



HARVEY VOGEL manufacturing CO.

Custom Metal Stampings and Assemblies

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Business Quality Management System

ISO 9001:2015



Leadership Endorsement

The contents within this BQMS manual demonstrates our high-level of commitment to quality performance and continual improvement of the products and services we provide to meet or exceed the expectations of our customers, and other relevant internal and external interested parties.

This manual is available for review on our company website @ www.harveyvogel.com

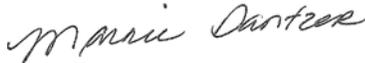
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1.0 Welcome

With over 70 years of excellence in manufacturing, Harvey Vogel's team of dedicated professionals is ready to provide the best solutions to all of your metal stamping and fabrication needs. Whether your project demands prototypes, a short run, a long run or a complex assembly, you will find in Harvey Vogel a metal stamping resource that holds your interests first.

Harvey Vogel has 2 facilities, its corporate headquarters in Woodbury, MN with 132,000 square feet and its HV West facility in Eagan, MN with 71,000 square feet. These state of the art facilities have over 100 metal stamping and fabrication machines offering the ultimate in quality, speed and reliability. With blanking pressure up to 400 tons; as well as water jet cutting and machining capabilities, HV can meet the closest, most exacting tolerances in fabrications from one millimeter to 36" x 72", using almost any metal material.

Harvey Vogel will also provide many other value added services including complete tool room and engineering services, plating, painting, welding, leveling, tapping, reaming, pem setting, assembly and more.

Harvey Vogel commits itself to manufacturing high quality parts, providing strong customer service and delivering parts on time. At Harvey Vogel, we are continually striving to exceed our customer's requirements and expectations.

Harvey Vogel is certified to the ISO 9001 and ISO 14001 standard. Harvey Vogel complies with all required regulatory requirements. Customers determine the specifications to which Harvey Vogel must manufacture and/or inspect, including MIL, ASME, ASTM, ISO and ANSI. The applicability of national and international requirements is dependent on the type and usage of the product. Harvey Vogel also complies with all local, state and federal environmental and safety guidelines in accordance with OSHA and Minnesota EPA.

2.0 Normative Reference

Harvey Vogel Manufacturing Co.'s quality system is based on the ISO 9001 quality management system – fundamentals and vocabulary.

3.0 Terms and Definitions

HVMC adopts the following terms and definitions within its Quality Management System. Where no definition is provided, the company typically adopts the definitions provided in *ISO 9000: Quality Management – Fundamentals and Vocabulary*.

General Terminology

CIT – Continuous Improvement Team

Document – written information used to describe how an activity is done.

HVMC- Harvey Vogel Manufacturing Company

HV – Harvey Vogel

KI – Key Initiative

KP – Key Project

NCR – Nonconforming Material Report

Record – captured evidence of an activity having been done

Risk-Based Thinking Terminology

Risk – Negative effect of uncertainty

Opportunity – Positive effect of uncertainty

Uncertainty - A deficiency of information related to understanding or knowledge of an event, its consequence, or likelihood. (Not to be confused with measurement uncertainty.)

4.0 Context of the Organization

4.1 Understanding the Organization and Its Context

The Strategic Team at HVMC participates in strategic planning sessions on a bi-annual basis to review the overall performance and effectiveness of the BQMS to identify any new external or internal issues that are relevant and may impact our strategic goals and quality objectives.

4.2 Understanding the Needs and Expectations of Interested Parties

HVMC defines “interested parties” as our customers, employees, suppliers and regulators. During the strategic planning session a SWOT analysis is performed to help identify any risks and opportunities facing HVMC and its interested parties. Once identified, this information is then used by the Strategic Team in the determination of any changes or additions to the key performance goals and quality objectives for the upcoming year.

4.3 Scope of the Quality BQMS

Harvey Vogel Manufacturing Company has determined the scope of the BQMS as: A Leading Manufacturer of Custom Metal Stampings, Fabrications, Assemblies, and Value-Added Services to a Variety of Industries.

