

# STANLEY INDUSTRIES, INC.

Quality Manual

QM-001-A

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**ISO 9001:2015**



## **Quality Management Systems Documentation**

**Quality Manual / Documented Information**

**Document No. QM-001**

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# STANLEY INDUSTRIES, INC.

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# STANLEY INDUSTRIES, INC.

## Introduction

**STANLEY** developed and implemented a Quality Management System in order to document the company's best business practices, better satisfy the requirements and expectations of its customers and improve the overall management of the company.

To fully understand the organization and its context, **STANLEY** determined the external and internal issues that are relevant and that affect its ability to achieve the intended results of the quality management system.

The Quality Management System of **STANLEY** meets the requirements of the international standard ISO 9001:2015. The system addresses the servicing of the company's products. It incorporates the process approach where consistent and predictable results are achieved more effectively and efficiently when activities are understood and managed as interrelated processes.

This process approach provides for the management of the quality system and its processes through the application of a "Plan-Do-Check-Act" methodology and a focus on "Risk-Based-Thinking" leading to the prevention of undesirable outcomes.

The manual is divided into sections that correlate to the Quality Management System sections of ISO 9001:2015. The manual describes the Quality Management System, delineates authorities, interrelationships and responsibilities of the personnel responsible for performing within the system. The manual also provides the documented information with procedures or references for all activities comprising the Quality Management System that ensures the compliance to the necessary requirements of the standard.

This manual is used internally to guide the company's employees through the various requirements of the ISO standard that must be met and maintained in order to ensure customer satisfaction, continuous improvement and provide the necessary instructions that create an empowered work force.

This manual is used externally to introduce our Quality Management System to our customers and other external organizations or interested parties. The manual is used to familiarize them with the controls that have been implemented and to assure them that the integrity of the Quality Management System is maintained and focused on customer satisfaction and continuous improvement.

The manual is approved by a top management representative.

President: \_\_\_\_\_ Date: \_\_\_\_\_

# STANLEY INDUSTRIES, INC.

## Section 1    Scope of the Quality Management System

### General

To determine and establish the scope of the QMS, **STANLEY** determined the boundaries and applicability of the QMS and considered the external and internal issues, the requirements of relevant interested parties, and the products and services of the company. The scope is available and maintained as documented information stating the products and services covered by the QMS.

**STANLEY** applies all the requirements of ISO 9001:2015 when they are applicable within the determined scope of the QMS.

As developed with procedure P-400 for Organizational context, this Quality Policy Manual has been developed to meet the requirements of an ISO 9001:2015 Quality Management System, the **STANLEY** organization and their customers.

### Exclusions:

All requirements of the ISO 9001:2015 standard are applicable to **STANLEY** with the exception of Design and Development. Because **STANLEY** does not perform any design of its products, all product requirements and specifications are received from our customers.

- This exclusion does not affect the organization's ability, or responsibility, to provide the service of fastener sales and distribution and does not affect any applicable regulatory requirements.

Conformity to ISO 9001:2015 may only be claimed if the requirements determined as not being applicable does not affect the organization's ability or responsibility to ensure the conformity of its products and services and the enhancement of customer satisfaction.

In the event that any requirement is not applicable at **STANLEY**, justification for any instance where a requirement cannot be applied is documented.

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## **Section 2**    **References**

- a) Normative references - There are no normative references.
- b) Definitions - Applicable definitions are included in documented procedures and instructions.

## **Section 3**    **Documented Information**

### **a. Distribution Control List**

As required with procedure P-750 for Control of Documented Information.

Quality Manual latest revision:

Letter: \_\_\_ Date of Issue: \_\_\_\_\_ Issued by: \_\_\_\_\_

The status of the quality manual and/or description of changes are provided in the revision status page of this manual.

Controlled copies are issued to:

Copy No. 1    Top Management

Copy No 2    Quality Manager

The master copy is held by the Quality Manager.

