



QUALITY MANUAL

Issue Date: May 16, 2011
Revision: 07

**26000 SW Parkway Center Drive
Wilsonville, OR 97070**

TEL: (503) 685-9000
FAX: (503) 685-9254

www.visionplastics.com

TABLE OF CONTENTS

<u>DESCRIPTION</u>	<u>PAGE NO.</u>
Table of Contents	i
Scope	1
Application	1
Management Commitment	1
Company History and Capability	2
Quality Policy	3
Quality Objectives	3
Export Compliance Policy	4
Organization Chart	5
Quality System Flow Chart	6
Process Descriptions	7
Process Interactions Flow Chart	8
Value Chain Flow Chart	9
Management Flow Chart	10
Procedures for Control of Documents	11
Procedures for Internal Audits	13
Procedures for Nonconforming Product	15
Procedures for Control of Records	16
Procedures for Corrective / Preventive Action	17
Environmental Management	20

VISION PLASTICS, INC

QUALITY MANUAL

Scope

VISION PLASTICS, INC. has established this quality manual to authorize the implementation and maintenance of a quality management system (QMS) based on the ISO 9001 Quality Management System. In keeping with the requirements specified in this reference QMS standard, VISION PLASTICS, INC. strives to:

- a) demonstrate its ability to consistently provide the assurance of product that meets customer and applicable regulatory requirements,
- b) enhance customer satisfaction through the effective application of the QMS, which includes processes for continual improvement of the QMS itself.

Application

VISION PLASTICS, INC. excludes the service provision segment of main clause 7.5 and sub-clauses 7.5.1 and 7.5.2 since post-delivery servicing is not normally a specified requirement. This exclusion would not affect VISION PLASTICS, INC. ability or responsibility to provide product that meets customer or applicable regulatory requirements.

Should the service provision be agreed upon by VISION PLASTICS, INC., the Quality Manager with the support of appropriate department managers would create a quality plan and the processes to implement the necessary requirements according to the reference QMS standard of issue in effect at the time of the order or contract.

Management Commitment

VISION PLASTICS, INC. top management is committed:

- to providing the highest quality parts and service at a competitive price.
- and dedicated to promoting awareness within the organization the importance of meeting customer requirements, lean projects and enhancing customer satisfaction through the assignment of trained personnel for management, performance of work, and verification activities.

VISION PLASTICS, INC

QUALITY MANUAL

Company History and Capability

VISION PLASTICS, INC. was started in 1988, with the idea of building a plastics company that would provide the highest quality parts and service at a competitive price. VISION PLASTICS, INC. has successfully become one of the best injection molding organizations in the Northwest. This has been accomplished with the support of a competent management staff and dedicated personnel.

VISION PLASTICS, INC. was located in a leased facility in the industrial area of Tualatin, housing five presses and a crew of five. Within three years the organization had grown to 15 presses and 50 employees, rapidly outgrowing its capacity.

Relocation took place in May of 1992 into a 40,000 square foot facility in the industrial area of Wilsonville. The building was modified, adding a secondary assembly floor of 10,000 square feet in 2002. The building was again expanded to 76,000 square feet in 2005, increasing manufacturing capabilities. We currently have more than 40 presses, an assembly department and employ a crew of approximately 160 people. Please visit our web site at www.visionplastics.com for more information about our capabilities, equipment and processes.

In February of 1998, VISION PLASTICS, INC. underwent an initial assessment of its quality management system (QMS) by the registrar firm of TÜV RHEINLAND. The QMS was determined as being effective and compliant to the ISO 9002:1994 international QMS standard, to which the company was registered and certified in April of 1998. In September of 2002 Vision successfully registered to the ISO9001:2000 upgrade and was re-certified in August 2005 and 2008. In August of 2009 vision was successfully certified to ISO9001:2008

As the international QMS standard is revised, VISION PLASTICS, INC. intends to upgrade as necessary its QMS for compliance to any changes of the standard's requirements.

Quality Policy

It is the Quality Policy of Vision Plastics, Inc. to continuously improve our processes, products, and services to meet or exceed the needs and expectations of our customers.

