

Quality Manual

The quality manual is compiled by the manager on behalf of the organization. After the approval of the general manager, it is issued and implemented. The daily management is in charge of the management representative.

The quality manual should include:

- 1) Define the company's quality policy and quality objectives;
- 2) the scope of the quality management system, including details and justifications for any exclusions;
- 3) The program documents and their references that need to be prepared for the quality management system;
- 4) A description of the interaction between the company's quality management system processes.

General rules:

This quality manual is in accordance with GB/T19001-2008 idt ISO9001:2008 "Quality Management System Requirements", combined with the actual situation of the company.

1. Content

This quality manual includes GB/T19001:2008 idt All the requirements of ISO9001:2008 "Quality Management System Requirements", as well as the sequence and interrelationship of the program documents and system processes required by the company's system.

2. Purpose

- 1) Demonstrate to customers that the company has the ability to stably provide products that meet customer requirements and applicable laws and regulations;
- 2) Through the effective implementation of the quality management system and the effective application of the continuous improvement process, ensure compliance with customer requirements and applicable laws and regulations, and enhance customer satisfaction.

3. Scope

This quality manual covers the whole process of production and service of the tillage machine of the company, and is suitable for internal and external evaluation of the company's ability to meet customers, laws and regulations, and the company's own requirements.

4. Application

According to the standards and the actual situation of the company, the quality management system is adapted to the company, and there is no deletion.

5. Quality policy

The quality policy requires the company to continuously improve product technical capabilities and product quality through continuous improvement of products, processes and quality management systems, so as to provide customers with safe and high-quality products to meet customer requirements and satisfy customers.

6. Management of Quality Policy

1) In order to ensure that all employees understand, the company publicizes the quality policy in the form of meetings, training, slogans, etc., and implements the spirit of the policy to every employee.

2) The company reviews the continuous suitability of the quality policy through the management review meeting, and updates and modifies the quality policy when necessary.

7. Quality objectives

1) To ensure the realization of quality objectives, each department should decompose the overall objectives at relevant levels ;

2) Personnel in all departments should strictly implement the company's quality management system documents to ensure the realization of the overall goals and sub-goals ;

3) Compile and implement the "Quality Objective Management Procedure", and the heads of all relevant departments shall measure and analyze the departmental objectives according to the provisions of the document ;

4) Review the suitability and effectiveness of quality objectives according to the prescribed procedures, and take corresponding measures if necessary, and implement the "Management Review Procedure" and "Improvement Control Procedure" .

8. Manager's Commitment

The general manager and managers at all levels should set a good quality awareness and behavioral example, and provide evidence of commitment to establish and implement a quality management system and continuously improve its effectiveness through the following activities:

1) The general manager or the department and personnel designated by him should convey to the whole company the importance of meeting the requirements of customers and laws and regulations through documents, meetings, training, etc., and promote the formation and improvement of this awareness;

2) The general manager or his designee shall formulate appropriate quality policy and quality objectives;

3) Regularly conduct management reviews to ensure the continuous effectiveness, suitability and adequacy of the system;

4) The general manager shall ensure that the enterprise provides the resources required for the establishment, implementation and continuous improvement of the quality management system.

9. Focus on customers

1) The general manager should identify the express and implicit needs and expectations of customers, and ensure that these needs are transformed into the input of each relevant process, which can be realized through the operation of the quality management system;

2) All employees are required to ensure that customer-related processes are controlled and identified during the production process, to determine and meet customer needs and expectations, and to specifically implement the "Customer-related Process Control Procedures".

3) Measure and analyze customer satisfaction, take necessary measures to enhance customer satisfaction, and implement the "Customer Satisfaction Measurement and Control Procedure".

十、resource management

1. Resource provision

In order to implement, maintain and continuously improve the effectiveness of the quality management system, the company shall provide the necessary resources, including:

1) Resources include personnel, infrastructure, working environment, information, suppliers, funds, etc.;

2) Each department identifies and determines the required resources according to the establishment, implementation and continuous improvement of the quality management system and the needs to meet customer requirements;

3) The general manager approves the allocation of necessary resources according to the needs put forward by each department;

4) During management review, review the adequacy of resources.

2. Human resources

1) General

The company allocates personnel according to the necessary education, training, skills and experience, so that the personnel who are engaged in the work that affects the compliance of product requirements are competent, and specifically implement the "Human Resource Management Procedures".

2) Competence, Awareness and Training

According to the development needs of the company, through the training of employees, continuously improve the quality awareness of employees and the awareness of customer requirements and corresponding capabilities, so as to ensure that customer requirements are continuously met. The relevant departments of the company should:

- ① : the ability to identify personnel engaged in activities that affect product conformity to quality requirements;
- ②: When appropriate, provide the necessary training to meet these needs;
- ③: Evaluate the effectiveness of the training;
- ④: Ensure that employees are aware of the relevance and importance of their work and how they can contribute to the achievement of goals;
- ⑤: Keep records about employee education, experience, training, and qualifications.

