LIMERICK MACHINE CO., INC.

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Quality Management System Manual

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1 Introduction (General Company Information)

Limerick Machine Company Inc. is committed to competing profitably and sustainably in the machine/job shop manufacturing industry while providing a workplace that contributes a measurable and desirable impact in quality of life for all its employee's, in all areas of life, while being recognized as the business other businesses most want to be like and want to do business with.

Limerick Machine Company Inc. will accomplish this, in part, by maintaining a workplace that contributes to life satisfaction, fulfillment, fun, community, generosity, and an individual and group sense of belonging.

Limerick Machine Company Inc. manufactures, machines, assembles, and supplies customer specified products, parts, and assemblies in the defense, industrial, and commercial markets.

Our Quality Statement is:

We promise to be the business our customers most want to do business with again, through consistent quality in the processes we perform, the product we deliver, and in all our interactions with them.

3 Outline of the Company's Quality Management System

The company's quality management system documentation ensures the effective operation and control of all business processes affecting needs and expectations of internal and external interested parties. The extent of such documentation depends on the complexity of the processes and their interaction as well as the competence of the personnel who perform the given processes. Our quality management system documentation is designed to meet the requirements of ISO 9001:2015 and to be appropriate to our organization's size and type.

The Quality Management System Manual (level 1 documentation) contains not only the Quality Policy, but also all policies relating to the requirements of ISO 9001:2015.

Operating procedures (level 2 documentation) describe how quality management system processes are conducted in compliance with the stated policies and as required by ISO 9001:2015.

Work Instructions, specifications and quality records (level 3 documentation) describe in detail how activities affecting quality are performed. The work instructions, drawings, as well as any forms used in conjunction with the quality management system are included in third level documentation. The documents are maintained primarily on the network per 7.5-0003 Control of Documented Information Procedure.

The approval, issue and control of this Quality Manual, the operating procedures, the Quality

Policy and all quality system documentation are detailed in 7.5-0003 Control of Documented Information Procedure.

4 Quality Management System Elements

4.1 Understanding the organization and its context

Limerick Machine Company Inc.'s quality management system has been established taking into consideration what our company does and how it fits into the world. Each of the procedures was conceived by contemplating the context of our organization, both internally and externally, and the risks and opportunities that LMC is addressing with each procedure. A list of these context, risks and opportunities is compiled in Appendix A.

4.2 Interested parties

Limerick Machine Company Inc.'s quality management system has been established taking into consideration the needs and expectations of interested parties to our quality system. A list of interested parties and what their expectations are is available in Appendix A of this document. It is reviewed at a minimum annually at the management review to ensure its continuing relevance and completeness.

4.3 Quality Management System Scope

The company's quality management system documentation is written, implemented and maintained, based on the fore mentioned context and interested parties, to meet the requirements of ISO 9001:2015 with a scope of registration for:

The manufacture, machining, assembly, and supply of customer specified parts and assemblies. Limerick Machine Company Inc. is not responsible for design at this time. All product specifications and drawings are provided by customers therefore ISO 9001:2015 section 8.3 (Design and Development of Products) is not addressed in this manual.

The quality management system is independently assessed by a third-party to verify that these requirements are satisfied. Copies of the certificates of compliance provided by the Registrar as a result of this assessment will be available.

4.4 Purpose of Quality Management system and Quality System Documentation

The Limerick Machine Company Inc.'s quality management system has been established and documented in accordance with the requirements of ISO 9001:2015 and shall be implemented and maintained continually to improve its effectiveness.

Limerick Machine Company Inc. will:

a) Determine the inputs required and output expected,
b) determine the sequence and interaction of these processes,
c) determine the criteria and methods needed to ensure both the operation and control of these processes are effective,
d) ensure the availability of resources and information necessary to support the operation and monitoring of these processes,
e) assign the responsibilities and the authority for these processes,
f) address the risks and opportunities of each area,
g) monitor, measure where applicable, and analyze these processes, and
h) Implement actions necessary for improvement in these processes.

