services meet the requirements for the specified application or intended use
e) any necessary actions are taken on problems determined during the reviews, or verification and validation activities

8.3.4 Design and development outputs
GPP ensures design and development outputs:

a) meet the input requirements
b) are adequate for the subsequent processes for the provision of products and services
c) include or reference monitoring and measuring requirements and acceptance criteria
d) specify the characteristics of products and services that are essential for their intended purpose

e) and their safe and proper provision.

Documented information relating to design and development outputs is retained
8.3.5 Design and development changes
GPP identifies, reviews and controls changes made during, or subsequent to, the design and development of products and services, to ensure that there is no adverse impact on conformity to requirements.

Retained documented information includes:

a) design and development changes  
b) the results of reviews  
c) the authorization of the changes  
d) the actions taken to prevent adverse impacts

8.4 Control of Externally Provided Processes, Products and Services
8.4.1 General
GPP evaluates subcontractors / suppliers and purchases only from those that can satisfy quality requirements. GPP has established and implemented a process for the evaluation of subcontractors / suppliers based on defined criteria. The process is defined in SOP-MTLS-001

Criteria includes:

a) Ability to understand product requirements  
b) Capability to meet specifications  
c) Logistical capacity  
d) Adequate Quality Management System  
e) Sound financial position  
f) Has achieved ISO 9001 certification or passed a second party audit.

An approved supplier list is maintained. Orders may only be placed with suppliers on the list.

8.4.2 Type and extent of control
The type and extent of control exercised over subcontractors is dependent on the impact of the subcontracted product on the quality of the final product, and the subcontractors' prior quality performance.

Purchased products may be subjected to receiving inspection. Performance of receiving inspection and the quantity / sample size inspected is dependent on the suppliers' prior quality performance, and the ability to perform an adequate receiving inspection. Where incoming inspection is not feasible or desirable, supplier certifications may be utilized.

Nonconforming products are segregated and are prevented from use in production.

Supplier performance is monitored. Suppliers with unacceptable performance are required to implement corrective action and are discontinued if there is no improvement.

8.4.3 Information for external providers
Purchasing documents clearly and completely describe ordered products, including quality requirements. Purchasing documents are reviewed and approved prior to release.
8.5 Product & Service Provision
The availability of specifications that define the characteristics of the product are defined as part of the order acceptance process. The availability of clearly understandable process related information / documentation for subsequent activities necessary for achieving product conformity is provided.

The following items are implemented to maintain control of production processes:

- a) The availability of information describing product characteristics
- b) The availability of procedures / work instructions
- c) The use of suitable and capable equipment
- d) The availability of monitoring and measuring devices
- e) The implementation of monitoring and measurement processes
- f) The implementation of defined release, delivery and post-delivery activities

8.5.1 Control of Production
GPP operates under controlled conditions.

Controlled conditions include:

- a) The availability of documented information that defines the characteristics of the products to be produced, the services to be provided, the activities to be performed, and the results to be achieved
- b) Criteria for workmanship and competence, effectively trained personnel and adequate equipment
- c) The availability and use of suitable monitoring and measuring resources; the implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services have been met
- d) The use of suitable infrastructure and environment for the operation of processes

*Note: No special processes have been identified within the organization*

8.5.2 Identification and traceability
GPP identifies outputs to ensure the conformity and status of products and services with respect to monitoring and measurement requirements throughout production process.

GPP controls the unique identification of the outputs when traceability is a requirement and retains the documented information necessary to enable traceability.

8.5.3 Property belonging to customers or external providers
GPP exercises care with property belonging to customers or external providers while under its control. This activity includes the identification, verification, and protection of the property.

8.6 Product Release
Processes have been implemented to ensure requirements have been satisfactorily completed prior to releasing product to the customer.

Documented information is retained to evidence this activity. The documented information includes evidence of conformity with the acceptance criteria and the release authority.
8.7 Non-Conforming Outputs

8.7.1 General
GPP ensures that outputs that do not conform to defined requirements are identified and controlled to prevent unintended use or delivery.

GPP takes appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This action also applies to nonconforming products and services detected during or after the delivery / provision of products or services. The process is defined in SOP-QA-005

GPP handles nonconforming outputs in one or more of the following ways:

- a) correction;
- b) segregation, containment, return or suspension of provision of products and services;
- c) informing the customer;
- d) obtaining authorization for acceptance under concession

Conformity to the requirements are verified when nonconforming outputs are corrected.

8.7.2 GPP retains documented information that:
- a) describes the nonconformity;
- b) describes the actions taken;
- c) describes any concessions obtained;
- d) identifies the authority deciding the action in respect of the nonconformity

Tags, labels and quarantine is used to identify and segregate nonconforming / suspect product.

