

**Progressive Alloy Steels Unlimited
Quality Assurance Manual**

Progressive Alloy Steels Unlimited L.L.C.

**QUALITY
ASSURANCE
MANUAL**

UNCONTROLLED COPY

**Progressive Alloy Steels Unlimited
Quality Assurance Manual**

Progressive Alloy Steels Unlimited L.L.C.

Quality Policy

Progressive Alloy's commitment is to supply a quality product, on time, at a fair market price.

It is our policy to meet or exceed our customer's quality needs and expectations Today, and concurrently anticipate the requirements of tomorrow. Quality control and quality assurance are vital links in material processing and inventory storage. Quality is planned and built into every product sold at Progressive Alloy. We are committed to maintaining processes and systems based on the guidelines set forth by ISO 9001:2000.

We know that our immediate and long term success is dependent on supplying our customers materials and service that fully meets their needs, on time, every time, at a fair market price. We understand that we are not alone in our efforts. the partnerships with our customers must work to get all the information necessary to make sure that all purchased materials and services meet these requirements.

Bruce Olson
President
Progressive Alloy Steels

Progressive Alloy Steels Unlimited Quality Assurance Manual

Level: Corporate	Revision: 1	Date: 12/1/2007
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Title: Scope, References, Terms and Definitions		

1.0 SCOPE

This Quality Assurance Manual and the Progressive Alloy Steels Quality Management System is in accordance with ISO 9001:2000. Progressive Alloy Steels distributes specialty alloys. Progressive Alloy Steels performs no design functions or servicing as defined by this standard.

2.0 REFERENCES

This manual is based on the Technical Specification ISO 9001:2000

3.0 TERMS and DEFINITIONS

For the purpose of this the terms and definitions of ISO 9001:2000 apply.

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Title: Management System		

4.0 QUALITY MANAGEMENT SYSTEM

4.1 GENERAL

The objective of this quality system is to ensure that the products and services conform to the requirements. The system employed is based on ISO 9001:2000.

4.2 DOCUMENTATION

4.2.1 GENERAL

The system includes:

Quality Policy and Quality Objectives - These shall be defined by the President and will remain the mission and goals of Progressive Alloy Steels.

Quality Assurance Manual – This manual describes in detail the Quality Management System, Quality Policy and Quality Organization.

Quality Procedures – This manual describes the standard methods of operations to achieve the desired product.

Work Instructions – Work instructions provide information relating to a specific task carried out at each branch of Progressive Alloy Steels.

Records, Data, and Reference Material – Supporting documents of the quality system.

4.2.2 QUALITY MANUAL

The Quality Assurance Manual establishes the scope of the QMS. Progressive Alloy Steels does not perform design and servicing functions as defined by this standard.

Procedures referred to in this document are contained in the Quality Procedure Manual.

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Title: Management System

4.2.3 CONTROL OF DOCUMENTS

Procedure QPM 5.0 establishes procedures for control of documents to assure that:

- a. Documents are approved before use
- b. Documents are reviewed, updated and re-approved as necessary.
- c. Changes and the current revision status are identified.
- d. Relevant versions of documents are available at points of use.
- e. Documents remain legible and available
- f. Documents of external origin are approved and controlled.
- g. Obsolete documents are removed and identified as obsolete. Copies are retained if any purpose.

4.2.4 CONTROL OF RECORDS

Procedure QPM 16.0 establishes procedures for control of records to assure that required records are available. Records provide evidence of conformance to requirements and of effective operation of the QMS. Procedure defines:

- a. Retention time
- b. Storage
- c. Disposition of records
- d. Identification

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Title: Management Responsibility		

5.0 MANAGEMENT RESPONSIBILITY

QPM 1.0 documents procedures for Management Responsibilities.

5.1 Management Commitment

The management of Progressive Alloy Steels is committed to an effective QMS. Progressive Alloy Steels establishes procedures to assure effectiveness and continuous improvement by:

- a. Communicating the importance of customer requirements to the organization.
- b. Establishment of Quality Policy
- c. Ensuring relevant quality objectives
- d. Conducting Management reviews
- e. Ensuring the availability of resources

5.2 Customer Focus

The management of Progressive Alloy Steels is committed to customer satisfaction. The QMS is reviewed to assure that the customer requirements are met and that our customers are satisfied.

