



<b>1</b>	<b>SCOPE</b>	
1.1	General .....	3
1.2	Application .....	3
<b>2</b>	<b>NORMATIVE REFERENCE</b>	3
<b>3</b>	<b>TERMS AND DEFINITIONS</b>	3
<b>4</b>	<b>QUALITY MANAGEMENT SYSTEM</b>	
4.1	General requirements .....	4
4.2	Documentation requirements .....	4
4.2.1	General .....	4
4.2.2	Quality manual .....	4
4.2.3	Control of document .....	4
4.2.4	Control of records.....	4
<b>5</b>	<b>MANAGEMENT RESPONSIBILITY</b>	
5.1	Management commitment .....	5
5.2	Customer focus.....	5
5.3	Quality policy .....	5
5.4	Planning .....	5
5.4.1	Quality objectives.....	5
5.4.2	Quality management system planning .....	5
5.5	Responsibility, authority and communication ...	6
5.5.1	Responsibility and authority.....	6
5.5.2	Management representative .....	6
5.5.3	Internal communication.....	6
5.6	Management review .....	6
5.6.1	General.....	6
5.6.2	Review input .....	6
5.6.3	Review output.....	7
<b>6</b>	<b>RESOURCE MANAGEMENT</b>	
6.1	Provision of resources.....	8
6.2	Human resources .....	8
6.2.1	General.....	8
6.2.2	Competence, awareness and training .....	8
6.3	Infrastructure .....	8
6.4	Work environment.....	8
<b>7</b>	<b>PRODUCT REALIZATION</b>	
7.1	Planning of product realization .....	9
7.2	Customer-related processes .....	9
7.2.1	Determination of requirements related to the product .....	9
7.2.2	Review of requirements related to the product.....	9
7.2.3	Customer communication .....	9
7.3	Design and development.....	10
7.4	Purchasing.....	10
7.4.1	Purchasing process .....	10
7.4.2	Purchasing information.....	10
7.4.3	Verification of purchased product.....	10
7.5	Production and service provision.....	10
7.5.1	Control of production and service provision ...	10
7.5.2	Validation of processes for production and service provision .....	11
7.5.3	Identification and traceability .....	11
7.5.4	Customer property .....	11
7.5.5	Preservation of product .....	11
7.6	Control of monitoring and measuring devices .....	11
<b>8</b>	<b>MEASUREMENT, ANALYSIS AND IMPROVEMENT</b>	
8.1	General .....	12
8.2	Monitoring and measurement .....	12
8.2.1	Customer satisfaction .....	12
8.2.2	Internal audit.....	12
8.2.3	Monitoring and measurement of processes .....	12
8.2.4	Monitoring and measurement of product.....	12
8.3	Control of nonconforming product.....	13
8.4	Analysis of data .....	13
8.5	Improvement .....	13
8.5.1	Continual improvement.....	13
8.5.2	Corrective action.....	13
8.5.3	Preventive action .....	13

## 1 SCOPE

Witco Inc. considers its Business Management System to be its Quality Management System for both quality audits and day-to-day operations.

### 1.1 General

Through ISO 9001:2000, Witco Inc. shall maintain and update a Business Management System that shall meet customer specifications and enhance customer satisfaction.

### 1.2 Application

Witco Inc. does not design or develop product for its customers and therefore does not apply 7.3 Design and development to its business system.

## 2 NORMATIVE REFERENCE

## 3 TERMS AND DEFINITIONS

## 4 QUALITY MANAGEMENT SYSTEM

### 4.1 General Requirements

Witco Inc. shall maintain a business system that shall be updated on a regular basis for continual improvement by the Management Review Board. Quality Manual and Electronically Available Documentation

Applicable Procedures:

- EC-70 Departmental Measurements
- HR-190 Training
- QA-10 Corrective Action Request
- QA-15 Preventive Action/Process Improvement Request
- QA-45 Internal Quality Audit
- QA-140 New/Revised Documentation Request

### 4.2 Documentation Requirements

#### 4.2.1 General

Witco Inc. shall include in its Business Management System, the following documentation:

- Business Plan
- Mission Statement
- Procedures, Work Instructions and Forms
- Quality Manual

#### 4.2.2 Quality Manual

Witco Inc.'s Quality Manual shall contain the scope of the Quality Management System, reference to documented procedures and how they interact with the Business Management System.

#### 4.2.3 Control of Document

Witco Inc. shall control, maintain and update all business system documentation in a consistent fashion through the Management Review Board.