11. Infrastructure

The company needs to identify, provide and maintain the necessary facilities to ensure the supply of products that meet the specified requirements, these facilities include:

- 1) Infrastructure includes workshops, workplaces, production equipment, testing equipment, tooling, process equipment (such as hardware and software) and other supporting services (such as transportation or communication or information systems);
- 2) Compile and implement the "Production Equipment Control Program" to control and manage the addition, acceptance, use, maintenance, and repair of production equipment.

12. Working environment

The company shall identify and manage the human and physical elements of the work environment necessary to achieve product conformity, including:

- 1) The working environment includes human factors (psychological, social, etc.) and physical factors (temperature, humidity, cleanliness, illumination, etc.);
- 2) The working environment control shall be carried out according to the "Working Environment Management Procedure".

13. Product Realization

1) Planning of product realization: The technical department shall plan and specify the process and resources required for the realization of products, projects or contracts according to the principle of process method. The planning of product realization shall be consistent with the requirements of other processes of the quality management system, and the results of the planning shall be documented in a manner suitable for the operation of the organization, such as a quality plan. When customers have special requirements, process planning and adjustment are carried out according to national standards, enterprise standards and customer requirements, and approval is obtained.

2) Timing of product realization planning

- ①: New product trial production or technological innovation;
- ②: For special contracts and projects;
- ③: Special matters not covered by existing quality system documents.

14. Contents of product realization planning

- 1) Determine quality objectives and requirements for products, projects or contracts;

- 2) Determine the processes and sub-processes that need to be established for products, projects or contracts, and identify key processes and activities; specify paths for processes or activities involved, and review and document these paths;
- 3) Identify and provide the resource allocation, operation phase division, personnel responsibilities and relationships required for the above process;
- 4) Identify the verification, validation, monitoring, measurement, inspection and test activities involved in the process and product and the criteria for product acceptance; Monitoring and measurement activities shall be arranged for the key characteristics of the process and products; quality records shall be determined to provide evidence for the conformity of the processes and products;
- 5) Prepare a quality plan for the above content. The quality plan can be an overall quality plan, or a single quality plan for a certain activity (such as process improvement, etc.);
- 6) The control of the quality plan shall be carried out according to the "Quality Plan Control Procedure".

十五、Customer-related processes

1. Determination of product requirements

In order to ensure that the product meets the customer's requirements, it is necessary to identify and confirm the customer's requirements. The sales personnel of the company's supply and marketing department are responsible for collecting information about customers and product-related requirements and feeding them back to relevant departments. The sales personnel should identify the requirements related to the product. The customer's needs are filled in the order, including:

- 1) The customer's stated requirements, including the need for delivery and post-delivery activities;
- 2) potential customer requirements;
- 3) applicable laws and regulations;
- 4) Any additional requirements that the company deems necessary.

2. Review of product-related requirements

Before making a commitment to customers to provide products and services that meet the requirements (such as accepting contracts or orders, etc.), the supply and marketing department will review the regular contracts by themselves and sign the order or contract; the supply and marketing department will be responsible for organizing relevant contracts. The department reviews the requirements related to the product, the technology department is responsible for reviewing whether the quality requirements are clear, the production department is responsible for reviewing whether it has production and timely delivery capabilities, and the supply and marketing department is responsible for reviewing procurement capabilities. The company reviews customer requirements and commitments, including improvements thereto, to ensure:

- 1) The requirements of the product have been clarified;

2) The requirements of the contract or order inconsistent with the previous statement have been resolved;

3) The company has the ability to fulfill the commitments made in the contract or order to ensure the performance of the contract.

The review of customer requirements and subsequent follow-up measures shall be recorded; when product requirements are changed due to reasons of customers or the company, it shall be ensured that the relevant contract or order is changed, and relevant personnel shall be notified in time. Records of the results of the reviews and the actions resulting from the reviews shall be maintained.

3. Customer communication

The sales staff of the supply and marketing department should communicate fully with customers and make effective arrangements for the following aspects:

1) Product information: Before the product is sold and during the sales process, the salesperson should introduce the product to the customer through various channels and methods (such as advertising, door-to-door sales, customer order meeting, product manual, sales outlets, etc.), Answer customer inquiries and record them;

2) the processing of contracts or orders, including their amendments;

3) According to the actual needs, the sales staff will keep in touch with the customers, and timely feedback the review and implementation of the contract to the customers, including the revision of product requirements, and coordinate with relevant internal departments and customers;

4) Customer feedback, including customer complaints. After the products are sold, the sales staff should collect the feedback information from the customers, pass it on and properly handle the customer complaints, so as to obtain the continuous satisfaction of the customers;

5) The control of the process related to the customer shall be carried out in accordance with the provisions of the "Procedure Control of the Process Related to the Customer".