5.3 Quality Policy

The President establishes the Quality Policy and ensures that it:

- a. Is appropriate for Progressive Alloy Steels.
- b. Includes a commitment to comply with requirements and to continually improve the QMS
- c. Provides a framework for establishment and review of quality objectives.
- d. Communicates this policy and confirms it is understood within the organization.
- e. Is reviewed for continuing suitability.

5.4 PLANNING

5.4.1 Quality Objectives

The President establishes quality objectives with the quality policy. These objectives are established at relevant levels within the organization.

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Title: Management Responsibility

5.4.2 QMS PALNNING

The President has established a QMS that includes:

- a. Planning of the QMS to assure that the Quality Objectives and Requirements are met.
- b. Assurance that the integrity of the QMS is maintained when changes are planned and implemented.

5.5 RESPONSIBILITY, AUTHORITY AND COMMUNICATION

5.5.1 Responsibility and Authority

Responsibility and authority within the Progressive Alloy Steels QMS is documented in the organization chart in QPM 1.0. Job descriptions are communicated within the organization.

5.5.2 Management Representative

Progressive Alloy Steels appoints a management representative who irrespective of other responsibilities shall:

- a. Ensure that the QMS is established, implemented and maintained
- b. Report to top management on the performance of the QMS and any need for improvement.
- c. Promote awareness of customer requirements throughout the organization.

5.5.3 Internal Communication

Progressive Alloy Steels communicates data indicating the effectiveness of the QMS program within the organization. Methods can be e-mail, verbal, posting of customer quality ratings.

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Title: Management Responsibility

5.6 MANAGEMENT REVIEW

5.6.1 General

Procedure for Management review is documented in QPM 1.0. Planning and review occur annually and are monitored semi-annually. The review ensures the continuing effectiveness of the QMS.

5.6.2 Review Inputs

Inputs to Management review shall include:

- a. Results of Audits
- b. Customer Feedback
- c. Process performance and product conformity
- d. Status of Preventive and Corrective Actions
- e. Recommendations for improvement
- f. Changes

5.6.3 Review Outputs

Outputs from Management Review shall include:

- a. Improvement of the effectiveness of the QMS.
- b. Improvement of product process relative to customer requirements
- c. Resource needs

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Level: Corporate	Revision: 1	Date: 12/1/2007
Title: Resource Management		

6.0 RESOURCE MANAGEMENT

6.1 Provisions of Resources

Progressive Alloy Steels provides resources required to:

- a. Maintain the QMS and continually improve its effectiveness.
- b. Enhance customer satisfaction by meeting requirements.

6.2 Human Resources

6.2.1 General

Personnel performing work affecting product quality are qualified as competent on the basis of appropriate education, training, skills and experience. Training procedures are listed in QPM 18.0.

6.2.2 Competence, Awareness and Training

For all personnel performing work affecting product quality Progressive Alloy Steels:

- a. Determines the necessary competence required
- b. Provides training or other actions to satisfy these needs
- c. Evaluates the effectiveness of these actions
- d. Ensures the personnel are aware of the relevance of importance of their activities and how they contribute to the achievement of quality objectives.
- e. Maintains appropriate records of training.

6.3 Infrastructure

Progressive Alloy Steels provides and maintains the infrastructure needed to achieve conformity to product requirements. Infrastructure includes:

- a. Buildings, utilities and workspace
- b. Equipment, including both hardware and software
- c. Supporting services

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Title: Resource Management

6.4 Work Environment

Progressive Alloy Steels determines and manages the work environment needed to assure that product requirements are met and that work is performed safely. Progressive Alloy Steels complies with safety and environmental regulations and guidelines.

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Title: Product Realization		

7.0 PRODUCT REALIZATION

7.1 Planning of Product Realization

Progressive Alloy Steels plans and develops processes for product realization consistent with the requirements of the QMS.

Planning Determines:

- a. Quality Objective and requirements for the product
- b. The need to establish new or different processes and resources.
- c. Required verification, validation, inspection and testing
- d. Records needed to provide evidence that the process and product meet the established requirements.