- Electronically Available Documentation
- Applicable Procedures: EN-40 Job Packet Generation
- QA-100 Documentation Process
- QA-140 New/Revised Documentation Request
- Applicable Work Instruction: ENWI-20 Customer Specifications

#### 4.2.4 Control of records

Witco Inc. shall control all evidence of conformity to requirement set by the Business Management System.

Applicable Procedure:

- QA-150 Control of Records

## 5 MANAGEMENT RESPONSIBILITY

### 5.1 Management Commitment

Witco Inc.'s top management shall provide evidence of commitment to the development and implementation of the Business Management System by updating and maintaining the following:

- Business Plan
- Mission Statement
- Procedures, Work Instructions and Forms
- Quality Manual

The Management Review Board shall monitor this.

Applicable Procedures:

- QA-10 Corrective Action Request
- QA-15 Preventive Action/Process Improvement Request

### 5.2 Customer Focus

Witco Inc. shall ensure that customer requirements are determined and are met.

Applicable Procedures:

- EC-70 Departmental Measurements
- EN-40 Job Packet Generation
- SA-10 Sales Processing

### 5.3 Quality Policy

Witco Inc. shall, through the use of its Business Management System, Mission Statement, procedures, and quality manual, ensure the commitment of the company throughout the organization, and provide a means to continually improve the effectiveness of its Quality Management System

Applicable Procedure:

- EC-10 Business Plan Revision

### 5.4 Planning

#### 5.4.1 Quality Objectives

Witco Inc. shall establish and measure the quality of the organization through the Management Review Board.

Applicable Procedures:

- EC-70 Departmental Measurements
- QA-10 Corrective Action Request

#### 5.4.2 Quality management system planning

Witco Inc. shall establish its Business Management System so that changes are planned and implemented.

Applicable Procedures:

- QA-10 Corrective Action Request
- QA-140 New/Revised Documentation Request

## 5.5 Responsibility, Authority and Communication

### 5.5.1 Responsibility and authority

Witco Inc. shall ensure that responsibility and authorities are defined and communicated within the organization by means of an organizational chart and job descriptions.

Applicable Procedures:

- HR-187 Employee Data Change and/or
- Organization Chart Revision Request
- QA-140 New/Revised Documentation Request

### 5.5.2 Management representative

Witco Inc. shall appoint Quality Management responsible for ensuring that the Business Management System is maintained and updated, monitoring its performance, and making sure the corporation is aware of customer requirements.

### 5.5.3 Internal communication

Witco Inc. shall empower the Management Review Board to review the effectiveness of the Business Management System.

Applicable Procedures:

- QA-10 Corrective Action Request

## 5.6 Management review

### 5.6.1 General

Witco Inc.'s Executive Committee shall review corrective action and audit data periodically to verify their effectiveness.

Applicable Procedures:

- EC-70 Departmental Measurements
- QA-10 Corrective Action Request
- QA-15 Preventive Action/Process Improvement Request
- QA-45 Internal Quality Audit

### 5.6.2 Review input

Witco Inc. shall ensure the suitability, adequacy and effectiveness of the Business Management System through the use of the following:

- Audits
- Survey
- Corrective Action Requests
- The Management Review Board

Applicable Procedures:

- QA-10 Corrective Action Request
- QA-15 Preventive Action/Process Improvement Request
- QA-45 Internal Quality Audit
- QA-90 Non-Conforming Material
- QA-140 New/Revised Documentation Request
- SA-50 Customer Survey

**5.6.3 Review output**

Witco Inc. shall review and implement the decisions of the Management Review Board or any recommended changes to the Business Management System.

Applicable Procedures:

- EC-70 Departmental Measurements
- QA-10 Corrective Action Request
- QA-15 Preventive Action/Process Improvement Request

## 6 RESOURCE MANAGEMENT

### 6.1 Provision of resources

Witco Inc. shall determine and provide the resources necessary to implement and maintain the quality and enhance customer satisfaction.

- Applicable Procedures:
- EC-10 Business Plan Revision
- QA-10 Corrective Action Request
- QA-15 Preventive Action/Process Improvement Request
- SA-10 Sales Processing

### 6.2 Human resources

#### 6.2.1 General

All Witco Inc. personnel shall be competent to perform their given work.