4.4.2 Documents

Limerick Machine Company Inc.'s quality management system documentation includes:

a) Documented statements of our quality statement, quality policy, and quality objectives,
b) A quality manual
c) Documented procedures and records in accordance with ISO 9001:2015, and
d) Documents, including records, determined to be necessary to ensure the effective planning, operation, and control of its processes.

5 Leadership

5.1.1 Management Commitment

Limerick Machine Company Inc.'s management has established a quality statement, quality policy, quality objectives, and a quality management system by which our company performs its operations to ensure we meet the internal and external expectations as set forth in Appendix A.

a) They will manage effectively within the intent of these structures to ensure that Limerick Machine Company Inc. meets all customer, statutory, and regulatory requirements.
b) They will ensure that the quality system continues to remain relevant to the context and strategic direction of LMC.
c) Ensure the business is run in accordance to the quality system.
d) Encourage and continue to analyze processed based thinking and continue to evaluate the risks and opportunities for each are of our business.
e) Remain committed to providing the resources necessary for the quality system to be a positive impact on the business.
f) Communicate that the quality system and our business is the same thing.
g) They will conduct appropriate Management Review Meetings at least once annually to review these structures for effectiveness, to evaluate and ensure the availability and effectiveness of needed resources, and to evaluate the company's effectiveness in meeting the measures of its quality objectives.
h) They will continue to dynamically engage employees at all levels to encourage their participation and contribution to the system.
i) Through this they will continually improve the system
j) When required additional training will be available.

5.1.2 Customer focus

Limerick Machine Company Inc.'s top management is integrally involved in the evaluation and approval of and the interpretation of customer requirements and ensuring that they are met. Customer needs and expectations are evaluated and processed to satisfy customer requirements, with the intent to gain and retain their confidence. Customer requirements are identified, reviewed, and translated into Job Folders under controlled conditions to ensure that the requirements are fully understood and met. With each job we consider the risks and opportunities it presents. LMC is a customer focused company.

5.2 Quality Policy

Management has established the following Quality Policy:

Consistent with our goal of meeting the expectation set out in Appendix A LMC will maintain a quality management system that meets requirements of the ISO 9001:2015 and appropriate with our context and strategic direction.

We will at least annually review Appendix A to ensure we are focused on our quality objectives and that we continue to satisfy the expectations set forth there. We will continually improve the effectiveness of our quality management system and establish and review our quality objectives through periodic management reviews.

5.2.2 Communicating the quality policy

This Quality Policy is communicated within Limerick Machine Company through new employee training, prominently posting this policy in the plant, and through continual training programs;

And periodic management reviews ensure that our Quality Policy is reviewed for continuing suitability to the context and strategic direction of LMC.

Is available to relevant parties.

5.3 Roles and responsibilities

It is the responsibility of the entire organization to ensure we are meeting the goals and plans as set forth in our quality system. It is the responsibility of the management team that the quality plan meets the requirements of ISO9001-2015.

Through continual use and performance supplemented with audits we will evaluate that we are meeting the intended outputs of our quality system.

LMC is a very flat organization. Inside of this it is inherent that management is aware of the success and failures of this system.

Customer focus is what we do at LMC. Failure to be focused on the customer is a failure of our quality system and our business. When this happens, it is known.

It is management's responsibility to ensure that changes to our quality system are consistent with the context and strategic direction of LMC.

6 Planning

6.1 Quality Objectives Risks, opportunities and the required actions.

The LMC quality system is based on the risks, opportunities and expectations as set forth in Appendix A. As we create this system we do our best to ensure that we have the ability to meet the expectations set forth in Appendix A. With each procedure we looked at the risks and opportunities and create the procedure to capitalize on the opportunities and reduce the risks in each area of our business. As we move forward with this quality system we will continually look for ways to further capitalize on opportunities and reduce our risks.

At least annually we will review the effectiveness of the quality system ensuring we are meeting the current expectations and strategic direction of Limerick Machine.

When new opportunities arise we will evaluate them within the context of our current quality system to ensure it covers the opportunity or we will go through the necessary steps to update the quality system to capitalize on the opportunity while being aware of the risks the new opportunities.

