

Quality Manual

Rolled Threads Unlimited, LLC.

1404 Pearl Street – Waukesha WI 53186

QUALITY MANAGEMENT SYSTEM

Rolled Threads Unlimited manages processes identified, as needed for the quality management system, in accordance with the ISO 9001 requirements. This includes control over any outsourced processes that affect product conformity to requirements

QUALITY POLICY STATEMENT

Through continual improvement Rolled Threads Unlimited, LLC is committed to complete customer satisfaction, by meeting all customer requirements, providing on-time deliveries and defect free products.

Rolled Threads Unlimited QUALITY OBJECTIVES

- Conforming Product
- On Time Delivery
- Customer Satisfaction

MANAGEMENT SYSTEM OBJECTIVES

Identify the processes needed for the quality management system.

Define the sequence and interaction of these processes

Provide quality system documentation requirements

PURPOSE

The purpose of the Rolled Threads Unlimited quality management system is to demonstrate our ability to consistently provide product that meets customer and applicable regulatory requirements and to address customer satisfaction through the effective application of the system, including processes for continual improvement and the prevention of non-conformity.

Rolled Threads Unlimited, LLC.

1404 Pearl Street – Waukesha WI 53186

1.0 SCOPE

The scope of the Rolled Threads Unlimited quality management system includes Precision Thread Rolling and Custom Thread Rolling Parts and Fasteners. All ISO 9001 requirements are within the scope of the Rolled Threads Unlimited system except those listed as exclusions. Additional customer requirements not covered in this manual shall be acknowledged and fully satisfied in addition to or in place of the referenced Quality System Procedures.

APPLICATION

All of the ISO 9001 requirements are applicable to Rolled Threads Unlimited except for those which cannot be applied due to the nature of our organization and products. Any requirements, which cannot be applied, are listed and justified. All exclusions are limited to requirements within clause 7 of the ISO 9001 requirements and do not affect the ability or responsibility of Rolled Threads Unlimited to provide product that meets customer and applicable regulatory requirements.

EXCLUSIONS

The process of Design and Development is excluded from the scope of the Rolled Threads Unlimited quality management system, as it is not performed and not a contractual requirement of our customers. Customers do not expect design activities from us and quotes clearly indicate design is not provided. Our customers control the planning and design and development of the product.

The provision for service of post-delivery activities (See 7.5.1) is excluded from the scope of the Rolled Threads Unlimited quality management system as it is not performed and not a contractual requirement of our customers.

Should any excluded activities become part of the product/services offered by Rolled Threads Unlimited to its customers in the future, ISO 9001 Requirements will be fully established and implemented.

Rolled Threads Unlimited, LLC.

1404 Pearl Street – Waukesha WI 53186

2.0 QUALITY MANUAL

Rolled Threads Unlimited maintains this quality manual as a controlled document for the use of our employees. This manual contains a description of the interaction between the processes of the quality management system and references the documented procedures established for the quality management system. Manuals distributed for marketing purposes may not be updated.

This manual applies to all ISO 9001 quality management system requirements and will be adhered to by all departments and employees of Rolled Threads Unlimited

3.0 TERMS AND DEFINITIONS

For the purposes of this quality manual, the terms and definitions given in ISO 9001 apply.

Process: a set of interrelated or interacting activities which transforms inputs into outputs.

Organization: The orderly arrangement of responsibilities, authorities and relationships of people and facilities within Rolled Threads Unlimited

Supplier: Those companies from whom Rolled Threads Unlimited purchases materials, supplies and services.

Customer: Those companies to whom Rolled Threads Unlimited sells the products and services that we provide.