8.8 Emergency Preparedness / Response
Emergency preparedness and response plans have been developed to identify potential accidents and emergencies, and to deal with unexpected incidents. As defined in Emergency-HR-001

Responsibilities and information sources are clearly defined, as well as the actions to be followed in the event of an emergency.

Testing of the effectiveness of the plans is undertaken on a periodic basis. Records are maintained to demonstrate the test methods, results and any corrective actions taken to improve the plans.
9.0 Performance Evaluation

9.1 Monitoring, Measurement, Analysis and Evaluation

9.1.1 General
GPP Management determines:

a) what needs to be monitored and measured;
b) methods for monitoring, measurement, analysis / evaluation needed to ensure valid results;
c) when the monitoring and measuring is performed;
d) when the results from monitoring and measurement are analyzed and evaluated.

GPP management evaluates the performance and the effectiveness of the QMS/EMS management system. GPP retains appropriate documented information as evidence of the results.

9.1.2 Quality Performance Indices
GPP collects and analyses appropriate data to demonstrate the suitability and effectiveness of the management system and to identify opportunities for improvement. Data is presented during management review. Data includes results from monitoring and measuring environmental performance, product conformity, customer satisfaction, planning effectiveness, risk assessment, and vendor performance.

9.1.3 Customer Satisfaction
GPP monitors information relating to customer perception of meeting requirements. Collects, analyzes and reviews customer feedback, complaints, and customer satisfaction. Customer satisfaction information is reviewed during the Management Review and is used by management to identify opportunities for improvement.

9.2 Internal Audit
Internal audits are conducted at planned intervals to evaluate the effectiveness of the QMS / EMS and to verify the systems conform to the requirements of ISO 9001:2015 and ISO 14001:2015. The process is defined in SOP-QA-003

The audit team consists of trained auditors, who are impartial to the process and have the necessary competence to identify non-conformances and opportunities for improvement within the QMS / EMS.

Audit reports and recommendations for corrective action are provided to GPP management. Corrective actions are implemented and verified. Audit findings and associated corrective actions are reviewed during Management Review meetings.

Internal Audit findings and corrective action information is retained.

9.3 Management Review

9.3.1 General
The Management Team meets twice per year to review the status of the Quality and Environmental Management System. The quality and environmental policies and manual are reviewed for suitability and effectiveness annually based on Key Process Indicators and internal audit findings. The process is defined in FRM-ADM-003
9.3.2 Management Review Inputs:
   a) The status of actions from previous management reviews;
   b) Changes in external and internal issues relevant to the QMS/EMS management system;
   c) Information on the performance and effectiveness of the QMS/EMS management system,
   including trends in:
      • Customer satisfaction and feedback from relevant interested parties;
      • The extent to which quality / environmental objectives have been met;
      • Process performance and conformity of products and services;
      • Nonconformities and corrective actions;
      • Monitoring and measurement results;
      • Audit results;
      • The performance of external providers,
      • The adequacy of resources;
      • Effectiveness of actions taken to address risks and opportunities;
      • Opportunities for improvement

9.3.3 Management Review Outputs
The outputs of the management review include decisions and actions related to:
   a) Opportunities for improvement
   b) Any need for changes to the quality management system/environmental management system
   c) Resource needs.

GPP retains documented information as evidence of the results of management reviews. Decisions and required actions are documented in management review meeting notes as management review action items.
10.0 Improvement

10.1 General
GPP determines and selects opportunities for improvement and implements actions to meet environmental objectives, customer requirements and enhance customer satisfaction. This activity includes improving environmental performance, and products / services to meet requirements as well as to address future needs and expectations; correcting, preventing or reducing undesired effects; improving the performance and effectiveness of the QMS / EMS.

10.2 Non-Conformity and Corrective Action
When a nonconformity occurs, including any arising from complaints, GPP takes action to eliminate the cause of nonconformity and prevent recurrence. Corrective actions are appropriate to the effects of the nonconformities. Examples of actions taken include:

- taking action to control and correct the non-conformity;
- reviewing and analyzing the nonconformity;
- determining the causes of the nonconformity;
- determining if similar nonconformities exist, or could potentially occur;
- implementation of any action needed;
- review of the effectiveness of any corrective action taken;
- updating risks and opportunities;
- If necessary, making changes to the QMS / EMS.