Quality Objectives

Top management at VISION PLASTICS, INC. ensures that quality objectives are established to improve processes of the quality management system (QMS) at relevant functions and levels within the organization. Those quality objectives needed to meet requirements for product are included. All quality objectives are measurable and consistent with the “Approach to Quality” quality policy. Examples of measurable objectives could be:

- 1) Increases in sales by growth in new and existing accounts
- 2) Utilize internal audits results to continually improve and update processes
- 3) Track new supplier performance
- 4) Meet or exceed customers expectations
 - Maintain less than 2% defects in manufacturing processes
 - Maintain less than 300 Defects Per Million (DPM) shipped to customers
 - Track quality and on time delivery ratings from major customer via report cards received
- 5) Using LEAN projects to reduce waste and lead times

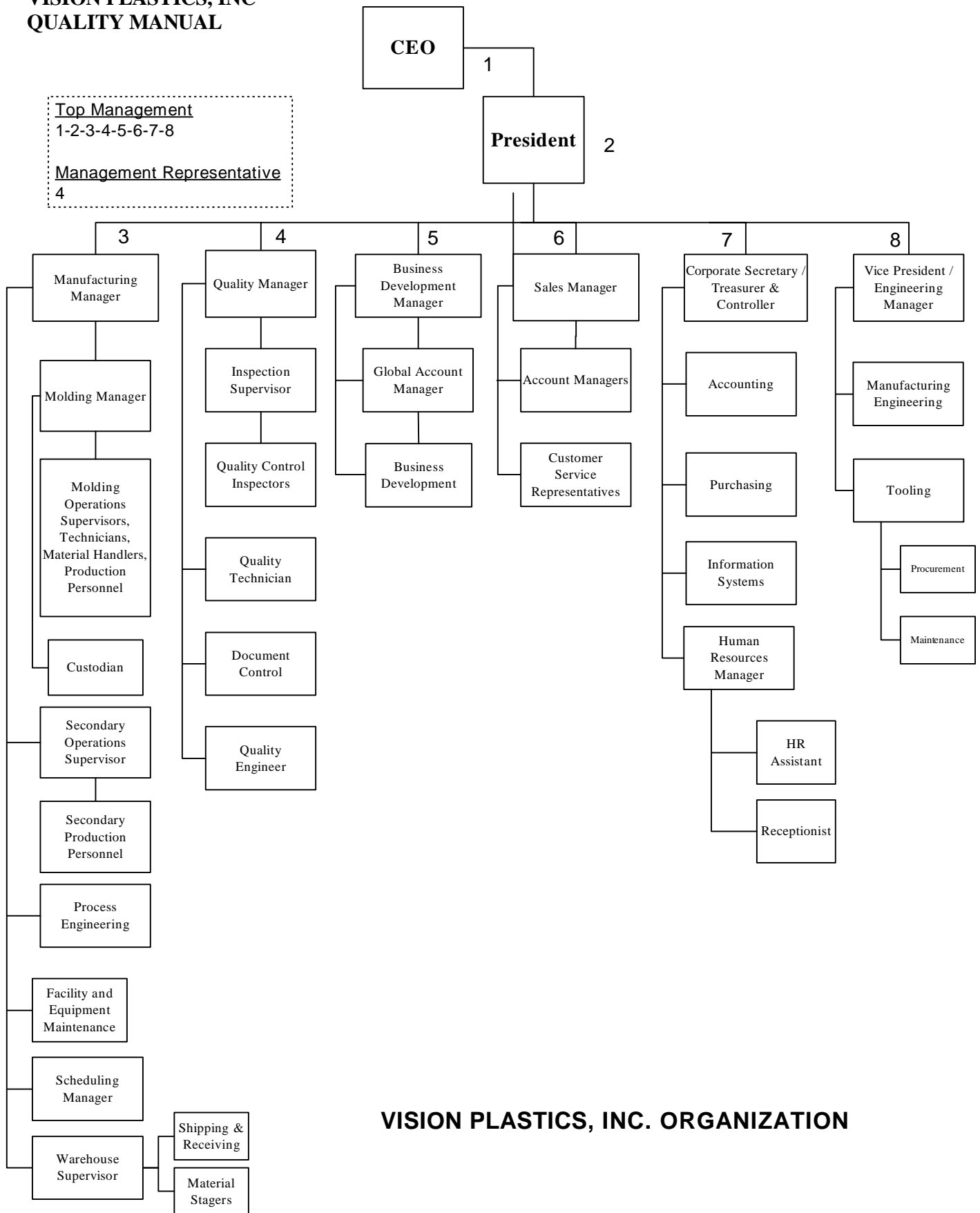
EXPORT COMPLIANCE POLICY

This Policy applies to employees acting for or on behalf of Vision Plastic, Inc. (referenced as the company) involved in export.