6.2 Quality Expectations

LMC will create and monitor the expectations of the quality system. We will ensure they are consistent with the quality policy that they have measurable results. Further we will ensure that the objectives are consistent with the risks, opportunities and expectations set forth in Appendix A. As we analyze the results of monitoring of these objectives the results will be communicated to all relevant parties. Annually we will ensure these quality matrices are updated as appropriate to reflect our ongoing business and goals. Results of this annual evaluation shall be in the minutes of the management review.
When we created or are updating our quality system we contemplate what needs to be done, what resources are required, who is responsible, when it would need to be done and how we would measure if it was effective.

6.3 When changes to the quality system are proposed we ensure that it will not create undue stress on our current system, that we have the resources to make it successful and that it meets our quality objectives.

7 Support

7.1 Resources

Resource management at Limerick Machine Company Inc. shall be accomplished through the scope of its stated Quality Policies including its quality management system with the goal of enhancing customer satisfaction by meeting their requirements.

Internal and external resources needed to implement and improve our quality management system are identified during Management Review Meetings. This especially includes people resources.

7.1.2 People

LMC determines and provides the personnel necessary for effective implementation of our quality system.

The lines of responsibility and reporting for all personnel are documented on the company organization chart, which appears in Appendix B of this document. In order to ensure that personnel understand their authorities and responsibilities associated with the quality system, authorities and responsibilities are further documented in specific procedures. General authorities and responsibilities are described below:

General

All authorities and responsibilities reside with management and are delegated to functions and/or individual members of staff within their control as appropriate. All personnel who manage, perform and/or verify work are responsible for the quality of the products produced by the company. All such personnel are authorized to identify and record problems relating to products, processes, and the quality system as a whole. All staff and personnel have the responsibility to comply with documented procedures and the direction of management. All personnel have the responsibility to assure that the processes in which they are working, are in a state of control and that the tasks are completed in a responsible manner. All personnel are also responsible for identifying nonconforming product, marking such product as being nonconforming, notifying management, and controlling further processing until the problem has been corrected. To prevent non-conformities, they may also initiate, recommend, or provide solutions through designated channels, such as the Corrective Action system.

President

The President is responsible for determining the long-term direction and goals of the company.

General Manager

The General Manager is responsible for the quality assurance, sales and marketing, and production; and is responsible for ensuring compliance with industry, state, local, and federal regulatory requirements; and ensuring that the company has allocated the necessary resources to be in compliance with the quality system. The General Manager allocates resources to assure that employees are trained and that the system is followed as designed

and assigned in Management Review Meetings.

Controller
The Controller is responsible for financial administration of the company, human resources, training, and acts as the quality management system Management Representative.

Shop Employees
Shop Employees perform product machining, assembly, inspection, packaging, shipping, staging, and inventory activities.

Internal Auditors
Internal Auditors are responsible for performing independent audits of the quality system to verify that operations are in compliance with documented procedures and specified quality standards. These individuals are trained and qualified to perform the audits to which they are assigned. They are responsible for preparing for the audits and documenting them in accordance with 9.2-0001 Internal Audit Procedure. These individuals also identify and record problems related to products, processes, and the quality system and recommend solutions.

Management Representative
Irrespective of other duties, the Management Representative (shown on the organizational chart) has the main responsibility and authority for establishing, implementing, and maintaining the quality system and ensuring that it continues to be compliant with the requirements of ISO 9001:2015. The Management Representative is responsible for evaluating the effectiveness of the quality system and reporting on it to executive management and other attendees at scheduled Management Review Meetings, and for making suggestions to improve the system.

The Management Representative serves as the primary liaison to external parties on matters concerning the quality system. The Management Representative also ensures that employees are aware of the importance of meeting customer requirements and how those requirements relate to their work activities. In the absence of the Management Representative, the General Manager will assume these responsibilities.

7.1.3 Infrastructure

Management ensures that our facilities are maintained appropriately to achieve conformity of the product, including workspaces, equipment, software, and any supporting services related to facilities maintenance. Such considerations are discussed during Management Review Meetings. Maintenance will be managed per 7.1-0003 Infrastructure Procedure.