Documented information is retained as evidence of the nature of the nonconformities, corrective actions taken, and the results of corrective actions. As defined in PRO-QA-001

10.3 Continual improvement
GPP continually improves the suitability, adequacy and effectiveness of the Quality and Environmental Management System by considering the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities for continual improvement.
Appendix A

External issues
Government; OSHA, EPA
Utilities: DP&L
Suppliers: Including Trucking Companies
Competition: Quality
Labor Shortage Technical Shortfall in Labor Market
Technology - Industry 4.0

Internal Issues
Labor - Training
Financing
Equipment/Technology
Knowledgeable Staff w/experience
Internal Systems
ISO Certification
# GPP SWOT Analysis

**Strengths:**
- Technical Ability/Breadth
- Knowledge of the Business & Operations
- No Debt Service
- Good Local Workforce
- Location to Market
- Equipment/robotics
- Customer Relationships
- Tooling Capability

**Weaknesses:**
- Start-up
- New Employees 90%
- New Systems
- Auxiliary Equipment/including ERP System
- ISO 9000 Certification
- Supplier Base
- Over Extended Team

**Opportunities:**
- Tailor systems to meet customer needs
- “strategic partnerships”
- 100% Capacity
- Customer base
- Competitors Vulnerabilities
- Can Find/Train Right People
- Market Growth
- American Company Lead Time

**Threats:**
- Manufacturing 4.0 Capability
- Automotive Projects (2 years out?)
- Utilities Stability
- Limited Suppliers in Supply Chain Including Customer Supplied Materials
- Security
- Competitor Reaction
- Shipping Constraints
- Wage/competition & Benefits
Appendix B

Core Processes
- Customer
- Sales
- Engineering
- Manufacturing
- Warehousing*

Support Processes
- Materials Mgt
- Maintenance
- ADM / HR
- Quality/QMS

Quality Policy & Objectives
Management Review
Change Management
Document Control
Internal Audits
Calibration
Nonconformance
Corrective Action
Continual Improvement

Note: Warehousing = packaging, storage & prepare to ship. Warehousing falls under material management umbrella.
Appendix C

Organizational Chart, Roles & Responsibilities

MANAGING DIRECTOR
JOHN KARNS
Tool Engineering Program
Manufacturing Support

MANAGING DIRECTOR
SEAN KARNS
IT/Robotics/Automation
Vision Systems

MANAGING DIRECTOR
BRENT KARNS
Materials Warehouse Manager
Scheduling

MANAGING DIRECTOR
TOM KARNS
Plant Manager
Overall Plant Operations
Customer Satisfaction
11.0 Forms & Records

All documentation and records are retained and managed in accordance with the Control of Documented Information procedure.
### 12.0 Training, Process Audit, and Assessment Form

<table>
<thead>
<tr>
<th><strong>Activity Type:</strong></th>
<th>☐ Audit ☐ Training ☐ Assessment ☐ 1st ☐ 2nd ☐ 3rd ☐ Final ☐ Random</th>
<th><strong>Date:</strong> Click or tap to enter a date.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Employee:</strong></td>
<td>First, Last Name, Employee #</td>
<td><strong>Assessment Results:</strong></td>
</tr>
<tr>
<td><strong>Assessor:</strong></td>
<td>First, Last Name, Employee #</td>
<td>☐ Exceeds Expectations</td>
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<td>☐ Satisfactory</td>
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<tr>
<td></td>
<td></td>
<td>☐ Meets Expectations</td>
</tr>
<tr>
<td></td>
<td></td>
<td>☐ Does Not Meet Expectations — Retrain</td>
</tr>
<tr>
<td></td>
<td></td>
<td>☐ Fail — Stop and Retrain</td>
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<tr>
<td><strong>Notes:</strong></td>
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**Audit Notes:** ☐ Fit for Purpose ☐ Needs Change ☐ Obsolete

*This form can be used for training, process audits, or assessments*
13.0 Revision History Log

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<th>Description</th>
<th>Date</th>
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<td>Initial Release</td>
<td>1/30/2019</td>
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<tr>
<td>A</td>
<td>Added EMS/ISO14001 Requirements, Commitments, &amp; Processes</td>
<td>6/3/2019</td>
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Approvals

<table>
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<th>Name</th>
<th>Signature</th>
<th>Position</th>
<th>Date</th>
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<tbody>
<tr>
<td>Prepared by</td>
<td>Tom Karns</td>
<td>Gen Mgr.</td>
<td>6/3/2019</td>
</tr>
<tr>
<td>Reviewed by</td>
<td>Brent Karns</td>
<td>Managing Director</td>
<td>6/3/2019</td>
</tr>
<tr>
<td>Approved by</td>
<td>Sean Karns</td>
<td>Managing Director</td>
<td>6/3/2019</td>
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