

Quality Management Manual

ISO 9001:2008

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2 Statement on the Quality Manual and QM system

This **QUALITY MANUAL** describes the process-oriented QM system implemented by VETEC Ventiltechnik GmbH conforming to:

DIN EN ISO 9001:2008

DIN EN ISO 9004:2000

PED 97/23/EC

AD 2000 A4

DVGW Certification Body EC Gas Appliances Directive 90/396/EEC

This Quality Manual shows how the quality policy, guidelines, and objectives at VETEC Ventiltechnik GmbH are defined by top management and implemented by the staff.

The quality management system in the original draft was structured according to the specifications given in DIN EN ISO 9001:1994 and process oriented restructured with DIN EN ISO 9001:2000 . The Quality Manual written in 2003 is replaced by this revised version and is therefore invalid.

This edition has been completely rewritten and conforms to the process approach of the DIN EN ISO 9001:2008 without any exclusion.

With this statement, top management commits all employees to meet the requirements listed in the Quality Manual and continuously improve their effectiveness.

The top management determines the quality policy based on regular reassessments of the QM system. The head of Quality Assurance is delegated the responsibility for implementing and controlling the QM system.

The Quality Manual comes into force from now on.

VETEC Ventiltechnik GmbH



(N . Hock)
Chief Executive Officer



(B. Beier)
Head of Quality Assurance

Speyer, 11November 2009

Certificate

Standard **ISO 9001:2008**

Certificate Registr. No. 01 100 087731

TÜV Rheinland Cert GmbH certifies:

Certificate Holder:

VETEC Ventiltechnik GmbH
Siemensstraße 12
D - 67346 Speyer

Scope:

Product development, production and sales of valves for process engineering

An audit was performed, Report No. 087731. Proof has been furnished that the requirements according to ISO 9001:2008 are fulfilled.

The due date for all future audits is 18-11 (dd.mm).

Validity:

The certificate is valid from 2009-11-30 until 2011-12-22.

Cologne, 2009-12-11

TÜV Rheinland Cert GmbH *)
Am Grauen Stein · 51105 Köln



TGA-ZM-58-95-00

3 Notes concerning implementation of the Quality Manual

All information in the Quality Manual remains the property of VETEC Ventiltechnik GmbH. Copies even including excerpts are not permissible without prior consent of VETEC Ventiltechnik GmbH.

The most recent version is always valid. Other versions become automatically invalid as soon as a new, revised version appears. In case of doubt, contact the head of Quality Assurance.

A actual version of the Quality Manual is available on the VETEC homepage

Further information on the revision status can be found on the title page and on the individual sections of the Quality Manual. The revision reasons are documented in the revision index in section 8.

The Quality Manual can be obtained without revision service.

The addresses of all recipients are registered in a distribution list to monitor the Quality Manuals sent out. The head of Quality Assurance is to be informed when a change in recipient of the Quality Manual takes place or the manual is to be returned to VETEC.

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Our company, guidelines, objectives, and quality policy

01

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1 The company and its products

The valve range of CANALI GmbH & Co KG was continued after a name change and the founding of VETEC Ventiltechnik GmbH in March 1985.

Based on the engineering expertise of actually around 100 employees, VETEC manufactures its own product range in its own in-house production facilities. VETEC belongs to the worldwide operating SAMSON Group in Frankfurt/Main and benefits from the worldwide cooperation with customers, suppliers and SAMSON itself.

The product range is focused around the MAXIFLUSS rotary plug valves mounted on pneumatic, electrohydraulic, or electric actuators by VETEC or other manufacturers as well as being fitted with electronic control units. Additionally, the production includes special valves engineered according to particular specifications and for critical applications specified by the customer.

VETEC is a reliable partner for industry, in particular process engineering and mechanical engineering. VETEC's valves control liquids and gases

- in chemical, petrochemical, pharmaceutical, as well as pulp & paper industries
- in the energy sector
- in general industries (e.g. sugar, food processing)
- in mechanical engineering.

VETEC's customers are located throughout the world and VETEC provides international support for its customers.

VETEC products meet the requirements of European and non-European directives, guidelines, and standards, in particular the Pressure Equipment Directive 97/23/EC, Module H and H1.

The scope of services provided for customers includes:

- Innovative and reliable products
- Expert consultation and problem solving
- Extensive customer and product support on a worldwide basis
- Excellent price-performance ratio
- Flexibility
- Special engineered solutions

2 Objectives and guidelines

The customer is provided with a standard in quality which orientates itself to customer requirements and is regarded as optimal for customers as far as the product is concerned.

The standard in quality is constantly compared to that of competitors and continuously improved from an economic point of view. In cooperation with our customers, VETEC endeavors to continuously improve its products and services.

The objectives determined by top management are announced at the levels concerned. Managers and those employees responsible for the process ensure that the appropriate action is taken, supervise the processes, manage the resources and work equipment necessary to achieve the objectives. They are additionally responsible for ensuring that the quality policy is understood and applied in practice.

The main processes and their interactions are clearly defined and methodically monitored, and controlled. The smoothest, correct, and cost-effective routines are striven for to achieve the greatest possible effectiveness for the customer and strengthen our position in the market.

The top management evaluates the results of its actions, comparing them to the objectives and competition. The evaluation results are used as the basis for new quantifiable objectives and continuous improvement.

VETEC employees' skills are to be integrated into the processes as far as possible by providing an appropriate work environment, relevant training, and an open communications policy.

The areas of responsibility, authorities, and points of contact are known and available in written form.

Processes that have been outsourced are still subjected to the same objectives and evaluations as the in-house processes. Consequently, VETEC strives for a cooperation with its suppliers that is fruitful and trusting for both parties. The same applies to companies with whom VETEC cooperates.

3 Declaration by top management

The quality policy of VETEC Ventiltechnik GmbH/Speyer is defined by the top management and basically aims at improving customer satisfaction by implementing a process-oriented QM system according to DIN EN ISO 9001:2008.

It is therefore top management's declared objective to manufacture VETEC products that meet customer requirements to strengthen the company's position in the market and to expand VETEC's market share.

The declared objectives and guidelines are to contribute to achieving this objective.

Top management is committed to establishing the actions and providing the resources required to implement the quality policy.

A representative responsible for quality management who reports only to the top management is delegated for the implementation of the quality policy.

The QM system is regularly reviewed concerning its effectiveness, compliance with the quality policy, and the continuous suitability. The results are used to control the quality policy.

The major aspects concerning product safety and reliability as well as health, safety, and environment protection play a decisive role.

Top management supports the implementation of the quality policy and QM system and expressively requests the staff to implement them as described in this Quality Manual.

Chief Executive Officer



N. Hock

Speyer, 02 May 2003

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1 Guidelines and objectives of management

Our Quality Management System guarantees that the quality policy, guidelines, and objectives of top management are applied and continually improved.

The processes described cover all the procedures affecting quality and apply for all employees, products, and services.

2 Responsibilities

All employees are responsible for the successful application of the QM system. The following areas of responsibility for managers have been appointed:

- Top Management supports all courses of action which are required for a successful implementation of the quality policy. It ensures the appropriate resources are available, regularly defines the guidelines and objectives, and makes them known. It is responsible for determining and constantly developing the operational chart and for appointing the decision-makers in the company.
- Top management appoints employees responsible for key processes. They are to actively involve those employees working in their field and to keep them informed. They determine the appropriate corrective action and control the processes.
- The quality representative of VETEC Ventiltechnik GmbH monitors the effectiveness of all processes and the QM system in its entirety and reports to top management. He issues and manages the system documentation.

3 Requirements for our QM system

- Systematic customer support to find out market demands.
- Guidelines and targets are to be defined at least once a year.
- Customer-related orientation, and determining processes and their interactions.
- Universal interdepartmental processes which integrate all quality-securing courses of action.
- Planning and provision of all material and human resources.
- Reliable sales and delivery scheduling.
- Controlled product development.
- Outsourced processes must meet the requirements of our QM system.
- Constant reviewing of our QM system, adaptation to requirements, and improvement.

4 QM system structure

4.1 Quality Manual

The quality management representative appointed by top management is responsible for creating and issuing the Quality Manual. The representative is in charge of managing and distributing the Quality Manual to registered recipients in the company as per the procedure instructions VA002.01.

4.2 In-house QMS documents

Existing established procedure instructions, work instructions, and forms are integrated into the QM system according to ISO 9001:2000 as far as possible. The organizational structure in 20 elements does not contradict the dynamic principle of process control and will therefore be continued to be used. The high degree of familiarity among the staff guarantees that existing arrangements will continue to function smoothly. For example, Procedure VA003.01 (element 03 ISO 9001:1994).

Within the framework of this system, processes and their interaction are depicted, supplemented, and implemented in all the places where clear regulations, appointed responsibilities, and points of contact are necessary.

4.3 Control of QMS documents

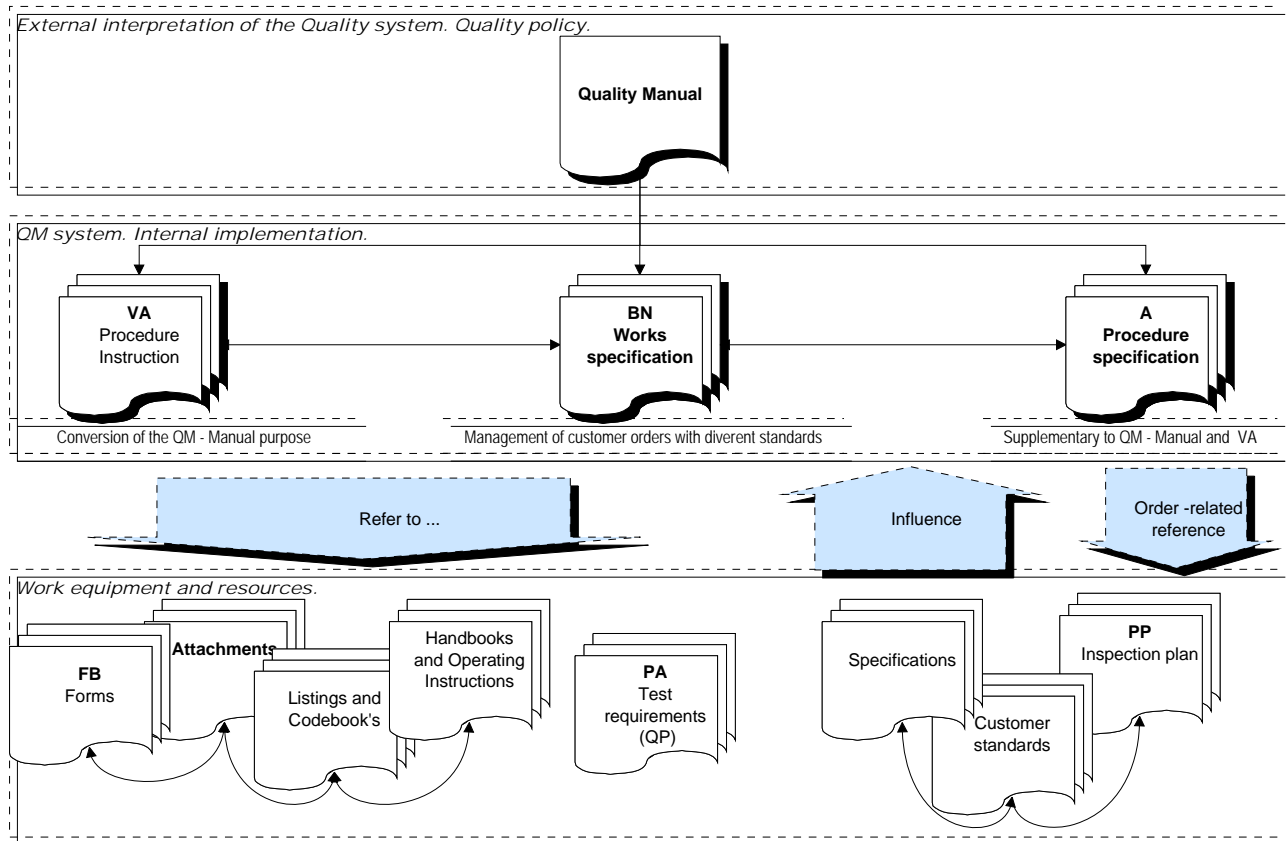
VETEC has ensured that all documents relevant for quality are readily identifiable and only the documents in the last revision status are changed. These documents are only produced and released by qualified personnel in each department. Invalid documents are identified accordingly or destroyed.