The BQMS applies to all processes, activities, and employees at the following locations:

| | |
|--|---|
| (Corporate Headquarters) 425 Weir Drive Woodbury, MN 55125 651-739-7373 | (HVW) 2861 Eagandale Blvd. Eagan, MN 55121 651-739-73743 |
|--|---|

The following clauses of ISO 9001 cannot be applied as Harvey Vogel does not perform design or validation activities and therefore were determined to not be applicable:

- 8.3(8.3.1 through 8.3.6) Design and development of products and services – HARVEY VOGEL manufactures to customer design specifications.
- 8.5.5 Post-delivery activities – HARVEY VOGEL does not perform post-delivery activities.

4.4 Quality Management System and Its Processes

4.4.1 Process Identification

Harvey Vogel's Core Process Map (ref FC4000.1) identifies the core processes and interaction with sub-processes required for our BQMS to be effective and efficient.

The core processes are identified as follows:

- Strategic Planning & BQMS
- Sales & Marketing
- Engineering
- Materials Management
- Operations

Core processes are supported by sub-processes as depicted in the HARVEY VOGEL's Process Matrix (ref. MX4000.1) which defines the following:

- Process Owner(s)
- Inputs
- Criteria and Methods
- Resources
- Outputs
- Risks
- Performance Indicators

4.4.2 Process Controls & Objectives

Core processes and sub-processes have specific quality objectives that are identified in the Process Matrix (ref. MX4000.1). The performance indicators are analyzed on a monthly basis to ensure that processes are being carried out as planned.

Performance indicators are also compared to past performance as a benchmark and the results of these analyses are recorded and published to the Strategic Team in the Month End Managers Report and discussed quarterly during Management Review.

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

5.0 Leadership

5.1 Leadership & Commitment

5.1.1 General

The Leadership Team of Harvey Vogel provides evidence of its leadership and commitment to the development and implementation of the BQMS and continually improving its effectiveness by:

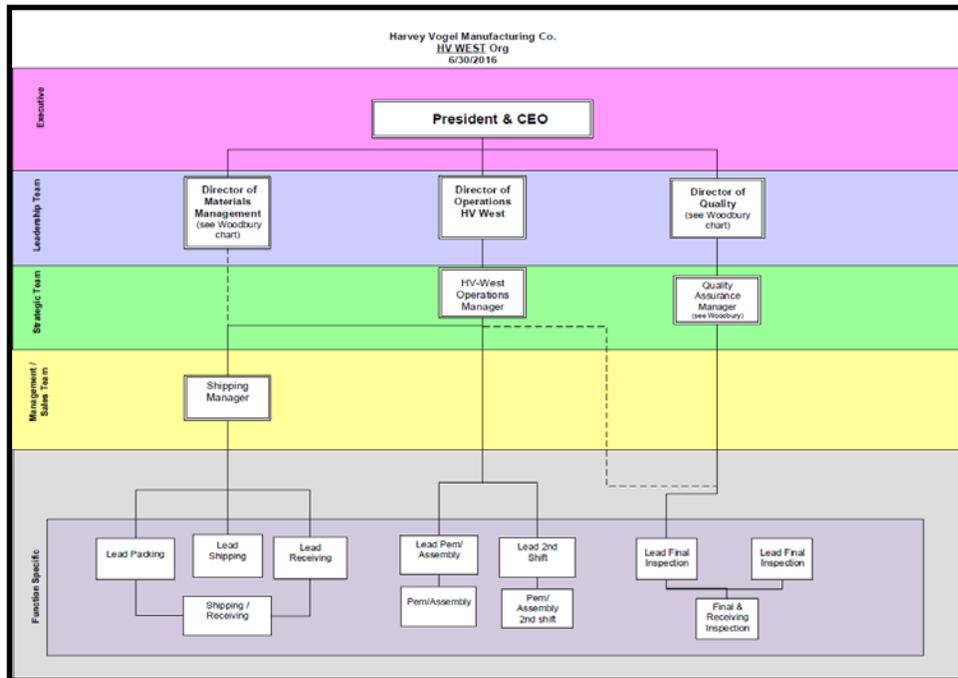
- a) taking accountability for the effectiveness of the BQMS;
- b) ensuring that the *Quality Policy* and *Quality Objectives* are established for the BQMS and are compatible with the strategic direction and the context of the organization;
- c) ensuring the integration of the BQMS requirements into the organization's other business processes, as deemed appropriate;
- d) promoting the use of the process approach and risk-based thinking;
- e) ensuring that the resources needed for the BQMS are available;
- f) communicating the importance of effective quality management and conforming to the BQMS requirements;
- g) ensuring that the BQMS achieves its intended results;
- h) engaging, directing and supporting persons to contribute to the effectiveness of the BQMS;
- i) promoting continual improvement;
- j) supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

