



*ANSI/ISO/ASQ Q9001:2015 and  
SAE Aerospace Standard AS9100 Rev.D*

# *Corporate Quality Manual*



**ANSI/ISO/ASQ Q9001:2015 and SAE  
AS9100D**

## ***Corporate Quality Manual***

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### **Introduction**

This manual defines the management policies of New Age Metal Fabricating, Inc. hereafter referred to as "the company". It is intended to serve as an overview of the policies that the company uses to meet customer requirements.

The manual encompasses and complies with ANSI/ISO/ASQ Q9001:2015 and SAE AS9100D requirements.

This copyrighted document is the property of New Age Metal Fabricating, Inc. It has been issued solely for internal use or for the purpose of evaluation of the company's Quality System by organizations external to the company. Unauthorized duplication is prohibited.

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### **NEW AGE METAL FABRICATING COMPANY Corporate Profile**

**NAMF is a fully integrated world-class manufacturer of precision sheet metal, machining, and assemblies. Our staff has a combined experience of over 100 years in the industry.**

**NAMF offers a full array of precision metal fabrication capabilities. We are able to take an item at the concept stage, made out of virtually any type of material, and make it a reality. We have invested in state of the art facilities, equipment, and personnel training to ensure that our customers' prints are made to specification and delivered as required.**

**NAMF offers dedicated prototype and production services: from customized single quantity items to pre-production and full production runs with unlimited quantities.**

**NAMF takes full responsibility and control of the engineering, manufacturing, and quality of products. Our system is robust and extensive; it is flexible in order to meet all customer system requirements, including but not limited to internal manufacturing, supplies, material, and services procured by NAMF.**

**NAMF offers a complete turnkey solution to our customers' manufacturing needs.**

**Our skilled engineering and quality staffs combine the latest engineering and production techniques with practical knowledge gained from years of experience. Our customers can be assured of our ability to develop and produce products that meet the highest possible standards.**

**Our strong belief in flexibility and execution in the areas of product development, special processing, manufacturing, and assembly of the product have made NAMF a leader in this industry. World-class corporations (e.g., General Dynamics, Lucent, DRS, and Lear Siegler) have acknowledged our outstanding performance and reputation for excellence in metal fabrication.**

**We possess the in-house capability for machining and fabrication of small, large, close tolerance, and exotic special plastics sources.**

**NAMF currently occupies a 40,000 sq. ft. manufacturing plant on five acres of land in Fairfield, New Jersey. Because of our location and land size, our capacity for growth and expansion is almost limitless.**

**Our mission is to exceed customer expectations and satisfaction by implementing state of art technology supported by high standards that will enable us to deliver total quality on time all the time and at competitive prices.**



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**We utilize the latest technology in virtually all areas, including but not limited to engineering, CNC machinery, laser, punching, brake forming, welding, painting and inspection.**

**NAMF has developed a team of experienced engineers, planners and production specialists with proven records of accomplishment and many years of professional experience. Our staff is seasoned, well trained, and highly motivated at helping customers solve a wide range of design problems.**

**Our professional engineering staff will help design as well as specify products and equipment to meet customer operational needs. We can test, evaluate, and assist in the redesigning of your product to reduce cost, product performance, reliability or appearance.**

**NAMF is a single source for complete metal fabricating solutions. We utilize the latest in high performance and precision computer-controlled metal manufacturing equipment.**

**Our capabilities include but are not limited to:**

<b>Shearing</b>	<b>Alodine</b>
<b>Blanking</b>	<b>Painting</b>
<b>Punching</b>	<b>Grinding/Polishing</b>
<b>Laser</b>	<b>Assembly</b>
<b>Forming</b>	<b>Fixture Fab</b>
<b>Machining</b>	<b>Jig/Design Fab</b>
<b>Welding</b>	<b>Spot Welding</b>

**We use outside approved vendors for heat-treating and special plating needs.**

**NAMF's quality system is a full, robust, and mature program; it is in place, maintained, and consistently improved as needed. With our current customer base of military and medical companies we are regularly audited for quality system conformance. We maintain our systems for conformance to ISO 9001, SAE AS9100D Aerospace Standard and mil standards.**



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### **Section 1 Scope**

#### **General**

The company's management has established, implemented and will maintain and continually improve a system of management policy, practices and documents that result in customer satisfaction.