7.2 Customer Related Processes

Customer related products/processes are the responsibility of the Progressive Alloy Sales Department and procedures are documented in QPM 7.0

7.2.1 Determination of requirements related to the product.

Product Requirements are determined by

- a. Requirements specified by customer
- b. Requirements not specified by customer but required for the specified or intended use where known
- c. Any additional requirements determined by Progressive Alloy Steels

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Title: Product Realization

7.2.2 Review of Requirements Related to the Product

Progressive Alloy Steels reviews all requirements to the product before committing to supply the product to a customer (via quotation, acceptance of contract, changes to orders) to ensure that:

- a. Product requirements are defined
- b. Contract/order requirements differing from original accepted order are resolved
- c. Progressive Alloy Steels has the ability to meet the defined requirements.

Progressive Alloy Steels sales people maintain records of customer communication on these actions arising from review.

Progressive Alloy Steels provides confirmation of orders and order requirements to customer:

- a. e-mail
- b. System generated confirmation
- c. Verbally

7.2.3 Customer Communication

Progressive Alloy Steels sales department is responsible for communicating with customers in relation to:

- a. Product information
- b. Inquiries, contracts, order handling, amendments
- c. Customer feedback including complaints.

7.3 DESIGN AND DEVELOPMENT

Progressive Alloy Steels does not perform.

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Title: Product Realization

7.4 PURCHASING

7.4.1 Purchasing Process

Procedure QPM 6.0 establishes procedures to ensure that purchased product conforms to specified requirements. The type and extent of control applied to supplier is based upon the product being supplied.

Suppliers are evaluated and selected based on their ability to supply products in accordance with required specifications. Records of supplier evaluation and actions arising from evaluation are maintained.

7.4.2 Purchasing Information

Purchasing information describes the product being purchased.

- a. requirements for approval of product (specifications and required delivery)
- b. Quality Management Systems in place and approved personnel.

Progressive Alloy Steels assures that purchase requirements are adequately specified prior to communication with supplier.

7.4.3 Verification of Purchased Product

Progressive Alloy Steels verifies purchased product as described in QPM 10.0 to assure that purchased product meets specified purchase requirements.

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Title: Product Realization

7.5 PRODUCTION and SERVICE PROVISION

Progressive Alloy Steels does not provide service.

7.5.1 Control of Production

Progressive Alloy Steels carries out production under controlled conditions which include:

- a. Available information which describes the required characteristics of the product
- b. Available work instructions necessary
- c. Use of suitable equipment
- d. Use of quality measuring devices when needed
- e. Release, packaging and delivery of product

7.5.2 Validation of Production Processes

Progressive Alloy Steels validates any process for production where the resulting output cannot be verified by monitoring or measurement. Validation demonstrates capability of these processes to achieve planned results.

- a. Defined criteria for review and approval of the process
- b. Approval of any equipment and personnel
- c. Use of specific procedures

7.5.3 Identification and Traceability

QPM 8.0 establishes procedures for identification and traceability of product from receipt to inventory to shipment. Progressive Alloy Steels maintains traceability of all products.

7.5.4 Customer Property

QPM 7.0 establishes procedures for customer supplied product. Progressive Alloy Steels will identify, protect and safeguard customers property in the same manner as Progressive Alloy Steels property.

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Title: Product Realization

7.5.5 Preservation of Product

QPM 15.0 establishes procedures used by Progressive Alloy Steels for the preservation of product from receipt to inventory to shipment.

7.6 Control of Monitoring and Measuring Devices

QPM 11.0 establishes procedures for control of monitoring and measuring devices to assure that product requirements are met. Progressive Alloy Steels determines the devices needed to provide evidence of product conformance.

Progressive Alloy Steels procedures ensure that monitoring and measurement activities are completed in a manner consistent with requirements. Measuring equipment is:

- a. Calibrated at specific intervals
- b. Adjusted or replaced as needed
- c. Identified to enable tracking of results of calibration
- d. Protected from damage and deterioration

Records of calibration are recorded and maintained. When equipment is found that does not meet calibration, the validity of previous use is assessed. Action is taken if needed.

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8.0 MEASUREMENT, ANALYSIS and IMPROVEMENT

8.1 General

Progressive Alloy Steels Plans and implements monitoring, analysis and improvement processes needed to

- a. Demonstrate conformity of the Product
- b. Ensure conformity of the QMS
- c. Continually improve the effectiveness of the QMS

8.2 Monitoring and Measurement

8.2.1 Customer Satisfaction

Progressive Alloys Steels monitors information relating to customer perception

- a. in meeting customer requirements
- b. in comments with sales staff
- c. in future order commitments

8.2.2 Internal Audits

Progressive Alloy Steels conducts internal audits to determine:

- a. That the program is being followed properly
- b. That the program is effective and maintained

The audit program is planned, taking into consideration the status and importance of the process and area being audited as well as previous results.

