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# QUALITY AND ENVIRONMENTAL SYSTEM AWARENESS

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## Why am I reviewing this document?:

- Employee awareness is a key tenant of manufacturing in a proper Quality and Environmental Management System.
- Flexfab's Quality Management System is certified to ISO9001, AS9100, and IATF16949 requirements which outline minimum guidelines that we must follow to achieve certification.
- Flexfab's Environmental Management System is certified to ISO14001 which has similar minimum guidelines but related to how we interact as a company to the outside environment.
- One of those guidelines (Para. 7.3) requires that Flexfab communicates and makes all employees aware of the content on the following slides. Please review them. If you have any questions, concerns or misunderstanding of the content, please contact your immediate supervisor for assistance.

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# QUALITY SYSTEM AWARENESS

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## The Quality Policy:

- As you have probably seen before, “we believe that everything we do must be of high quality.” This is our Quality Policy; you will need to know this and try to embody it in your daily tasks.

## Quality Objectives:

- Flexfab’s top quality objectives are customer centric. It is our job to serve the customer, so we closely monitor On-Time Delivery (OTD), Rejected Parts Per Million (RPPM), and Defective Parts Per Million (DPPM).

## Your contribution to the effectiveness of our Quality Management System:

- The Quality Management System at Flexfab is all our processes and documents working together to produce what our customers need. The key for everyone is to understand your documented instructions for your role (MDS, SOP, procedures, etc). These have been developed over the years to ensure consistency in training and product output. Make sure to follow them.

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## QUALITY SYSTEM AWARENESS

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### **Implications of not conforming with the Quality Management System Requirements:**

- If we do not follow our System, we will likely produce incorrect product and the customer will be unhappy. This could lead to financial penalties, product returns, and potentially failures in the field. It may also lead to discussions with your manager.

### **Documented information you will be working with and changes to them:**

- When using any work instruction (MDS, etc.), form, or procedure at Flexfab, it will be what we call a “controlled document.” Controlled documents will have a revision on the bottom of the page and will be controlled in our PLM/Advanced Viewer system. This all just means that you need to be using the latest and greatest version of that document so that everyone is on the same page and all changes to the document are accounted for.

### **Your contribution to product conformity:**

- At Flexfab we all have a responsibility to follow our work instructions and procedures to ensure product conforms. This means no shortcuts and no ad-libbing when doing our work. The process in our instructions has been agreed upon with the customer to produce a good output and that is what they want, otherwise the product may not work, fit, function, etc.

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## QUALITY SYSTEM AWARENESS

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### Your contribution to product safety:

- Everyone has a responsibility for product safety. Again, following procedures is important. Also be aware of FOD requirements, shelf-life of products, handling and transfer of chemicals requirements etc. No one wants expired or unidentified materials to go on transportation vehicles we all use.

### Importance of ethical behavior:

- Flexfab will always act in an ethical manner. This means we will follow our training and instruction. Never take short cuts, and never utilize and/or hide material or parts that are deemed non-conforming or out of its usable life. Even though the part may seem “ok,” they have been deemed non-conforming by trained individuals and are off-limits at that point unless you are a designated non-conformance handler.

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# ENVIRONMENTAL SYSTEM AWARENESS

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## The Environmental Policy

This is our Environmental Policy; you will need to know this and try to embody it in your daily tasks.

“We believe that we must be committed to protecting the environment.”

## Environmental Principles that drive our Environmental Management System

- ❖ Preserving the environment
- ❖ Preventing pollution
- ❖ Meeting our legal and regulatory requirements
- ❖ Continuously improving our processes
- ❖ Communicating our accomplishments

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# ENVIRONMENTAL SYSTEM AWARENESS

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## Your contribution to the effectiveness of our Environmental Management System

- Recycle everything that you can. This includes cardboard & cores, metal, aerosol cans, nylon, clear poly, plastics, paper, knife blades & pins, some silicone, printer/toner cartridges, and used oil to name a few things. Also recycle and do not throw away universal waste like batteries, electronics, mercury items, fluorescent lamps/bulbs, pesticides and used anti-freeze. Also properly dispose of hazardous waste at designated locations. Never pour chemicals down a drain.
- Reduce your use and avoid scrap. Through our continuous improvement process, we strive to reduce our usage of resources while building a high-quality product that meets or exceeds our customers expectations.

## Environmental Management System Objective

- By recycling and controlling scrap, we help preserve the environment by targeting one of our main Environmental Objectives which is to reduce our waste going to the landfill.
- If you ever have any Environmental Concerns, please bring them to your Supervisor. Also, if you have any ideas on how we can be more Environmentally friendly here at Flexfab, please contact your Supervisor or the EHS Specialist.

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# THANK YOU



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