7.1.4 Work environment

Management ensures that the appropriate human and physical factors of the work environment are considered. Consideration of such factors includes health and safety conditions, social environment, work methods, handling methods, and ambient working conditions. Such considerations are also discussed during Management Review Meetings.

The work environment will be maintained per 7.1-0004 Work Environment Management Procedure.

7.1.5 Measuring and monitoring resources

The quality department under the direction of the General Manager shall determine the methods for monitoring and measuring to be undertaken and the monitoring and measuring equipment needed to provide evidence of conformity of product to its requirements. Monitoring and measurement processes shall be established per 8.1-0001 Sales Order and Quality Planning Procedure and documented as a part of 8.5-0001 Production Procedure and appropriate work instructions that are consistent with product monitoring and measurement requirements.

Where necessary, to ensure valid results, measuring equipment shall, in accordance with 7.1-0005 Measuring/Monitoring Test Equipment Calibration and Maintenance Procedure:

a) be calibrated or verified, or both, at specific intervals, prior to use, against measurement standards traceable to national measurement standards; or where no standards exist, the basis used shall be recorded;
b) Be adjusted or readjusted as necessary;
c) Have identification to signify its calibration status;
d) Be safeguarded against adjustments that would invalidate measurement results;
e) Be protected from damage and deterioration during handling, maintenance and storage

The record of validity of previous measuring results shall be assessed and recorded as necessary if equipment is found not to conform to requirements. Appropriate actions shall be taken on any equipment and product affected.

Records of the results of calibration and verification shall be maintained.

7.1.6 Organizational knowledge

Where tasks are performed that may affect the conformity of our products, only personnel who are competent to perform those specific tasks on the basis of the appropriate skills, experience, training, and education shall be used.

When taking on new projects management will consider if additional knowledge is required and make a plan for obtaining said knowledge.

7.2 Competence, training and awareness

Upper management in conjunction with shift leaders shall determine the necessary competence for personnel performing work affecting the conformity of product requirements. Where applicable, management will provide training or other actions to achieve necessary competence. Competence, training, and awareness shall be managed in accordance with 7.2-0001 Competence and Awareness Procedure and shall be evaluated during annual employee review. Management and shift supervision shall ensure that all personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives. Appropriate records of evaluations, skills, experience, training, and education shall be maintained and are most often found in the employee's annual review.

7.4 Communication

Although informal communication is an effective method of transmitting information relating to products and processes, formal mechanisms are in place to document and facilitate such communication. This formal communication method is defined in 7.4-0001 Communication Procedure.

The effectiveness of internal communications and any further formalization of such communications are considered during Management Review Meetings.

7.5 Documented information and the Quality manual

This Quality Manual contains a description of the scope of the quality management system based on the ISO9001-2015 standard, including justification for exclusions. This manual references procedures that describe the sequence and interaction between the processes of the quality management system.

7.5.2 Creating and Updating

Documents required by the management system and all important information sources are controlled by 7.5-0003 Control of Documented Information Procedure.

7.5.3 Control of records

Records established to provide evidence of conformity to requirements and the effective operation of the quality management system are controlled by 7.5-0003 Control of Documented Information Procedure.

8 Operation

8.1 Operations Planning and Control

Senior management shall ensure that for each product to be produced by the company adequate consideration is given in the following areas:

a) Requirements for the product;
b) The need to establish processes and documents, and to provide resources specific for the product;
c) Required verification, validation, monitoring, measurement, inspection and test activities specific to the product and the criteria for product acceptance; and
d) Records needed to provide evidence that the realization processes and resulting product meet requirements.

This planning and the form of the output of this planning shall be in accordance with 8.1-0001 Sales Order and Quality Planning Procedure.

8.2 Requirements for Products and Services

8.2.1 Customer communication

Senior management shall oversee all customer communication in accordance with 8.2-0001 Customer Communication Procedure.

