

# Rockford Fastener

## Quality Manual

### ISO9001:2015

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## 1.0 Introduction

In April of 1977, a small group of highly-skilled and motivated individuals started Rockford Fastener, Inc. to provide fastener buyers an efficient, prompt, and responsible source.

We were committed to avoiding the many customer frustrations and problems we had seen with other companies.

We started with a simple philosophy and dedication to deliver a quality product, on-time, and on budget for our customers.

We took pride in meeting our customers' needs and we performed by making good promises and keeping them . . .

The same rings true today. The partnerships of yesterday have made us what we are today. We continue our traditions of complete customer support services, exceptional quality, and innovative technical expertise.

We would like our Customers to think of us as a Fastener company that gives them all the solutions needed.

## 2.0 Organizational Context

Rockford Fastener is committed to being a leader in our industry and understanding how relevant factors arising from legal, political, economic, social and technological issues influence our strategic direction and our organizational context.

Rockford Fastener identifies, analyzes, monitors, and reviews factors that may affect our ability to satisfy our customers and end users; as well as factors that may adversely affect the stability of our process, or our management system's integrity.

### **INTERNAL ISSUES**

Standardization  
Employees  
Performance  
Capacity  
Values and Culture  
Innovation and Knowledge

### **EXTERNAL ISSUES**

Customers and Suppliers  
Competition  
Economy  
Technological  
Regulatory and Statutory  
Cultural/Social

To ensure that our QMS is aligned with our strategy, while taking into account relevant internal and external factors, we analyze pertinent information in order to determine the potential impact or business strategy. This information is analyzed and reviewed in our Management Review meetings with our Management Team. The output of this activity may serve as input to risks and opportunities.

**INTERESTED PARTIES    NEEDS**

Customers	Product Delivery/Quality/Availability/Solutions and Continuous improvement
Government Employees	Import/Export/Regulations/Employment Law/Certifications Work environment/ Benefits/ Performance Management

**GUIDING PRINCIPLES**

- **Become a more customer-centric service orientated organization**
- **Create clear lines of accountability and decision making**
- **Organizational agility for faster responsiveness**
- **Process innovation ensuring repeatable “World Class” Fastener quality to multiple markets**
- **Establish an operating foundation that is scalable to customer and market demands**

**RATIONALE**

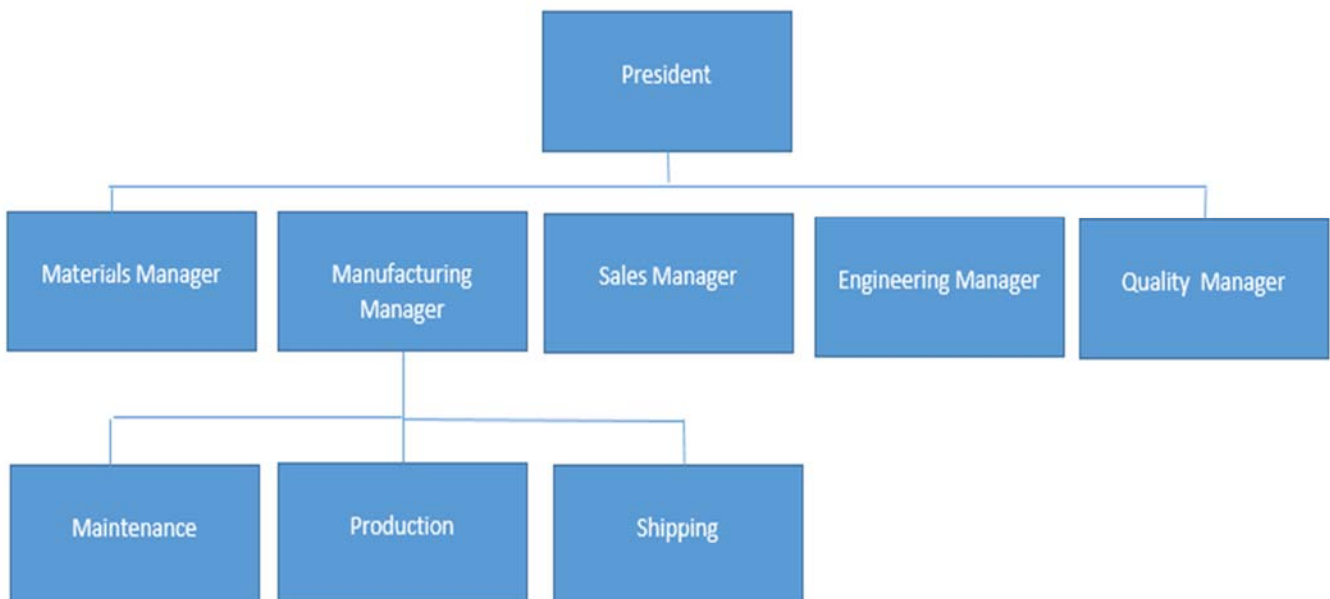
- **Drive a consistent approach to functional support across the Rockford Fastener manufacturing plant including all departments**
- **Enable our Sales, Engineering, Quality, and Production teams to concentrate solely on serving our customers**
- **Provide more flexibility to invest in resources to drive growth with organizational knowledge and expertise that drives innovative solutions for our Customer’s needs**