5.1.2 Customer focus

The Leadership Team of Harvey Vogel is committed to assuring that:

- a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met;
- b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;
- c) the focus on enhancing customer satisfaction is maintained.

These commitments are demonstrated through CIT initiatives, Product Realization (B.38), Project Teams, MRB and, Foundation Spot Checks.



6.0 Planning

6.1 Actions to Address Risks and Opportunities

Risks and opportunities are initially identified as part of the Strategic Planning Process where a SWOT analysis is conducted taking into consideration the Context of the Organization and the needs of internal and external interested parties.

The results of the SWOT analysis are discussed among the Strategic Team and informed decisions are made to determine whether or not to pursue any new identified risk or opportunities based on viability or the likelihood of occurrence. When agreed upon these issues may result in new initiatives or be integrated into an existing one.

Other processes where risks and opportunities may be identified include results from new product launch during Tool Review (B.38), adding new processes, new customer requirements, new regulatory requirements, changes in business climate and internal or external audits.

Results of these decisions and effectiveness of actions taken are recorded and reviewed to evaluate the effectiveness of these actions.

6.2 Quality Objectives and Planning to Achieve Them

Harvey Vogel identifies quality objectives at the strategic level (long term needs for growth and development) and at the tactical level (core processes and operational efficiency).

These objectives have been developed in consideration that they:

- a) be consistent with the quality policy;
- b) be measurable;
- c) take into account applicable requirements;
- d) be relevant to conformity of products and services and to enhancement of customer satisfaction;
- e) be monitored;
- f) be communicated;
- g) be updated as appropriate.

Strategic quality objectives are monitored and reviewed quarterly as part of management review and core process quality objectives are reported in the month end reports.

6.3 Planning of Changes

Changes to the quality BQMS and its processes are carried out in a planned manner per the procedure PRO6010 Planning Changes.

Whenever there is significant change to the organizational structure, facilities or business strategy, the President/CEO will be responsible for allocating resources to make sure that aspects of the BQMS are reviewed, updated and/or changed appropriately.

If the quality system needs to be updated or changed, the President/CEO and the Director of Quality will be responsible for documenting any changes and making sure that the BQMS remains intact.

7.0 Support

7.1 Resources

7.1.1 General

HVMC provides resource allocation with consideration of:

- a) the capabilities of, and constraints on, existing internal resources;
- b) what needs to be obtained from external providers.

Resources and resource allocation are assessed during key initiative meetings and management review.

7.1.2 People

The Leadership Team determines and provides sufficient staffing for the effective operation of the BQMS as well as its identified processes.

7.1.3 Infrastructure

HVMC determines, provides and maintains the infrastructure needed to achieve conformity to product requirements. Infrastructure includes, as applicable:

- a) buildings, workspace and associated facilities;
- b) process equipment, hardware and software;
- c) supporting services such as transport;
- d) information technology.

7.1.4 Environment for the Operation of Processes

Harvey Vogel utilizes 5S practices and safety audits throughout the organization to ensure a safe and healthy workplace is maintained to achieve conformity to product while striving for improvement in the prevention of pollution and compliance to environmental requirements.

