

# Midwest International Standard Products Inc.

## Quality Assurance

### **Introduction**

MIDWEST'S 45 consecutive years of leadership in dust control technology and manufacturing can make your loading of dry bulks safer, faster and most importantly "dust free."

Designed for easy installation, MIDWEST's pre-engineered modules allow plant or "consulting" engineers to build "stand" alone bulk load out stations or complete loading systems using interchangeable modules.

The MIDWEST tooling program produces superior quality products including state of the art, precision machined, ductile and non-ferrous castings, aluminum extrusions, stampings and high-tech plastic alloy components.

In-house engineering and manufacturing provide the mechanical, structural, electrical and instrumentation capabilities to assist engineering firms or users in their quest for fast, economical dust free loading.

Through this combination of high technology and quality materials, MIDWEST provides the best equipment available for dust free loading.

Air ecology is our business, our only business. When you select MIDWEST, you select the very best.

### **Policy and Objectives**

MIDWEST's quality policy is to achieve sustained, profitable growth by providing services which consistently satisfy the needs and expectations of its customers. This level of quality is achieved through adoption of a system of procedures that reflect the competence of the Company to existing customers, potential customers, and independent auditing authorities. Achievement of this policy involves all staff, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all. This policy is provided and explained to each employee by the Director of Operations.

The objectives of the Quality Assurance System are:

- a) To maintain an effective Quality Assurance System complying with International Standard (Quality Systems).
- b) To achieve and maintain a level of quality which enhances the Company's reputation with customers.
- c) To ensure compliance with relevant statutory and safety requirements.

- d) To endeavor, at all times, to maximize customer satisfaction with the services provided by MIDWEST.

### **Quality Planning**

As the Company produces a standard pre-engineered product line, customer satisfaction and quality are achieved by operation in accordance with the documented quality system. Specific customer requirements are identified and documented during the contract review process, allowing these requirements to be communicated and achieved, ensuring satisfaction of all customer declared needs.

### **Management Review**

Management review of the suitability and effectiveness of all MIDWEST Quality Planning take place at least twice per year. During the management meetings actions are allocated and minuted to record the development of the Company's management system.

The objectives of Management Review are:

- a) To establish that Quality Management is achieving the expected results and meeting the Company's requirements, continuing to conform to the Standard, continuing to satisfy the customer's needs and expectations, and functioning in accordance with the established Operating Procedures.
- b) To expose irregularities or defects in the System, identify weaknesses and evaluate possible improvements.
- c) To review the effectiveness of previous corrective actions, and to review the adequacy and suitability of the management system for current and future operations of the Company.
- d) To review any complaints received, identify the cause and recommend corrective action if required.
- f) To review the reports of nonconforming items and trend information to identify possible improvements.

### **Contract Review**

The Company offers a standard pre-engineered product line to meet each customer's needs. Standard products are displayed in a catalogue for customer selection. Engineered service requirements differ from one customer to another (and from one contract to another); therefore each tends to be quoted for the specific contract. Once a proposal is accepted by the customer, or an order is placed, it is recorded and reviewed to establish that the requirements of the order are adequately defined and documented, any differences from the proposal are resolved, and the Company is capable of fully

satisfying the customers' requirements. In addition to the original order/ contract specification the customer may also request addition/ variation work to be undertaken by the Company. In these circumstances the work content is documented and agreed with the customer prior to execution to ensure that no ambiguity exists. The Company operates on a computerized order processing system to ensure rapid fulfillment of customer orders.

### **Design Control**

All Design activities are strictly controlled to ensure that the design output information complies with customer/ contract requirements, and all design input data. Design activities are planned and normally executed by the engineering department and are subject to regular management, review and verification by the Director of Operations, and where relevant, agreement with the Customer. The design input and output items are documented, and where ambiguity exists, will be clarified and documented. All items of design documentation and notes are recorded in an electronic and hard copied project file. Certified drawings and sales orders are produced and reviewed to ensure that it:

- a) meets application requirements
- b) provides customer review
- c) identifies all of the characteristics which are critical to the safe and effective operation of the system(s).

Design output is reviewed and approved by the Engineering Management, and is also provided to the Customer for approval prior to use. Validation of the design is achieved during commissioning of the system to confirm compliance to the customer's requirements. The designer is required to specify any inspections or tests which may verify the design, by practical means, at the earliest possible stage of development. All changes to the design criteria, input or output are subject to strict review and documentation control procedures.

### **Documentation**

All documentation utilized within the Company related to the management system itself, or to the execution of individual customer contracts is controlled to ensure that it is issued to the appropriate personnel, under the correct level of authority, is revised and reissued as necessary, and all obsolete versions are removed from the point of use. Such documentation typically includes:

- a) Specifications, Customer Orders, Plans/ Drawings
- b) Quality Control Sheets/ Operating Procedures
- c) National/ International Standards and Codes of Practice

The Quality Control Sheets are maintained by the Quality Manager who ensures that the appropriate items, at the correct revision levels, are issued to all who need them within the Company. National/ International Standards, Codes of Practice are maintained by the Support Engineers who ensure that

appropriate documents are available within the Company, and are issued at the correct revision levels. External suppliers of documentation are contacted regularly to ascertain that the documents held remain current. The distribution of standard documents is controlled and recorded on Distribution Lists, which also show the current issue status. The Distribution Lists are reviewed and updated as changes occur. All changes to documents are reviewed and approved by the Director of Operations. Master copies of the revised documents are retained as records of the changes and renewed as necessary to ensure clarity. Each contract has a file which contains all relevant information. Information is also held on the company's computer system for ease of access and manipulation.