This manual is issued and controlled by the Quality Manager. All matters or inquiries relating to its contents or usage are to be referred to that individual.

It is the responsibility of Top Management to communicate to the Executive Management Team the importance of training all employees of this manual and is available to the personnel under their control.

Uncontrolled copies of this manual will be identified with the word "uncontrolled" in bold letters across this page.

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## b. Manual Revision Status

As required with procedure P-750 for Control of Documented Information.

Rev. Let.	Description of changes	Initials	Date
A	Initial Issue of Manual QM-001-A	JC	6/25/18

- Authority to issue: Top Management / Quality Manager
- Authority to revise and approve -- Individual responsible for the procedures and the instruction documents contained in the manual.

The table below is used to provide the revision status for procedures and instructions:

Rev.	Date	Section	Paragraph	Summary of change	Authorized by

The signature in the "Authorized by" area in the revision table provided at the bottom of the procedures and instructions indicates the review and the approval for the latest revision to the procedures and instructions.

Revisions are identified by indicating the affected section and paragraph in the revision table.

All pages in the manual bearing dates prior to and including the date of the revision remain valid.

**c. Quality Policy** – (from) Attachment A-520-001  
On Page 7

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## QUALITY POLICY

### **STANLEY's Quality Policy Statement:**

Stanley Industries, Inc. has established and published a quality policy statement and strives to ensure that the importance of this statement is discussed during employee training sessions and at the time of new employee orientation. All employees are required to know and understand **STANLEY's** quality policy statement.

## QUALITY OBJECTIVE

### **STANLEY's objectives for quality are to organize its operations via the following:**

- *To implement a quality system that satisfies the provisions of ISO.*
- *To strive to meet and exceed our customers' needs and expectations for quality products.*
- *To train our employees to understand and use the provisions of our quality system.*
- *To focus on continued effectiveness in areas of quality.*

We express these objectives in the following quality policy statement that is established, communicated and implemented throughout the organization:

***Quality Fasteners, Happy Customers, Constant Improvement.  
If it is to be, it is up to me!***

## STRATEGIC DIRECTION

### VISION

**STANLEY** is a full line distributor of fasteners and industrial supplies and is committed to excellence and personalized service to our customers. Our core vision is to:

- Intimately know our customer's business, goals, and operations so we can assist in their growth and success.
- Combine all of our knowledge, experience, technology, and employees in order to provide total customer satisfaction.
- Advance in knowledge of progressive fastener technology systems, assemblies, and applications.
- Be committed to continuous improvement in all areas of our organization.

Achieve acceptable levels of Inventory Turnover Ratio, GM, ROI, ROA, and Net Profit.

# STANLEY INDUSTRIES, INC.

## MISSION

**STANLEY's** Mission Statement:

- a. *Is appropriate to the purposes of the **STANLEY** organization*
- b. *Includes a commitment to meeting requirements and continual improvement*
- c. *Provides a framework for establishing and reviewing the company's quality objectives*
- d. *Is communicated and understood at appropriate levels in the organization*

## GOALS

Our goal is to be a company that our customers:

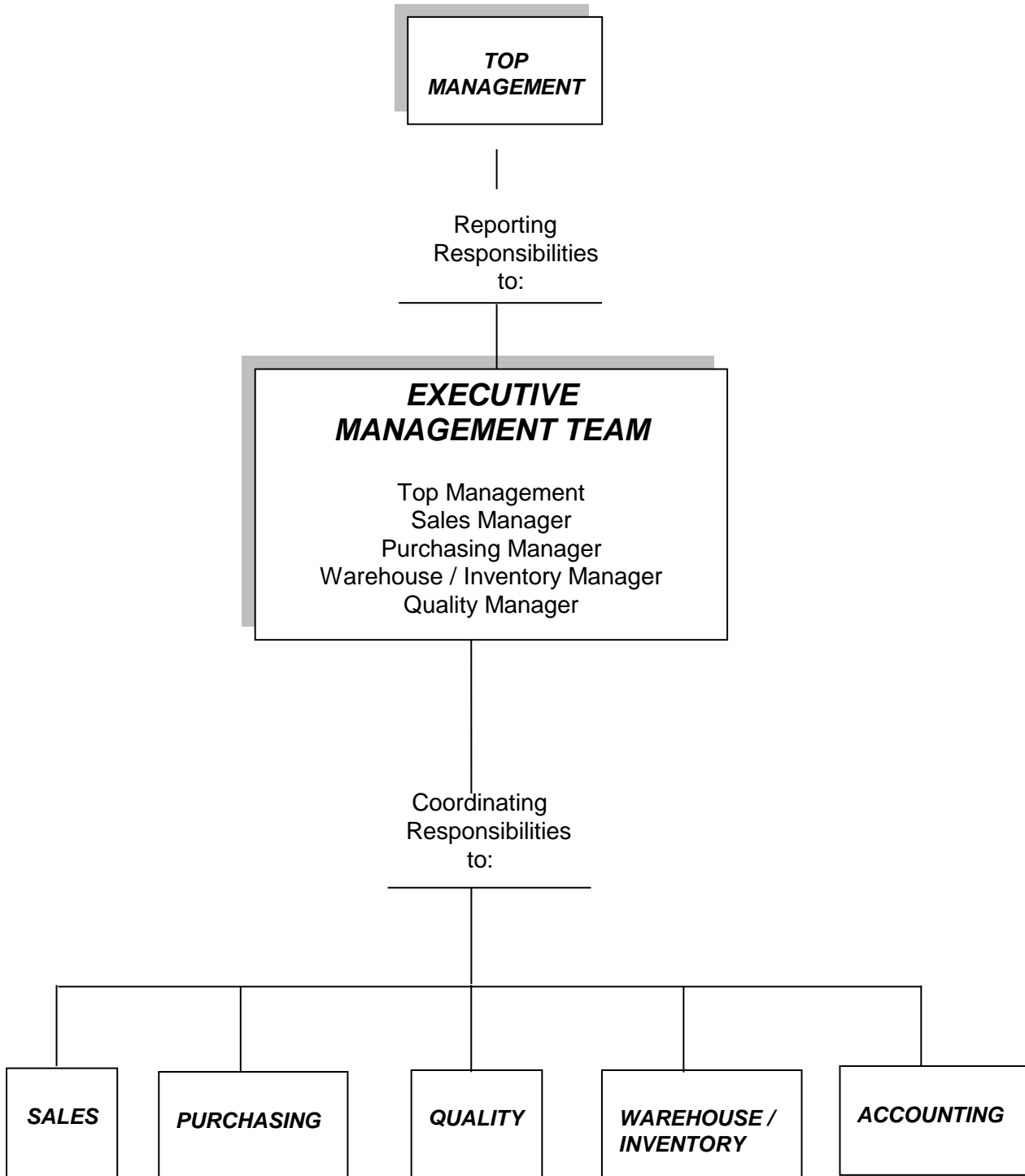
- 1. a) Realize our staff has a vast knowledge of fastener and its requirements.
- b) Knows that we will deal with them with integrity and honesty.
- c) Provide our customers with the best products available at a fair price.
- 2. To meet our goal:
  - a) We need to listen carefully to what our customers want. Our customer defines quality.
  - b) We have to be aggressive in seeking out ways to serve our customers. Each of us contributes to the total effort and each of us is responsible for doing the best job we can.
  - c) We should not be afraid to take chances for our customers.
  - d) We must work as a team – we cannot do it alone, we have to come together to better serve our customers.
  - e) We should strive to make a valuable contribution to our community in which we live and work.
  - f) We must maintain a commitment to quality, service and dedication to our customers and keep our competitive advantage.
  - g) We must remember that excellence is achieved by preventing problems rather than correcting them after they occur.