7.1.5 Monitoring and Measuring Resources

Equipment used for monitoring and measurement to provide evidence of conformity of product to determined requirements must be identified and controlled per PRO7011 Measurement Traceability-Calibration.

Other measurement devices are subject to calibration based on its intended use and these decisions are based on the importance of a measurement, and considerations of risk.

7.1.6 Organizational Knowledge

Harvey Vogel determines the knowledge necessary for the operation of its processes and to achieve conformity of products and services.

This may include knowledge and information obtained from:

- a) internal sources such as feedback from employees, administrative tests, the results of improvements in processes, products, and services, and lessons learned during post production reviews.
- b) external sources may include gathering knowledge from customers or suppliers, and regulatory agencies.

Knowledge may be maintained in training materials, updated procedures, work instructions, part master files and is made available to the extent necessary. When addressing changing needs and trends, a determination is made whether or not additional knowledge is required and where to acquire or access it.

7.2 Competence

Employees performing work affecting product quality are competent on the basis of appropriate education, training, skills and experience. The documented procedure PRO7010 Support-Training defines these activities in detail.

7.3 Awareness

Training and subsequent communication ensure that employees are aware of:

- a) the quality policy;
- b) relevant quality objectives;
- c) their contribution to the effectiveness of the BQMS, including the benefits of improved performance;
- d) the implications of not conforming to the BQMS requirements.

7.4 Communication

Internal communication takes place regarding the effectiveness of the business quality management system. Internal communication methods include:

- a) company-wide communication meetings;
- b) communication boards throughout the facilities;
- c) annual regulatory training;
- d) bright signs ;
- e) internal emails;
- f) memos to employees;
- g) Harvey Vogel's "open door" policy .

7.5 Documented Information

Documents required for the BQMS are controlled in accordance with procedure PRO7012 Documented Information to assure employees have access to the latest, approved information, and to restrict the use of obsolete information.

Documented records are controlled per procedure PRO7013 Documented Records which defines the controls needed for the identification, storage, retrieval, protection, retention time, and disposition. This procedure also defines the methods for controlling documented information that are retained by suppliers. These controls provide evidence of conformance to contractual requirements, procedural requirements, or statutory/regulatory compliance and provide evidence of the effective operation of the business quality management system.

8.0 Operation

8.1 Operational Planning and Control

Harvey Vogel plans and develops the processes needed for realization of the products and services it provides. Such planning is accomplished through Tool Review and the B.38 which includes:

- a) determining the requirements for the product and services;
- b) establishing criteria for the processes and the acceptance of the product;
- c) determining the resources needed to achieve conformity to the product requirements;
- d) implementing control of the processes in accordance with the criteria;
- e) maintaining documented information to the extent necessary to have evidence that the processes have been carried out as planned and to demonstrate the conformity of the product to its requirements.

Changes to operational processes are controlled per procedure PRO8012 Control of Production/Services and outsourced processes are controlled per procedure PRO8011 Control of External Processes/Products/Services.

8.2 Requirements for Products and Services

8.2.1 Customer Communication

Harvey Vogel has implemented effective communication with customers in relation to:

- a) providing information relating to products and services;
- b) handling inquiries, contracts or orders, including changes;
- c) obtaining customer feedback relating to products and services, including customer complaints;
- d) handling or controlling customer property;
- e) establishing specific requirements for contingency actions, when relevant.

8.2.2 Determining the Requirements Related to Products and Services

When determining the requirements for products and services offered to the customer, Harvey Vogel will ensure that:

- a) requirements for the products and services are defined, including:
 1. any applicable statutory and regulatory requirements
 2. those considered necessary by Harvey Vogel
- b) that Harvey Vogel can meet the claims for the products and services it offers.

These activities are defined in greater detail in the procedure *PRO8010 Requirements for Products/Services*

8.2.3 Review of Requirements Related to Products and Services

Harvey Vogel reviews the requirements for products and services prior to its commitment to the customer.