- (1) It is the policy of the company that employees comply with the U.S. Export Administration Regulations.
- (2) It is the policy of the company that senior management be directly involved in assuring compliance to all regulations, maintaining quality compliance programs and providing adequate staffing and resources.
- (3) It is the policy of the company to develop and maintain policies and procedures for all export related activities.
- (4) It is the policy of the company to report all suspicious transactions or known violations to the President

The possible penalties imposed by the Department of Commerce and any other affected government agencies are significant. Violations of the U.S. Export Administration Regulations can result in criminal penalties, administrative penalties, or both.

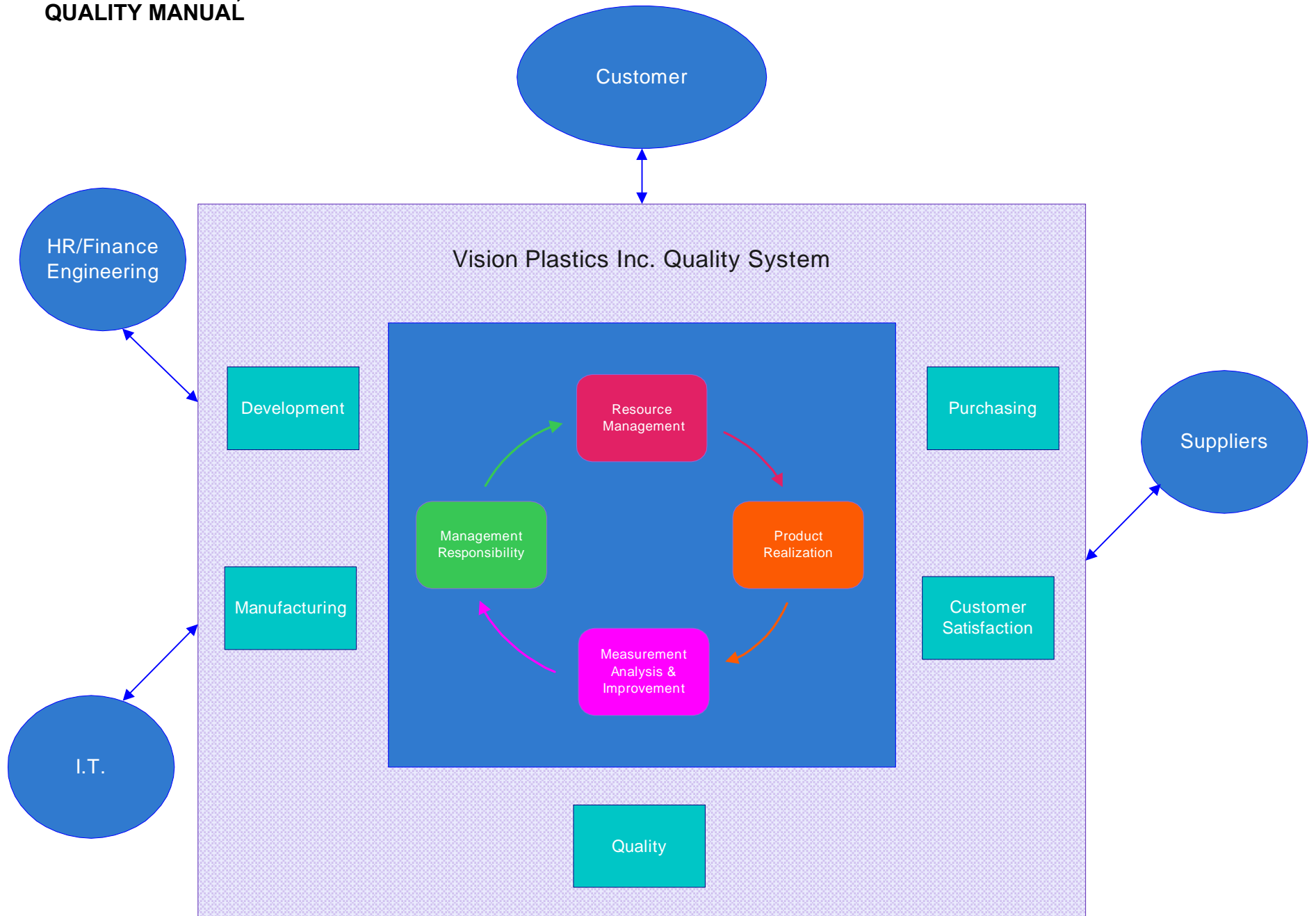
**VISION PLASTICS, INC
QUALITY MANUAL**



Top Management
1-2-3-4-5-6-7-8

Management Representative
4

VISION PLASTICS, INC. ORGANIZATION



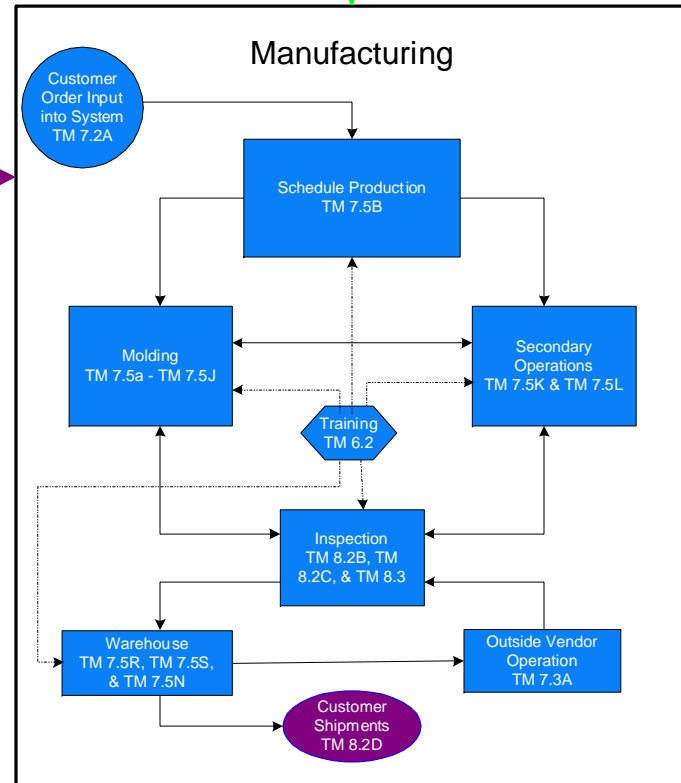
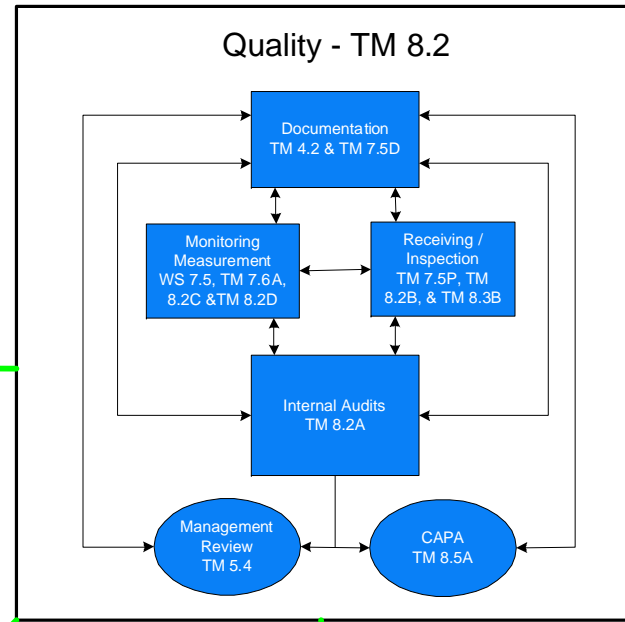
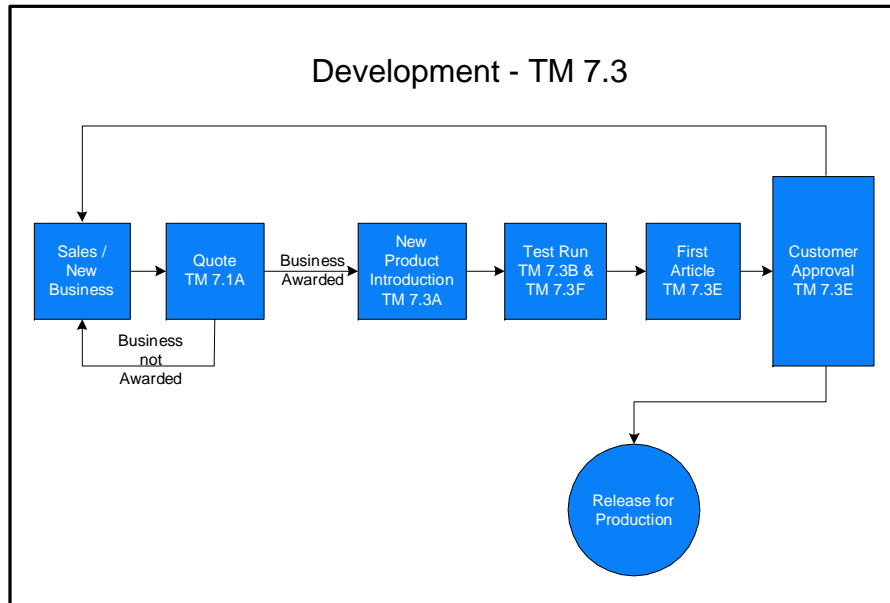
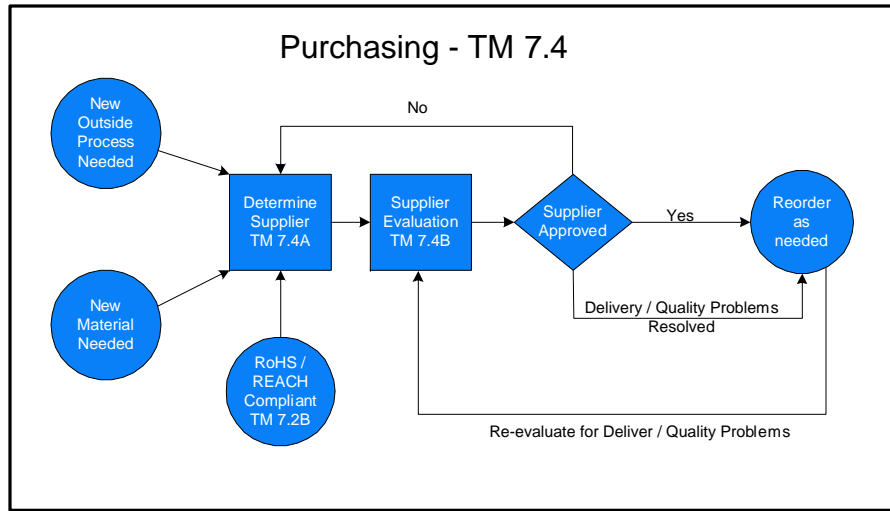
Process Descriptions