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d. Organization Chart – Attachment A-530-001

**ORGANIZATION CHART for STANLEY**



# STANLEY INDUSTRIES, INC.

## e. Company Background

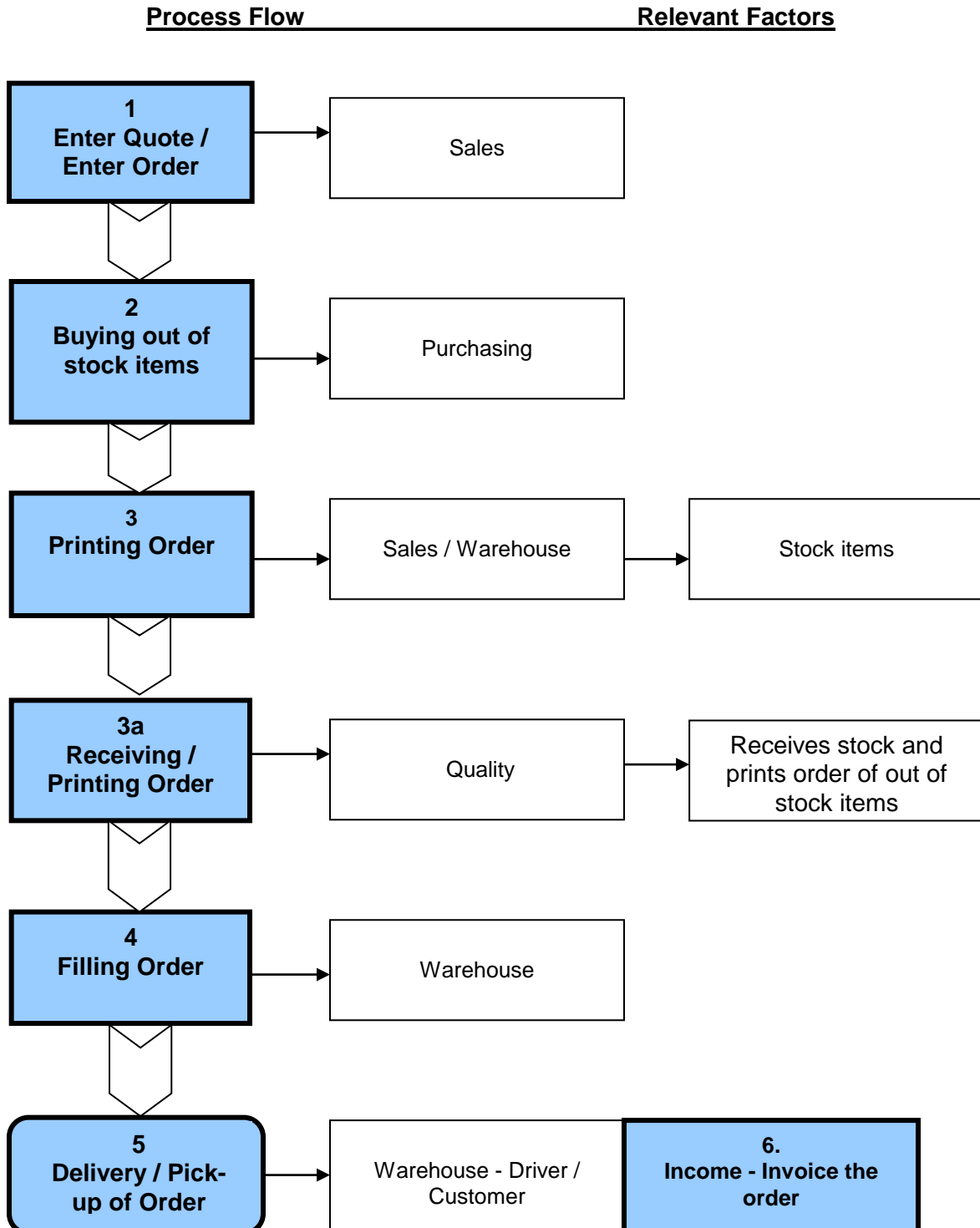
**STANLEY** was started in 1967 by our founder, Mr. Watson Stanley, and incorporated in December 1979. We have grown to become a major fastener distributor and ship product throughout the United States and Internationally. **STANLEY** has over 35,000 square feet of inventory and prides itself on its long-term commitment to our customers for a quality and affordable product.