Responsibilities and requirements for planning, conducting and reporting results are defined in QPM 17.0. Parties responsible for the area audited ensure that remedial actions are taken without delay and Corrective actions are taken and audited.

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Title: Product Realization

8.2.3 Monitoring and Measurement of Process

Progressive Alloy Steels applies suitable attention and methods of monitoring, where applicable, measurement of the QMS process. When planned results are not achieved corrective actions are taken to ensure conformity.

8.2.4 Monitoring and Measurement of Product

Progressive Alloy Steels monitors product characteristics to verify requirements have been met. These activities are carried out at appropriate stages of product realization.

Evidence of product conformity with acceptance is maintained. Records indicate person(s) authorizing release of product.

Product release does not proceed until proper authorization has been met.

8.3 CONTROL OF NONCONFORMING PRODUCT

Progressive Alloy Steels identifies and controls product, which does not conform to requirements. This is done to prevent unintended use. The controls and responsibilities are defined in QPM 13.0

Nonconforming product can be resolved by:

- a. Taking action to eliminate the nonconformity
- b. Getting authorization from proper source to use the nonconformity
- c. Taking action to preclude its original use

Records of nonconformities are maintained.

When nonconformity is detected after delivery of product, Progressive Alloy Steels takes the appropriate actions to eliminate the effects or potential effects of the nonconformity.

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8.4 ANALYSIS OF DATA

Progressive Alloy Steels determines, collects and performs analysis of appropriate data to demonstrate suitability and effectiveness of the QMS. This evaluation of data aids in continuous improvement also. Data collected from monitoring and measurement is included with data from other relevant sources.

Data analysis provides information relating to:

- a. Customer Satisfaction
- b. Conformity of product
- c. Suppliers
- d. Characteristics and trends of processes and products

8.5 IMPROVEMENT

8.5.1 Continual Improvement

Progressive Alloy Steels continually improves the effectiveness of the QMS through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventative actions and management review.

8.5.2 Corrective Action

Progressive Alloy Steels takes corrective action to eliminate the cause of discrepancies in order to prevent reoccurrence. Corrective Actions are appropriate to the effects of the discrepancy.

QPM 14.0 establishes the procedure for:

- a. Review of nonconformity
- b. Determining cause
- c. Evaluating the need for action and implementing that action
- d. Records of results
- e. Reviewing Corrective Action Taken

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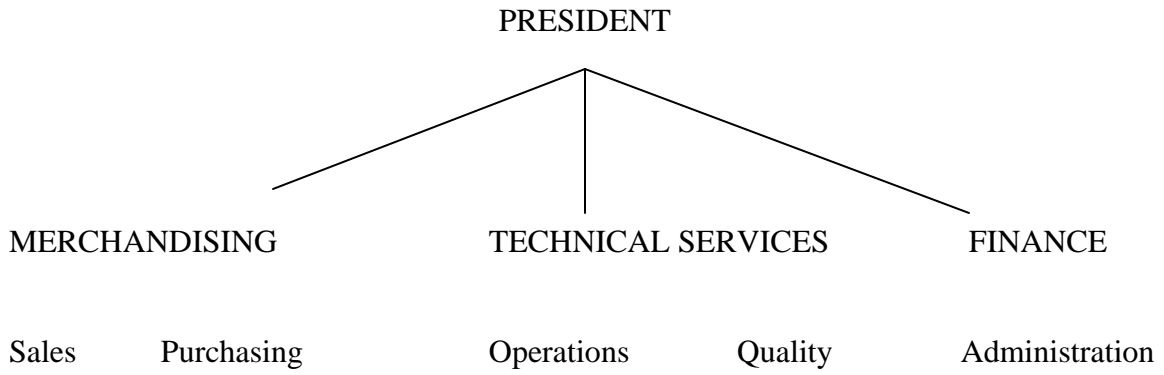
8.5.3 Preventative Action

Progressive Alloy Steels determines actions to eliminate potential discrepancies. Preventative actions are appropriate to the potential problem.

QPM 12.0 establishes the procedure for:

- a. Determining potential problem
- b. Evaluating need for action
- c. Implementing action
- d. Recording results
- e. Reviewing preventative action

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