8.2.2 Determination of requirements related to the product

Customer requirements, including requirements for delivery and post-delivery activities, whether specified or unspecified but necessary for the product's specified or intended use, where known, statutory and regulatory requirements, and any additional requirements are determined under the direction of senior management during the inquiry, quotation, and order acceptance stages of customer contact. These requirements shall be determined and documented in accordance with 8.1-0001 Sales Order and Quality Planning Procedure and 8.5-0002 Engineering Change Order Procedure.

8.2.3 Review of requirements related to the product

Quotations or acceptance of orders shall be reviewed prior to submission to the customer under the direction of senior management. This review to ensure that product requirements are defined, contract or order requirements differing from those previously expressed are resolved, and the company has the ability to meet the defined requirements, shall be in accordance with 8.1-0001 Sales Order and Quality Planning Procedure and 8.5-0002 Engineering Change Order Procedure.

As stated in 8.1-0001 Sales Order and Quality Planning Procedure all information for a job is stored in the Job folder. All information changing a job shall flow down to the appropriate parties.

8.3 Design and development

This Section is Not Applicable to Limerick Machine Company, Inc.

8.4 Externally provided processes, products and services.
8.4.2 Purchasing process

The company's purchasing processes, including supplier evaluation, selection, and re-evaluation, are controlled according to 8.4-0001 Control of Externally Provided Processes, Products and Services Procedure, which ensures that purchased processes, product and services conform to the applicable requirements. The type and extent of control exerted over such suppliers and their product, or service, depends on the impact of the purchased process, product or service has on the subsequent process and or the final product.

8.4.3 Purchasing information

Purchasing information shall include all requirements in accordance with 8.4-0001 Control of Externally Provided Processes, Products and Services Procedure.

Purchased products are verified upon receipt according to 8.4-W001 Inventory Control, Receiving, Inspection, and Stocking Work Instruction. If our customers require verification of products at our supplier's premises prior to delivery, the arrangements, verification, and release of such products will be recorded on or referenced by the Purchase Order.

8.5 Production and service provision

8.5.1 Control of production and service provision

Production operations are planned and carried out in controlled conditions under the direction of senior management, who are responsible for providing suitable production equipment, a suitable working environment, ensuring that production equipment is appropriately maintained, ensuring monitoring and measuring equipment are available, and product release, delivery, and post-deliveries activities are implemented. Senior management, with the assistance of the production planner, are responsible for providing appropriate information to operators that specifies product characteristics, processing requirements, and monitoring, measuring, and verification criteria, as appropriate. The production planner ensures that work instructions are available to operators as necessary to ensure product conformity. Production operations are conducted in accordance with 8.5-0001 Production Procedure and 8.5-0002 Engineering Change Order Procedure.

Senior management shall evaluate, as a part of 8.1-0001 Sales Order and Quality Planning Procedure, each product for output that cannot be verified by subsequent monitoring or measurement where, as a consequence, deficiencies become apparent only after the product is in use. For the production of such product, senior management shall define a procedure for validation that demonstrates the ability of the processes to achieve the planned results. Such arrangements must include criteria for review and approval of the process, approval of the equipment and qualification of the personnel, definition of the specific methods and procedures to be used, definition of the requirements for records to be kept, and definition of the revalidation of the process.

8.5.2 Identification and Traceability

Identification and traceability shall be maintained for each product per applicable work instructions created in 8.5-0001 Production Procedure and 8.5-0002 Engineering Change Order Procedure.

8.5-0001 Production Procedure shall require the identification of product status with respect to monitoring and measurement requirements throughout the process of product realization.

When traceability is a requirement, unique identification shall be affixed to the product and records maintained in accordance with 8.5-0001 Production Procedure per the applicable work instruction and per 7.5-0003 Control of Documented Information Procedure.

8.5.3 Customer property

Care shall be exercised with customer property while it is under Limerick Machine Company Inc.'s control or being used by its employees. Customer supplied property provided for use or incorporation in product will be identified, verified, protected, and safeguarded. In event customer property is lost, damaged, or otherwise found to be unsuitable for use, it shall be reported to the customer and records shall be maintained. Such required actions for customer property shall be established and documented per 8.1-0001 Sales Order and Quality Planning Procedure, 8.5-0001 Production Procedure and any job travelers and work instructions created.

