

# **NORTHEAST FILTER & EQUIPMENT QUALITY PLAN**

- I. Quality Policy & Objectives
- II. Key Business Processes
  - a. Process Interactions
  - b. Sales
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- III. Risk Registry (Documents Stored in QMS Folder)
- IV. Internal Auditing (Documents Stored in QMS Folder)

This quality plan has been reviewed and approved by the management of Northeast Filter & Equipment. The plan shall be used as a support document in the management review process.

# **I. QUALITY POLICY & OBJECTIVES**

## **QUALITY POLICY**

“Northeast Filter & Equipment is committed to providing our customers with professional solutions, technical services, and superior customer service that provides optimal process performance that meets or exceeds customers’ requirements. We are committed to continuous improvement of our quality processes, service and business practices.”

Our quality processes are designed to support customer satisfaction and business performance. These processes are continuously monitored through the use of Key Performance Indicators. Northeast Filter & Equipment quality system and management practices shall be in compliance with the ISO 9001 standard.

This policy has been presented to all employees through general orientation, and is displayed in various locations throughout the company.

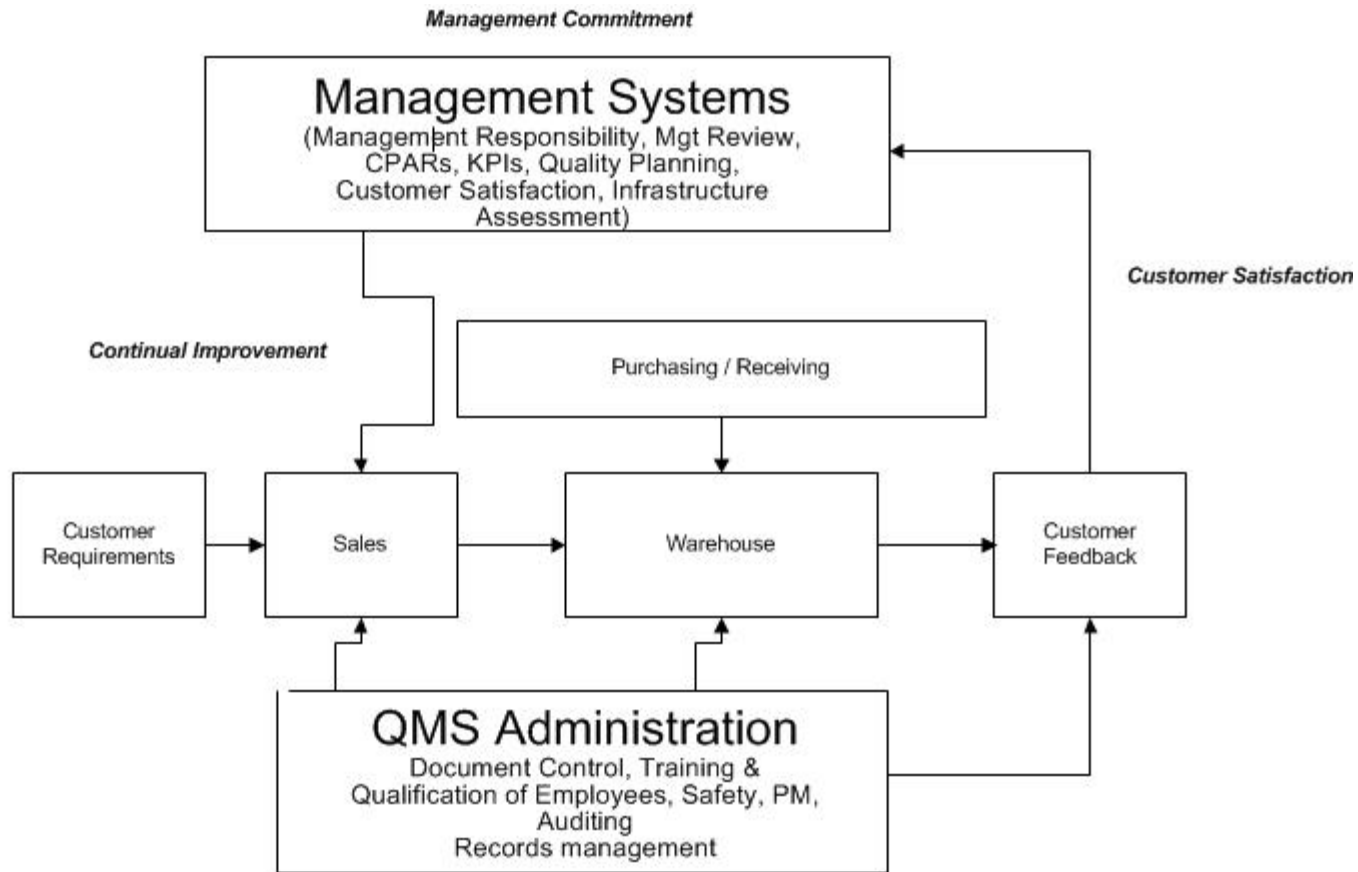
### **Northeast Filter & Equipment Quality Objectives**