Process Description	Process Owner	Inputs	Outputs	Measurements
Development	Sales Manager	Received customer request via telephone, fax, e-mail and mail	Quote to customer Sales order Order Acknowledgement Order entered in MRP system	Customer Comments Customer Report Cards Growth in sales New Customers
Purchasing	Purchasing Manager	Requisition MRP Exception Report	Purchase Order Shipping Order	DMRs
Manufacturing	Manufacturing Manager	Production Work Center Schedule MRP Daily Efficiency Reporting	Shipping Report Resources for improving Quality yield or machine capability	RMAs DPM
Quality	Quality Manager	Customer requirement Internal Audit Product	Part specific procedure QMS is effectively implemented and maintained Product Quality Record CAPAs	Deviations NCRs RMAs DMRs
Management	President	Management Review	Planning Resource Management	Continual Improvement Customer Satisfaction

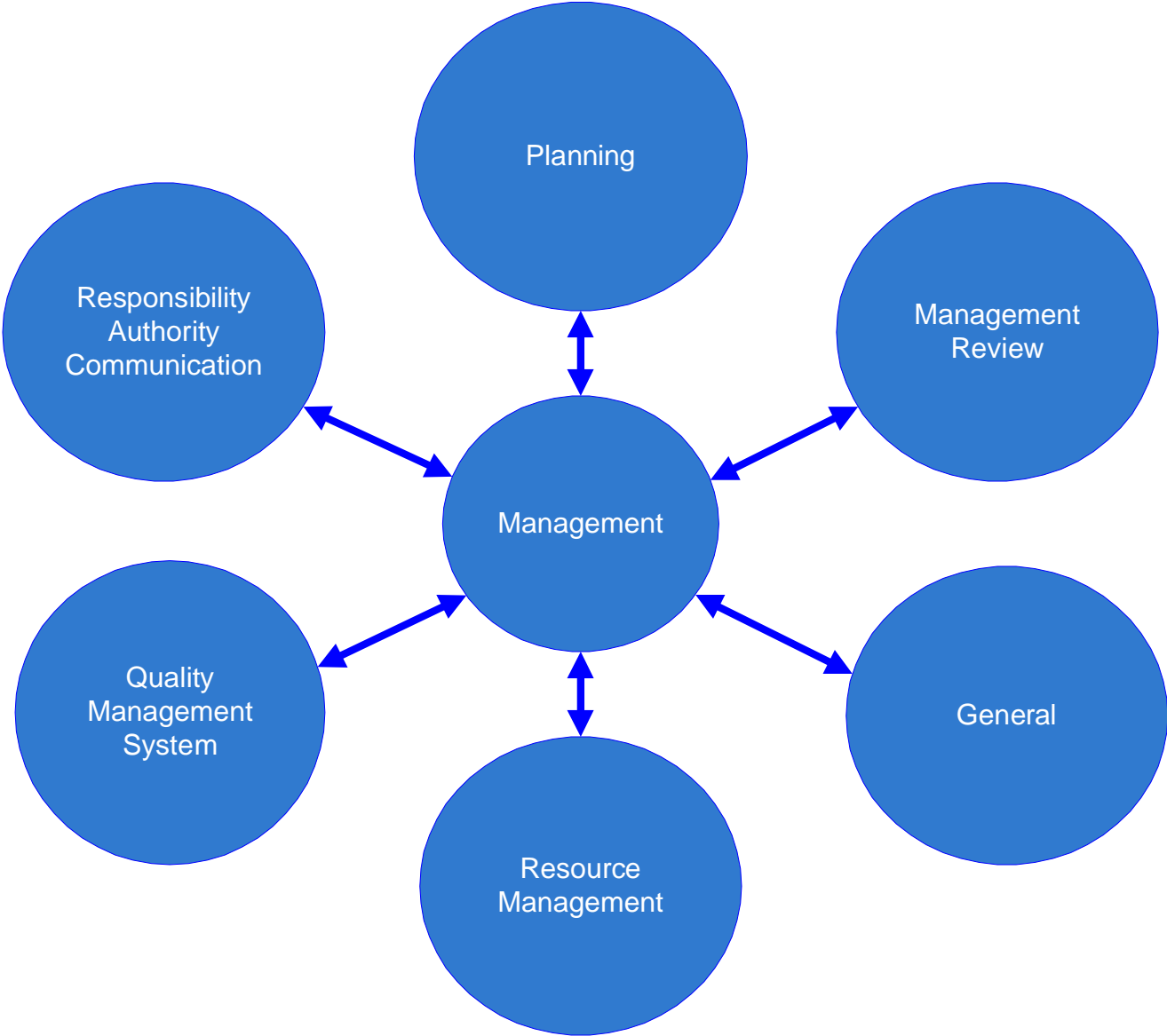
Process Interactions



Vision Plastics Value Chain



Management



**VISION PLASTICS, INC.
QUALITY MANUAL**

PROCEDURES FOR CONTROL OF DOCUMENTS

1.0 PURPOSE

The Quality Manager maintains control of all documents and data that relate to the QMS requirements.

2.0 SCOPE

Applies to the Quality Manual, procedures, training manual and other documents needed to ensure the effective planning, operation and control of processes.

3.0 GENERAL

Requirements and procedures, records or forms are documented on five levels created that are and maintained by VISION PLASTICS, INC.: [06]

Level 1 & 2: A quality manual that describes policies, processes and a quality management system based on the ISO 9001 requirements. [06]

Level 3: Training manual and standards that describe the conduct of processes and activities considered necessary to ensure conformity to the specified requirements of Level 1 & 2. [06]