This review ensures that Harvey Vogel has the capability and capacity to:

- a) meet all requirements specified by the customer, including requirements for delivery activities;
- b) meet any requirements not stated by the customer, but which Harvey Vogel deems necessary;
- c) meet all related statutory and regulatory requirements;
- d) meet any contract or order requirements differing from those previously expressed.

These activities are defined in greater detail in the procedure *PRO8010 Requirements for Products/Services*.

8.2.4 Changes to Requirements for Products and Services

Harvey Vogel updates all relevant requirements and documents when the requirements are changed, and ensures that all relevant parties are notified; see the documented procedure *PRO8010 Requirements for Products/Services*.

8.3 Design and Development of Products and Services

Harvey Vogel manufactures to customer print specifications and therefore this clause does not apply to the products and services we provide.

8.4 Control of Externally Provided Processes, Products and Services

8.4.1 General

Harvey Vogel evaluates and selects suppliers based on their ability to provide processes, products, and services in accordance with the specified requirements; see documented procedure *PRO8011 Control of External Processes/Products/Services*.

The type and extent of controls applied to externally provided processes, products and services are determined when:

- a) products and services from external providers are incorporated into the products and services provided by Harvey Vogel;
- b) products and services are provided directly to the customer(s) by external providers on behalf of Harvey Vogel and/or requested by our customer(s);
- c) a process or part of a process is provided as a result of a decision by Harvey Vogel or our customer(s).

Supplier performance is monitored and quarterly reports are sent to the Top Tier suppliers. Corrective actions may be issued for specific non-conforming processes, products, and services, or when systemic trends are identified or the overall performance evaluation scores have unacceptable ratings.

8.4.2 Type and Extent of Control

Harvey Vogel ensures that external providers do not adversely effect our ability to consistently deliver conforming products and services to our customers by:

- a) ensuring that external provided processes remain within the control of our quality management system;
- b) defining the controls that apply to the external provider and the controls that apply to the resulting output;
- c) taking into consideration:
 - 1) the potential impact of the externally provided processes, products, and services and Harvey Vogel's ability to consistently meet customer and applicable regulatory requirements;
 - 2) the effectiveness of the controls applied by the external provider;
- d) determining the verification, or other activities to ensure externally provided processes, products, or services meet requirements.

8.4.3 Information for External Providers

Harvey Vogel will ensure that the requirements for products, processes and services adequately describe the requirements prior to communicating them to the external provider(s).

The requirements communicated to external providers shall include as applicable:

- a) the processes, products, and services to be provided
- b) the approval of:
 - 1) products and services;
 - 2) methods, processes and equipment ;
 - 3) release of products and services;
- c) competence, including any required qualification of persons;
- d) the external providers' interaction with the organization
- e) the control and monitoring of external providers performance
- f) verification of activities that may be performed at the external providers premises.

8.5 Production and Service Provision

8.5.1 Control of Production and Service Provision

To control its provision of products and services, Harvey Vogel considers, as applicable, the following:

- a) the availability of documents or records that define the characteristics of the products or services as well as the results to be achieved;
- b) the availability and use of suitable monitoring and measuring resources;
- c) the implementation of monitoring and measurement activities;
- d) the use of suitable infrastructure and environment;
- e) the appointment of competent persons, including any required qualifications;
- f) the implementation of actions to prevent human error;
- g) the implementation of release, and delivery activities.

At this time, Harvey Vogel Manufacturing Company does not utilize any in-house "special processes" where the result of the process cannot be verified by subsequent monitoring or measurement. Any such special processes are sent to external providers and controlled and an outsourced process per PRO8011Control of External Processes/Products/Services.

8.5.2 Identification and Traceability

Where appropriate, Harvey Vogel identifies its products or other critical process outputs by suitable means. Such identification includes the status of the product with respect to monitoring and measurement requirements. Unless otherwise indicated as nonconforming, awaiting inspection or disposition, or some other similar identifier, all products shall be considered conforming and suitable for use.

If unique traceability is required by contract, regulatory, or other established requirement, Harvey Vogel controls and records the unique identification of the product. Procedure PRO8012 Control of Production/Services defines these methods in detail.