### 3.0 Leadership

1. **Focused on customers, business development and growth**
  - Inside Sales teams and channel development
  - Build and expand customer relationships
  - Define customer needs
  - Engineering dynamic fastening solutions to meet or exceed customer requirements
  - Top Management is committed to developing and meeting tactical and strategic goals.
2. **Support Functions for Success**
  - Manufacturing, supply chain, shared services, legal, IT, finance, human resources:
    - Standard processes and metrics
    - Leverage expertise

***Rockford Fastener’s Ultimate Goal is to Create a More Customer Centric, Service Oriented Organization and Deliver Greater Value to Our Customers.***

#### LEADERSHIP ORGANIZATIONAL STRUCTURE



## 4.0 Quality Policy



Rockford Fastener Inc. is committed to providing “World Class” service to “World Class” customers who share our goal of being the best in our respective industries. Our quality objectives are summarized in our policy:

### **“We Take Pride in Our Quality”**

We are committed to providing superior quality and performance. Our commitment to total customer service and satisfaction includes:

- Using state of the art manufacturing technologies and equipment.
- Employing highly trained and capable personnel that are supported by appropriate professional staff and manufacturing systems.
- Supported by appropriate professional staff and manufacturing systems.
- Including a Quality Control Laboratory committed to providing quality testing services to its clients.
- Creating a team environment of Total Quality Management...
- Assuring our customers the highest quality products and services, the most flexible and responsive delivery at fair and competitive prices.

The commitment to “Best in Class” performance underlies our company philosophy of Total Quality Management. We strive to form active partnerships with our customers to achieve long term, mutually profitable, and stable relationships.

Through continuous and aggressive efforts to improve our capabilities and performance, we strive to set the standards against which our competition will be measured.

Rockford Fastener’s Quality Policy is communicated to the organization by means of meetings, information displayed within the facility, and the new employee orientation and training program. The Quality Policy is also presented on our website. All employees know and understand the quality program as demonstrated by documentation of training records.

The Quality Policy is supported by our Quality Objectives which are reviewed on an annual basis to support our commitment to continuous improvement.

## 5.0 Planning

The overall aim of risk and opportunity management within Rockford Fastener is to ensure that organizational capabilities and resources are employed in an efficient manner to take advantage of opportunities and to mitigate risks. Top Management is responsible for incorporating risk based thinking in our culture.

The scope of Rockford Fastener's risk and opportunity process includes the assessment of the internal and external issues affecting the business.