Level 4: Part-specific procedures with selected details referencing customer and industry requirements and standards. [06]

Level 5: Records to provide objective evidence that processes specified in Levels 3 and 4 have been performed. [06]

4.0 PROCEDURE

4.1 Document and Data Review

4.1.1 The Quality Department is responsible for reviewing all changes submitted to them with an Internal Document Change Request (IDCR) form F4.2-5. The nature of the change is identified in the document or attachment.

4.1.2 Changes to documents and data are reviewed by process managers and others necessary that have access to pertinent background information upon which to base their review.

**VISION PLASTICS, INC.
QUALITY MANUAL**

PROCEDURES FOR CONTROL OF DOCUMENTS CONT.

4.2 Document and Data Approval

- 4.2.2** The IDCR is signed by each process manager and their approval is marked on the IDCR.
- 4.2.3** The company Quality manual is reviewed and approved by the President.

4.3 Document and Data Maintenance & Distribution

The Quality Department is responsible for maintaining and distributing all revisions to the quality manual, forms and training manual.

- 4.3.1** A master list (which may be the Table of Contents in front of every issue of the quality manual and the training manual binders and on line, indicating the revision status of each controlled document) to preclude the use of an obsolete document.
- 4.3.2** Uncontrolled copies of the quality manual are not updated by VISION PLASTICS, INC. and are identified as uncontrolled before they are issued (can be electronic or hardcopy). The quality manual and training manual are controlled documents marked "Controlled Copy"
- 4.3.3** The quality manual and training manual, on line or in the binder are effective upon the date of their release and distribution

RECORDS REFERENCED

F4.2-5 IDCR (Internal Document Change Request)

VISION PLASTICS, INC.

