

SUBJECT: MBM QUALITY MANUAL

1.0 PURPOSE:

1.1 This procedure provides direction for the compilation of select procedures into a plant quality assurance manual.

2.0 SCOPE:

2.1 This procedure applies to all employees of MBM Packaging Labs involved in the preparation of quality assurance manuals and procedures, as well as those authorized to approve them and those controlling the distribution of approved copies.

3.0 DEFINITIONS:

- 3.1 Quality Procedures - Directives issued for communicating the established methods for performing and administering the work relative to assuring and controlling the quality of the MBM Packaging Labs' products.
- 3.2 Terms and their Definitions used in Quality Assurance Procedures will be consistent with those published by the American Standards Association and the American Society for Quality Control, where they exist.
- 3.3 "Uncontrolled" copy of manual - One in which the holder will receive no additions or updates to the manual. Usually issued with a quotation if customer demands a copy.
- 3.4 "Controlled" copy of manual - One in which the holder will receive additions and updates to the manual. Usually issued internally to MBM Packaging Labs.
- 3.5 "Controlled/Limited Update" copy of manual - One in which the holder will receive additions and updates for a limited specified period. Usually issued to a customer with a current order in-house if they demand a copy.

4.0 PROCEDURES - NUMBERING SYSTEM AND CONTENT SUBJECT MATTER:

4.1 General.

A. Procedures will be grouped into twenty subjects numbered 01 through 20. These numbers correspond to the ISO Clauses, for

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example any procedure with a subject number of 01 would cover clause 4.1 Management Responsibility.

- B. The postfix number provides flexibility for detailed breakdown of the subject matter.
- C. A procedure is identified by the separate group of numbers as a whole. For example, this procedures' number is 02-100.

4.2 Department Manual Content:

- A. Department Quality Manual, along with Specialty Manuals, will contain procedures in accordance with the requirements of ISO 9002. These requirements are in the Plant Quality Manual.

5.0 RESPONSIBILITIES:

5.1 Procedures and Manual Preparation:

- A. The Quality Manager is responsible for the preparation of department procedures which are department-wide in scope, but may at his discretion delegate this to a selected Quality Assurance person.
- B. Department Quality Assurance Manuals will cover those requirements of the ISO 9002 Standard pertaining to Quality Assurance Department.
- C. The Quality Manager is responsible for the preparation of the departments individual unique procedures that define the departments Quality Assurance program in accordance with the Plant's Quality Manual defined in 01-100. At their discretion they may delegate their responsibility to other plant disciplines who have the direct responsibility for a particular function.
- D. (*) The Quality Manager is responsible for the preparation and control of the Quality Forms Master Manual. This manual will house all forms used within the company's operation that are required by ISO 9002.

5.2 Approvals:

- A. The President of MBM Packaging Labs must approve the plant's Quality Assurance Policy Statement and the plant's Quality Assurance Policy.
- B. The Quality Manager and the President must approve all the plant's procedures.

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C. (*) The Quality Manager must approve all changes to the plants forms.

5.3 Publication and Distribution of Plant Quality Assurance Manuals:

- A. All manuals will be serialized and issued only by the Quality Assurance Department.
- B. A Log as shown in Figure 1 will be completed each time a revision occurs for each manual issued as follows: **(A)** The type of manual update to be performed; **(B)** The manual serial number; **(C)** The date the manual is issued; **(D)** The period of limited updating; **(E)** The name, address, and phone number of the person to whom the manual is issued; **(F)** The date that the latest revised procedure(s) was mailed out; **(G)** The procedure numbers, titles, and revision date for all the procedures in the manual; **(H)** The date that the revision was received by the issued to; and **(I)** Remarks.
- C. A Document Transmittal Form, Figure 2, will be sent out with each original or revised procedure and will be completed as follows: **(A)** The procedure title; **(B)** The issue or reissue date; **(C)** The procedure number; **(D)** The name of the person sending the transmittal; **(E)** Date transmittal is sent out; **(F)** The name of the person who receives copies of the transmittal; After transmittal is received, it should be completed as follows and returned to the sender: **(G)** Signature of person who received transmittal; and **(H)** The date of the receipt.
- D. Changes to the procedures shall be reviewed and approved by the same function that performed the original review and approval.