The following procedure instructions described how to create, issue, revise, monitor, distribute, and store documents.

- VA002.001 and VA002.002 concerning documents relevant for quality.
- VA005.01 defines the control of design documents and CAD drawings.
- Records are special kinds of documents and are controlled separately (see 4.5).
- A difference is made between documents relating to the system (Appendix 005.01) and documents relating to products and orders (Appendix 005.02).
- The documents of external origin such as statutory regulations, standards, technical codes, or customer specifications, which serve as the basis for creating quality-relevant documents, are checked on contract verification to make sure they are up-to-date.

If necessary, documents are verified and approved by customers (test plans relating to orders) or by a technical expert organization (previously verified drawings).

4.4 Hierarchy and structure



4.5 Control of records

VA016.01 describes how records are to be managed and handled. Records that serve to provide evidence on the effectiveness of quality-relevant actions may only be managed by appointed personnel and be monitored by the responsible position, e.g., factory-authorized inspectors.

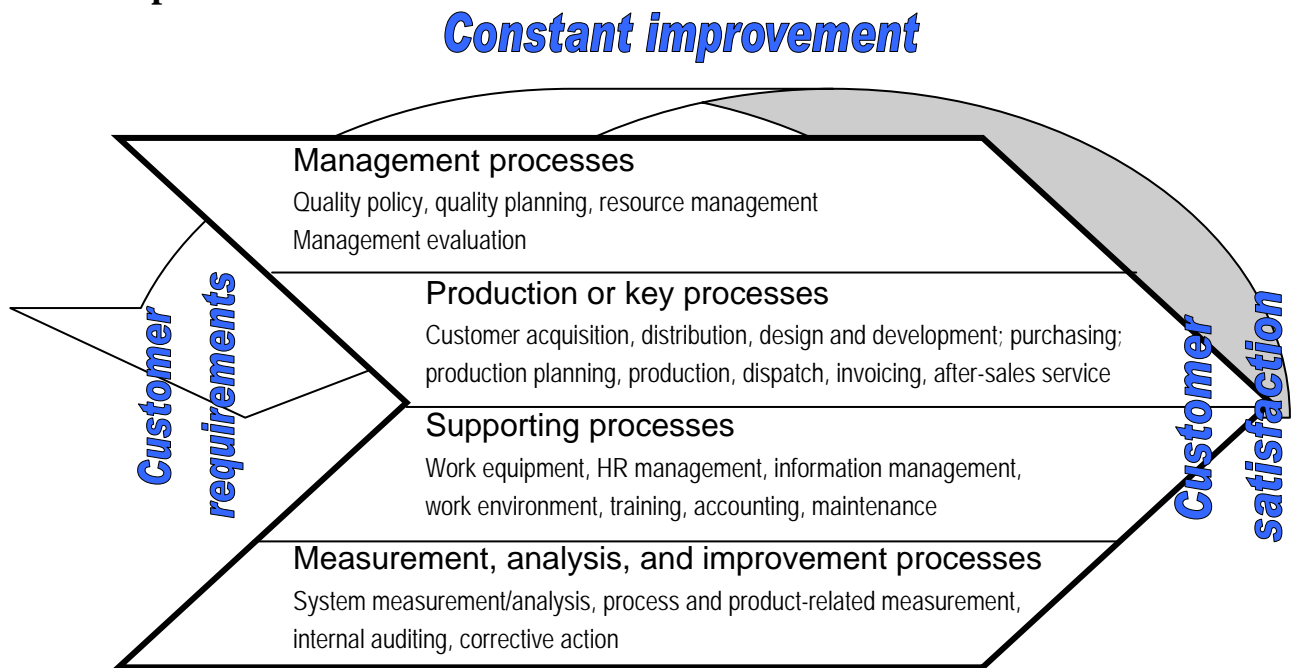
External records from suppliers and inspection organizations are verified and managed by the Quality Assurance department.

4.6 QM – System modifications

The QM – System modifications are noted in a data base. The notified Body will be informed about the modifications of the affected period in time and prior of each Audit. Essential modification information's will be forwarded immediately.

5 Processes and organization

5.1 Main processes

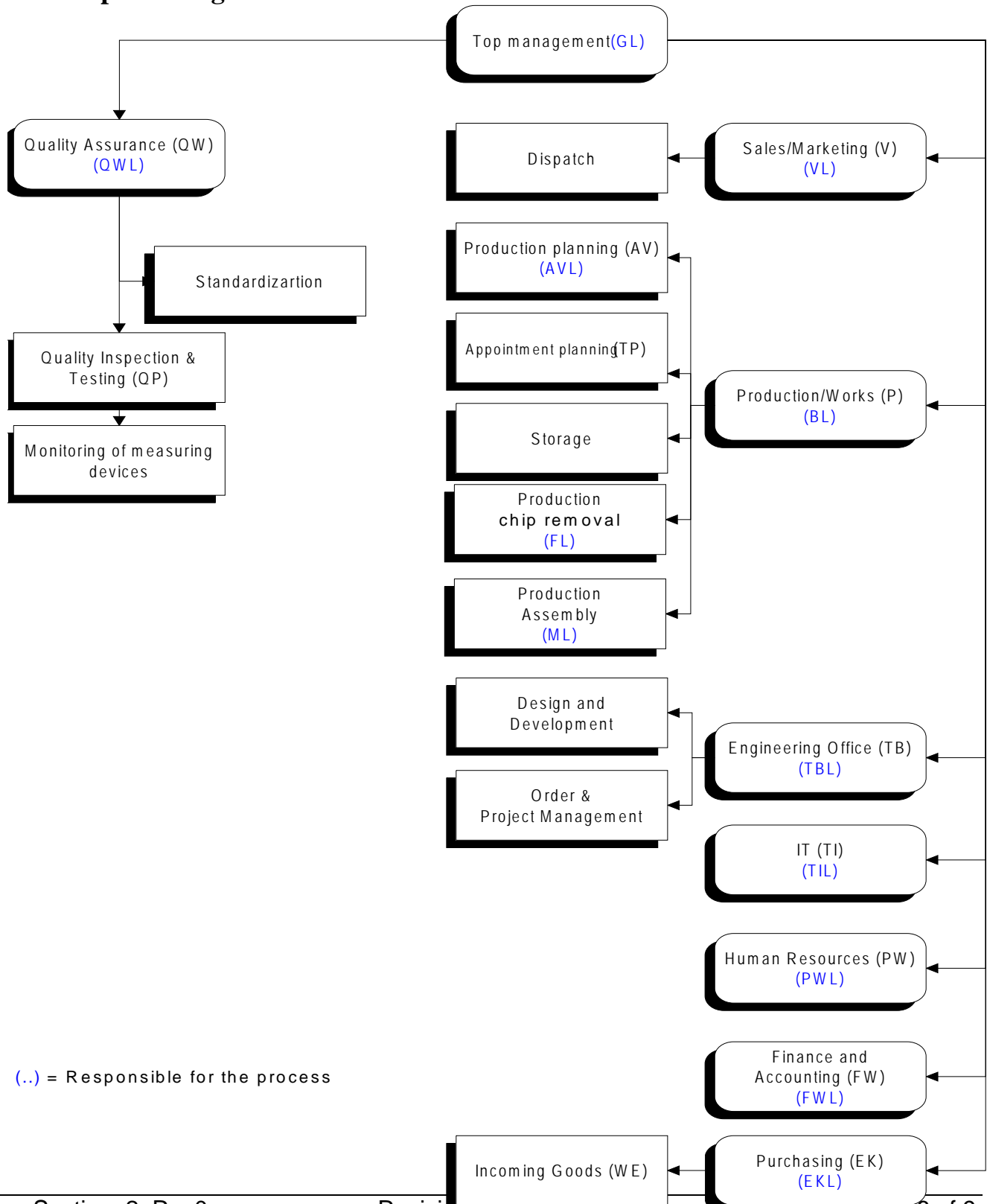


5.2 Positions responsible for processes (areas of responsibility matrix)

A manager acting as the responsible person for a process (representative of top management) is appointed for each business process by top management. These representatives, in turn, can appoint other employees responsible for partial processes.

Sec.	Processes of QM system	Responsible position for the process
1	Guidelines, objectives, and quality policy	Top management
2	QM system	QM representative
3	Employee qualifications and human resources	Top management; head of Human Resources
4	Measurement and analysis of the QM system	QM representative
5	Customer support and communication	Head of Sales
6	Realization of customer requirements	Top management; head of Finance and Accounting; head of Engineering Office; head of Sales; head of Purchasing; head of Production Planning; head of Works; head of IT

5.3 Corporate organization



5.4 Scope of tasks and authorities

The responsibility and authority of each position need to be defined and known to ensure an effective and efficient implementation of processes. The matrix listing positions responsible for processes and the organizational structure (5.2 and 5.3) summarizes the areas of responsibility.

Top management *Mr. Hock, substitute Mrs. Elfner und Mr. Groél*
1 employee

- Determine corporate guidelines
- Plan corporate development and release business plans
- Define the process responsibilities
- Guarantee the general conditions for structural and personnel matters for the effective and successful implementation of the QM system
- Regular assessment of effectiveness and suitability of the QM system
- Responsible for entire financial matters
- Draw up a business plan and plan budgets

Sales/marketing /dispatch *Mr. Groél, substitute Mr. Valcu*
21 employees

- Pinpoint and open up new market and product potential
- Secure productive relationship with customers
- Record market requirements
- Draft and implement marketing strategies
- Support and consult customers
- Draw up and check quotations
- Plan, record, and execute customer orders
- Take on and follow up customer complaints

Design & Development *Mr. Konzack, substitute Mr. Dausmann*
7 employees

- Determine and execute new developments in coordination with Sales department
- Responsible for engineering matters of all products and projects
- Develop, verify, and validate products
- Supervise series production

Production and works management *Mr. Eberhard, substitute Mr. Biehl*
62 employees

- Manufacture, assemble, and check products to meet requirements and deadlines
- Plan and monitor production and assembly
- Optimize production cost, ability to deliver on schedule, process capabilities, and stock levels
- Pick and pack order-related parts for assembly and dispatch them
- Plan and validate processes for new, revised products or for new procedures
- Plan, purchase, and maintain work equipment and facilities
- Manage stocks and inventories
- Pack and dispatch products
- Plan and monitor assembly at external location

Purchasing *Mr. Weik, substitute Mr. Härtel*
2 employees

- Select and assess suppliers for purchased parts and services
- Monitor delivery schedules
- Manage incoming goods
- Purchase specially required parts

Quality assurance *Mr. Beier, substitute Mr. Geiss*
4 employees

- Measure and assess effectiveness and efficiency of quality management system
- Control interdepartmental projects to improve quality
- Issue quality management system documentation
- Apply quality methods
- Contract reviews (supporting function) and plans
- QM training
- Record and analyze process capabilities
- Measuring equipment
- Monitor inspection, measuring, and test equipment as well as assess their capabilities
- Support final inspections by customers
- Obstruct the use of non-conforming products or materials
- Initiate and monitor corrective action
- Check purchased parts
- Check, draw up, and manage quality documentation

IT *Mr. Demo, substitute Mr. Lutz*
2 employees

- Provide support in IT matters
- Data back-up
- Data protection
- Maintain of document management system

Finance/accounting/human resources *Mrs. Elfner, substitute Mrs. Schotter*
5 employees

- Plan and support human resources development regarding quality and quantity
- File personnel-related qualification certificates, etc.
- Manage training courses
- Responsible for accounting and costing
- Determine corporate results and analyze any deviations

6 Referenced procedures

- VA002.001 Quality manual
- VA002.002 Quality-relevant documents
- VA005.001 Drawing administration
- VA005.003 Administration of internal instructions
- VA005.004 Data processing, data back-up and data protection
- VA016.001 Quality records
- VA017.001 Internal audit

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1 Guidelines and objectives of top management

Key requirements for our business success and customer satisfaction involve qualified, competent employees as well as a work environment which allows and promotes the realization of customer requirements and continuous process improvements.