## f. The Process Flow Diagram – FD-810-001

The process flow chart with steps from the distribution responsibilities to invoicing for the product supplied is included in the following page.

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The **FD-810-001** Process Flow Diagram represents each step in the Distribution Procedure Process and includes other relevant factors associated with the steps.



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### Section 04 Document information – Form F-750-001

This list of Documented Information covers the ISO standard clauses 4 through 10 and provides the responsibility, approval date, and revision status for the documents.

- The QM designation indicates a Quality Management System Manual.
- The P designation indicates Procedures.
- The WI designation indicates Work Instructions.
- The number following the document numbers listed in the Document column below identifies the clause of the standard that the document is associated with.
- Additional documented information relevant to procedures and instructions is outlined in the spreadsheets of Master Documentation Lists, form F-750-003.

Doc. #	Description	Responsibility	Approve date	Revise date	Revise date
<b>Quality Management System</b>					
QM-001	QMS Manual – Document Information	Top Management	6/25/2018		
<b>Clause 4 – Context of the Organization</b>					
P-400	Organizational Context	Top Management	6/25/2018		
<b>Clause 5 – Leadership</b>					
P-500	Leadership	Top Management	6/25/2018		
<b>Clause 6 – Planning</b>					
P-600	Planning for the QMS	Top Management	6/25/2018		
<b>Clause 7 – Support</b>					
P-710	Resource Management	Top Management	6/25/2018		
P-715	Control of Monitoring and Measuring Equipment	Top Management	6/25/2018		
P-720	Competence and Awareness	Top Management	6/25/2018		
P-740	Communication	Top Management	6/25/2018		
P-750	Control of Documented Information	Top Management	6/25/2018		

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WI-750-001	Document Numbering System	Top Management	6/25/2018		
<b>Clause 8 – Operation</b>					
P-810	Operational Planning and Control	Top Management	6/25/2018		
P-820	Customer Related Process	Top Management	6/25/2018		
P-830	Design and Development	N/AP	N/AP		
P-840	Control of External Providers	Top Management	6/25/2018	10/15/18	1/22/19
P-851	Control of Production and Service Provision	Top Management	6/25/2018		
P-852	Identification and Traceability	Top Management	6/25/2018		
P-854	Preservation	Top Management	6/25/2018		
P-870	Control of Nonconforming Outputs.	Top Management	6/25/2018		
<b>Clause 9 – Performance Evaluation</b>					
P-910	Monitoring, Measurement, Analysis and Evaluation	Top Management	6/25/2018		
P-912	Customer Satisfaction	Top Management	6/25/2018		
P-920	Internal Audits	Top Management	6/25/2018	1/29/19	
P-930	Management Review	Top Management	6/25/2018	1/30/19	
<b>Clause 10 – Improvement</b>					
P-1010	Improvement	Top Management	6/25/2018		
P-1020	Nonconformity and Corrective Action	Top Management	6/25/2018	8/16/18	1/29/19

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### Section 5 (of QMS) Records Documentation Matrix

This section of the Manual contains the Records Documentation Matrix.

- The last column indicates where in the QMS the documents are used.
- A sample of the latest attachment, form, registers and flow diagram is included.
- Additional documented information relevant to attachments, forms, registers and flow diagrams is outlined in the Records table, form F-750-004.

