QUALITY MANAGEMENT SYSTEM

ISO 9001:2015
Quality Process Overview

How SF Industries manages quality from customer requirements through production, inspection, release, feedback, and continual improvement.

Our approach

SF Industries maintains a documented Quality Management System (QMS) structured around the requirements of ISO 9001:2015. Our system uses a process approach, risk-based thinking, documented controls, measurement, internal auditing, management review, corrective action, and continual improvement.

Quality objectives include: customer satisfaction; controlled production performance; effective control of externally provided product; and on-time delivery.

Based on SF Industries Quality Assurance Manual — Revision 1.

Important: This document is a public overview of our internal quality processes. It is not a certificate of registration and does not represent third-party certification.

Our Quality Framework

Our QMS is built around the process approach and the Plan-Do-Check-Act (PDCA) cycle. The system is intended to provide consistent conformity to customer, statutory, regulatory, and applicable organizational requirements while supporting continual improvement.

1 • Customer Focus

Customer requirements, product/service specifications, quantities, delivery requirements, and applicable regulatory or statutory requirements are reviewed before accepting orders.

2 • Process Approach

Processes and their interactions are defined and controlled so work is performed consistently and results can be evaluated for effectiveness.

3 • Risk-Based Thinking

Risks and opportunities are identified and addressed through planning. Actions are reviewed for effectiveness during management meetings.

4 • Documented Information

Quality documents are identified by title, reference, revision and issue date. Changes are authorized, obsolete documents are controlled, and records supporting conformity are retained.

5 • Competence & Resources

Personnel are trained and qualified for work affecting quality. Equipment, infrastructure, measurement resources, and the work environment are maintained to support conformity.

6 • Evidence & Evaluation

Inspection results, customer feedback, supplier performance, audits, management reviews, and other quality data are used to evaluate QMS performance.

Leadership & Accountability

- Management is accountable for the effectiveness of the QMS and promotes customer focus throughout the organization.
- The Quality and Process Controller is responsible for QMS conformity, process outputs, maintaining QMS integrity during changes, and reporting QMS performance and improvement opportunities.
- Quality policy and objectives are communicated throughout the organization, with employee training and awareness supporting implementation.

Quality Objectives

- 100% customer satisfaction
- No more than 1% defective production rate
- 100% of nonconforming product from external providers caught upon receipt
- 100% on-time delivery

How Quality Is Controlled From Order to Delivery

The following is a condensed view of the operational controls described in the SF Industries QMS.

01

Customer Requirements

Requirements, specifications, quantities, delivery expectations, regulatory/statutory requirements, drawings, work instructions, and verification needs are identified and reviewed.

02

Order & Contract Review

SF Industries confirms it can meet requirements before accepting an order or requested change. Unclear or changed requirements are documented and communicated.

03

Design & Development

When applicable, design activities are planned and controlled through defined inputs, reviews, verification, validation, outputs, and controlled changes.

04

External Providers

Suppliers and externally provided processes are evaluated and controlled. Requirements are communicated through purchase orders, drawings, email, and other applicable documentation.

05

Controlled Production

Manufacturing is performed under controlled conditions using appropriate information, trained personnel, suitable equipment, measurement resources, infrastructure, and process controls.

06

Inspection & Release

Receiving, in-process, and final inspections are used as applicable. Product is released only after requirements and acceptance criteria have been verified or otherwise approved.

07

Feedback & Improvement

Customer feedback, complaints, nonconformities, audit results, supplier performance, and process data are evaluated to drive corrective action and continual improvement.

Product Identification, Preservation & Customer Property

- Products are identified throughout production, with traceability retained when required.
- Customer or external-provider property supplied for incorporation is identified, verified, protected, and safeguarded.
- Products and constituent parts are preserved from order receipt through delivery as necessary to maintain conformity.

Verification, Corrective Action & Continual Improvement

Quality is not treated as a final inspection activity alone. The QMS provides multiple points for verification, evaluation, corrective action, and improvement.

Inspection & Measurement	SF Industries uses appropriate monitoring and measuring resources, including gauges, tape measures, and scales. Calibration/verification records are maintained where applicable. Receiving, in-process, and final inspections provide evidence of conformity.
Nonconforming Product	Nonconforming outputs are identified and controlled to prevent unintended use or delivery. Corrected product is re-checked. Where nonconforming product reaches a customer, appropriate corrective action is taken and the details are documented.
Internal Audits	Trained and impartial personnel conduct planned internal audits. Audit scope and criteria are defined, results are documented and reported, and corrective actions are taken when necessary.
Management Review	The complete QMS is reviewed annually at planned intervals. Review inputs include customer feedback, quality objectives, process performance, nonconformities, audit results, supplier performance, resources, risks/opportunities, and improvement opportunities.
Corrective Action	When a nonconformity occurs, the organization controls and corrects it, determines causes, evaluates whether similar issues could occur, implements needed action, and reviews the effectiveness of the action.
Continual Improvement	Analysis and evaluation results and management review outputs are used to identify opportunities to improve products, services, processes, and the effectiveness of the QMS.

Our Commitment

SF Industries maintains a documented, process-based Quality Management System intended to consistently meet customer requirements, applicable statutory and regulatory requirements, and the organization's quality objectives. We use measurement, documented evidence, audits, management review, corrective action, and continual improvement to maintain the effectiveness of our quality processes.

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Source basis: SF Industries Quality Assurance Manual, Revision 12. This public overview intentionally summarizes rather than reproduces the complete internal QMS documentation.

Public-use notice: The phrase “ISO 9001:2015” identifies the quality-management standard to which these processes are structured. This overview should not be presented as evidence of third-party certification unless SF Industries holds a current certificate of registration.