8.5.3 Property Belonging to Customers or External Providers

Property belonging to customers or external provider's property is identified and controlled while under the control of or being used by Harvey Vogel. Upon receipt, the property is identified, verified, protected and safeguarded. If any such property is lost, damaged or otherwise found to be unsuitable for use, this is reported to the customer or external provider and records maintained.

For customer intellectual property, including customer furnished data used for design, production and / or inspection, this is identified by customer and maintained and preserved to prevent accidental loss, damage or inappropriate use.

This activity is defined in greater detail in procedure PRO8012 Control of Production/Services.

8.5.4 Preservation

Harvey Vogel preserves conformity of product or other process outputs during internal processing and delivery. This preservation includes identification, handling, packaging, storage, and protection as described in Procedure PRO8012 Control of Production/Services.

8.5.5 Post-Delivery Activities

Harvey Vogel Manufacturing Company does not perform any post-delivery activities and therefore this clause does not apply to the products and services we provide.

8.5.6 Control of Changes

Harvey Vogel reviews and controls both planned and unplanned changes to processes to the extent necessary to ensure continuing conformity with all requirements.

Process change management is defined in procedure PRO8012 Control of Production/Services. Documents are changed in accordance with procedure PRO7012 Documented Information

8.6 Release of Products and Services

Acceptance criteria for products are defined in customer specifications, control plans and work instructions. Reviews, inspections and tests are conducted at appropriate stages to verify that the requirements have been met. This is done before products are released.

Each process utilizes different methods for measuring and releasing products and services. These methods are defined in procedure PRO8013 Control of Release of Products/Services-Inspection.

8.7 Control of Nonconforming Outputs

Harvey Vogel ensures that process outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

The controls for such nonconformance are defined in procedure PRO8014 Control of Nonconforming Outputs.

9.0 Performance Evaluation

9.1 Monitoring, Measurement, Analysis and Evaluation

9.1.1 General

Harvey Vogel has determined which aspects of its BQMS must be monitored and measured, as well as the methods to utilize and records to maintain within this Business System Quality Manual and subordinate documentation.

Monitoring and measurement of the processes, as defined in 4.4 above, ensure that the Leadership and Strategic Team evaluates the performance and effectiveness of the business quality management system.

9.1.2 Customer Satisfaction

Harvey Vogel monitors information relating to customer perception as to whether the organization has met customer requirements. The methods for obtaining and using this information are described in procedure *PRO5010 Customer Focus-Satisfaction*.

9.1.3 Analysis and Evaluation

Harvey Vogel analyzes and evaluates performance data and information from monitoring and measurement in order to evaluate:

- a) conformity of products and services;
- b) the degree of customer satisfaction;
- c) the performance and effectiveness of the quality BQMS;
- d) if planning has been implemented effectively;
- e) the effectiveness of actions taken to address risks and opportunities;
- f) the performance of external providers;
- g) the need for improvements to the quality BQMS.

Results from these analyses may identify new risks, opportunities, and improvement projects.

9.2 Internal Audit

9.2.1 Harvey Vogel conducts internal process audits at planned intervals to determine whether the business quality management system:

- a) conforms to:
 - 1) its own requirements for its business quality management system;
 - 2) the requirements of ISO 9001 International Standard;
- b) is effectively implemented and maintained.

9.2.2 Internal audit plan takes into consideration:

- a) the importance of the processes within the audit scope, results of previous audits, and any changes that may be affecting the business climate;
- b) defines the audit criteria and scope for each audit;
- c) assigns auditors to ensure objectivity and impartiality of the audit process;
- d) ensures the audit results are reported to relevant management;
- e) that correction and corrective actions occur without undue delay;
- f) That the audit is documented and records retained.

9.3 Management Review

The Strategic Leadership Team reviews the BQMS on a quarterly basis to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of Harvey Vogel.