Compliance with customer requirements and the product is ensured by consequent determination and provision of personnel qualifications, the required work environment and infrastructure.

All employees influence directly or indirectly the product quality and are therefore obliged to support and promote this process within their capacities by continual adaptation.

2 Areas of responsibility

For the management process of *Employee qualification and human resources*, the following responsibilities have been defined:

- Top management supports and promotes the provision of resources as per their guidelines and objectives. They plan the corporate personnel development.
- The Human Resources department is responsible for selecting personnel according to the job specifications laid down by managers and top management as well as for organizing all training actions.
- Each manager is responsible for maintaining the required qualifications and competence of the employees. The manager must ensure that the required resources and work environment exist and are suitable for achieving the management's objectives. They promote the awareness of the employees for their influence for customer satisfaction and continuous process improvements. This includes actions involving health and safety as well as environmental protection.
- The QM representative verifies the effectiveness of training and the provision of resources during the management review.

3 Human resources

3.1 Employee qualifications

- The job specifications and qualifications necessary for a position include:
 - Knowledge of the QM processes affecting them
 - Competence in their field
 - Product-specific knowledge
 - Specialized knowledge and familiarization with activities.
 - Quality awareness

- The qualifications necessary for an area of activities is determined by the head of the department concerned together with Human Resources in job descriptions or in the task matrix (VA001.01).
- The Human Resources department verifies the necessary qualification certificates.
Recruitment

3.2 New employees

- On recruitment/reallocation, the superior specifies the requirements or minimum criteria that a successful candidate must fulfill for the corresponding scope of duties. The suitable candidate is selected on this basis.
- Required training and familiarization of new employees in their duties is performed according to training or familiarization plans.
- During the familiarization phase, every new employee is supervised by an experienced employee from that specialized field.
- A first appraisal interview with the employee concerned is to take place at the latest after the familiarization is scheduled to end.

3.3 Employee development

- The further development of an employee is planned in appraisal interviews. Such interviews can take place as part of corporate planning, but also as action for personal motivation. The following points could be included in such an interview:
 - Assessment of employee's performance and motivation
 - New requirements concerning the employee's competence
 - Personal development targets for the employee
 - Training measures necessary and to be targeted for
- Actions and agreements resulting from interviews are assessed and used for further human resources planning.

3.4 Training needs

- The training activities may include:
 - In-house information events
 - Training courses and seminars
 - Training at the workplace
 - Training by experienced colleagues.
- The actions to be taken may be implemented related to the employee, division, on a corporate level or in view of special activities.
- Each manager is responsible for determining the training needs to ensure the necessary qualification. If necessary he initiates trainings where applicable, and informs and motivates the employees about the necessity of training.

- VA018.001 determines how the training actions are to be planned, executed, and documented.
- In-house training is performed by managers themselves or delegated employees.
- Training on the QM system is usually performed by the employees responsible for the respective process.
- External training actions are proposed to Human Resources department by departmental managers. The Human Resources department organizes external training.

3.5 Scope of tasks and points of contact

- The scope of tasks, the authorization, the communication paths, points of contact, and functions affecting all department result from process descriptions and in-house instructions such as those described in [QM system](#) section.
- The resulting competence boundaries and the areas of responsibilities for managers and key positions are described in job descriptions.
- All other scope of tasks are determined in a task matrix.
- The tasks and authorities are described in [QM system](#) section.

4 Supporting resources

- In addition to personnel qualifications, the infrastructure and work environment are regularly reassessed and defined.
- New investments are planned for the long term in accordance with the corporate policy.
- The conditions of environment protection are fulfilled. There are no critical applications at VETEC. The residues of paint etc. are to be disposed separately.
- The work environment is to be designed according to the ergonomic requirements and newest findings concerning accident prevention and is to be tested regularly concerning this aspect. Employees are required to draw attention to any irregularities.
- The production facilities at VETEC are regularly and systematically monitored and serviced.
- Should any irregularities occur, an accuracy inspection of the equipment concerned is performed.

5 Referenced procedures

- VA001.01 Job description
- VA018.01 Personnel

Measurement, analysis, and improvement of the QM system

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Measurement, analysis, and improvement of the QM system

1 Guidelines and objectives of top management

The continual improvement in performance of our quality management system requires regular measurement, analysis, and improvement of all system processes as well as the entire quality management system.

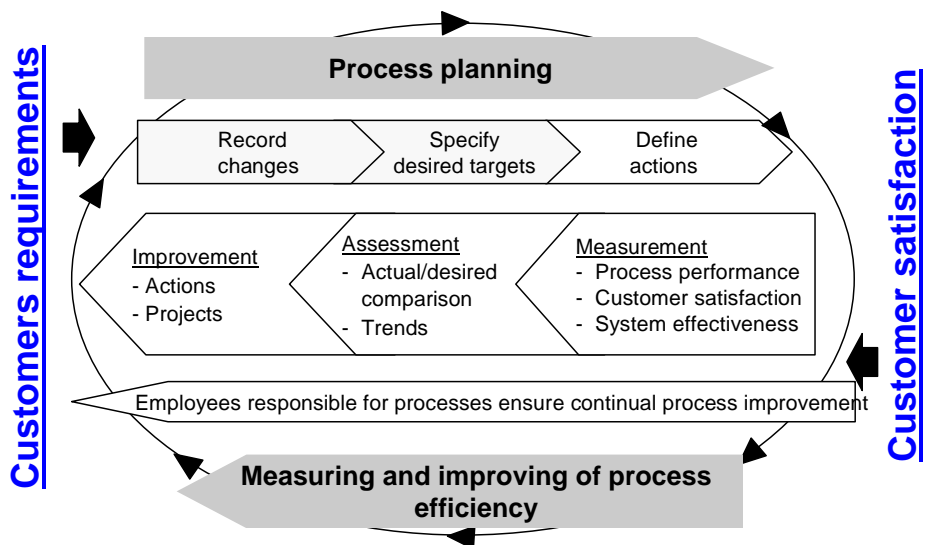
2 Areas of responsibility

The following responsibilities have been defined for the management process *Improving efficiency*:

- Top management performs the management review. Together with the employees responsible for the processes, the guidelines and objectives are defined for the continual improvement process and announced by the top management.
- The QM representative monitors the efficiency of the QM system, determines the indicators and analyses them. He plans and implements corrective and preventive actions, performs audits, and takes charge of the continual improvement process.
- The employees responsible for processes from all departments measure, analyze, and monitor the strategic control variables and indicators. They analyze deviations and improve process performance.

3. Process performance and system effectiveness

continues improvement process (CIP)



Measurement, analysis, and improvement of process efficiency

Measurement, analysis, and improvement of the QM system

3.1 Process performance

- The employees responsible for all business processes and related processes derive the indicators to measure efficiency of the processes from the strategic targets listed in the corporate planning and record them continuously.
- The indicators always cover the three aspects of quality, cost, and deadlines.
- The involvement of employees, definition, statistical procedure, where applicable, frequency of compiling and issuing data as well as reporting is determined in the documented procedures.

3.2 System effectiveness

- Independent auditors check and document the functioning of the quality management system in regular audits.
- The findings include whether the determined processes and their results:
 - in reality correspond with the inputs and are retraceable.
 - appear suitable for fulfilling the corporate targets and achieving customer satisfaction.
 - correspond with the requirements in DIN EN ISO 9001:2008.
 - and can be improved.
- It is to be ensured that all employees are sufficiently informed about the quality assurance system and that the procedures, processes, and instructions are known and adhered to.
- The results of the internal audit are analyzed and suggestions for system improvement are made to top management during management reviews.
- If necessary, unscheduled audits are performed.

3.3 Improving efficiency

- The annual management review is made based on internal audits and indicator analysis according to the guidelines of ISO9001.
- Top management determines the guidelines and targets for the continual improvement process together with the employees responsible for processes.
- The employee responsible for a process in the department affected is also in charge of implementing the necessary actions, with no unjustified delays.
- The results of the corrective action are checked in follow-up audits.
- The records of the management review will be maintained.

Measurement, analysis, and improvement of the QM system

4 Analysis of data

4.1 Process-related indicators

We compile a series of indicators to control processes and to gain clarity about actual cost. The indicators listed below are among the most important:

- Production
 - Turnaround times
 - Reject, reworking, tolerance costs
 - Utilization of capacity
 - Utilization and waiting times, malfunctions
- Sales
 - Success quotas, ratio between quotations to orders given
 - Order figures
 - Follow-up orders
 - Customer complaints
 - After-sales service actions
 - Market analysis
- Purchasing
 - Complaints to suppliers and supplier assessment
 - Delivery deadline met
- Human Resources
 - Statistics on staff away sick and on accidents
 - Scheduled training performed
- Design & Development
 - Share of specially engineered constructions
- Finance
 - Outstanding accounts
 - Sales volume
 - Overall quality costs

4.2 Indicators of customer satisfaction gathered in interviews

The data to analyze customer satisfaction are compiled by the Sales department.

- The following information is collected on visiting of external customers:
 - Price/performance
 - Product quality
 - Delivery time/ability to deliver
 - Deadlines met
 - Consultation and competence
 - Documentation
 - Classification among competitors

Measurement, analysis, and improvement of the QM system

- The following information is collected on visiting of internal customers
 - product conformity
 - situation of delivery time
 - picture of VETEC (e.g. manufacturing safety)
 - order documentation

5. Referenced procedures

- VA014.01 Corrective and preventive actions
- VA014.001 Customer satisfaction
- VA017.01 Internal audit
- VA020.001 Statistical methods

Customer support and communication

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1 Guidelines and objectives of top management

Our products, services, and business processes are intended to completely meet the requirements made by our customers. As a result, we determine and assess the needs, expectations, and feedback of all our customers as precisely as possible and use this information to further develop our company.

2 Areas of responsibility

The following responsibilities have been defined for the management process *Customer acquisition and support*:

- Top management generally decides on all matters concerning finance and the fundamental sales policy.
- The Sales department is responsible for any direct contact with customers and coordinates all further internal actions, during which, the Sales department is directly supported by all other departments.
- The Quality Assurance department supports by consulting in all quality-relevant matters. It is responsible for the assessment of claims, customer complaints, and customer satisfaction.

3 Determination of customer requirements

3.1 Contact

- The Sales department coordinates all contacts with new as well as regular customers. We determine customer requirements and the level of customer satisfaction by means of regular visits by our sales staff.
- It implements the customer requirements in internal actions. If necessary, the Sales department consults the corresponding departments for support and to coordinate contract reviews and activities.
- The sales staff at the main office assess customer feedback. They also manage a customer complaint file in cooperation with the Quality Assurance department. These results are used to find out customer satisfaction, our position in the market, and to determine the quality objectives and policy.
- The Sales and Quality Assurance departments usually support together customers who perform final inspections themselves.

3.2 Customer acquisition, customer information, and consultation

- We receive new contacts through targeted market observation, trade fairs, and through recommendations from regular customers.
- Before visiting potential customers for the first time, we compile the specific customer applications, draft alternative concepts, and prepare presentations.
- To support our customers on site, we can rely on an international after-sales service network.
- Our field service consults (and documents) on site in cases where valve problems arise in the plant under operating conditions or the originally calculated properties are not achieved.
- When requested or when the need arises, we provide our customers with product information, service, and installation manuals and also carry out training courses for service staff.

3.3 Continual improvement

- Findings and experiences encountered under operating conditions with our products by our customers are used for further development.
- Products returned for repair are thoroughly assessed to optimize products for the future, where applicable.
- By constant contact with customers, we endeavor to optimize and make both our products as well as the procedures more attractive for the benefit of the customer.
- On visiting customers we also try to determine customer satisfaction and our position in the market by asking specific questions.