QUALITY MANUAL

PROCEDURE FOR INTERNAL AUDITS

1.0 PURPOSE

To define the method for the Quality Manager, of planning and conducting internal audits to determine the Quality Management System (QMS) is effectively implemented and maintained

2.0 SCOPE

Applies to internal audits conducted to verify processes of the QMS and related results comply with planned arrangements.

3.0 PROCEDURE

3.1 Selecting and Training Internal Auditors

3.1.1 The Quality Manager, with support from department management, selects from the various departments those candidates with minimal qualifications such as:

- dependable attendance with some tenure (at least one year),
- demonstrated ability in following instructions,
- desire to learn and displaying a positive attitude
- dedication to personal and company growth.

3.1.2 The Quality Manager or designee provides training of selected candidates in sufficient depth and detail from commercially available reference materials (can be in house or off site).

3.1.3 Ongoing training can consist of feedback to the auditor at any stage of the internal audit cycle noted in sections 3.3 through 3.7.

3.2 Internal Audit Schedule

3.2.1 The Quality Manager or designee creates and maintains the Internal Audit Schedule, F8.2-1, which shows the year at a glance from January to December.

3.3 Planning the Internal Audit

3.3.1 The Quality Manager determines who makes up the internal audit team and helps in developing the audit plan and checklist for conducting the Internal Audit Report (IAR), form F8.2-2.

PROCEDURE FOR INTERNAL AUDITS CONT.

3.4 Notification of a Scheduled Internal Audit

3.4.1 Internal audits are scheduled at a time most practical to both the responsible manager and internal audit team.

3.5 Recording Internal Audit Results

3.5.1 The Quality Manager files the Internal Audit Report (IAR) , F8.2-2.

3.6 Reporting and Logging Deficiency Findings

3.6.1 The Quality Manager logs the deficiency, F8.2-3 on the Internal Audit Deficiency Log, F8.2-4.

3.7 Closure of the Deficiency Report

3.7.1 The Quality Manager:

- Confers with the internal audit team to agree that action was complete and effective, if necessary.
- Updates the deficiency log and files the original deficiency and internal audit reports

NOTE: If the deficient condition persists, the Quality Manager may initiate a Corrective Action Request (CAR), F8.5-1, to address the obvious trend.

3.8 Management Review

3.8.1 The Quality Manager or designee periodically summarizes internal audit results at scheduled management review meetings.

3.8.2 Top management, after the summarization, may recommend more or less frequent internal audits based on the number, or absence, of corrective action requests recorded on certain processes or areas.

4.0 Records Referenced

Internal Audit Schedule, F8.2-1

Internal Audit Report, F8.2-2

Internal Audit Deficiency Report, F8.2-3

Internal Audit Deficiency Log, F8.2-4

Corrective/Preventive Action Report (CAR/PAR), F8.5-1

**VISION PLASTICS, INC.
QUALITY MANUAL**

PROCEDURE FOR CONTROL OF NONCONFORMING PRODUCT

1.0 PURPOSE

For the Quality Manager to identify, document, evaluate, segregate and disposition of all non-conforming product

2.0 SCOPE

Applies to all product, raw material, additives, and components found to be non-conforming either by internal inspection, receiving, production personnel or by the customer.

3.0 PROCEDURE

3.1 Documentation:

Originator initiates the appropriate paperwork:

NCR – Non Conforming Report used for internal manufactured product

DMR – Defective Material Report for product received from an outside source. (ie: vendor or supplier)

RMA – Return Material Authorization for product to be returned by a customer.

4.2 Segregation:

Product is identified by red stickers and/or QC Hold pallet tags and moved to a designated holding area

4.3 Evaluation:

Product is evaluated by appropriate personnel

4.4 Disposition:

Product is dispositioned appropriately and specific instructions are noted

Records Referenced

NCR, F8.3-1

DMR, F8.3-3

RMA, F8.3-4

VISION PLASTICS, INC.
QUALITY MANUAL

PROCEDURE FOR CONTROL OF RECORDS

1.0 PURPOSE

To define the method for the identification, storage, protection, retrieval, retention time and disposition of records

2.0 SCOPE

Applies to records established and maintained to provide evidence of conformity to requirements and of the effective operation of the Quality Management System (QMS).