4. Design and development

Since the products produced by the company have been finalized, the basic structure, type and performance of the products are all within a certain range, the complexity of production is not high, and the production technology is very mature. Therefore, production is carried out according to the requirements of national standards and enterprise standards.

16. Purchasing

1) Purchasing process : In order to ensure that purchased products meet the specified requirements, the company determines the type and degree of control over suppliers and purchased products based on the impact of purchased products on subsequent product realization and final products. The results of the supplier evaluation and any necessary records arising from the evaluation shall be maintained.

2) Purchasing Information

①: Procurement documents (including technical requirements, process standards, relevant documents of acceptance requirements, and procurement contracts or schedules) should contain information that can fully describe the purchased products, generally including :

- a) requirements for approval of products, procedures, processes and equipment ;
- b) Requirements for the qualifications of relevant personnel ;
- c) Requirements related to the quality management system .

②: Purchasing implementation

- a) Procurement personnel select suppliers from the list of qualified suppliers for procurement according to the procurement documents and procurement plan ;
- b) Procurement documents and procurement plans should be approved by relevant personnel before release, and procurement personnel should check before procurement to ensure that the specified procurement requirements are valid, sufficient and appropriate.

③: Verification of purchased products

/ inspection and testing of purchased products in accordance with the inspection documents ;

- b) If the company or customer needs to implement verification at the supplier's site, it should specify the verification arrangement and product release method in the procurement documents or procurement plan ;
- c) According to the inspection results, quality inspection personnel issue improvement requirements to suppliers with serious quality problems in incoming materials, requiring them to take effective improvement measures, and monitor and follow up the improvement results.

③: Carry out the following controls on the outbound operation process , including :

- a) Confirmation requirements for product realization process and equipment ;
- b) personnel qualification requirements ;
- c) Verification requirements after the completion of outgoing operations ;
- d) Periodic evaluation requirements.

In order to ensure that the results of the outbound operation meet the regulations, it will not affect the final product to meet the customer's requirements.

17. Production and service provision

1): Control of production and service provision Prepare and implement the "Production Process Control Procedures" to ensure that production and service provision are carried out under control. These procedures include : the production department conducts production planning, material arrangement, planning and control according to regulations ;

2) Control each process, each link, and each factor that affects product quality. The main steps are :

- ①: The technical department establishes the standard process flow and production guidelines of the product, which are used to describe the production and testing methods in detail ;
- ②: Production equipment is regularly maintained and maintained by the production department to ensure normal function ;
- ③: Operators must be trained and qualified before taking up their posts ;
- ④: Materials must pass the inspection before they can be put into use. Qualified and unqualified materials must be strictly distinguished and marked ;
- ⑤: Test equipment and instruments are regularly maintained and calibrated according to prescribed procedures ;
- ⑥: Arrange a suitable working environment ;
- ⑦: Carry out inspection and testing according to regulations, only qualified products can be released or delivered, and unqualified products are isolated and marked.

2) Validation of production and service provision processes

①: Definition of special process

The results of the process cannot be verified by subsequent measurement or monitoring, or the defects of the process results are only revealed in the subsequent process or even after the product is used, or the process that requires destructive testing to be confirmed is called "special process". "

②: The technical department confirms and controls the sheet welding process as a special process, and compiles and implements the "Special Process Control Method". These control measures include:

- a) review the particular process and approve the specified criteria;
- b) Approval of equipment and samples, and qualification of personnel;
- c) determine the use of specific methods and procedures;
- d) Keep records of equipment approval, personnel identification, process review and approval, continuous monitoring of process parameters, etc.;
- e) When problems occur in the process or factors affecting the process change, reconfirmation should be carried out.

3) Customer Property

- a) The sales staff should properly manage the customer property controlled and used by the company. The customer property includes the materials provided by the customer (managed and controlled according to incoming materials), intellectual property rights (such as processing drawings, controlled according to external documents), etc .;
- b) customer property shall be identified, authenticated upon receipt, protected and maintained during storage or use ;
- c) When the customer's property is lost, damaged or unsuitable during storage or use, it must be recorded and reported to the customer ;
- d) Among the customer's property, the raw and auxiliary materials, equipment and facilities used for production are uniformly kept by the production department ;

e) Products, intellectual property rights and personal information are kept by the sales staff, specifically in accordance with the "Customer Property Management Procedures".

4) Product protection

a) The production department shall provide appropriate protection for the products to ensure that the products meet the requirements of customers and relevant laws and regulations before being delivered to the location designated by customers within the company ;

b) Product protection includes the protection of products during handling, storage, packaging, delivery and labeling ;

c) The control of product protection shall be carried out in accordance with the provisions of the "Product Protection Control Procedures".