Applicable Procedures:

- HR-190 Training
- HR-290 Employee Performance Appraisal
- QA-140 New/Revised Documentation Request

#### 6.2.2 Competence, awareness and training

Witco Inc. shall provide the necessary and proper personnel and verify their competency to meet the needs of the Business Management System through the use of the following:

- Job Descriptions
- Evaluations
- Corrective Action Requests
- Personnel Training
- Quality Policy
- Mission Statement

Applicable Procedures:

- HR-185 Employee Interview
- HR-190 Training
- HR-275 New Hire Orientation
- HR-290 Employee Performance Appraisal
- QA-10 Corrective Action Request

### 6.3 Infrastructure

Witco Inc. shall provide and maintain a complete infrastructure needed to achieve conformity to product requirements.

Applicable Procedure:

- MT-80 Maintenance Request
- QA-10 Corrective Action Request
- QA-15 Preventive Action/Process Improvement Request

### 6.4 Work Environment

Witco Inc. shall manage the work environment needed to achieve conformity to product requirements.

Applicable Procedure:

- MT-80 Maintenance Request
- QA-10 Corrective Action Request
- QA-15 Preventive Action/Process Improvement Request
- Company Quality Manual

## 7 PRODUCT REALIZATION

### 7.1 Planning of product realization

Witco Inc. shall provide processes needed for product realization. These processes will be controlled through engineering.

Applicable Work Instruction:

- EN-40 Job Packet Generation
- SA-10 Sales Processing
- ST-10 Job Set Up
- ENWI-20 Customer Specifications

### 7.2 Customer-Related Processes

#### 7.2.1 Determination of requirements related to the product

Witco Inc. shall determine the specification, needs and requirements of the customer throughout the complete operation of the organization.

Applicable Procedures:

Applicable Work Instruction:

- EN-40 Job Packet Generation
- SA-10 Sales Processing
- SR-115 Shipping Requirements to Customer
- ENWI-20 Customer Specifications

#### 7.2.2 Review of requirements related to the product

Witco Inc. shall review the requirement to the product prior to committing to supplying the product to the customer.

Applicable Procedures:

- EN-110 Deviation Request – Customer
- SA-10 Sales Processing
- Applicable Work Instruction: ENWI-20 Customer Specifications

#### 7.2.3 Customer communication

Witco Inc. shall keep open communication with its customers on the subject of:

- Product information
- Customer requirements
- Customer feedback or concerns

Applicable Procedures:

- EN-110 Request for Deviation - Customer
- QA-96 Customer Returning Finished Goods
- SA-10 Sales Processing
- SA-50 Customer Survey

Applicable Work Instruction:

- ENWI-20 Customer Specifications

### 7.3 Design and development

N/A (See 1.2)

### 7.4 Purchasing

#### 7.4.1 Purchasing process

Witco Inc. shall certify and maintain only those suppliers that satisfy the needs of the Business Management System and the customer requirements. Suppliers listed as "approved" prior to 6-1-01 shall be considered Grandfathered. Witco Inc. shall maintain a "Not Acceptable" as well as an "Approved" and "Probationary" supplier list.

Applicable Procedure:

- MI-40 Receiving Inspection
- QA-110 Supplier Survey
- QA-120 Supplier Evaluation

#### 7.4.2 Purchasing information

Witco Inc. shall ensure that the product purchased will fulfill the proper requirements, through the transfer of necessary accurate information.

Applicable Procedure:

- PR-90 Purchase Request (Internal)

#### 7.4.3 Verification of purchased product

Witco Inc. shall ensure that the quality and specifications of all purchased products meet the customer requirements.

Applicable Procedures:

- MI-40 Receiving Inspection
- PR-90 Purchase Request (Internal)
- SR-80 Receiving Items Through Shipping and Receiving

### 7.5 Production and service provision

#### 7.5.1 Control of production and service provision

Witco Inc. shall control throughout the organization all production and service during the complete life of all products.

Applicable Procedures:

- EN-40 Job Packet Generation
- MI-10 Final Audit
- MT-80 Maintenance
- MT-90 Outside Repair Service Request
- QE-20 Gage Identification
- SR-115 Shipping Requirements to Customer
- ST-10 Job Set Up

**7.5.2 Validation of processes for production and service provision**

Witco Inc. shall ensure that all processes for production and service provision are verified for any deficiencies.

Applicable Procedures:

- MI-10 Final Audit
- MI-30 First Part Inspection
- MI-35 In Process Inspection
- QA-140 New/Revised Documentation Request
- SA-10 Sales Processing
- ST-10 Job Set Up

**7.5.3 Identification and Traceability**

Witco Inc. shall control and identify all products through the life of the product at the organization and to the customer.

Applicable Procedure:

- MH-40 Identification and Traceability

**7.5.4 Customer property**

Witco Inc. shall ensure that all customer provided resources are identified and controlled.