3.0 PROCEDURE

3.1 Responsibility of Records

The responsibility for maintenance, filing and retention of records lies with the function/department indicated for each record as shown on the tables in the training manual under the column heading FILE MAINTENANCE RESPONSIBILITY.

3.2 Master Listing of Records

Tables that list the records are located in the training manual after each of the sections.

3.3 Format of Records

Records may be in any form or type of medium. They are retained, stored and indexed as listed on the tables.

3.4 Retention of Records

Minimum retention time is listed in the master list of records. Some records may be kept longer than the minimum retention period.

3.5 Disposition

Records will be disposed of as listed in on the tables in the training manual.

PROCEDURE FOR CORRECTIVE AND PREVENTIVE ACTIONS

1.0 PURPOSE

To define the method for identifying, requesting, addressing, implementing, evaluating and verifying Corrective and Preventive Actions (CAPA's).

2.0 SCOPE

Applies to all processes that affect product, service, quality and performance which in turn would influence customer perception as to whether requirements have been met.

3.0 DEFINITIONS

3.1 Corrective – To resolve a problem or defect and keep it from recurring after the root cause has been identified (i.e., identify the changes required to eliminate the cause before it occurs again)

3.2 Preventive – To eliminate factors and/or root cause conditions which potentially could cause a non-conformity in product, equipment, process or procedure (i.e., identify the changes required to eliminate the cause before it occurs)

3.3 Reactive – To act in response to some influence, event, occurrence, etc. (i.e., make the changes required after the occurrence)

3.4 Proactive – To prepare for, intervene in or control an expected occurrence or situation (i.e., make the changes required prior to occurrence)

4.0 GENERAL

4.1 Anyone can identify and submit suggestions or an idea for applying measures for CAPAs to prevent non-conformities to the Quality Manager.

4.2 All other managers are responsible for addressing, implementing & evaluating CAPAs

4.3 Action taken is directly related to the seriousness of the condition.

4.4 The Quality Manager with support from all other managers is responsible for assigning and verification of all CAPA's.

4.5 Any decision appeals are directed to and resolved by the Quality Manager or the President.

TABLE 8.5a CONDITIONS THAT MERIT CORRECTIVE ACTION

The decision to initiate corrective action is for, but not limited to, conditions listed below in items a) to d), based on the judgment of the Quality Manager.

- a) Repetitive condition: Data to be used for trend evaluations include Return Material Authorizations (RMAs), Non-conformance Reports (NCRs), Discrepant Material Reports (DMRs), and Internal Audit Deficiency Reports (IADRs)
- b) RMA adverse trend
- c) High scrap rate or high scrap cost
- d) Internal processes, adverse trend
- e) Safety incident resulting in harm to people
- f) Hazardous incident involving material, equipment or process
NOTE: *The Safety Committee informs the Quality Manager of either incident (in e or f); so that it may be determined if a CAPA needs to be initiated.*
- g) Internal request from the President or a department manager
- h) External request from a customer or supplier

TABLE 8.5b SOURCES OF PREVENTIVE ACTION

In addition to the method for processing CAPA's, possible conditions where "proactive" preventive actions can be identified that in many instances may not be as obvious for what they are, include but is not limited to:

- a) Review of a customer quotation or sales order
- b) Review of a customer drawing or standard
- c) Periodic review of customer-supplied product
- d) At a New Product Introduction (NPI) meeting
- e) First/Last shot
- f) Customer complaint
- g) Supplier on-site facility/process audit
- h) Internal safety inspection tour
- i) Scheduled preventive maintenance on equipment or tooling
- j) Personal injury investigation
- k) Mold repair
- l) Internal audit
- m) Corrective action request

ENVIRONMENTAL MANAGEMENT

The Electronic Industry Code of Conduct established standards to ensure that:

- workers are treated with respect and dignity,
- provide a safe and healthy work environment,
- other standards referenced in the EICC code of conduct.
 - <http://www.eicc.info/EICC%20CODE.htm>

ENVIRONMENTAL POLICY

Vision Plastics, Inc. is committed to reducing our effects on the environment. We will do so by complying with all environmental laws and regulations. Vision Plastics, Inc. also commits to:

- (1) Minimize the amount of waste generated;
- (2) Reuse and recycle whenever possible;
- (3) Use energy, water, and supplies efficiently throughout our operations;
- (4) Monitor our environmental performance; and
- (5) Continuously seek opportunities to improve on these principles

Goals and results are disclosed as requested by our customers.