8.5.4 Preservation of product

Care shall be taken to preserve product during its internal processing and during delivery to its intended destination in order to maintain conformity to product requirements. As applicable and identified during exercise of the 8.1-0001 Sales Order and Quality Planning Procedure and 8.5-0001 Production Procedure, applicable preservation, identification, handling, packaging, storage, and protection shall be performed.

8.5.5 Post-delivery activities

LMC meets the external expectations for post delivery in accordance with the expectations set forth in Appendix A. We look to customer feedback to verify we are successfully meeting these requirements.

8.5.6 Control of changes

LMC controls changes to the extent necessary to ensure we meet the expectation set forth in Appendix A. Records of these changes are maintained per 8.5-0002 Engineering Change Order Procedure.

8.6 Monitoring and measurement and release of products

Specific, measurable, results shall be included in all processes and procedures, where applicable. Such measurable results shall be selected based on the impact of the results on conformity to product requirements and impact on the effectiveness of the quality management system. When planned results are not within specified limits, corrective action shall be taken in accordance with 10.2-0001 Corrective Action Procedure.

Characteristics of product shall be monitored and measured to verify that product requirements are met. Such monitoring and measurement shall be planned and specified at appropriate stages in the product realization process in accordance with 8.1-0001 Sales Order and Quality Planning Procedure and 8.6-0001 Monitoring, Measurement and Release of Product Procedure and specified in applicable work instructions and or job travelers. Evidence of conformity shall be maintained.

Records will indicate the person(s) authorizing release of product for delivery to the customer.

The release of product to the customer shall not proceed until the planned monitoring and measurement have been satisfactorily completed, unless otherwise approved by a relevant authority and, where applicable, by the customer.

8.7 Control of Non-conforming Product

In event that product not conforming to product requirements is discovered it shall be identified and controlled per 8.7-0001 Non-Conforming Product/Material Procedure to prevent its unintended use or delivery. Controls and related responsibilities and authorities for dealing with nonconforming product shall be established in 8.7-0001 Non-Conforming Product/Material Procedure.

This procedure shall establish how to deal with nonconforming product by one or more of the following ways:

a) By taking action to eliminate the detected nonconformity
b) By authorizing its use, release or acceptance under concession by relevant authority and, where applicable, by the customer
c) By taking action to preclude its original intended use or application
d) Or by taking action appropriate to the effects, or potential effects, of the nonconformity when nonconforming product is detected after delivery or use has started.
e) By informing the customer where appropriate and obtaining concessions when appropriate.

When nonconforming product is corrected it shall be subject to re-verification to demonstrate conformity to product requirements.

Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained shall be maintained.
These records shall contain at a minimum:

a) A description of the non conformity.
b) Actions to be taken.
c) Concession obtained
d) The final disposition and who approved it.

9 Monitoring, Measurement, analysis and evaluation

9.1 General

Senior management shall implement monitoring, measurement, analysis and evaluation processes for demonstrating conformity to product requirements, ensuring conformity to the quality management system, and to continually improve the effectiveness of the quality management system. Appropriate initiatives for implementation of these processes shall be evaluated and planned during the Management Review meeting. At a minimum, the management team will:

a) Decide what needs to be monitored
b) The methods for monitoring and measuring
c) When monitoring and measuring shall take place
d) And when it is evaluated

9.2.1 Customer satisfaction

Customer satisfaction is measured and evaluated in accordance with 9.1-0001 Customer Satisfaction and Evaluation Procedure. Although measurements of such performance indicators may be collected as it becomes available, such data is analyzed annually during Management Review Meetings. Customer satisfaction data is a vital tool in driving improvement of the quality management system.

9.1.3 Analysis of data

Data demonstrating the suitability and effectiveness of the quality management system as well as that used to evaluate where continual improvement of the quality management system can be made is presented and analyzed during Management Review meetings. Data presented during the meeting includes data resulting from monitoring and measuring product, process and customer satisfaction, the risks and opportunities, expectations and strategic direction of LMC.
Information resulting from these analyses includes customer satisfaction levels, conformity of product to requirements, characteristics and trends of processes and products including opportunities for preventive action, and external provider's performance.