4 Customer support

4.1 Order-related customer requirements

- All the information necessary for product realization, which is requested by the customer or necessary due to the application as well as statutory regulations and other internal requirements, are determined and defined by the Sales department.
- In the quotation and order phase, the requirements are reviewed concerning their completeness and the ability to fulfill them. Differences between agreements and the order need to be clarified.
- The delivery and intermediate dates are followed from a central point and adapted as the order progresses. Regular consultation with the departments concerned is made for critical orders.

4.2 After-sales service and repair

- The after-sales service actions are initiated from a central point by the Sales department, which clarifies the schedules as well.
- A pre-requisition of repair work is a clear definition of the potential hazards of valves, which have been in service before. This takes place for repair work in the factory by the safety data sheet of the customer. Agreements on site have to be documented in the repair report.
- A questionnaire ensures that our maintenance staff is sufficiently supplied with tools as well as inspection, measuring, and test equipment, product information, maintenance manuals, etc.
- On performing any maintenance or repair work, the instructions of the original order must be taken into account or the current instructions determined by the customer must be ascertained.
- Any standard service work carried out by VETEC is given the same guarantee conditions as new orders.
- The re-use or the disposal takes place in agreement with the customer and under observance of the compulsory regulations
- Our after-sales service staff is regularly trained for after-sales service operations at the customer's and informed about the newest developments.
- Staff from other companies are trained at VETEC. This usually concerns the customer's own maintenance and operating staff.
- The after-sales service staff document each of their operations. The Sales department takes over the archive of these documents.

4.3 Customer complaints

- Cases of damage or customer complaints undergo an intensive investigation into the cause.
- We are committed to helping quickly and professionally when problems arise.
- In case defective VETEC products are detected after delivery it will be decided together with the top management upon the appropriate measures. The decided procedures will be documented and filed.
- The type and scope of services is agreed upon between top management and the customer and documented.
- Cases of damage, warranty claims and customer complaints are registered and assessed followed by a statistical assessment.
- Warranty claims are documented in a list in the Finance and Accounting department and documented and archived in the orders with details on causes and reasons for the action taken.

- Top management and the departments concerned discuss, initiate, and document corrective actions.

5 Documented procedures

- VA014.02 Customer satisfaction

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1 Guidelines and objectives of top management

The reliable implementation of specific product requirements as well as meeting delivery deadlines are decisive competition factors for us and our customers. For this reason, we consult intensively with our customers concerning the products, plan our resources, carefully check whether all promised delivery deadlines can be met, and systematically monitor the progress concerning deadlines of all customer-relevant production orders. The required product-specific inspection activities, evidence, and acceptance criteria are specified and continually adapted to the requirements.

2 Areas of responsibility

The heads of the departments listed are responsible for fulfilling the individual tasks of the management process *Planning and executing customer orders*. See [section 02 5.2](#).

The areas of responsibility and points of contact are related to the departments as determined below:

- Top management promotes all levels of product realization by providing the appropriate resources and specifying priorities.
- The Finance department provides a sound financial basis and takes care of bank transactions and invoicing, etc.
- The Engineering Office reacts to any market requirements by developing products or develops customer-specific solutions. It takes care of orders with special requirements or projects and advises the departments, if necessary.
- The Sales department is responsible for marketing, contract reviews, monitoring delivery schedules, customer support as well as additional components provided by the customer.
- The Purchasing department takes care of orders, monitors delivery schedules, and selects suppliers.
- The Production Planning department drafts the production orders and operation sheets, monitors the deadlines as well as the availability of materials and stock-keeping. During the course of production, the inspection stages are integrated and outsourced services are initiated.
- The Production department ensures that the production runs under controlled conditions. It carries out production tests and takes care of work equipment.
- The Quality Assurance department is responsible for the inspection and monitoring of processes. It is also in charge of monitoring suppliers, inspection costs, and quality records.
- The IT department supports the departments in all IT matters and provides a secure information flow.

3 Design & Development

3.1 Objective and scope

- Our customers' requirements are subject to continual development. Therefore, it is necessary to observe them and remain competitive by continually adapting our range of products and services.
- To extend our position in the market, the development of reliable, competitive products on schedule is necessary.
- Many of our customers have special application cases. We want to offer solutions with specially engineered products for these cases.
- Product designs are to be selected such that the expected quality level in production and inspection can be guaranteed.
- Requirements derived from standards and statutory regulations are to be fulfilled. The laws and regulations of the country of destination apply.

3.2 New developments

- New developments are inspired by the requirements of our customers. The inputs for this purpose are therefore usually ascertained by the Sales department.
- A product idea is reviewed concerning its feasibility and economic viability.
- All requirements are summarized in a list of design specifications, which also takes into account the statutory regulations, standards, and safety regulations.
- Design features essential for a safe and reliable functioning of the product are taken into special consideration.
- It is essential that the product can be manufactured without any negative effects on quality at reasonable cost.
- A prototype production with sufficient testing of function and reliability is carried out.
- Development and test activities are only performed by qualified staff.
- Appropriate means for development work are provided.
- On planning the development, organizational and technical points of contact between individual groups are to be determined. Discussion results are documented.
- Results of developments are recorded in the form of drawings, parts lists, calculations, experimental and test protocols, specifications, and instruction procedures.
- Finally an assessment by means of a FMEA (failure mode effect analysis) will be performed to evaluate inadequatenesses of the product occurring during start-up. A final assessment follows by means of customer feed-backs.

3.3 Design verification and release for production

- We check whether the design output meets the requirements of the design specifications and prove this with suitable documentation.
- We try to recognize problems at an early stage by using the appropriate methods and to establish follow-up action.
- The created design documents are reviewed by qualified staff and released for the manufacture of products by the head of the Engineering Office.
- Prior to release for production, it must be guaranteed that the product requirements can be met using appropriate methods (prototype, inspection protocols, statistics etc.).

3.4 Changes

- Changes are carried out in the same manner when drawing up the original documents. More details can be found in section 5 of the Quality Manual.

3.5 Project-related design and development

- In cases where special customer requirements cannot be covered by our standard product range, our products are modified by the Engineering Office. The corresponding consultation and ordering is carried out by the Sales department.
- Depending on the scope and effects of the modifications, it may be necessary to apply the same procedures and methods as used in the process *New developments*.
- The scope of design verifications and validations is established by the head of the Engineering Office, in agreement with other departments, if necessary.

3.6 Product sustainment

- If it is necessary for the sustainment of the product quality, adequate notes will be allocated to the product and published. This is also applicable for spare parts and modifications.
- Reasonable improvements of the product will be highlighted and announced to the customer.
- Mounting and operation instructions as well as transport instructions are provided, in case of potential harmful effects by inappropriate handling.

3.7 Outsourced Design & Development processes

- Outsourced Design & Development processes are subject to the same quality procedures as the internal processes. The realization is defined in **functional specifications**. **The proceedings and the results are subject of an assesement by VETEC.**

- Type and design approvals are processes which are performed by independent accredited bodies on behalf of VETEC. These process follow and are assessed according to legal regulations and laws.

4. Order planning and production

4.1 Objective and scope

Standardized operations are intended to ensure that customer expectations are ascertained and assessed and that the requirements are correctly integrated into order planning and order processing to avoid errors occurring at the points of contact between the customer and VETEC.

Controlled production processes are to be guaranteed to enable the quality and reliability of our control valves to meet customer expectations. For this purpose, our production processes undergo continuous critical examination.

The actions ensuring quality integrated into the processes are intended to recognize irregularities that lead to faults or malfunctions at the earliest stage possible and reduce their occurrence.

4.2 Requests for quotations and orders

- The Sales department records all customer inquiries, draws up quotations, and follows them until our customers have reached a decision.
- Our products usually need to be sized to the application. The consultation and exact determination of the operating conditions are therefore an essential part of quotation and order processing.
- We endeavor to present the requirements in orders as clear as possible by working together intensively with our customers.
- The analysis of customers concerning the reasons why quotations did not lead to an order belong to our marketing activities. For example, price, lead times, image, etc.
- The entire order handling is performed by the Sales department as far as standard products are concerned. Standard products include all products whose design is specified in documents, i.e. part lists, drawings, price lists, inspection plans, etc and which do not require further development work. The product configuration is done by means of the product configurator in the PPS system.
- In cases where special requirements (e.g. customer specifications) are to be fulfilled, the actions are determined together with the departments affected.
- The feasibility of the requirements is to be clarified prior to the final order confirmation.
- Contract modifications which arise while an order is realized are implemented after consultation with the customer and written down in a protocol.

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- The orders are processed. All drawings, commentaries, and protocols are to be collected under this order number and/or filed in a data processing system.
- Inspection records and quality certificates are created and archived separately.
- In special cases, order handling is reviewed after the order has been completed.

4.3 Order tracking software

- All data necessary for realization of customer requirements are managed centrally in a Product Planning System (PPS system).
- An order is entered into the PPS after the quotation/bidding phase, i.e., when the actual order is placed with VETEC.
- The data from the Sales, Purchasing, and Production departments are linked and tied to the conditions.

4.4 Executing and control of customer orders

- The production order, material parts list, and the spec sheets are the decisive inputs for production and the provision of means.
- The production order contains references to important documents such as drawings.
- Processes with a certain hazard potential must follow controlled procedures. Appropriate safety notes and precautions are documented in the relevant work procedures.
 - e.g. safety data sheet which must be part of a repair order
 - e.g. hazard notes for paints and solvents
 - e.g. mounting and test instructions for control valves for hazardous media.
- In the work plan, the work processes and inspection stages are determined and references are made to specific assembly or inspection instructions as well as to handling information.
- General production specifications are determined in the process and inspection instructions, which also specify work environment and qualifications, if necessary.
- Production documents are drawn up when an order is processed by the Sales department and entered into the PPS. The production documents are then controlled in the system.
- Our production processes guarantee that just the appropriate materials for each purpose are used, processed, or assembled.
- Appropriate action ensures that the production status and the product quality achieved is kept during transportation and storage within the company.
- The finished product is protected correspondingly for transportation to the customer. Mounting and operating instructions are included to avoid faults or accidents due to improper handling.

4.5 Provision of means, resource planning

- After the order has been received, the availability of the necessary materials and work equipment is determined. Availability for parts (casts) with long lead times is already checked in the quotation phase.
- Only easily identifiable and flawless stock parts are to be kept in stock and used. A minimum level of stock is defined for certain parts.
- The heads of Production Planning and Production departments are in charge of providing suitable and approved production facilities and equipment as well as inspection, measuring, and test equipment. For this purpose, maintenance plans, machine and process capability evidence is kept.
- Test equipment is administered, issued, and inspected by the Quality Inspection & Testing department.
- Goods provided by the customer are inspected, managed, and stored separately. Damaged, unsuitable or lost parts are reported to the customer and the documentation will be filed.
- The utilization of machines and assembly facilities is planned continuously.
- The production or inspection staff are selected and trained to meet the requirements.

4.6 Monitoring and documenting of production processes

- VETEC is an AD 2000-HP0 approved company and has assigned works technical experts who are allowed to certify tests conforming to EN 10204-3.1.
- The tests are laid down in test instructions as well as order-specific determinations. The test schedules and their scope are determined in operation sheets.
- The appointed works inspectors and the use of test marks and inspection stamps are monitored by staff of the Quality Inspection & Testing department.
- The inspection status is to be recognized on the corresponding accompanying document and possibly on the part itself.
- The inspection activities, the measuring results as well as the inspection results and corrective action, if applicable, are documented and archived. It is possible to trace back parts at all times.
- Outsourced products must fulfill the same conditions and inspections as products manufactured by VETEC.
- Drawings and similar production and inspection documents are subject to a modification service, which ensures that the valid documents are in use at all times.
- Tests to check pressure, leakage, and function are performed in the Assembly department under the supervision of Quality Inspection & Testing department. The successful completion of the test is documented and the parts are given the stamp of the inspector.
- Employees responsible for the processes are determined for all test procedures. This also applies to critical activities such as assembling oxygen valves for which special instructions apply.

- Prior to being dispatched, a final inspection is always performed and the product is released for delivery by the Quality Assurance department.
- Valves must not be dispatched without a sticker indicating their release.
- An acceptance protocol is drafted for final inspections performed by the customer.
- Inspection reports are drawn up to provide evidence that the requirements have been fulfilled when the customer requests it.

