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		<b>Manuals</b>	
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Owners:	Kevin McCullough	Effective Date:	Nov 1, 2017
<b>Title:</b>	<b>Quality Policy Manual</b>		

**CHEMLINE**  
*Quality Policy Manual*

**ISO 9001:2015**

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*Management Approval*

	Signature	Date
VP Operations		<u>7/24/17</u>
VP Sales		<u>8-9-17</u>
Quality Control Rep		<u>7/24/17</u>
EH&S		<u>7/24/2017</u>
Quality Manager		<u>7/24/17</u>

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## Foreword

Chemline was founded in 1997 and has evolved from a marketing/development company to one of the fastest growing, largest independent urethane manufacturers in the country. Chemline now has the ability to process a wide range of polyurethane resins.

We totally support the concept that superior levels of performance result from sound management practices, deliberately and systematically applied. Management that works toward clearly defined goals creates an effective and efficient Quality Management System (QMS). The QMS for assuring product quality is documented in accordance with the ISO 9001 Standard (current revision), which we believe provides a logical structure for implementation. Changes or temporary deviations to the quality policies and control systems are not permitted without approval.


Commitment to quality begins with people, a major prerequisite for the successful application of this manual.

## Business Principles

Chemline is committed to satisfying all applicable requirements for EH&S and for our customers and the industry through the quality of our products and services. Chemline conducts business openly and honestly to achieve the highest possible level of customer satisfaction. Actions stress planning and attention to detail. Success is measured by results, not effort or intention. The highest level of personal and professional integrity is maintained at all times.

## Legal Requirements

Chemline understands the importance of maintaining compliance to appropriate worldwide, national, and local laws and regulatory issues that affect its products. All applicable safety regulations are followed as well as respecting all copyright and patent protection registrations and licensing agreements. When applicable, all appropriate warning and safety labels are included.

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**Scope:** The Manufacture of Urethane Products for a variety of Markets.

### ***Non Applicable Sections of the ISO 9001:2015 Standard and Justifications***


The scope of the accreditation will only apply to customer ordered product and will not include Design and Development.

#### Quality Policy / Mission Statement

*Current:* Through continuous improvement Chemline is committed to providing our customers what they need, when they need it.

### **Chemline Core Values**

1. *Service Excellence – Be passionate about taking care of our customer’s needs or someone else will. Treat customers like members of your immediate family. Treat customers like gold because that is what they are to us.*
2. *Teamwork – Everybody taking care of everyone else. Putting the collective good above your self interest and convenience. Serving your internal customers.*
3. *Work Hard – Every person who has covered a lot of ground in one life-time says that they worked very hard to get there. There are no short cuts. Nature frowns on something for nothing.*
4. *Show Initiative – Self start. Execute. Produce results. Have a sense of urgency. Anticipate what needs to be done and do it. If you see a problem or opportunity to improve ...do it or get help. Plan and organize your work.*
5. *Fully Responsible – Seek responsibility and ownership of problems. Admit your mistakes and take corrective actions. Deliver the results you promised by the deadline you committed to. Take responsibility for your personal integrity.*

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### ***Internal Communication***

Communication within Chemline is critical to maintaining an effective QMS. The cycle of effective communication is never-ending: “Listen, Learn, Improve, and Share” are the foundation of continual improvement with our customers, employees, external providers, stakeholders, and our community.

Communication between the various levels and functions is a by-product of Management Review Meetings; at these meetings all aspects of the QMS are discussed with the Management Group.

Internal Auditing, Risk Analysis, Quality Objectives and Targets, and Corrective Action are some of the methods used to collect the information needed to evaluate the effectiveness of the QMS. The Quality Policy/Mission Statement and Objectives are posted to ensure employees are aware of their contribution to the effectiveness of the QMS.


Other forms of communication include:

- Postings
- Daily production meetings
- Townhouse meetings with President/CEO
- Quarterly newsletters
- Annual Golf outings

### ***Management Responsibility and Authority***

The following table defines authorities and responsibilities that may be communicated by job descriptions, organizational charts, work instructions, procedures, process maps, and other instructional documents:


<b>Title</b>	<b>Responsibility and Authority</b>
<b>Operations VP</b>	Determines production personnel and equipment, infrastructure and work environmental to ensure compliance with QMS and customer requirements. Responsible for flow of product and information relating to the QMS, and maintenance of equipment. Participates in Management Review
<b>Quality Manager</b>	Responsible to represent the ultimate customer in any operation and/or activity and involves customer complaints and requests for return of product, and executing communication involved in complaints and/or rejections.

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	The Quality Manager is also responsible for ensuring that the QMS complies with ISO 9001 Standard requirements and reports on the performance of the QMS at Management Review. Participates in Management Review
<b>Process Owners</b>	Responsible to maintain all levels of QMS documentation for their respective processes.
<b>EH&amp;S Manager</b>	Responsible for ensuring all Chemline employees are educated to the hazards of the work environment and provided with the appropriate PPE for their position.
<b>Customer Service</b>	Responsible for administration of customer-related correspondence and communication regarding quotations, contracts, orders and amendments.
<b>Purchasing</b>	Responsible for all procurement including raw material(s), components, outside services, order fulfillment, and the gathering of appropriate information. Preparation and review of Purchase Orders, and maintenance and evaluation of external providers.
<b>All Employees</b>	All Chemline employees are expected to understand our Quality Policy, Mission Statement, relevant Quality Objectives, contribution and benefits of improved performance, and the implications of not performing with the QMS requirements.

## *List of Management Procedures*

<b>QMP I.D.</b>	<b>Name</b>
QMP 6.3	Management of Change
QMP 7.5	Control of Documents
QMP 8.7	Control of Nonconforming Outputs
QMP 9.2	Internal Audits
QMP 10.2	Nonconformity and Corrective Action

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<b>QMP I.D.</b>	<b>Name</b>
COP's 1	Quotation / Contract Review
2	Production
SOP's 1	Training
2	Purchasing
3	Control of Monitoring and Measuring Resources
MOP's 1	Management Review

**Electronic Signature**

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