9.2 Internal Audits

The company conducts periodic Internal Audits to determine whether or not the quality management system conforms to the requirements of ISO 9001:2015, our internal procedures, and whether or not the system has been effectively implemented and maintained. Such audits are in accordance with 9.2-0001 Internal Audit Procedure. The procedure defines the requirements for internal auditors, for conducting audits, and for recording the results and reporting them to management.

9.3 Management Review

9.3.1 General

Management Review Meetings are held to asses and evaluate the quality system to ensure its continued effectiveness and suitability in satisfying the requirements of ISO 9001:2015 and our stated quality policy and objectives and strategic direction. Reviews are carried out according to 9.3-0001 Management Review Procedure as frequently as necessary, but at least annually. Topics discussed during the meeting and resulting action plans are recorded in Management Review Minutes, which are maintained as quality records.

9.3.2 Review Input

During Management Review Meetings, management reviews current performance and improvement opportunities arising from the results of internal audits, customer feedback, process performance/trends, product conformance, the status of corrective actions and follow up actions from previous meetings. Changes in the internal and external context and expectations, and other inputs, may be a customer satisfaction survey or employee suggestions.

Management Review Meetings also include quality system planning to ensure that changes in our process are evaluated and that the quality systems requirements are addressed prior to their implementation and take into account the risks and opportunities. In addition, the Management Review Meetings serve as a vehicle whereby we may evaluate potential problems and take actions to prevent their occurrences. The Management Review will include all areas called out in the procedures

9.3.3 Review Output

Outputs from Management Review Meetings include actions items regarding the improvement of the quality management system, updates to Appendix A including risks and opportunities and interested parties and their expectations, improvement of the product in relation to customer requirements, and the identification of any needed resources to ensure the continuing satisfactions of our customers.

10.1 Improvement

10.2 Corrective Action

When nonconformities occur, 10.2-0001 Corrective Action Procedure will be initiated to review the nonconformity (including customer complaints), determine the causes of the nonconformity, evaluate the need for action to ensure that nonconformities do not recur, determine and implement action needed, record the results of the action taken, and to review the effectiveness of the corrective action taken.

10.3 Continual improvement

Limerick Machine Company Inc. will continually improve the effectiveness of the quality management system through use of the quality policy, quality objectives, audit results, analysis of data, corrective actions and management review. Continual improvement activities will be reviewed during management review meetings to ensure we are capitalizing on our opportunities and mitigating risks within the quality system and with respect to the expectations outlined in Appendix A. These improvements will be documented.