4.7 Handling of nonconforming parts

- Materials, parts, or components that have been identified as nonconforming are to be marked immediately and segregated or stopped to prevent them from being used further.
- The entire amount of nonconforming products/parts is recorded with the quantity in stock or in circulation.
- A stopped component can only be released by the Quality Assurance department.
- Any major nonconformity is written down and reviewed in the form of statistics. The incurring fault costs are part of the management review.
- The source of nonconformance is determined and the suitable remedying action initiated.
- The affected parts remain stopped from the time of recognition until a decision is made.
- Nonconforming deliveries are to be clarified with the supplier and recorded in the supplier's file.
- The test results are reviewed in the form of statistics and serve as a basis for the continual improvement process.
- If nonconforming parts have already reached the customer, actions are taken to protect the customer from damages.
- The decision concerning rejects, reworking, or a deviation permit is made by the department concerned as determined in the deviation report. Decisions must always be made in written form.
- If products are first recognized to be nonconforming by the customer, the further handling is to be performed as described in [Customer complaints, section 5](#).
- Reworked and repaired products are subject to a repeated inspection. A protocol is written about the action taken.

4.8 Outsourced production processes

- All outside ordered production processes (extended work bench) will follow the same quality requirements as the in house processes at VETEC.

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- At each interface an outgoing inspection (e.g. provided material) **respectively incoming inspection takes places.**
- **If it is required by the process the necessary protocols and certificates will be issued as a document of a proper procedure.**
- **A statistical assessment under the same test conditions as at VETEC takes place**

5. Purchasing

5.1 Objective and scope

A careful supplier management is necessary to guarantee that the usual requirements in the pressure equipment engineering sector are met.

In the purchasing phase, it is to be guaranteed that the purchased products (raw material, semifinished products, individual parts, components, and assemblies) as well as services meet the given requirements concerning design, quality standards, price, delivery deadlines, and quantity.

All parts which are directly or indirectly needed for the production of our products are affected by this rule. At the handling stage, however, a difference is made between standard parts and safety-relevant parts.

5.2 Selection of suppliers

- The approved suppliers are reviewed and placed on a list.
- The suppliers must provide evidence of their quality capacity in the form of a functioning quality assurance system, which corresponds to the sort of products and services supplied.
- For particularly critical applications, a stricter selection of suppliers is made to meet the requirements.
- A cooperation on a partnership basis is strived for with suppliers regarded as suitable. The course of this cooperation regarding quality is traced with statistics.
- Prior to the start of series supplies, the supplier is to provide initial samples for inspection and approval. These initial samples are to be produced under series production conditions.
- Quality and general agreements are to be concluded with suppliers.
- For outsourced production processes the qualification for a certain production process takes place in conjunction with the supplier assessment.

5.3 Requirements for evidence of suitability

- The continuous quality capability is to be monitored by incoming goods inspection.
- The performance of suppliers and quality trends are reviewed.
- The heads of Quality Assurance and the Purchasing departments decide which suppliers are included and remain on the list of approved suppliers.
- Product samples are assessed with release for series production.
- The quality capability is reviewed and assessed by audits at the supplier premises, if necessary. Common supplier in the SAMSON group will be assessed by SAMSON AG.

5.4 Orders

- Requirements are usually registered including all required details in the Production Planning System (PPS-system).
- The entire order processing and tracking deadlines are performed using PPS.
- Orders are only placed with suppliers included in the list of approved suppliers or in agreement with the head of Quality Assurance department.
- The stipulated specifications are to be kept by suppliers. Any nonconformity must be provided with evidence of its similar suitability in agreement with VETEC.
- Suppliers are responsible for providing verification or documentation for their products within the framework of the recognized valid standards in our industry sector.
- Traceability must be guaranteed, including for orders that do not require quality verifications.
- Inspections at the suppliers are agreed upon for particularly critical applications.
- For projects, special requirements are discussed with suppliers.

5.5 Incoming goods inspection

- All incoming goods are subject to an incoming goods inspection.
- All processes in the incoming goods inspection, inspections, complaints, and handling of nonconforming parts, etc. are laid down in procedure instructions.
- Goods supplied by customers are inspected, identified, and then separately stored as described in the specifications in the order file.
- The results of quality inspections and the release of supply batches are documented on the accompanying documents and in inspection reports, if necessary.
- Should the delivery not match the order specifications, clarification is requested in a fixed procedure (inspection report).
- Parts still requiring clarification are segregated and marked for identification.
- The costs arising due to clarification are recorded and assessed in statistics.
- The parts can be used further use after the following criteria have been met:
Part OK, Certificate OK, Special requirements OK.

6. Control of monitoring and measuring devices

- The Quality Assurance department is responsible for proper handling of monitoring and measuring devices as per the procedure VA011.01.
- During the preparations for production and on drafting inspection plans, the required inspection, measuring and test equipment are to be defined to match the purpose.
- The purchase of new inspection, measuring and test equipment from qualified suppliers is carried out by the Production department in cooperation with the Quality Assurance department.
- New inspection, measuring and test equipment is to be recorded and identified in an administration software.
- At regular intervals, the inspection, measuring and test equipment is to be calibrated or adjusted at approved inspection bodies.
- If necessary, the validation takes place by means of test and measuring protocols, e.g. calibration tests.
- Faulty test equipment is to be repaired, devalued or no longer used.
- Test equipment that is not permanently installed is to be stored at the assigned workplace or at the point of issue.
- The test equipment is handed out and registered by the Quality Inspection & Testing department.
- The test equipment is checked on its return to make sure it is not damaged, its labeling is still legible, and the period of validity has not elapsed.
- The staff is instructed to check the test equipment for damage and valid calibration state before using it and to report immediately to the Quality Inspection & Testing department, if necessary.

7. Referenced procedures

- VA003.01 Contract review
- VA003.002 Order processing
- VA003.005 VETEC control valve according to PED 97/23/EC
- VA004.001 Design and development
- VA006.01 Supplier qualification
- VA006.02 Purchasing
- VA007.01 Goods provided by the customer
- VA008.01 Identification and traceability of parts
- VA009.01 Production planning
- VA009.002 Maintenance
- VA010.01 Incoming goods inspection
- VA010.02 Production inspections
- VA010.03 Control valve inspection
- VA011.01 Monitoring of test equipment
- VA013.01 Nonconforming products
- VA015.01 Packaging and dispatch
- VA015.02 Storage and in-house transportation

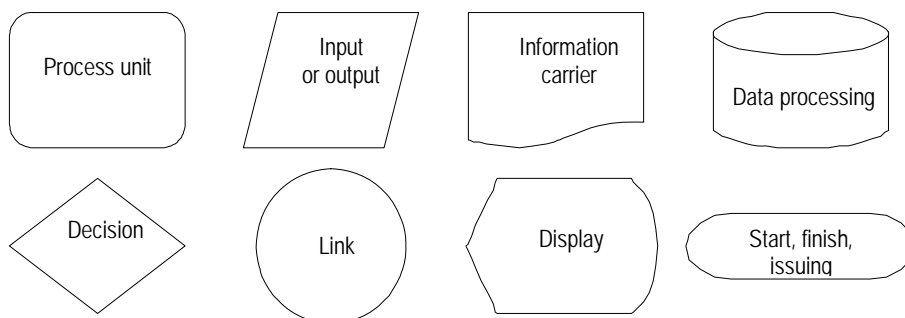
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1.5. Internal audit	5
1.6. Control of nonconforming products	6
1.7. Corrective and preventive actions	7

1. Processes

1.1. Process landscape and procedures

Process (ISO 9001:2008 Section ...)	Documented procedure	Quality Manual section
Control of documents (4.2.3)	VA002.02	2
Control of quality records (4.2.4)	VA016.01	2
Internal audit (8.2.2)	VA017.01	4
Control of nonconforming products (8.3)	VA013.01	6
Corrective action (8.5.2)	VA014.01	6
Preventive action (8.5.3)	VA014.01	6

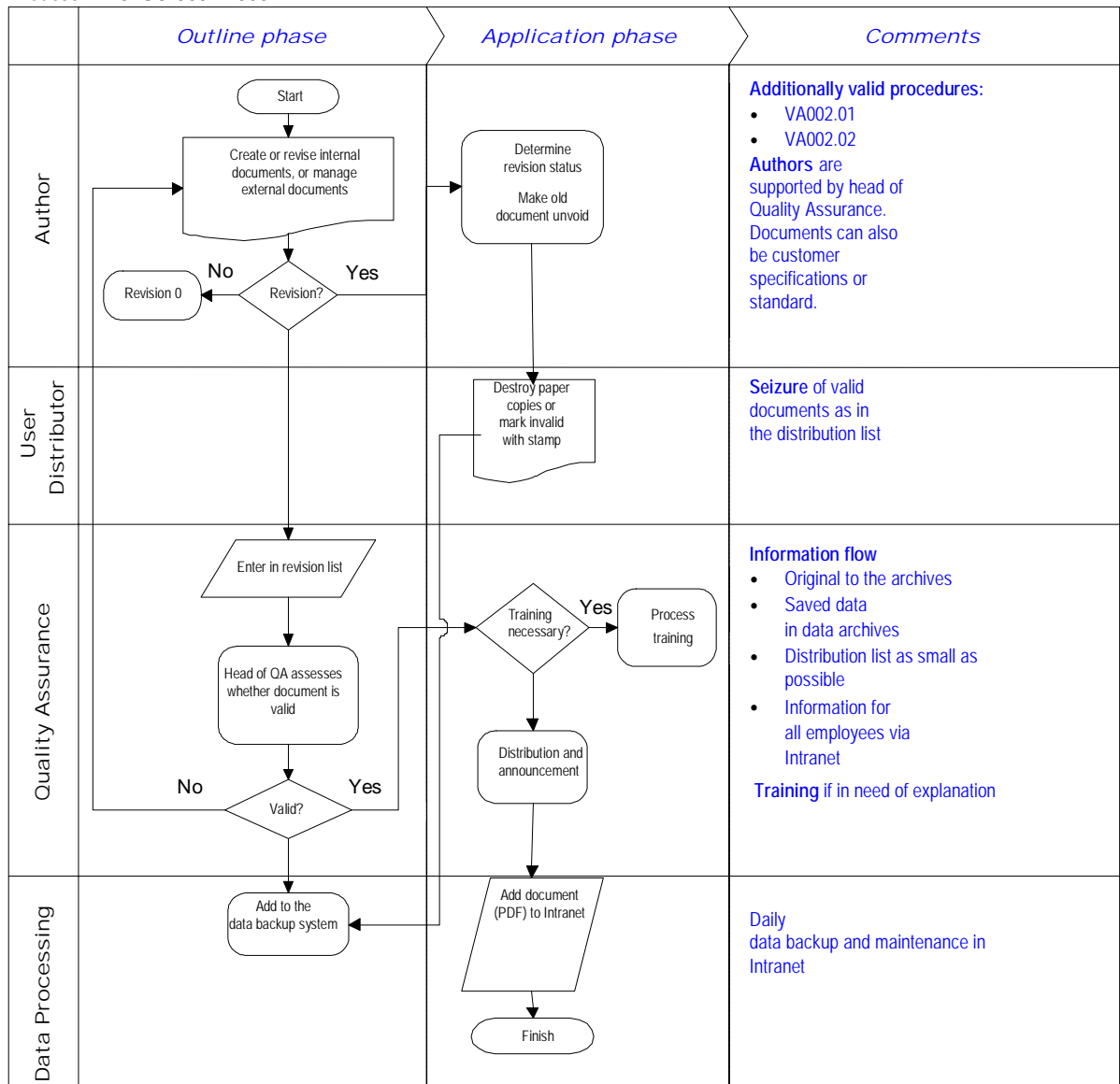
1.2. Symbols



1.3. Control of documents

Objective is the standardized and reliable document management.