Improving productivity, performance and continuous improvement are essential components of maintaining our Quality Management System. To support these activities and to stay competitive the company has developed and implemented a program aimed at upgrading shop floor skills and other areas involving our employees within the environment of a ISO 9001 and SAE Aerospace Standard AS9100D-based system.

The ISO 9001 and SAE Aerospace Standard AS9100D standards, upon which this manual is based, provide excellent guidelines and for that reason was chosen as the foundation for our Quality Management System.

#### **Application**

The scope of application of the Quality Management System is limited to supply of finished and semi-finished solid and sheet metal products for medical, commercial, defense and military original equipment manufacturers.

We have tailored the requirements of ISO 9001 and SAE Aerospace Standard AS9100D to meet the needs of the company.

We accept responsibility to establish, implement, maintain and improve a quality system to provide product to consistently meet customer requirements and continuous improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements. We recognize that statutory and regulatory requirements can be expressed as legal requirements and still apply to the company and requirements applicable to product.

Where required by contract or regulation, customer or statutory and regulatory agency required provisions may be incorporated into the quality system. When such provisions are part of the Quality Management System, a cross-reference document will be provided to easily locate the customer or other requirements within the Quality Management System.

The Quality Management System has been designed to include all requirements of ISO 9001 and the SAE Aerospace Standard AS9100D.



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The following activities or processes are not within the scope of the quality system for the reasons indicated:

Activity or Process	Reason for Non applicability
Activities related to Post Delivery Activities per paragraph 8.5.5 of ISO 9001 and SAE AS9100D	The organization does not provide after sale servicing per note in par 8.5.5 (e.g. warranty provisions, contractual obligations or supplementary services such as recycling or final disposal)
Activities related to design and development in clauses 8.3 of ISO 9001 and SAE AS9100D.	The organization does not design product.

The following sections of ISO 9001 & AS9100D have been outsourced (all or in partial):

- 8.5 Some Production (e.g. Heat Treating, Welding, Chemical Processing, etc.) may be performed by an outsourced manufacturer
- 7.1.5 Calibration of instruments may be performed by an outsourced calibration laboratory

Note: Outsourced processes are controlled through the Purchasing Process (PU74101)

## **Section 2 Quality Management System**

### **Determining and Reviewing Internal and External Issues**

Internal and External Issues are determined and reviewed during New Age Metal Fabricating Management Review. A listing of Internal & External Issues are part of the Management Review record. Actions and Decisions based on the review of Internal & External Issues are part of the Management Review Action Item Report.

### **Interested Parties**

The following are considered Interested Parties for New Age Metal Fabricating:

- a) Ownership
- b) Employees
- c) Customers
- d) Vendors



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### **Ethical Behavior**

Representatives of New Age Metal Fabricating conduct business activities in an ethical manner by:

- a) Following statutory and regulatory requirements in the production of product for customers
- b) Following its Engineering Change process and communicating with customers and suppliers in regards to product/process changes
- c) Identifying and mitigating instances where product safety could be an issue
- d) Working with customers and suppliers to remove suspected counterfeit parts from the manufacturing value stream.

### **Quality System Processes**

The Quality Management System is a set of determined and defined processes we use to manage numerous linked activities to operate our business and produce the desired outcome for our customer. The processes are defined below in terms of the goal(s) of the process.

Process	Description	Process Owner
<b>Leadership</b>	The goal of the Leadership Process is to provide, maintain and continuously improve an environment in which our employees can become involved in achieving our organizational objectives.	Top Management
<b>Quality System Management</b>	The Quality System Management Process is focused on the implementation, maintenance and continuous improvement of the company's Quality Management System.	Quality Systems
<b>Sales and Service</b>	Our Sales and Service Process is responsible for customer related activities including determination of product related requirements, reviewing quotations, contracts and orders, communicating with customers and determining customer satisfaction.	Sales
<b>Manufacturing</b>	The Manufacturing Process ensures we plan and perform production under controlled conditions.	Manufacturing





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### **Human Resource Management**

This process involves functions to ensure that personnel performing work that affects conformity to product requirements are competent through education, training or experience.

Process  
Owners  
Provide  
This  
Function  
for  
Individual  
Processes

### **Purchasing**

The Purchasing Process includes activities that are targeted toward ensuring we receive the correct materials and services on time from a qualified supplier base.