Management Reviews take into consideration:

- a) the status of actions from previous management reviews;
- b) changes in external and internal issues that are relevant to the business quality management system;
- c) information on the performance and effectiveness of the business quality management system, including:
 - 1) customer satisfaction and feedback;
 - 2) the extent to which quality objectives have been met;
 - 3) process performance and conformity of products and services;
 - 4) nonconformities and corrective actions ;
 - 5) monitoring and measurement results;
 - 6) audit results;
 - 7) the performance of external providers;
- d) the adequacy of resources;
- e) the effectiveness of actions taken to address risks and opportunities;
- f) opportunities for improvement.

Records from management reviews are maintained by the Director of Quality Assurance.

10.0 Improvement

10.1 General

Harvey Vogel identifies improvement opportunities based on process performance results and any necessary actions to meet customer requirements and enhancements to customer satisfaction.

Improvement projects may include:

- products and services to meet existing requirements or to address future needs and expectations;
- correcting, preventing, or reducing undesired effects;
- improving performance and effectiveness of the business quality management system.

10.2 Nonconformity and Corrective Action

Harvey Vogel takes corrective action when nonconformity occurs, including those arising from complaints, to eliminate the cause of nonconformity in order to prevent recurrence.

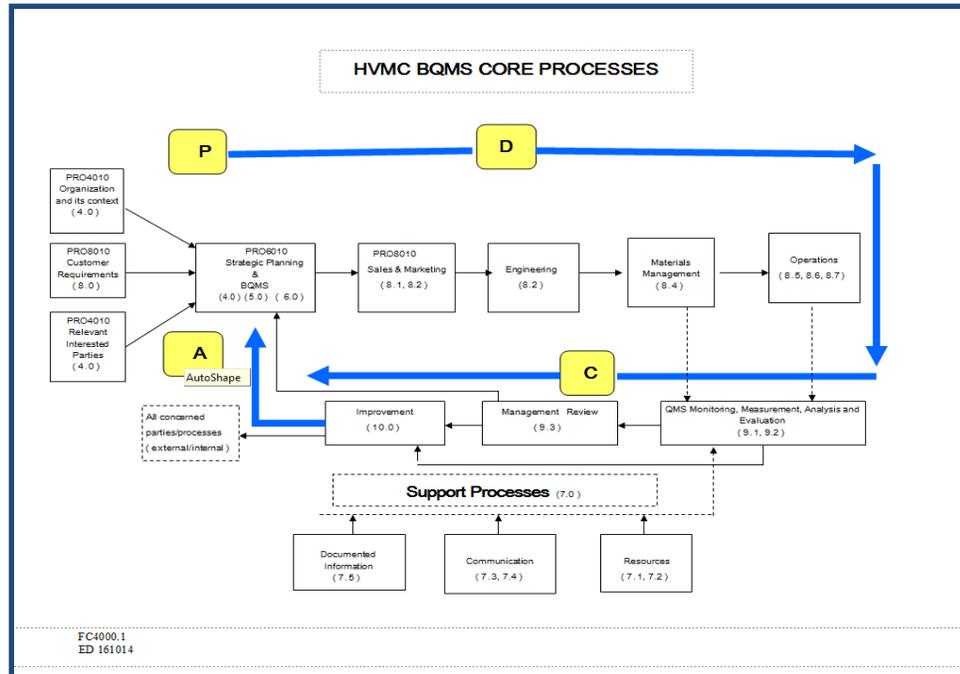
The corrective action taken is appropriate to the effects of the nonconformities encountered. These activities are defined in procedure PRO8014 Control of Nonconforming Outputs.

10.3 Continual Improvement

Harvey Vogel works to continually improve the suitability, adequacy and effectiveness of the BQMS through strategic planning, SWOT analysis, continuous improvement teams, key initiatives, key projects and the needs of internal and external interested parties.

The results of analysis, evaluation and outputs from management review determine if there are new issues or opportunities to be addressed as part of continual improvement.

Appendix A: Overall Process Sequence & Interaction



Revision History and Approval

| Rev. | Nature of changes | Approval | Date (YYMMDD) |
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| ED 161029 | Original release for conformance to ISO 9001:2015. | PPearson | 161029 |
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