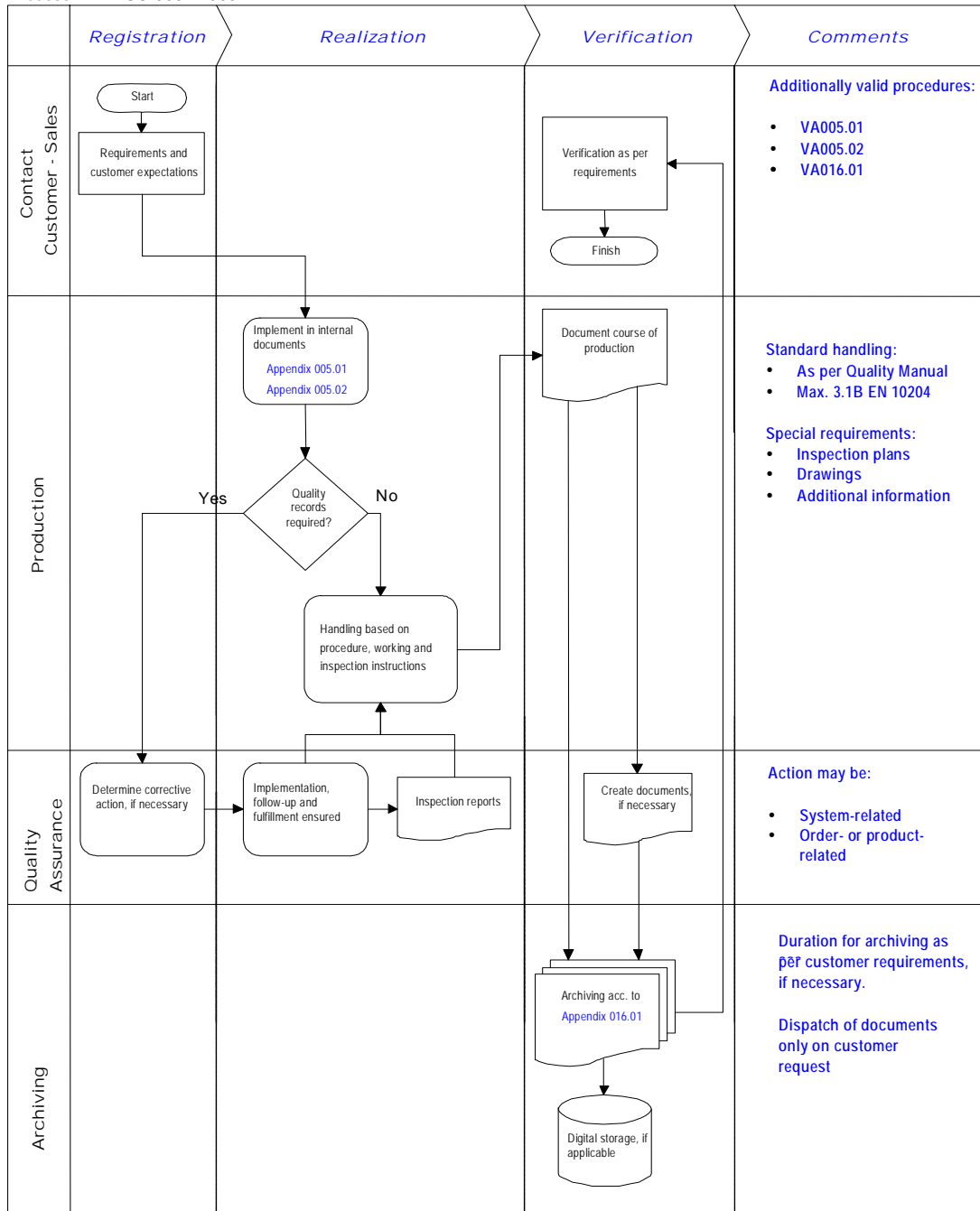
Process 4.2.3 ISO 9001:2000



1.4. Control of quality records

Objective is the verification of conformity with customer requirements and functioning of the QM system.

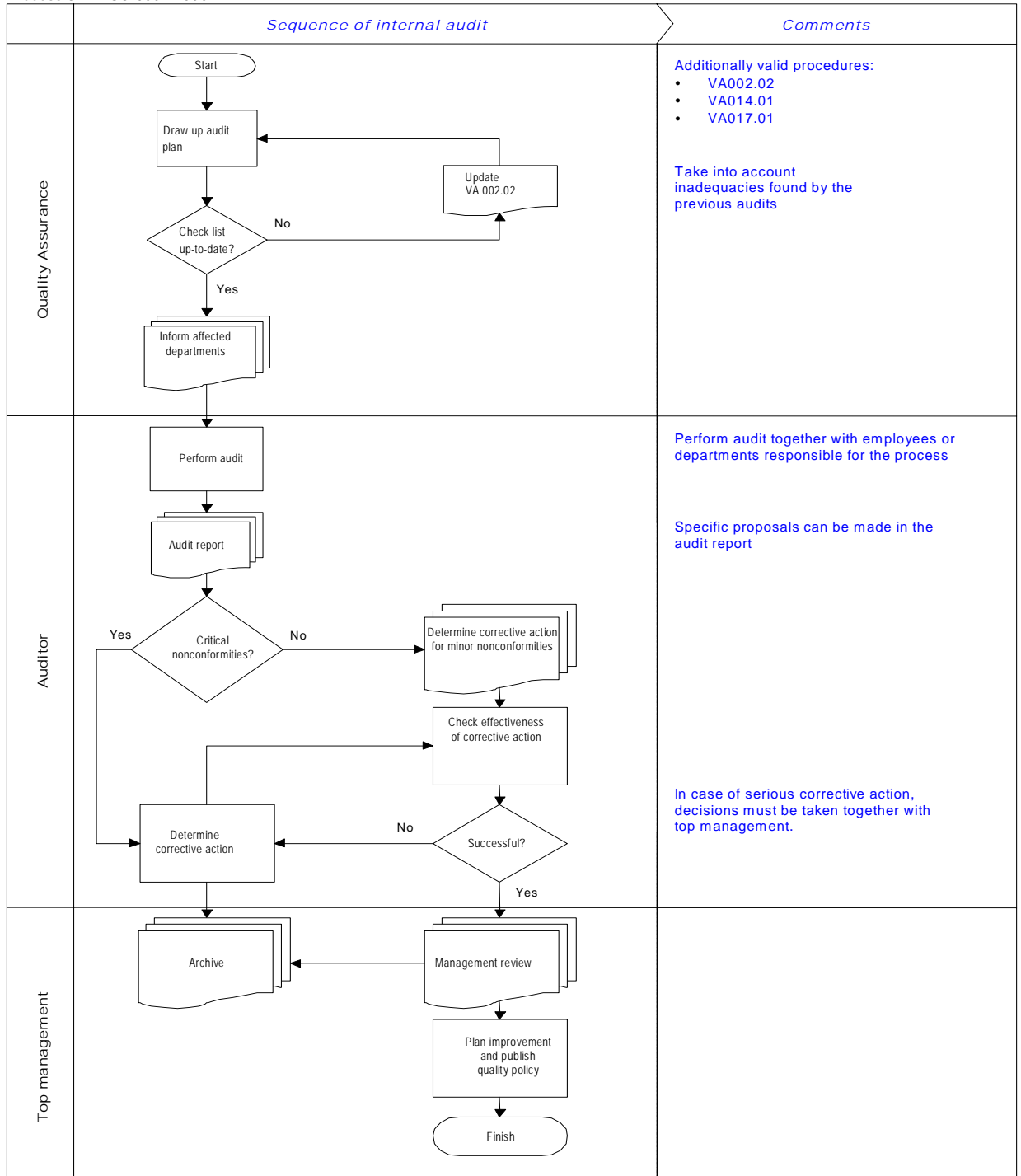
Process 4.2.4 ISO 9001:2000



1.5. Internal audit

Objective is to check the effectiveness of the quality management and continually improve it.

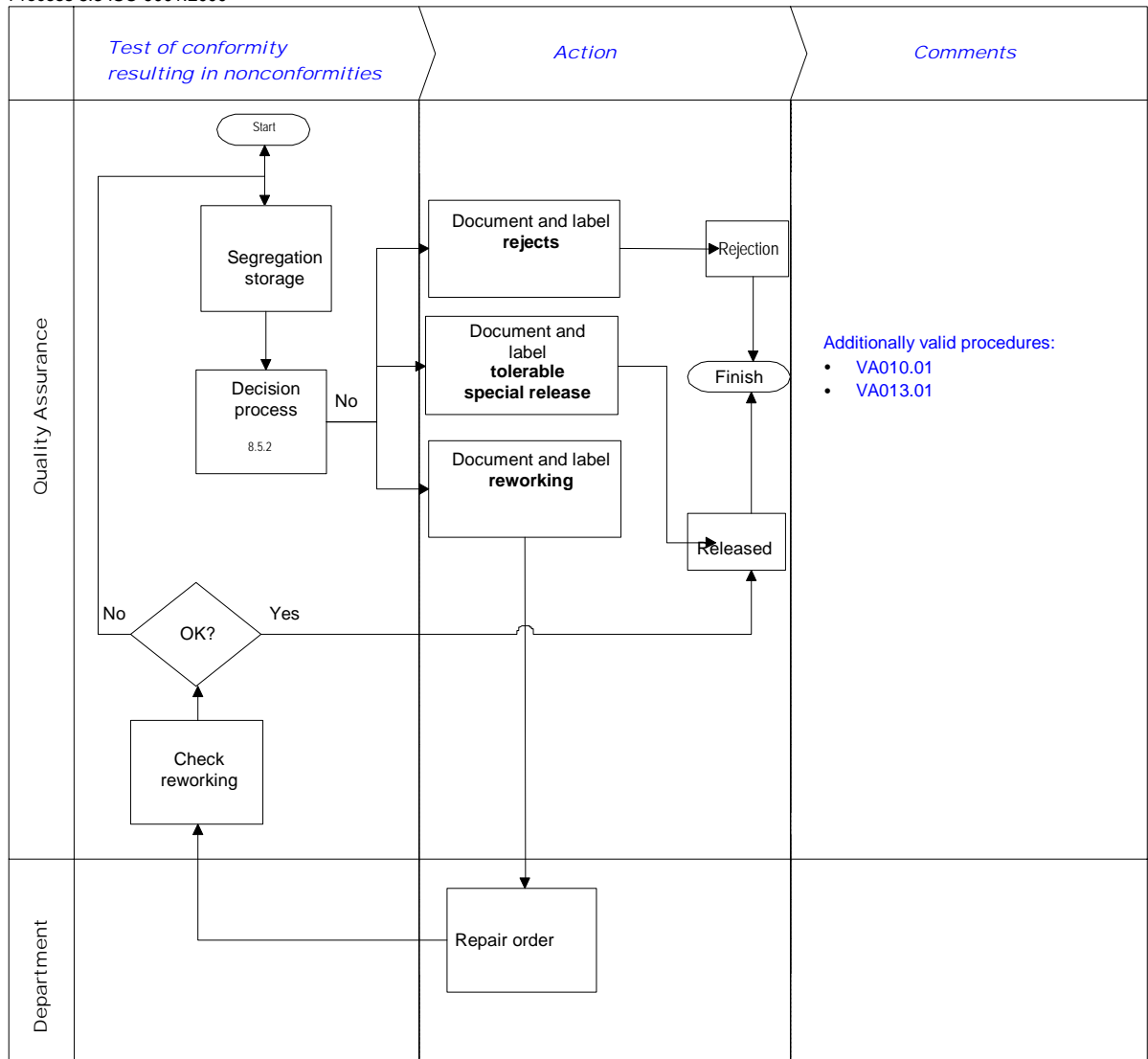
Process 8.2.2 ISO 9001:2000



1.6. Control of nonconforming products

Objective is to prevent the use of nonconforming components.