Purchasing

### **Measuring, Monitoring and Correcting**

This process is responsible for measuring and monitoring of processes and product, activities related to corrective or preventive action and prevention of use or delivery of nonconforming product through nonconformance control as well as correcting nonconformance related to the Quality Management System.

Quality  
Assurance

The interaction of our processes is shown in Figure 1 and Process Interrelationship chart. The organization of the company is included as Figure 2.

## **Process Owners**

Process owners are assigned for each of the processes of the Quality Management System and documented procedures, instructions and forms used to support achievement of the goals of the process. Process owners are responsible for establishment, implementation, maintenance and continual improvement of process documentation.

## **Quality System Implementation**

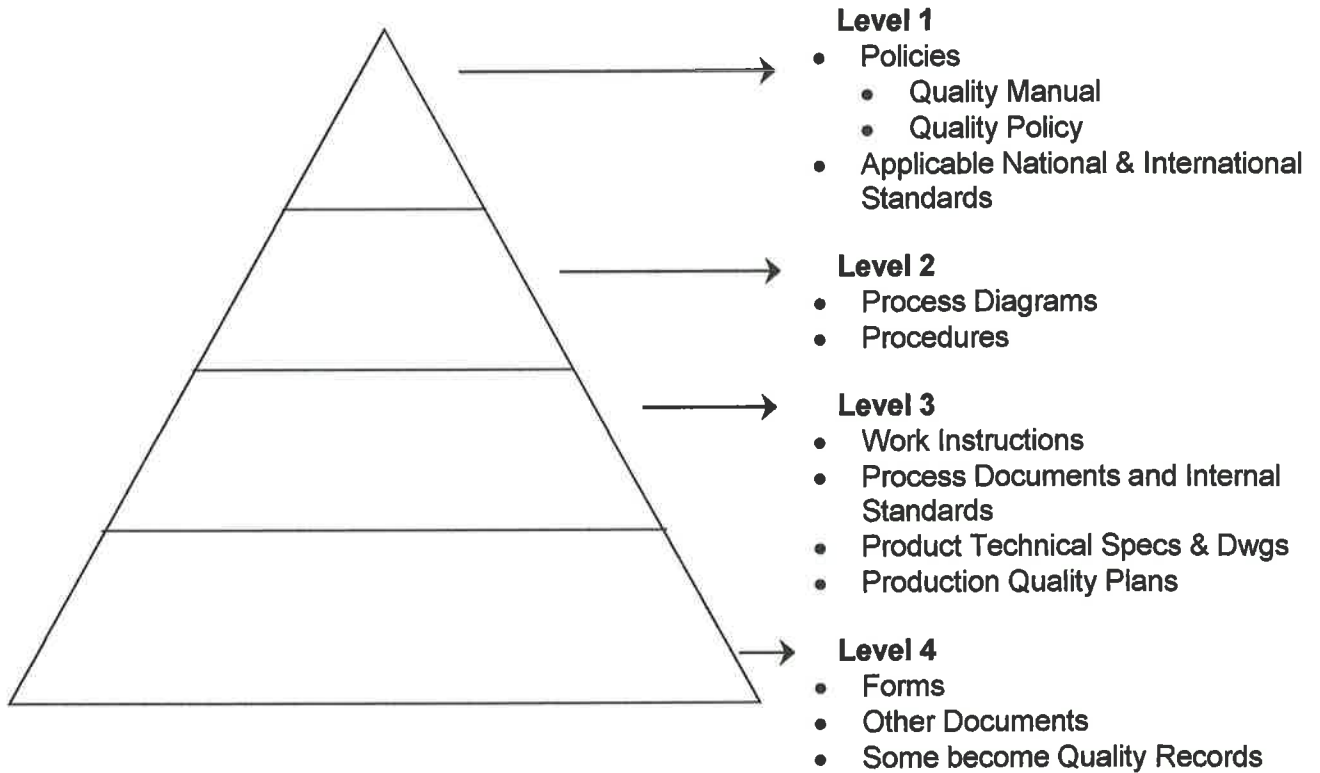
All employees who manage, perform and verify work are responsible for implementing the quality system. The Management Representative is responsible for coordinating, monitoring and auditing the system.



