



**D&M WELDING**

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# Quality Manual

Revision 1 July 2020



**Conforms to ISO 9001:2015 Rev. D**

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## 1. REVISION HISTORY AND APPROVAL

REV	NUMBER OF CHANGES	APPROVAL	DATE
0	Official Release	xxxxx_XXXXX	October, 2019
1	Official Release	ZM	July, 2020

## 2. WELCOME TO D&M WELDING

Located south of downtown Dayton, D&M Welding has been a respected local welding and fabrication contract job shop since 1974. We are focused on serving our customers' needs and understanding their industry. As a service-oriented company, we produce racks, pallets, and other fabricated goods for the concrete block industry, carrier racks for the automotive industry, and other manufacturing support items. In additions, we support all types of manufacturers with sheet metal fabrication services with a design to delivery service that includes laser cutting, forming, welding, assembly, coating, packaging, and delivery. At our facility, you will find top of the line CNC Fiber Laser and CNC Press Brakes which support our welding services. Our team has developed a reputation for being a leading supplier for the industries it has served. Expanding upon the family legacy, D&M Welding is proud to be family owned and is now in its third generation of operation by the McCarroll family.

## 3. QUALITY POLICY

Senior Leadership Team has developed the following Quality Policy which governs day-to-day operations to ensure quality. The Quality Policy is communicated and implemented throughout the organization.

The Quality Policy of D&M is as follows:

To ensure this Quality Management System serves our company's goal of meeting or exceeding all our customers' needs and expectations of our products and services it is planned, implemented, reviewed, and improved, and considers how the organization operates within a risk management framework.

The Dayton Brick Company dba D & M Welding is committed to:

- Providing quality products and services applicable to customer and other statutory/regulatory requirements
- To meet or exceed any external and/or internal expectations relevant to our purpose, strategic direction that affect our business system or its intended result
- Continually improving our business by ensuring operational efficiencies and enhancing customer satisfaction.

D & M Welding shall ensure that the quality policy is communicated and understood at appropriate levels throughout the organization.

### 3.1 QUALITY OBJECTIVES

- Quality
- Improved Customer Satisfaction
- On Time Delivery 80% <
- Supplier Quality
- On Time Delivery of Suppliers



**4. CONTEXT OF THE D&M ORGANIZATION**

Through a comprehensive marketing analysis D&M has reviewed and analyzed key aspects of itself and its stakeholders to determine the strategic direction of the company. This requires understanding internal and external issues that are of concern to D&M and its interested parties. Such issues are monitored and updated as appropriate and discussed as part of management reviews.

<b>INTERESTED PARTIES</b>	<b>INTERNAL OR EXTERNAL</b>	<b>REASON FOR INTEREST</b>	<b>RELEVANT REQUIREMENTS</b>	<b>MONITOR REVIEW</b>
Employees	Internal	Compensation, Job and Workplace stability, Responsible for Product Realization	Fair compensation, Stable role within organization, Retention, Promotions, and Safe work environment	Employee feedback, Training, Meetings
Customers	External	Direct Consumption	Revenue Cost Savings, Product Quality, Price, OTD, Customer Service	Quality Objectives, Active Accounts, Customer Surveys, Audits and Site Visits, Scorecards
Regulatory	External	Compliance, Safety, Flight Safety	Applicable Local, State, Federal & Government standards	Surveillance Audits, OASIS, Local Municipalities
Suppliers	External	Products & Services for Support	Cost vs Margins, Product Quality, Price, OTD, Customer Service, Order Confirmations, Documentation, Discounts	Quality Objectives, Supplier Surveys, Approved Supplier Listing, Supplier Visits
Ownership	Internal	Shareholder and Investor dynamic	Revenue and Growth	Quarterly business review

The issues determined in the above table are identified through an analysis of risks facing D&M and its interested parties. "Interested parties" are those stakeholders who receive our products, or who may be impacted by them, or those parties who may otherwise have a significant interest in our company. This information is then used by senior management to determine the company's strategic direction. This is defined in records of management review, and periodically updated as conditions and situations change.



