

# *Slezská kovárna s.r.o.*

## QUALITY MANUAL

Edition: **2.**

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## 1. Company strategy

Slezská kovárna, s.r.o. specializes in die forging of forgings from 1 to 30 kg from alloy and structural steels .....

We focus on customers from the trucking industry, agriculture, and construction machinery .....

We want to continue supplying our products to customers not only from the Czech Republic, but also from Europe and other countries around the world.

## 2. Interested parties

Among the main interested parties, Slezská kovární s.r.o. belongs:

Interested partie	Expectation
Shareholders	The success of the company expressed in profit and the reasonable dividend paid out of it
Customers	Products that meet their requirements
Providers (suppliers)	Repeated or long-term cooperation and good payment morals
Employees	Good financial valuation, possibility of self-realization
State administration bodies	Fulfillment of legislative requirements
.....	
.....	

## 3. Applicability of the quality management system

The quality management system is applied on the company premises, i.e. in .....

## 4. Scope of the Quality management system

Slezská kovárna s.r.o. applies all the requirements of the ISO 9001:2015 standard. Due to the nature of the products, no service or maintenance activities are carried out. Post-delivery activities such as precision machining are handled by customers.

## 5. Determining the processes of the organization

The quality management system defines ..... processes that can be divided into three groups. Each process is assigned a label from which it is possible to identify which group it belongs to.

### Processes:

#### I. The strategic processes

- Strategy and leadership (A1)

#### II. The main processes

- Review of requirements (B1)
- Product desing and development (B2)
- .....
- .....

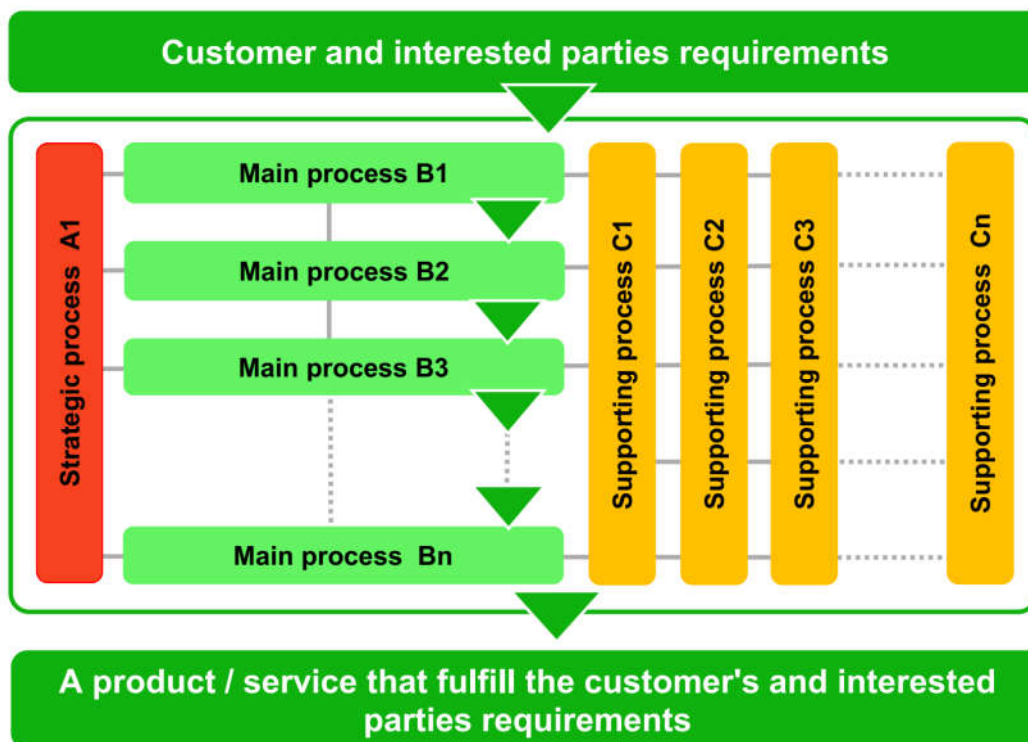
#### III. The supporting processes

- Personnel activities (C1)
- Documentation and records (C2)
- .....
- .....

Note 1: The main processes are arranged in sequence as they actually follow each other and are directly involved in the implementation of the customer's request.

Note 2: No process is provided by an external provider.

The processes are shown in "Process Map"



Inputs and outputs are defined for each process. Within each process, activities are performed or sub-processes are implemented. Responsibilities and powers are established and financial resources are allocated for the performance of individual activities.

Individual processes, inputs and outputs from these processes, basic activities included in these processes, criteria for their evaluation, are described on the process cards.

Process outputs: a suitable working environment (infrastructure process), suitable equipment including the necessary software (infrastructure process), competent (competent) employees (personnel activity process), are automatically inputs to other processes.

Process risks are assessed as part of the Review of the Quality Management System by the company's management

Activities and responsibilities related to the functioning of the quality management system are described in guidelines and work instructions. Directives and work instructions have numbers derived from process numbers (for example: G-A1-04 or W-C1-02).

## 6. Process cards

### 6.1. Process: Strategy and leadership

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### 6.2. Process: Requirements review

#### Purpose and goal

Ensure review of customer requirements and assess company's ability to meet requirements.