The Quality Objectives are measured and monitored using Key Performance Indicators which correspond to one or more objectives. Goals have been established for:

- Inventory Accuracy
- On-Time Delivery
- Supplier Performance
- Non-Conformities

Additionally, the following areas are measured however goals may or may not be defined:

- Sales to Plan
- Customer Satisfaction
- Customer Complaints



## **QMS Process Interactions**

**FC 01**

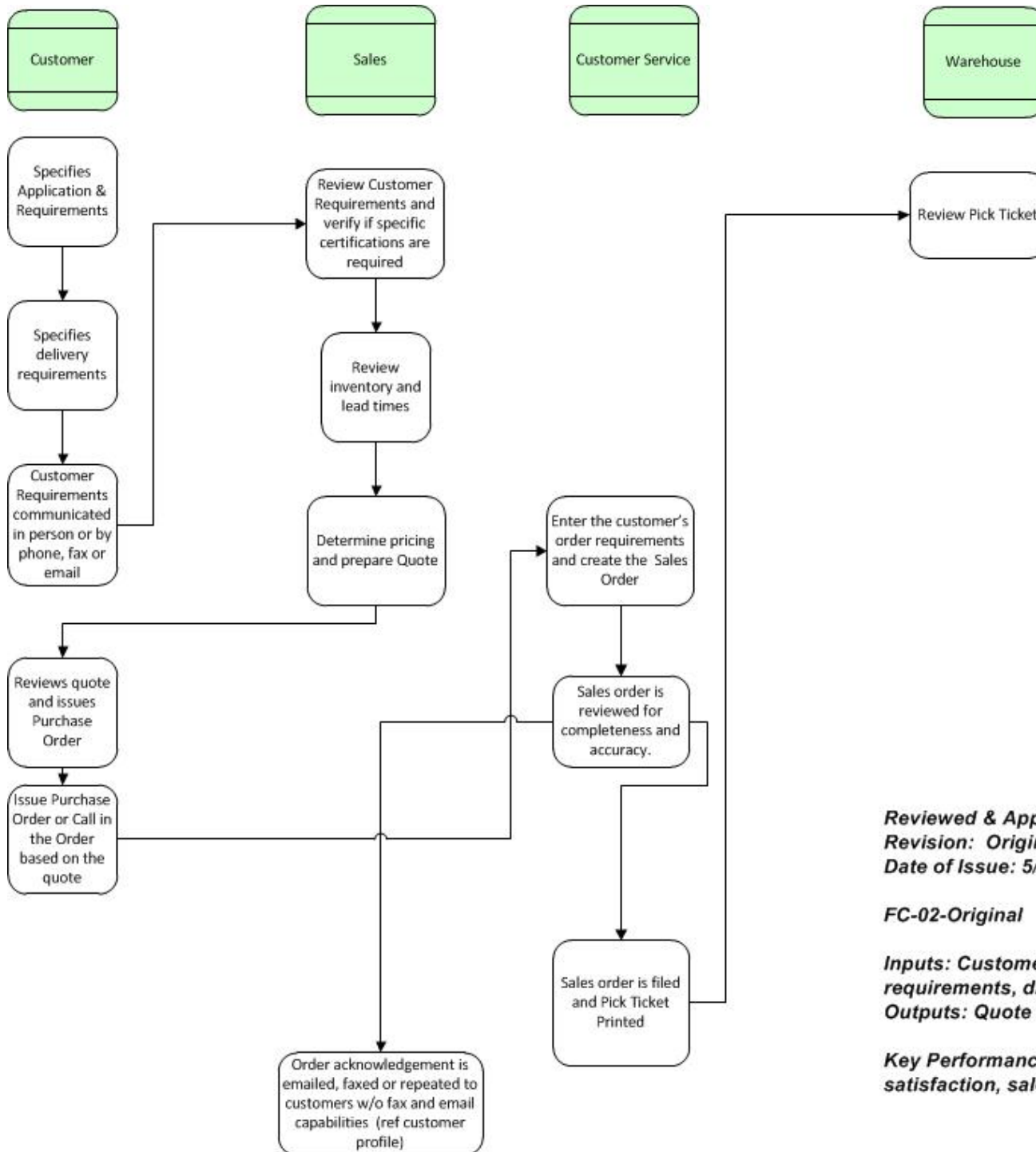