Applicable Procedures:

- ME-30 Customer Supplied Resources
- TC-20 Damaged Tool Holder Disposition

**7.5.5 Preservation of product**

Witco Inc. shall ensure that all products are preserved in accordance with customer requirements.

Applicable Procedures:

- Applicable Work Instruction:
- MH-10 Raw Material Process
- MH-40 Identification & Traceability
- PN-85 Packaging (At Operation)
- SR-115 Shipping Requirements to Customer
- SRWI-120 Finish Job Process

**7.6 Control Of Monitoring And Measuring Devices**

Witco Inc. shall ensure that all monitoring and measuring devices are calibrated, controlled, identified and protected.

Applicable Procedures:

- QA-170 Calibration
- QE-20 Gage Identification

## 8 MEASUREMENT, ANALYSIS AND IMPROVEMENT

### 8.1 General

Witco Inc. shall ensure that all products are manufactured within the requirements and specifications of the customer.

Applicable Work Instruction:

- MI-10 Final Audit
- MI-30 First Part Inspection
- MI-35 In Process Inspection
- QA-10 Corrective Action Request
- QA-45 Internal Quality Audit
- QA-170 Calibration
- QE-10 SPC Analysis
- QEWI-30 Inspection Report Creation & Criteria

### 8.2 Monitoring and Measurement

#### 8.2.1 Customer satisfaction

Witco Inc. shall verify the perspective level of customer satisfaction to ensure communication regarding the customer needs.

Applicable Procedure:

- EC-70 Departmental Measurements
- SA-50 Customer Survey

#### 8.2.2 Internal audit

Witco Inc. shall perform internal audits on planned intervals in order to determine any area of necessary improvement to the Business Management System.

Applicable Procedures:

- QA-10 Corrective Action Request
- QA-45 Internal Quality Audit

#### 8.2.3 Monitoring and measurement of processes

Witco Inc. shall ensure that the processes established by the Business Management System are monitored in order to determine if there are any improvement or corrections needed.

Applicable Procedures:

- QA-10 Corrective Action Request
- QA-15 Preventive Action/Process Improvement Request
- QA-45 Internal Quality Audit

#### 8.2.4 Monitoring and measurement of product

Witco Inc. shall put into process the necessary procedures in order to ensure that the manufacturing of the customer product meets the customer's requirements and specifications.

Applicable Work Instruction:

- MI-10 Final Audit
- MI-30 First Part Inspection
- MI-35 In Process Inspection
- QA-90 Non-Conforming Material
- QEWI-30 Inspection Report Creation & Criteria
- Company Quality Manual

### 8.3 Control of nonconforming product

Witco Inc. shall ensure that any product that could be of a nonconforming manner is detected and processed through the proper procedure in order to meet the customer requirements and specifications.

Applicable Procedures:

- EN-110 Deviation Request – Customer
- MI-10 Final Audit
- MI-30 First Part Inspection
- MI-35 In Process Inspection
- QA-10 Corrective Action Request
- QA-90 Non-Conforming Material
- QA-94 Supplier Non-Conforming Material
- QA-96 Customer Returning Finished Goods

### 8.4 Analysis of Data

Witco Inc. shall monitor and measure data from any resource that could affect the requirements, specification, or satisfaction of the customer.

Applicable Procedures:

- EC-70 Departmental Measurements
- QA-10 Corrective Action Request
- QA-110 Supplier Survey
- QA-120 Supplier Evaluation
- QE-10 SPC Analysis
- SA-50 Customer Survey

### 8.5 Improvement

#### 8.5.1 Continual improvement

Witco Inc. shall ensure that the complete corporation has a system of continuous improvement put into place so that any issue that could affect the customer's requirements, specifications or satisfaction is communicated to the Management Review Board.

Applicable Procedures:

- EC-70 Departmental Measurements
- QA-10 Corrective Action Request
- QA-15 Preventive Action/Process Improvement Request
- QA-45 Internal Quality Audit

#### 8.5.2 Corrective action

Witco Inc. shall document, review, implement, and audit corrective actions.

Applicable Procedures:

- QA-10 Corrective Action Request
- QA-45 Internal Quality Audit

#### 8.5.3 Preventive action

Witco Inc. Management Review Board is empowered to make suggestions of changes to the Business System in order to ensure that corrections to the system are done in a proactive manner.

Applicable Procedures:

- EN-40 Job Packet Generation
- QA-15 Preventive Action/Process Improvement Request
- QE-10 SPC Analysis

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