**5. SCOPE OF THE D&M QUALITY MANAGEMENT SYSTEM**

Based on an analysis of the above issues of concern, interests of stakeholders, and in consideration of its products and services, D&M has determined the scope of the management system as follows:

**Support Products and Fabricated Manufacturing Services for various industries**

The quality system applies to all processes, activities and employees within the company. The facility is located at:

2300 Arbor Blvd  
Moraine OH 45439  
Phone: (937) 293-4189  
Fax: (937) 293-5404  
Web: <https://dmweldingusa.com>

Due to the nature of business at D&M, walk in business at the location above is excluded from the scope of ISO 9001:2015.

The following clauses of ISO 9001 were determined to be not applicable to D&M.

- 8.3 Design is not applicable because D & M welding does not do any design work.

**6. QMS PROCESSES**

D&M has adopted a process approach for its management system. By identifying the top-level processes within the company, and then managing each of these discretely, this reduces the potential for nonconforming products discovered during final processes or after delivery. Instead, nonconformities and risks are identified in real time, by actions taken within each of the top-level processes.

*Note: not all activities are considered "processes" – the term "process" in this context indicates the activity has been elevated to a higher level of control and management oversight. The controls indicated herein are applicable only to the top-level processes identified.*

The following top-level processes have been identified for D&M:

TOP LEVEL PROCESS
Quote to Order
Purchasing
Production
Shipping
Management Support



## 6. QMS PROCESSES (CONTINUED)

Each process may be supported by other activities, such as tasks or sub-processes. Monitoring and control of top-level processes ensures effective implementation and control of all subordinate tasks or sub-processes.

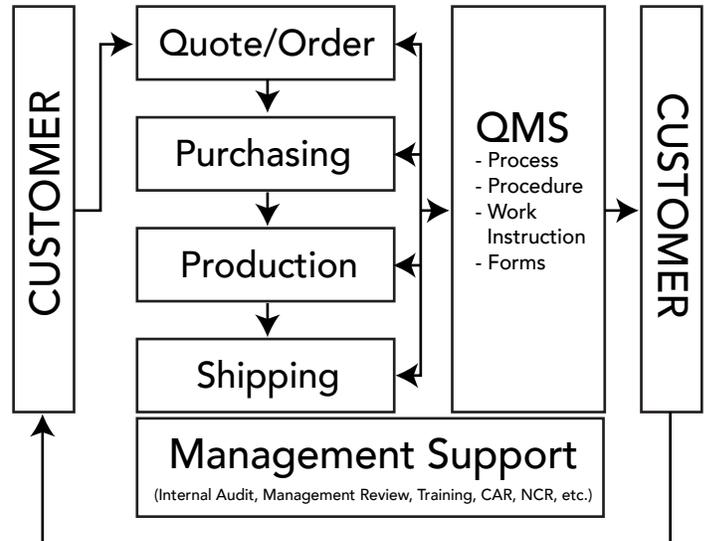
Each top-level process has a Critical Process document which defines:

- applicable inputs and outputs
- process owner(s)
- applicable responsibilities and authorities
- applicable risks and opportunities
- critical and supporting resources
- criteria and methods employed to ensure the effectiveness of the process
- quality objectives related to that process

The sequence of interaction of these processes is illustrated in Appendix A.

*Note: Appendix A represents the typical sequence of processes, and may be altered depending on customer or regulatory requirements at the job or contract level, as needed.*

### APPENDIX A: OVERALL PROCESS SEQUENCE & INTERACTION



Each process has at least one objective established for it; this is a statement of the intent of the process. Each objective is then supported by at least one "metric" or key performance indicator (KPI) which is then measured to determine the process' ability to meet the quality objective.

Throughout the year, metrics data is measured and gathered by process owners or other assigned managers, in order to present the data to Senior Leadership Team. The data is then analyzed by Senior Leadership Team in order that Senior Leadership Team may set goals and make adjustments for the purposes of long-term continual improvement.

The specific quality objectives for each process are defined in the applicable Critical Process.

Metrics, along with current standings and goals for each objective, are recorded in records of management review.

When a process does not meet a goal, or an unexpected problem is encountered with a process, the corrective and preventive action process may be implemented to research and resolve the issue. In addition, opportunities for improvement are sought and implemented, for the identified processes. Any process performed by a third party is considered an "outsourced process" and must be controlled, as well. If the company is outsourcing any requirements to a third party, it will be controlled either through purchase orders or contracts.