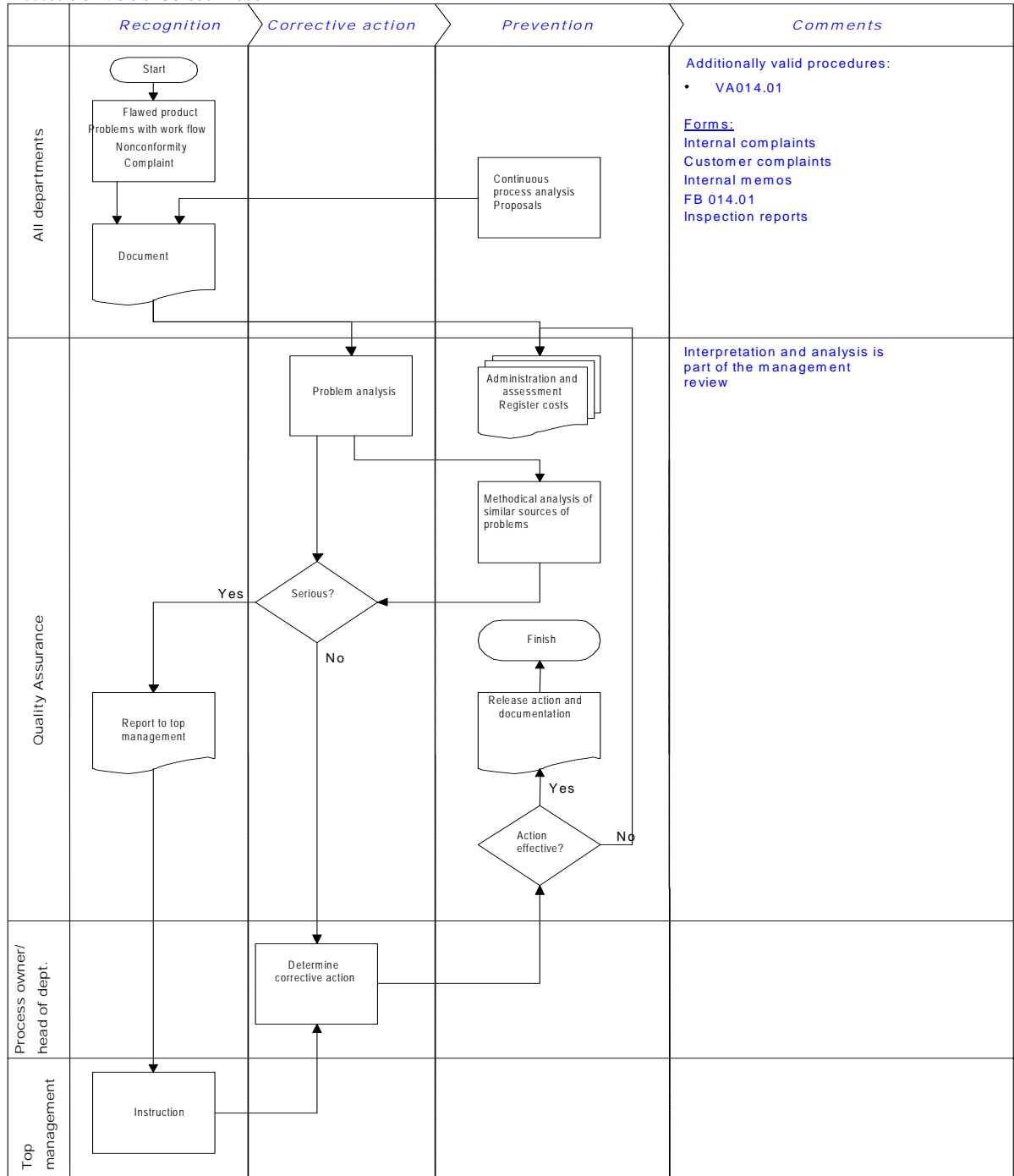
Process 8.3 ISO 9001:2000



1.7. Corrective and preventive action

Objective is to avoid recognized source of faults in future or to prevent them and initiate corrective action.

Process 8.5.2 / 8.5.3 ISO 9001:2000



Quality Manual

Terms and appendices

08

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1. Key abbreviations and terms

Abb.	Meaning	Terms	Meaning
AV	Production Planning dept.	AD 2000-A4	German Pressure Vessel Ordinance. Pressure equipment. Bodies of accessories
AVL	Head of Production Planning		
BL	Works management	Design validation	Control of action and documentation of testing under application conditions
EK	Purchasing dept.		
EKL	Head of Purchasing		
FL	Head of Production		
FW	Finance and Accounting dept.		
FWL	Head of Finance and Accounting		
GL	Top management		
ML	Head of Assembly	Design verification	Comparison and documentation of requirements and results. Definition of follow-up action
P	Production and Works dept.		
PPS	Product Planning System		
PV	Employee responsible for process (process owner)		
PW	Human Resources	DIN EN ISO 9001	Quality management systems; requirements
PWL	Head of Human Resources	DIN EN ISO 9004	Quality management systems; guidelines for performance improvement
QMH	Quality Manual		
QP	Quality Inspection & Testing dept.		
QW	Quality Assurance dept.	PED 97/23/EC	European Pressure Equipment Directive
QWL	Head of Quality Assurance		
TB	Engineering Office	Management review	Assessment of QM system effectiveness
TBL	Head of Engineering Office		
TI	IT dept. (Information technology)		
TIL	Head of IT		
TP	Appointment planning	Technical expert organization	Notified body acc. to PED 97/23/EC
V	Sales dept.		
VL	Head of Sales		
VS	Dispatch		
WE	Incoming goods		

2. Assignment between Quality Manual sections and ISO 9001:2008

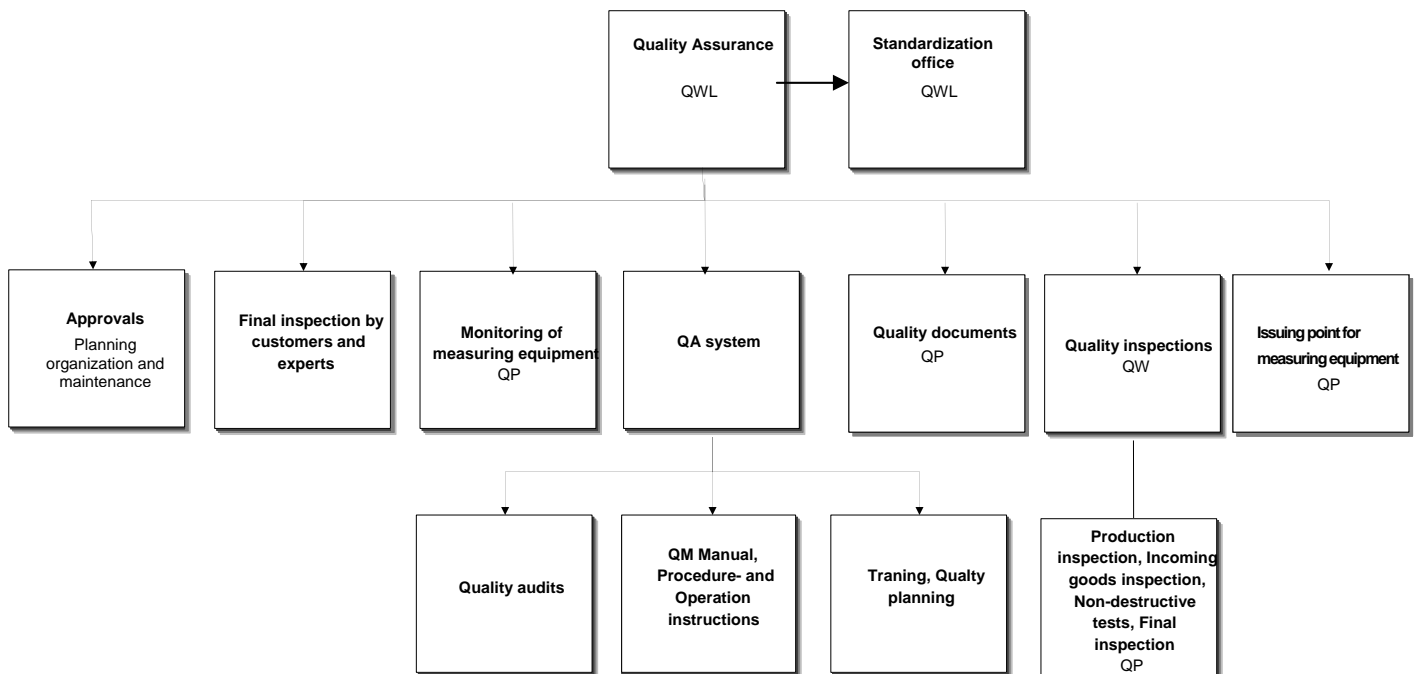
Quality Manual		ISO 9001:2008	
General Table of contents Statement on the Quality Manual and QM system Certificate Notes concerning implementation of the Quality Manual	00	General Process approach Quality Manual	01 02 4.2.2
Our company, guidelines, objectives, and quality policy The company and its products Objectives and guidelines Declaration by top management	01	Management responsibility	5
QM system Guidelines and objectives of management Areas of responsibility Requirements for our QM system QM system structure Processes and organization	02	QM system	4
Employee qualification and human resources Guidelines and objectives of management Areas of responsibility Human resources Supporting resources	03	Resource management	6
Measurement, analysis, and improvement of the QM system Guidelines and objectives of management Areas of responsibility Process performance and system effectiveness Analysis of data	04	Management review	5.6 8
Customer support and communication Guidelines and objectives of management Areas of responsibility Determination of customer requirements Customer support	05	Customer-related processes	7.2
Realization of customer requirements Guidelines and objectives of management Areas of responsibility Design & development Order planning and production Purchasing Control of monitoring and measuring devices	06	Product realization	7
Core processes Control of documents Control of quality records Internal audit Control of nonconforming products Corrective action Preventive action	07		4.1 8

3. Revision record

Revision	Date	Section	Pages	Modifications	Created by	Approved by
0	2003-11-11	01 – 08	All	New draft based on quality manual ISO 9001-2000	B. Beier	N. Hock

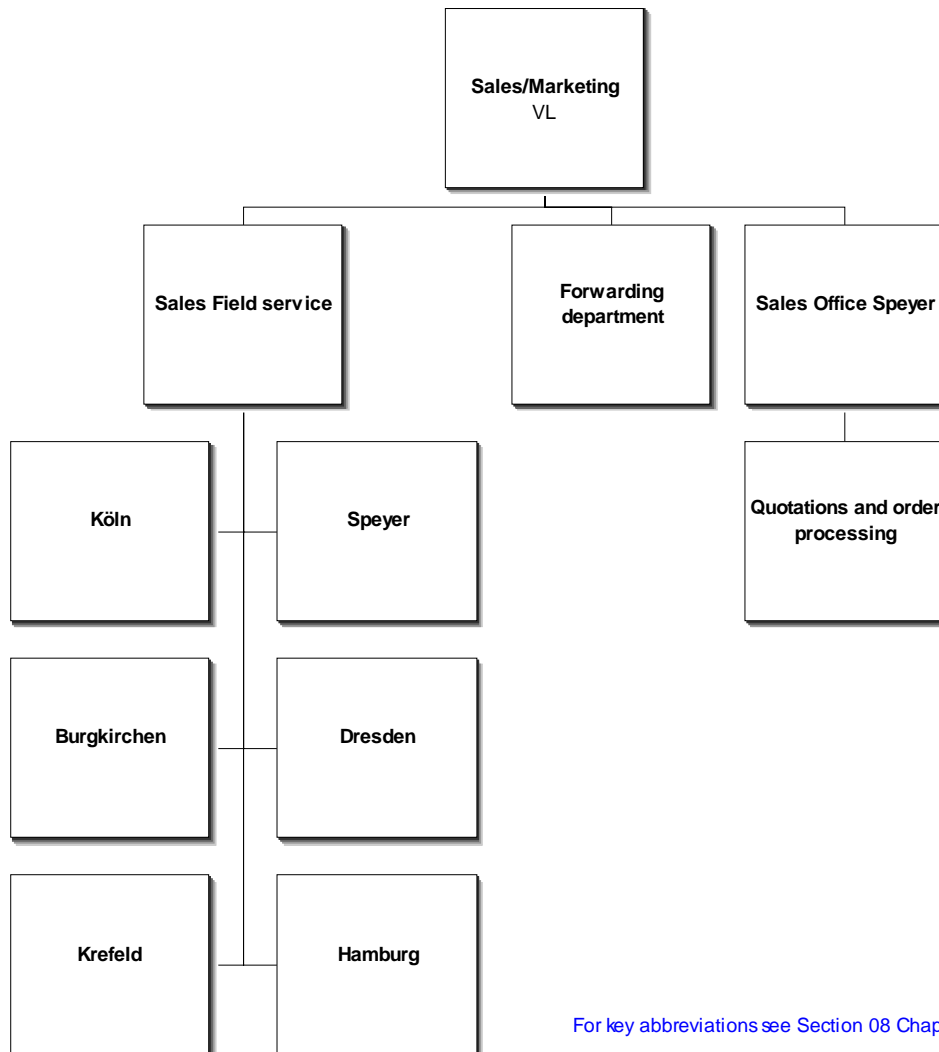
4 Organigramme

QW (Quality Assurance)