### **Purchasing**

Suppliers of products, materials and services, where unspecified by a customer contract, are selected on their ability to meet the company's requirements given due consideration to the quality, statutory obligations, timescale and cost. A list of approved suppliers and sub-contractors is maintained which is compiled on the following criteria:

- a) Previous performance in supplying to similar specifications and requirements.
- b) Stocking of high volume standard items conforming to a specific standard, or supplied with a statement of conformity.
- c) Compliance with an approved third party product/ quality registration scheme.
- d) Recommendation by other similar purchasers or manufacturers of equipment.
- e) A trial order and evaluation of performance.

All supplies and sub-contracts are subject to an authorized Purchase Order providing full clarification of the type and extent of supply.

### **Customer Supplied Items**

Goods received from customers (i.e. free issue items or equipment being serviced) are always visually inspected at the receipt stage, with any un-declared non-conformance being immediately reported to the customer.

### **Process Control**

All productive work is planned and undertaken in accordance with the company's procedures, and any specific documents agreed for individual contracts (e.g. contract specifications). Work instructions are provided by the agreed contract specification and any documents referenced therein.

### **Receiving Inspection**

All items received by the Company are identified and verified in accordance with the requirements of the Delivery Note and Purchase Order, and are inspected for correct identity, quantity and any signs of damage. All goods received are documented and, in the event of non-conformance, the items are placed in a reject area or labeled to ensure identification. The extent of the non-conformance is noted and subject to disposition review by nominated personnel.

### **Inspection and Testing**

Inspection and testing is carried out on completion of manufacturing with results being documented. Should items not be acceptable against the agreed contract criteria they will either be repaired, replaced or identified for a subsequent evaluation and decision. All repaired items are subject to a re-inspection to ensure acceptability. On completion of manufacturing, the customer is also invited to inspect the work performed to ensure full acceptability.

### **Non-Conforming Items, Preventive and Corrective Action**

Once non-conforming items have been noticed they are identified. All non-conforming items and customer complaints are subject to review and rectification by nominated personnel. The type and extent of non-conformity is documented in order to establish trends and identify possible areas for improvement. The corrective action required to prevent recurrence is evaluated, documented, and its effective implementation is monitored. All rectification is subsequently re-inspected to ensure complete customer satisfaction. All employees are encouraged to suggest improvements in methods, materials, suppliers, and sub-contractors. The Company has established procedures for review of all activities in order to identify and evaluate all possible improvements in methods/materials and its procedures.

### **Production Equipment**

Production equipment held is maintained in good condition, and capable of safe and effective operation within a specified tolerance of accuracy. Test and measuring equipment is regularly inspected or calibrated to ensure that it is capable of accurate operation, by comparison with external sources traceable back to National Standards.

### **Handling Storage and Delivery**

The identification of materials/equipment, where it is not obvious, is confirmed by the presence of a manufacturers/suppliers part number or description label, or other marking for each item. The identification of the item may be on the packaging or on the item itself, and this identification remains in place for as long as possible, provided it does not hamper effective use of the item. Materials and consumables are not identified by the company where they are obvious to a trained/experienced employee, however, should a risk of misinterpretation exist between two or more types of material these will be marked in a suitable manner to ensure that no ambiguity exists. All items with serial numbers are recorded individually. Materials and goods received, whether the property of the company or others, will, as far as practicable, be protected and their quality preserved until such time as they are transferred to a customer, or disposed of to a third party. The objective is to prevent deterioration and

damage whilst in storage, or in the process of transportation, installation, commissioning or maintenance.

### **Records**

Archive rooms and computer servers are allocated which ensure that all stored records are identifiable and retrievable, and the storage areas are free from damp and other agents which could cause premature deterioration. Where records are maintained on computer servers, these are subject to "back-up" at regular intervals, with the "back-up" information being stored in a protected location to ensure security from loss/ damage of active data. All records are retained for a minimum of 10 years.

### **Training**

The policy of the company is to ensure that all personnel are trained and experienced to the extent necessary to undertake their assigned activities and responsibilities effectively. The company generally procures and recruits employees capable of meeting the technical, skill, experience and educational requirements of the company's activities. All staff and senior employees are responsible for recommending the training needs of others, and for ensuring that all employees allocated specific tasks are suitably qualified and experienced to execute those tasks. Once training needs are identified these are provided under the responsibility of the Directors.

### **Service**

Service and maintenance manuals are offered to all customers, and these activities are controlled in the same manner as Process Control.

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