#### Process guarantor

Commercial director

#### Process inputs

Input	Supplier
Customer demand, order	Customer
Information about customer-supplied property (material, dies, crates,...)	Customer
Draft drawing	Designer
Statement on samples / approval of samples	Customer
.....	.....
.....	.....
Customer satisfaction information	Customer

#### Activities

Activity	Responsibility	Document
Acceptance of the request and its registration	Seller	G-A1-01
Initial review in terms of dimensions, quantity, material used	Seller	G-A1-01
Entering the request into the information system, including information about the customer's property	Seller	G-A1-01
Processing of cost calculation	Chief designer	G-A1-02
Price quote processing	Seller	G-A1-02
Sending drawing documentation to the customer for approval	Seller	G-A1-01

Contract creation, order confirmation	Seller	G-A1-01
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.....		
Processing of customer satisfaction evaluations	Commercial director	G-A1-03

### Process outputs

Output	Customer
Information about customer demand in the information system	Designer, technologist
Calculation of product costs	Seller
Price offer	Customer
Drawing documentation sent to the customer for approval	Customer
Production order in the information system	Designer, forging technologist, heat treatment technologist, controller
.....	
.....	
Overall customer satisfaction report	TOP management

### Indicators for process evaluation

Indicator	Evaluation period
Percentage of customer demands processed within 5 business days	Monthly
The number of processed offers	Quarterly
Customer satisfaction	2 times a year

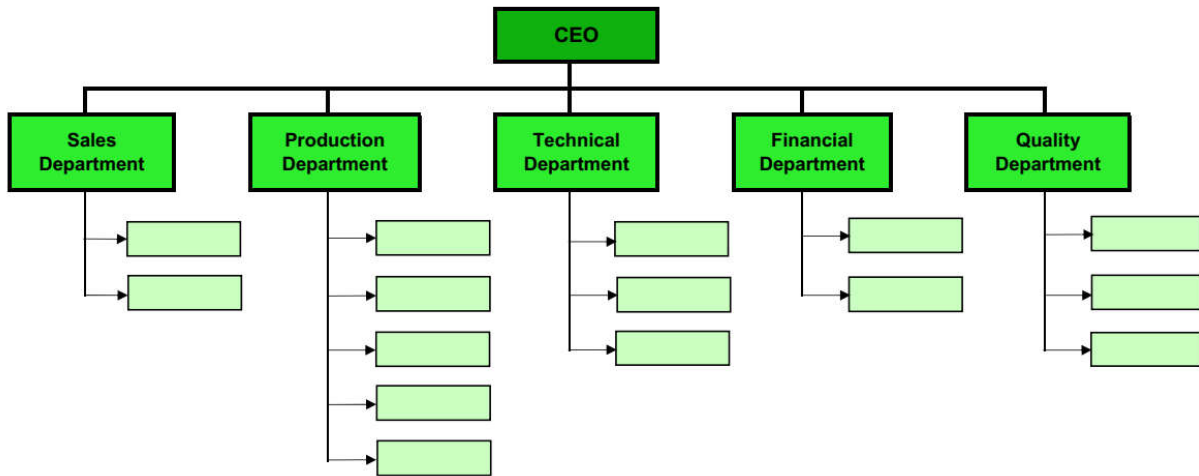
### Resources

Financial resources

### Chapters of the standard

ISO 9001:2015 – 8.2.1; 8.2.2; 8.2.3.1; 8.2.3.2; 8.2.4

### 7. Organizational structure of the company



### 8. Determining responsibilities for communication

External side	Thing	Company person	Communication way
Customer	Demand	Seller	Email, phone
Customer	Official order	Seller, Commercial director	Email, letter
Customer	Complaint	Seller	Email, letter
Customer	Questions about quality	Seller, Quality engineer	Email, letter, phone
Certification organization	Certification	Quality director	Email, letter, phone
External testing rooms and laboratories	Testing	Quality director	Email, letter, phone
Die suppliers	Production and repair of dies	Chief designer	Email, letter, phone
Supplier of input raw material	Input raw material	Buyer	Email, letter, phone
Information systems supplier	Program modifications, updates of the information system	IT technician	Email, letter, phone
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.....			
The state administration	Work safety checks	HR	Email, letter, phone
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.....			

## 9. Assignment of individual chapters of the ISO 9001 standard to individual company processes

Chapter of ISO 9001:2015	Process	Chapter of ISO 9001:2015	Process
4.1	A1	8.3.1	B2
4.2	A1	8.3.2	B2
4.3	A1	8.3.3	B2
4.4.1	A1	8.3.4	...
4.4.2	...	8.3.5	...
5.1.1	...	8.3.6	...
5.1.2	...	8.4.1	...
5.2.1	...	8.4.2	...
5.2.2	...	8.4.3	...
5.3	...	8.5.1	...
6.1.1	...	8.5.2	...
6.1.2	...	8.5.3	...
6.2.1	...	8.5.4	...
6.2.2	...	8.5.6	...
6.3	...	8.6	...
7.1.1	C1, C3, C4	8.7.1	...
7.1.2	C1	8.7.2	...
7.1.3	C3	9.1.1	...
7.1.4	...	9.1.2	...
7.1.5.1	...	9.2.1	...
7.1.5.2	...	9.2.2	...
7.1.6	...	9.3.1	...
7.2	...	9.3.2	...
7.3	...	9.3.3	...
7.4	...	10.1	...
7.5.1	...	10.2.1	...
7.5.2	...	10.2.2	...
7.5.3.1	...	10.3.3	...
7.5.3.2	...		
8.1	...		
8.2.1	B1		
8.2.2	B1		
8.2.3.1	B1		
8.2.3.2	B1		
8.2.4	B1, B2		