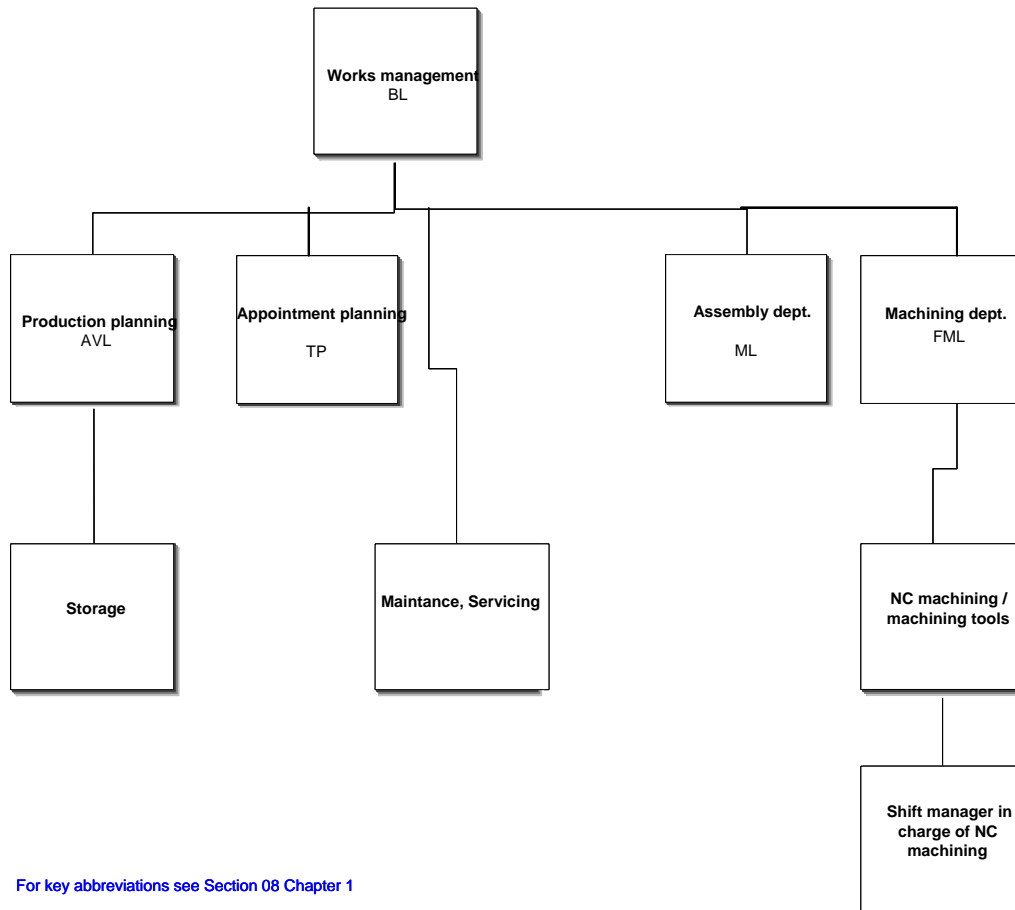
For key abbreviations see Section 08 Chapter 1

V (Sales)



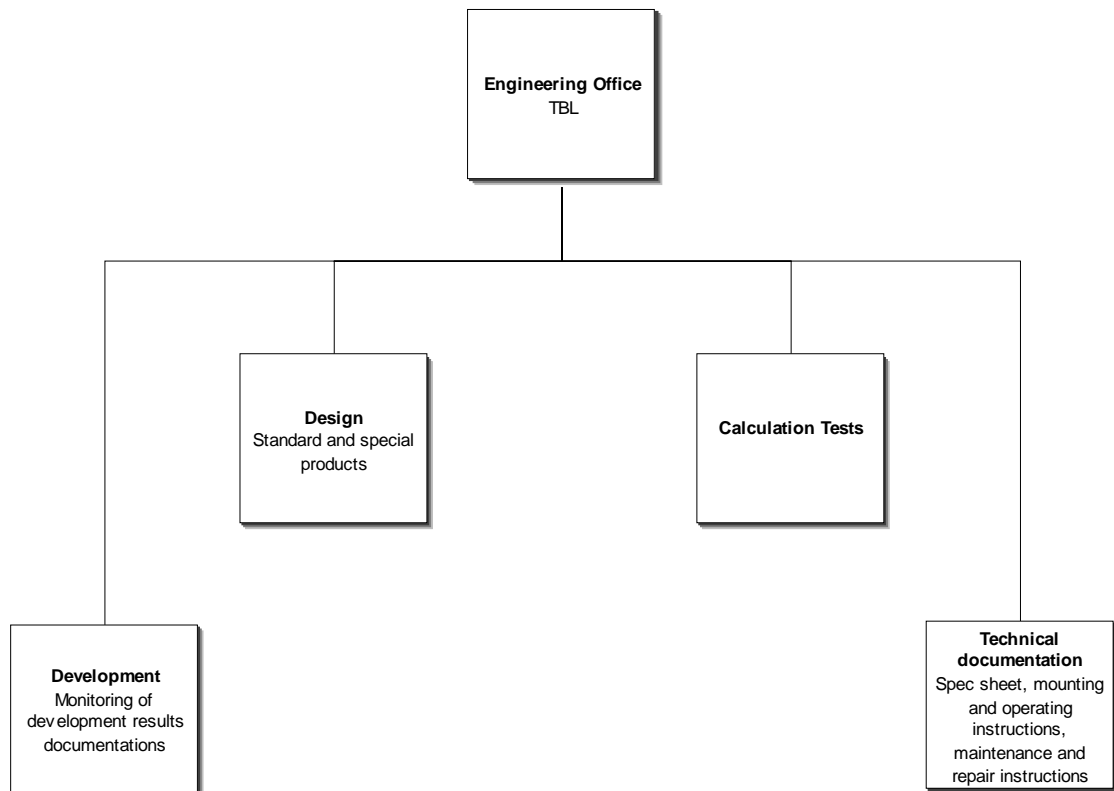
For key abbreviations see Section 08 Chapter 1

BL (Worksmanagement)



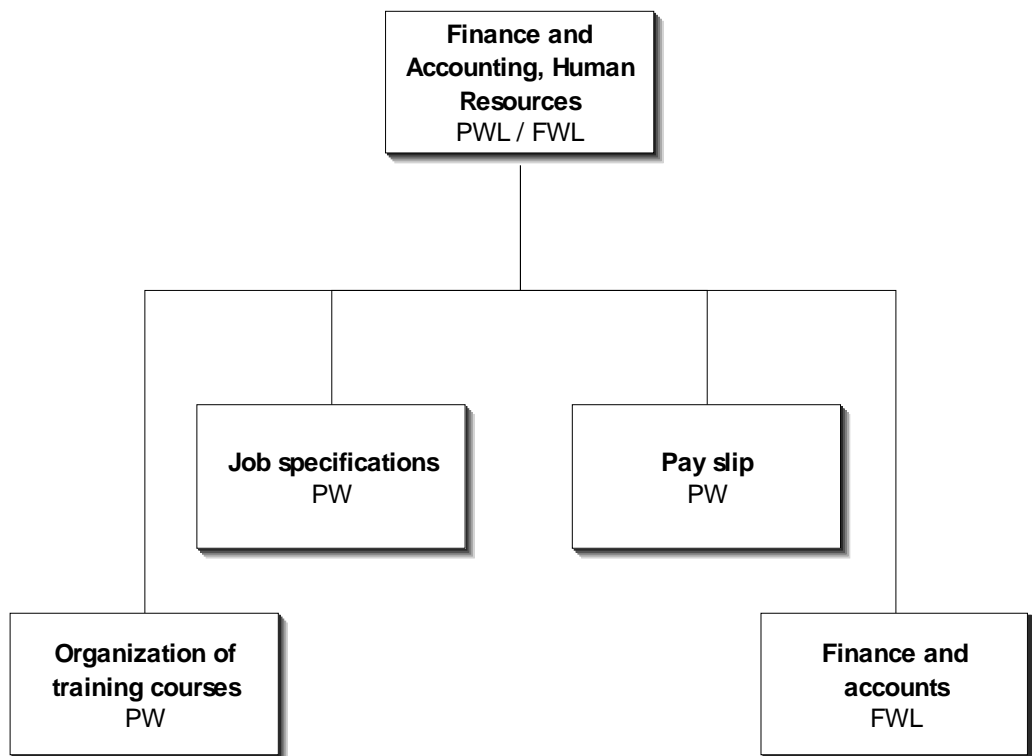
For key abbreviations see Section 08 Chapter 1

TB (Engineering Office)



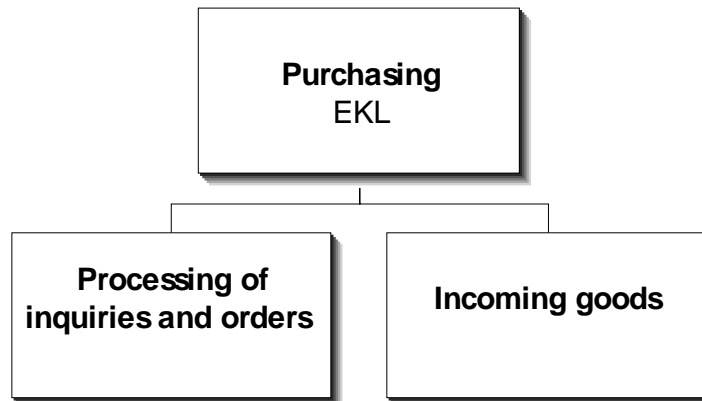
For key abbreviations see Section 08 Chapter 1

PW/FW (Finance and Human Resources)



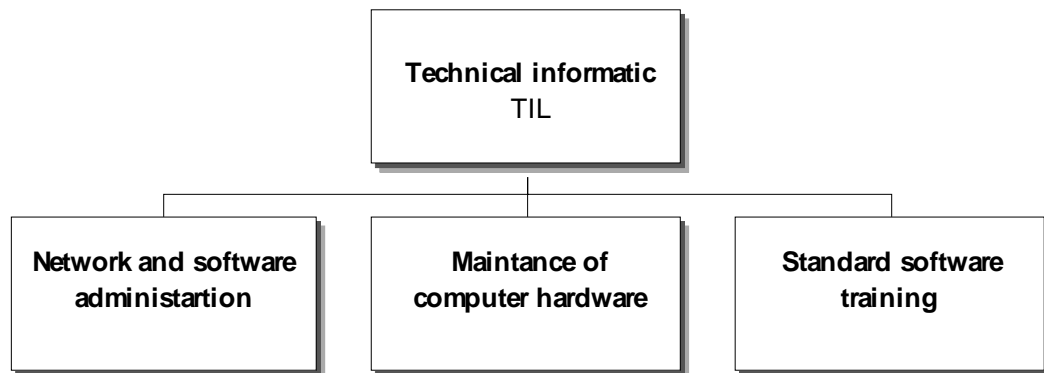
For key abbreviations see Section 08 Chapter 1

EK (Purchasing)



For key abbreviations see [Section 08 Chapter 1](#)

TI (IT)



For key abbreviations see [Section 08 Chapter 1](#)