Doc #	Description of document	Used with Manual, Procedure, Instruction
<b>Attachments</b>		
A-520-001	Quality Policy	QM-001 / P-500 / P-740
A-530-001	Organization Chart	QM-001 / P-500 / P-600 P-740
A-600-001	PDCA guidelines	P-600 / P-740
<b>Forms</b>		
F-440-001	QMS-Process identification worksheet	P-400 / P-600 / P-810 P-851
F-610-001	Risk and opportunity worksheet	P-600 / P-1010
F-620-001	Quality objectives planning record	P-600
F-710-001	Equipment problem report	P-710 / P-715
F-715-001	Gage Certification Records	P-715
F-715-002	Monthly Verification Log	P-715
F-715-003	Monthly Rockwell Verification Log	P-715
F-720-001	Training action plan	P-720
F-720-002	Group training record	P-720
F-720-003	Employee Training Record	P-720
F-720-004	Orientation Checklist	P-720
F-740-001	Comment, suggestion report	P-740
F-750-001	List of documented information	QM-001 / P-750
F-750-002	Records documentation matrix	QM-001 / P-750 / P-1010 / WI-750-001
F-750-003	Master documentation lists	P-750 / P-740
F-750-004	Quality records table	P-750
F-750-005	Document change request	P-750
F-750-006	Document revision checklist	P-750
F-810-002	Project planning worksheet	P-600 / P-810 / P-851 / P-910

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Doc #	Description of document	Used with Manual, Procedure, Instruction
F-820-001	Sales Order Form	P-820
F-820-002	Part Build Form	P-820
F-820-003	Kit Build Form	P-820
F-820-004	Print Revision Tracking Form	P-820 / P-851
F-820-005	Customer Satisfaction Survey	P-820
F-840-001	Automotive Approved Suppliers List	P-840
F-840-002	New Supplier Form	P-840
-		
F-840-004	Rework Form	P-840
F-851-001	External Document Master List	P-851
F-854-001	Storage inspection report	P-854
F-854-004	Broken Boxes Form	P-854
F-910-001	QMS-Monitoring, measuring and analysis	P-810 / P-910 / P-1010
F-912-001	Customer survey and analysis	P-912
F-920-001	Procedure by work area	P-920
F-920-002	Internal audit checklist, plan, and report	P-920
-		
-		
F-920-005	Master Audit Schedule	P-920
F-930-001	Management review agenda	P-930
F-930-002	Management review output	P-930
-		
F-1010-001	Data analysis worksheet	P-1010
-		
F-1020-002	Concern Report	P-870 / P-1020
F-1020-003	Concern Report Status Log	P-1020

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<b>Doc #</b>	<b>Description of document</b>	<b>Used with Manual, Procedure, Instruction</b>
<b>Flow diagrams</b>		
FD-440-001	QMS Process interaction	P-400
FD-715-001	In House Calibration Flow Diagram	P-715
FD-810-001	Process Flow Diagram	QM-001 / P-810
FD-840-001	Purchasing Flow Diagram	P-840
FD-840-002	Secondary Process Flow Diagram	P-840
FD-851-001	Picking and Releasing Product Flow Diagram	P-851
FD-870-001	Nonconforming Product Flow Diagram	P-870
FPD-810-001	Top Management Process Flow Diagram	P-810
FPD-810-002	Sales Process Flow Diagram	P-810
FPD-810-003	Purchasing Process Flow Diagram	P-810
FPD-810-004	Quality Process Flow Diagram	P-810
FPD-810-005	Warehouse / Inventory Flow Diagram	P-810
<b>Doc #</b>	<b>Description of document</b>	<b>Used with Manual, Procedure, Instruction</b>
<b>Work Instructions</b>		
WI-715-001	Caliper Work Instructions	P-715
WI-715-002	Micrometer Work Instructions	P-715
WI-715-003	Dimension-All Work Instruction	P-715
WI-715-004	Technical Bulletin	P-715
WI-715-005	Verification Inst. Rockwell	P-715
WI-750-001	Document Numbering	P-750
WI-840-001	Receiving Inspection Desktop Binder	P-840
WI-854-001	Unloading Truck Instructions	P-854
WI-854-002	Scale Work Instructions for Model#XC780	P-854
WI-854-003	Scale Work Instructions for Scale F	P-854