Risk and opportunity management is captured in the following hierarchy:

- |               |  |
|---------------|--|
| 1. Strategic  | Management Review  |
| 2. Program    | Risk Action Planning Review, bi-weekly Risk Management meetings. |
| 3. Department | Bi-weekly Risk Mitigation meetings                               |
| 4. Process    | Corrective Action/Nonconforming output/Customer Complaint        |

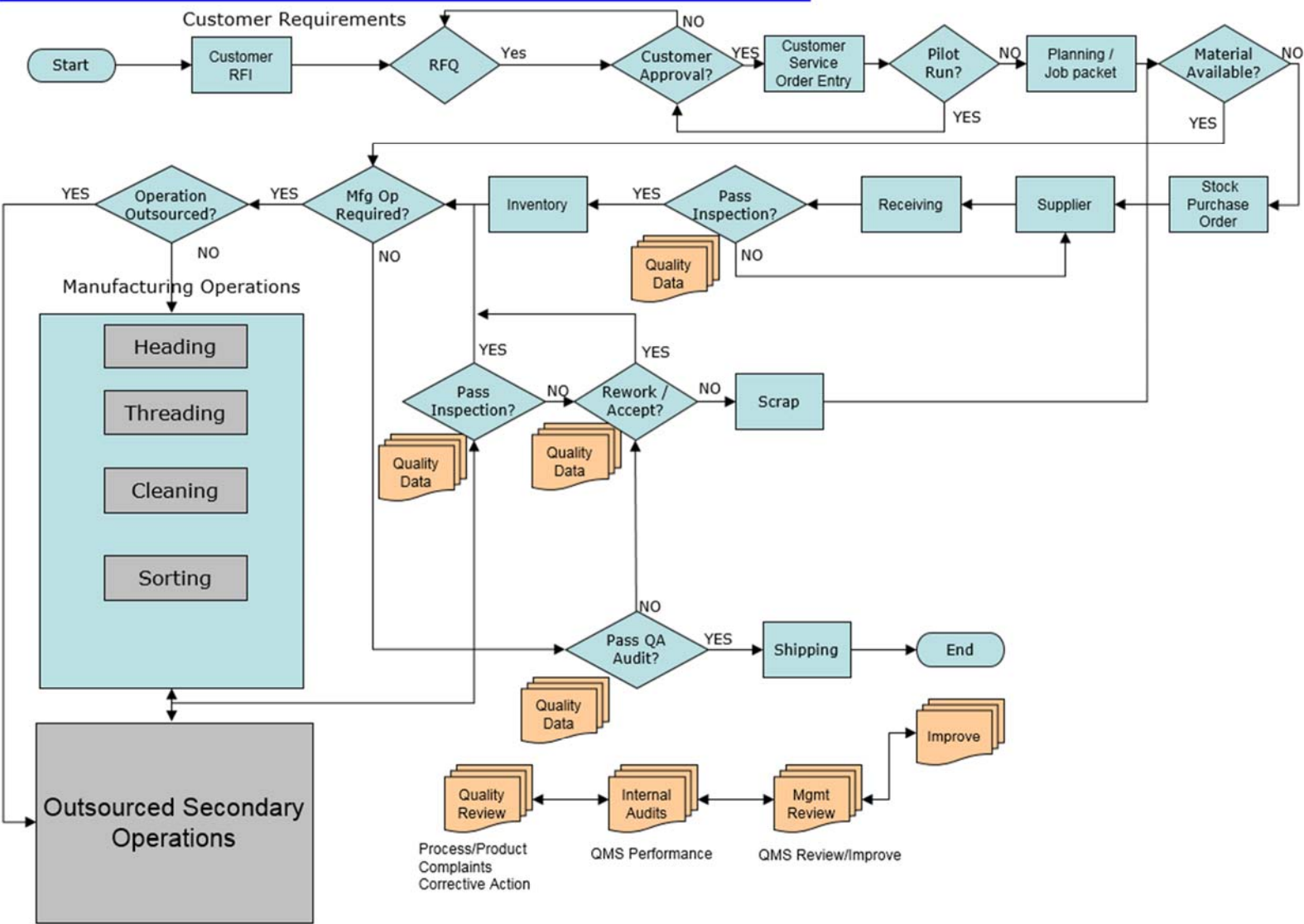
Establishing a hierarchy for capturing risk and opportunity ensures that each is managed at the most appropriate level within our organization.

## 6.0 Support

The organization reviews at the Top Management level the knowledge required for the operation of its processes and services. This is a review based on changing trends and needs.

### 7.0 Rockford Fastener Process Sequence and Interaction.

#### Rockford Fastener Process Sequence and Interaction



### 8.0 Revision

Date	Revision #	Originator	Description of Change
6/7/2017	A	Rick Allen	New Release