



# **Quality Management System Manual**

## **ISO 9001:2015**

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**President**

Revision History		
Date	Revision	Change Description
05/25/22	Original	Original release of ISO 9001:2015

## 0.0 Introduction

Ceric Fabrication Co. Inc. is a full-service precision sheet metal fabrication shop located in Ayer, MA. We are family owned and operated and have been in business since 1984. We aim to provide you with high-quality products, delivered on time and at a reasonable price.

We are equipped to service your every sheet metal related need, from prototype to high-volume production, on a wide array of metal types, thicknesses, sizes, and configurations. Ceric Fabrication will produce your parts to close tolerances with the highest overall quality.

## 1.0 Quality Policy

Ceric Fabrication has developed the following Quality Policy which governs day-to-day operations to ensure continuous improvement:

***The staff and management at Ceric Fabrication are committed to consistent provision of quality products and services that will satisfy the demands and expectations of our customers through continual improvement and compliance of the QMS while conforming to applicable requirements and prevailing codes of conduct.***

The Quality Policy is communicated and implemented throughout the organization.

## 2.0 Context of the Organization

Ceric Fabrication has reviewed and analyzed key aspects of itself and its interested parties to determine the strategic direction of the company. This requires the understanding of internal and external issues that are of concern to Ceric Fabrication and its interested parties; the interested parties are identified per the document **P-014**.

Such issues are monitored and updated as appropriate and discussed as part of management reviews.

The issues determined above are identified through an analysis of risks facing Ceric Fabrication and its interested parties. "Interested parties" are those stakeholders who receive our products and services, or who may be impacted by them, or those parties who may otherwise have a significant interest in our company. These parties are identified per the document **P-014**.

This information is then used by management to determine the company's strategic direction. This is defined in records of management review, and periodically updated as conditions and situations change.

## 3.0 Scope of the Management System

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

Precision sheet metal fabrication for various industries including electronics, defense, semiconductor, industrial, and medical.

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

70 Nemco Way  
Ayer, MA 01432  
Phone: (978) 772-9034  
[www.cericfab.com](http://www.cericfab.com)

The organization does not Design and Develop product because we produce based on customer specifications.

## 4.0 Management System Processes

Ceric Fabrication 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 output 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.

Appendix A illustrates the sequence of interaction of these processes for Ceric Fabrication.

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 tasks or processes listed in Appendix B.

Additional documented procedures have been developed to support the Management System and its processes; these are listed in Appendix B. This list only provides some top-level procedures and may not reflect the entirety of all Management System documentation.

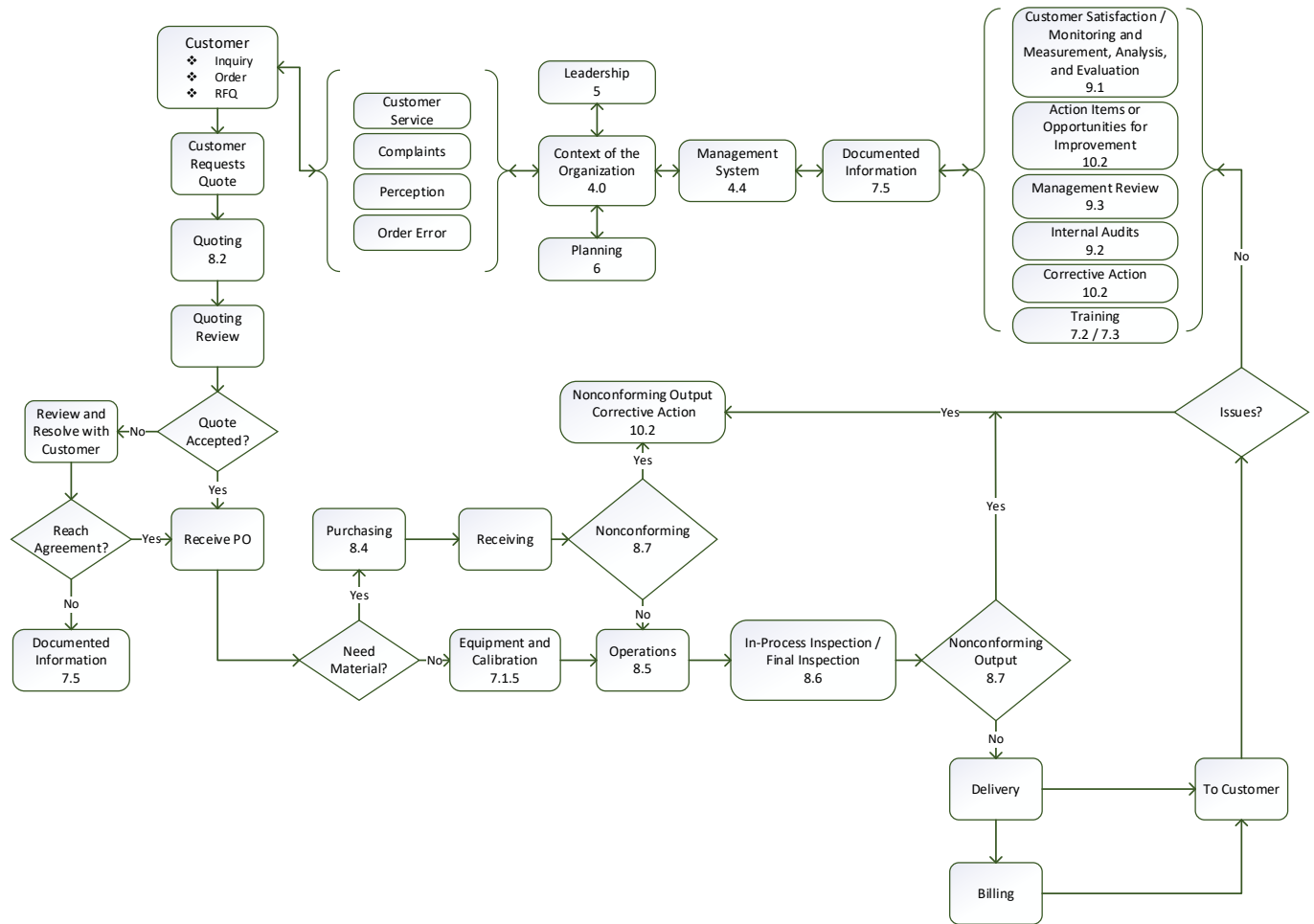
Throughout the year, metrics are measured and gathered by process owners or other assigned managers, in order to present the data to Top Management. The data is then analyzed, allowing Management to set goals and make adjustments for the purposes of long-term continual improvement.

The specific quality objectives are defined in the applicable ***Dashboard***.

Metrics, along with current standings and goals, are reviewed in the management review.

When a process does not meet a goal, or an unexpected problem is encountered with a process, the corrective action process is implemented to research and resolve the issue. In addition, opportunities for improvement are sought and implemented, for the identified processes.

## Appendix A: Overall Process Sequence & Interaction



## Appendix B: QMS Procedures

Records Control	P-001
Document Control	P-002
Internal Audits	P-003
Control of Nonconforming Output	P-004
Corrective Action	P-005
Management Review	P-007
Training	P-008
Customer Satisfaction	P-009
Sales	P-010
Purchasing	P-011
Calibration	P-012
Sampling	P-013
Context of the Organization	P-014
Process Control	P-015