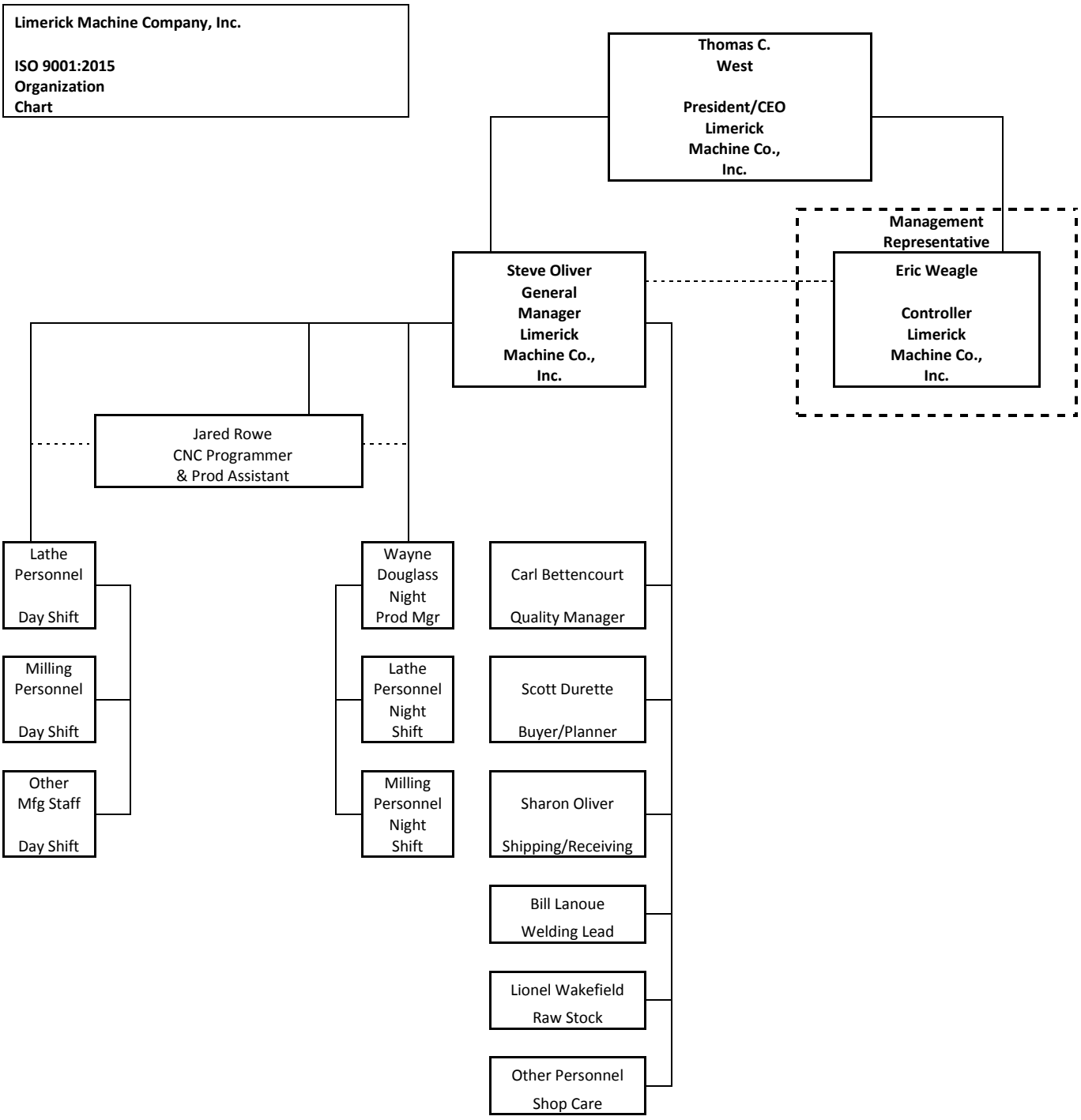
Appendix A – Interested Parties and Risks and Opportunities

Interested Party	Needs and Expectations
Management	• Fun and fulfilling for employees • Sustained profitability • Safe • Reduced liabilities
Employees	• Fun, good and safe work environment • Job security • Recognition, reward and pay
Vendor	• Mutual benefits relationship • Continuity in the relationship
Government	• DEP compliance • Occupational health training and compliance. • Ethical behavior • Payment of taxes
Customers	• On time delivery • No defects • Competitive pricing • We are responsive • We are easy to deal with

Appendix A – Interested Parties and Risks and Opportunities (cont)

Risk/Opportunity	Mitigation/Capitalization
Profitability	Follow strategic plan and adhere to quality system
Sustainability	Service customers and adhere to quality system
Workplace satisfaction	Continue open door policy and to focus on employee fun and fulfillment
ISO compliance	Continual monitoring of quality system
Design and development exclusion	Continue to evaluate opportunities and update ISO if required
Documents complete and up to date	Continual monitoring and annual management review meeting
Leadership	Continue to ensure management is fully supportive of ISO system, employees and customers
Customer Focus	LMC is a customer focused company
Communication of quality policy	Training and posting of quality policy
Unknown quality failure	We will continually monitor customer feedback and audit our quality system
Measuring quality expectations/ accuracy and relevance of matrix results.	We will continue to monitor performance compared to the matrix set by management and evaluate the expectations of the company
Changes to quality system	Continual improvement in our process will be reflected it the quality system
Staff levels	We will continue to focus on our employees and the workplace environment to insure we are the company a new employee wants to work for.
Organizational knowledge	Continue to train new employees and document knowledge when available.

Appendix B – Organizational Chart



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