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### **Quality System Structure**

The quality management system documentation is structured as follows:



Level 2 procedures included in the quality management system are identified in Figure 1 Process Interrelationship chart.

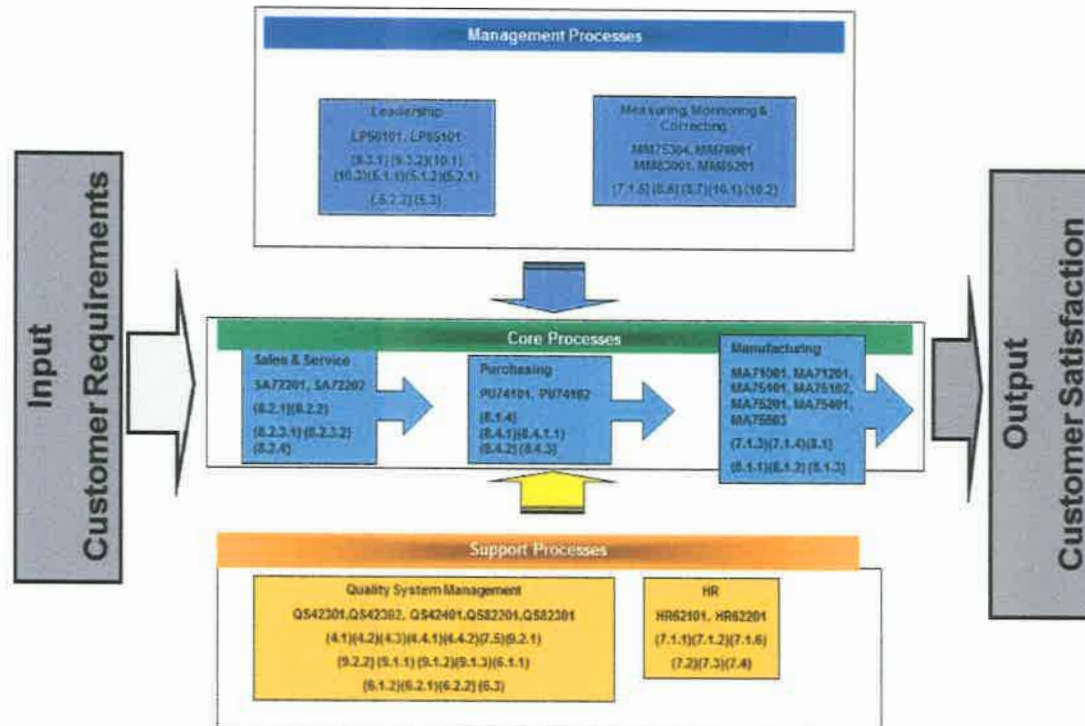
### **Document Approval and Issue**

Documents and document changes may be initiated by anyone in the organization but may only be issued by an authorized process owner as defined in QS42301, Document Control. Documents are reviewed and approved prior to issue.