**Reviewed & Approved By: Dave Coates**

**Revision: Original**

**Date of Issue: 5/25/12**

### **Key Performance Indicators**

Recurring Corrective Actions from Internal Audits  
Customer Satisfaction



## Sales Process

*Reviewed & Approved By: Dave Coates*

*Revision: Original*

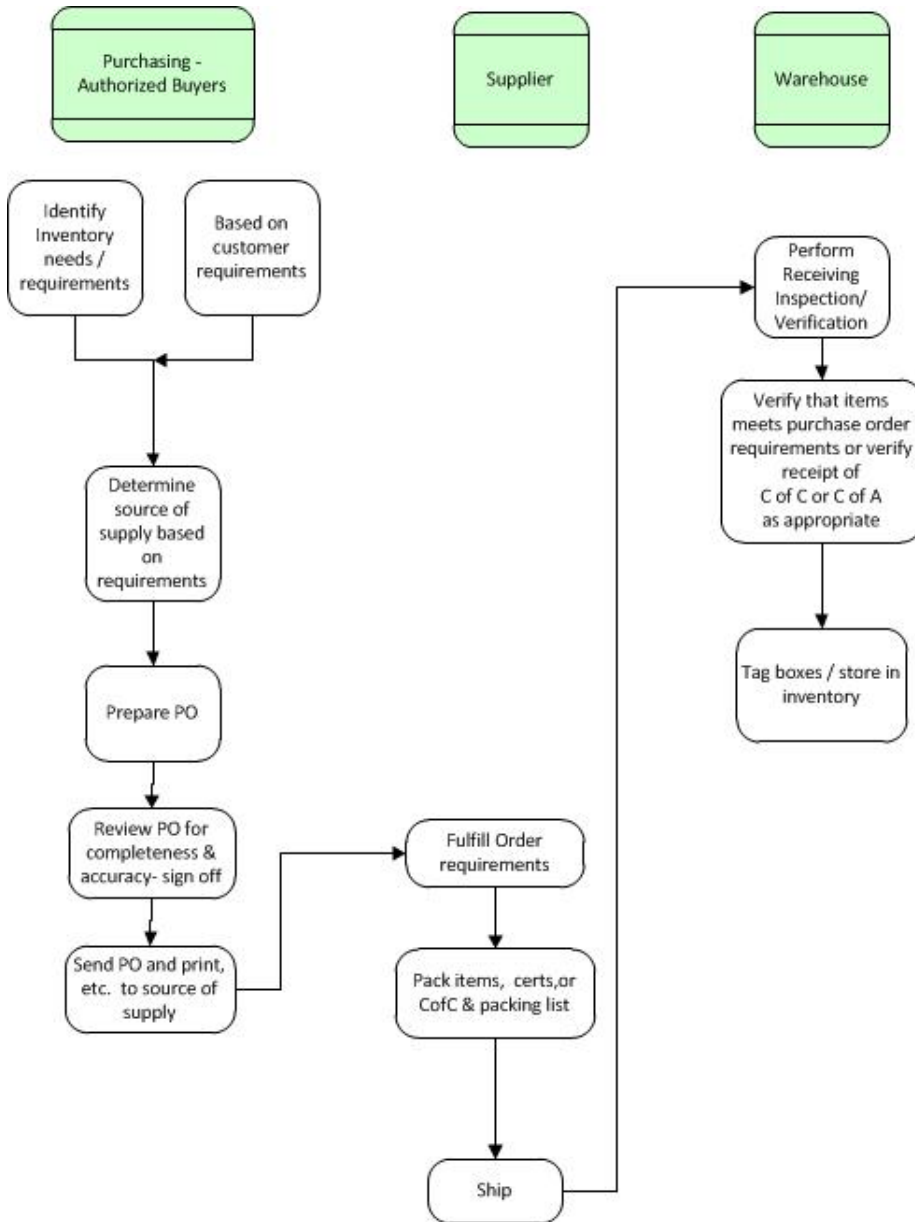
*Date of Issue: 5/25/12*

*FC-02-Original*

*Inputs: Customer requirements, specifications, delivery requirements, drawings, purchase order*

*Outputs: Quote*

*Key Performance Indicators: Customer complaints, customer satisfaction, sales to plan*