5.4 Procedure Reviews:

- A. Quality Manager is responsible for establishing a schedule to review all procedures in the ISO Quality System annually.
- B. Procedure Review Record Form number MBM-012 (see figure 3) must be completed as follows when a review has been completed.
 - (A) Manual - Manual housing the procedure that has been reviewed.
 - (B) MBM Procedure Number - Subject and Postfix number of procedure.

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- (C) Subject - Procedure involved.
- (D) Review Date - Date the procedure review is due to be completed.
- (E) Reviewed By - Individual's signature responsible for completion of the review.
- (F) Date Completed - Date the procedure review was completed.
- (G) Comments - Important information involved in the review.

C. Form number MBM-012 is to be placed in the front of each procedure in the master manuals only. See **Notice** on Form MBM-012.

5.5 Manual Maintenance.

- A. It is the responsibility of each manual holder to keep their manuals updated by promptly filing new or revised procedures as they are received and by purging the outdated procedures from the manual.
- B. Each time a Revision and/or Change is made to a Q. A. Procedure, an asterisk (*) is placed in the left hand margin of the procedure beside of the section changed denoting where the change was made.

6.0 FORMAT FOR PROCEDURES:

6.1 Topic Sections:

- A. All information will be adaptable to one of the seven topic sections listed below:
 - 1.0 PURPOSE**
 - 2.0 SCOPE**
 - 3.0 DEFINITIONS**
 - 4.0 POLICY OR STANDARDS**
 - 5.0 RESPONSIBILITIES**
 - 6.0 PROCEDURES**
 - 7.0 APPENDIX** (Visual aids such as forms, charts, etc., photographed onto the PQM format)

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PURPOSE (1.0) AND SCOPE (2.0) are required in all PQP's. Any other topic section may be omitted, but the following topic section then moves up to maintain the sequence listed.

- B. Topic Section Titles are all caps followed by a colon. Subtitles may be emphasized at the discretion of the writer.
- C. Paragraph Identification.
 - 1. Use of the following uniform numbering and indentation system provides instant reference to specific information.

1.0 Topic Section:

- 1.1
- 1.2
 - A.
 - B.
 - 1.
 - 2.
 - a)
 - b)
 - (1)
 - (2)

- D. General Writing Suggestions.
 - 1. Cover only one subject to each PQP and one idea to a paragraph. Use of postfix numbers will permit breakdown of complex subjects.
 - 2. Write material in third person, present tense.
 - 3. Avoid abbreviations when not defined elsewhere in the PQP.
 - 4. Do not use names and use position titles sparingly because these change frequently.

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Figure 1

REVISION LOG

Manual Serial Number _____ (B)

Date Manual Was Issued _____ (C)

Type of Manual Issued:

Uncontrolled

(A) Controlled

(D) Controlled / Limited Update
to _____
(Period of Update)

Note: _____

Issued To: _____ (E)
(Name)

(Company/Agency)

(Address)

(City) (State) (Zip)

(Telephone No.)

Record Of Revision Transmittals			
Date Mailed	Procedure Number / Title / Revision Date	Receipt Rec'd	Remarks
(F)	(G)	(H)	(I)

FORM NUMBER: MBM-002

DATE: 3/98

APPROVED BY: MLM

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FIGURE 2

DOCUMENT TRANSMITTAL

Manual: _____

Document Title: (A) & (C)	Issue Date: (B)
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ATTENTION RECIPIENT:

Please *SIGN*, *DATE* and *RETURN* this form to confirm the receipt of the attached document. Please *DESTROY* any obsolete documents.

From: (D)	Date: (E)
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To: (F)	Signature: (G)	Date: (H)
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APPROVED BY: MLM

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