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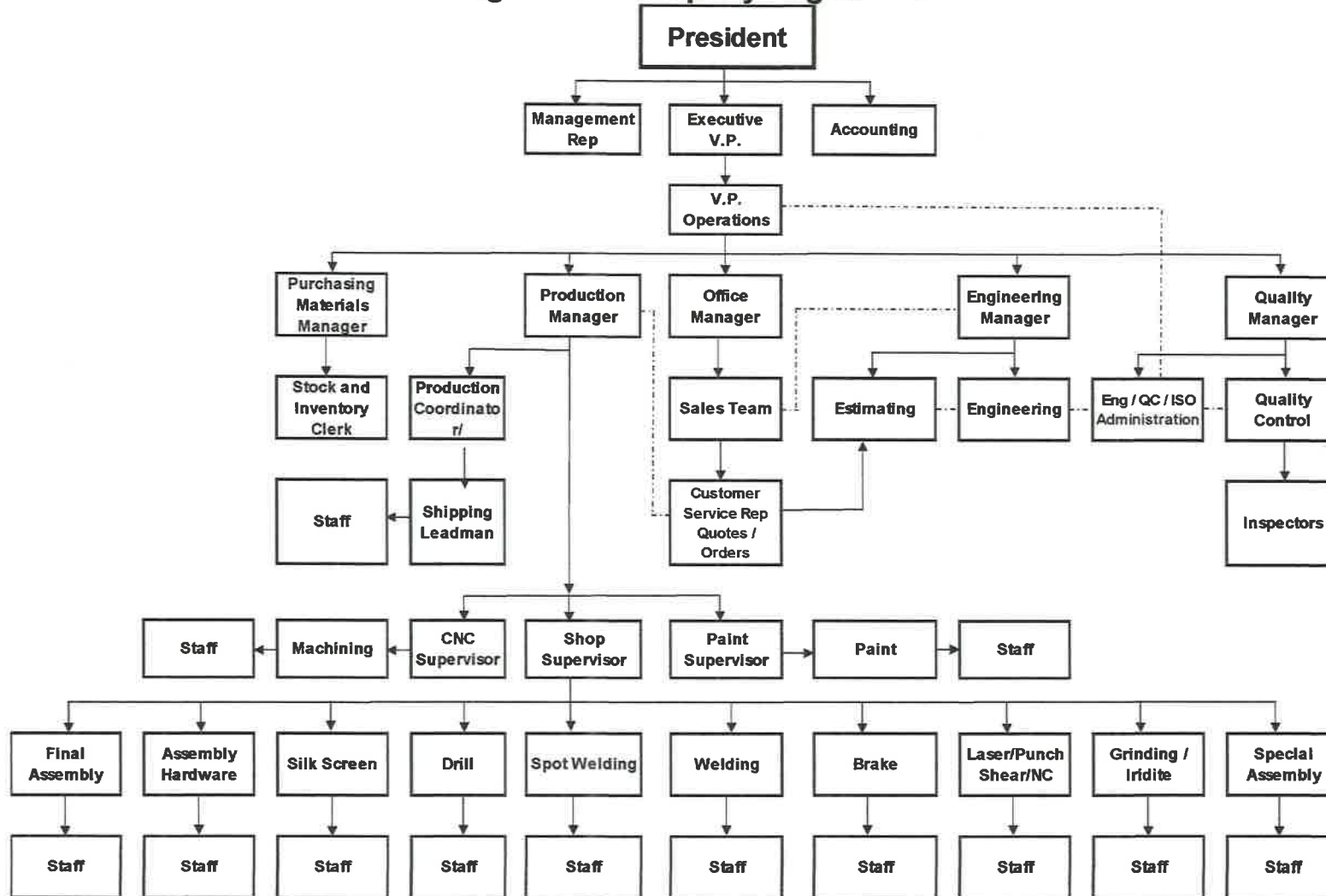
**Figure 1 - Process Interrelationship**





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**Figure 2 – Company Organization**



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## **Management Representative**

The New Age Metal Fabricating Company has appointed a member of NAMF management as the Management Representative for the company. The Management Representative has the following authority and responsibility to:

- a) Ensuring that the quality management system conforms to the requirements of ISO 9001, AS9100D, Customer requirements and NAMF requirements
- b) Ensuring that NAMF processes are delivering intended outputs
- c) Reporting on the performance of the quality management system and on opportunities for improvement, in particular to leadership
- d) Ensuring the promotion of customer focus throughout the organization
- e) Ensuring that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.
- f) Act as liaison with external parties on matters relating to the quality management system

The management representative has the organizational freedom and unrestricted access to leadership to resolve quality management issues.

## **Quality Objectives**

The Quality Objectives of New Age Metal Fabricating are defined in LP541010001:

New Age Metal Fabricating objectives will be reviewed quarterly and updated accordingly.



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Quality Policy

The Top Management of New Age Metal Fabricating is committed to ensuring that the following quality policy is understood practiced and maintained.

Quality Policy
We are committed to continual improvement of our processes and products to meet or exceed our customer's requirements and to improve our productivity and efficiency.

This policy has been formulated by the President of New Age Metal Fabricating Co. Inc. and approved by the Top Management Team. The policy is explained and discussed at the general orientation training given to all existing and new employees. The policy is also posted in conspicuous locations throughout the company.

This policy and this manual are hereby approved.

Handwritten signature of Mario Costa, President

Mario Costa, President

Date: 3/12/2018

Handwritten signature of Dominick Cassara, V.P. Operations

Dominick Cassara, V.P. Operations

Date: 3/12/2018

Handwritten signature of Mario Costa, Jr., Executive V.P.

Mario Costa, Jr., Executive V.P.

Date: 3/12/2018