## Purchasing Process- Outside Processing

Reviewed & Approved By: Dave Coates

Revision: Original

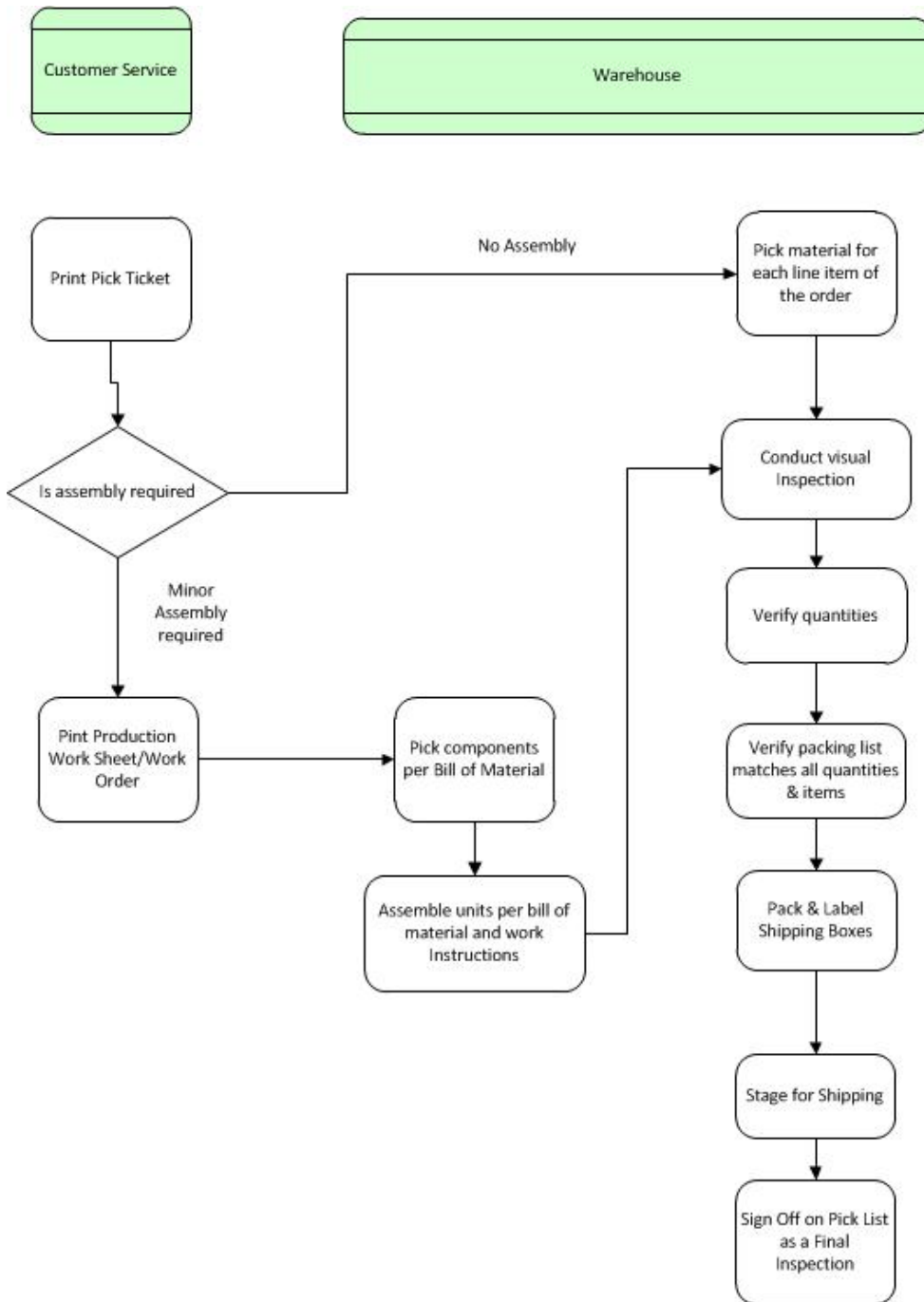
Date of Issue: 5/25/12

FC-03-Rev Original

Inputs: Stocking levels, customer requirements

Outputs: Purchase orders, Finished Goods

Key Performance Indicators: Supplier Quality, Supplier Delivery Performance



## **Warehouse (Order Fulfillment) Process**

*Reviewed & Approved By: Dave Coates  
 Revision: Original  
 Date of Issue: 5/25/12*

**FC-04-Original**

**Inputs:** Customer requirements, specifications, delivery requirements, customer purchase order  
**Outputs:** Pick Ticket, Inspection Records, Finished Products

**Key Performance Indicators:** Customer complaints, customer satisfaction, On Time delivery, Non Conformity Reports