4.0 Quality Management System

4.1 General Requirements

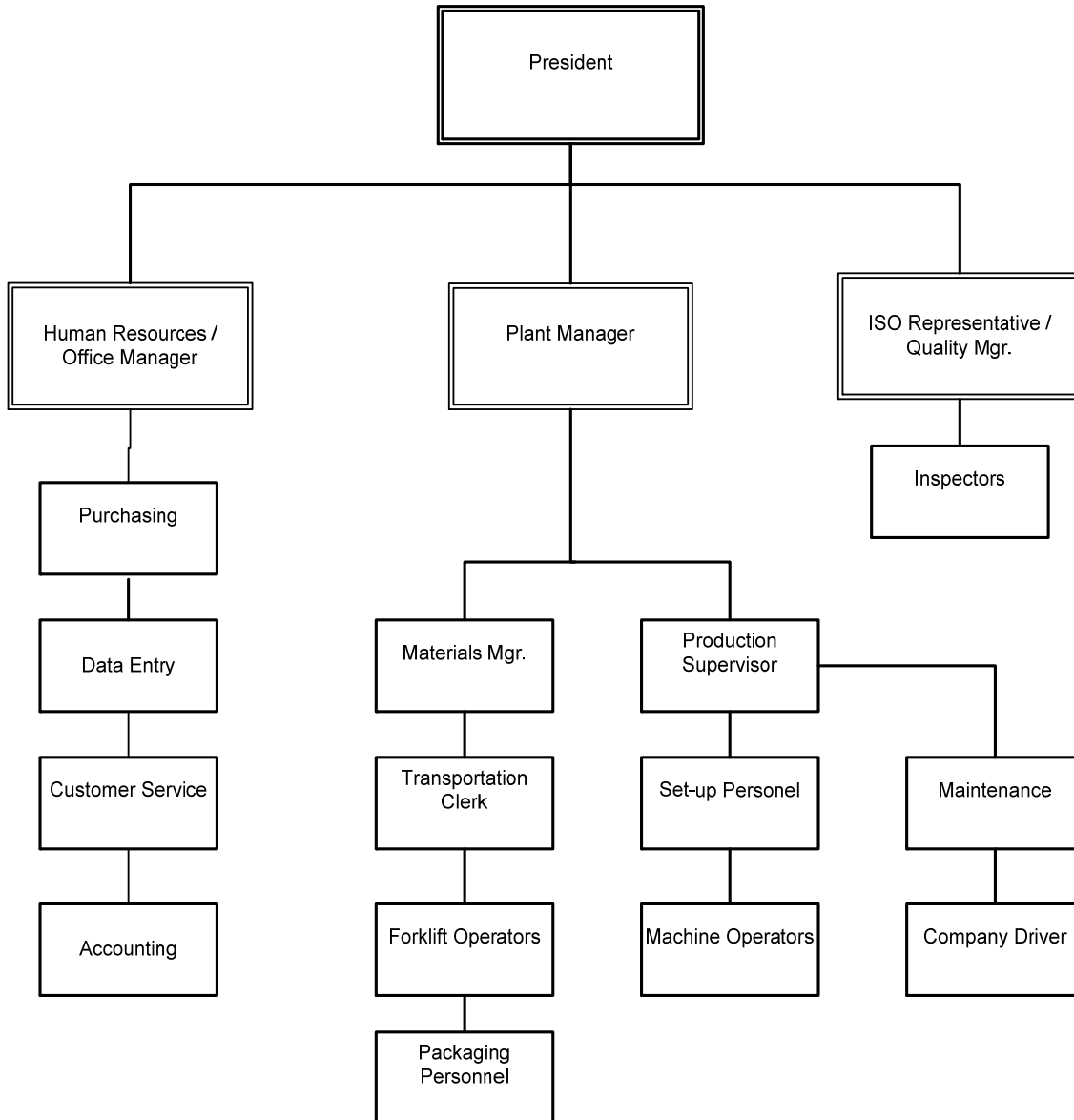
Rolled Threads Unlimited has established, documented and implemented a quality management system. Its effectiveness is continually improved in accordance with the requirements of the ISO 9001 International Standard.

- Rolled Threads Unlimited determines the processes needed for the quality management system and their application throughout the organization. The processes that have been identified are listed in the table of contents of the Quality Systems Procedures manual.
- The sequence and interaction of these processes are determined and are defined by the schematic on the following page.
- Rolled Threads Unlimited determines criteria and methods needed to ensure that both the operation and control of these processes are effective.
- Rolled Threads Unlimited ensures the availability of resources and information necessary to support the operation and monitoring of these processes.
- These processes are monitored, measured and analyzed where applicable.
- Actions necessary to achieve planned results and continually improve these processes are implemented.

Rolled Threads Unlimited manages these processes in accordance with the requirements of the ISO 9001 International Standard.

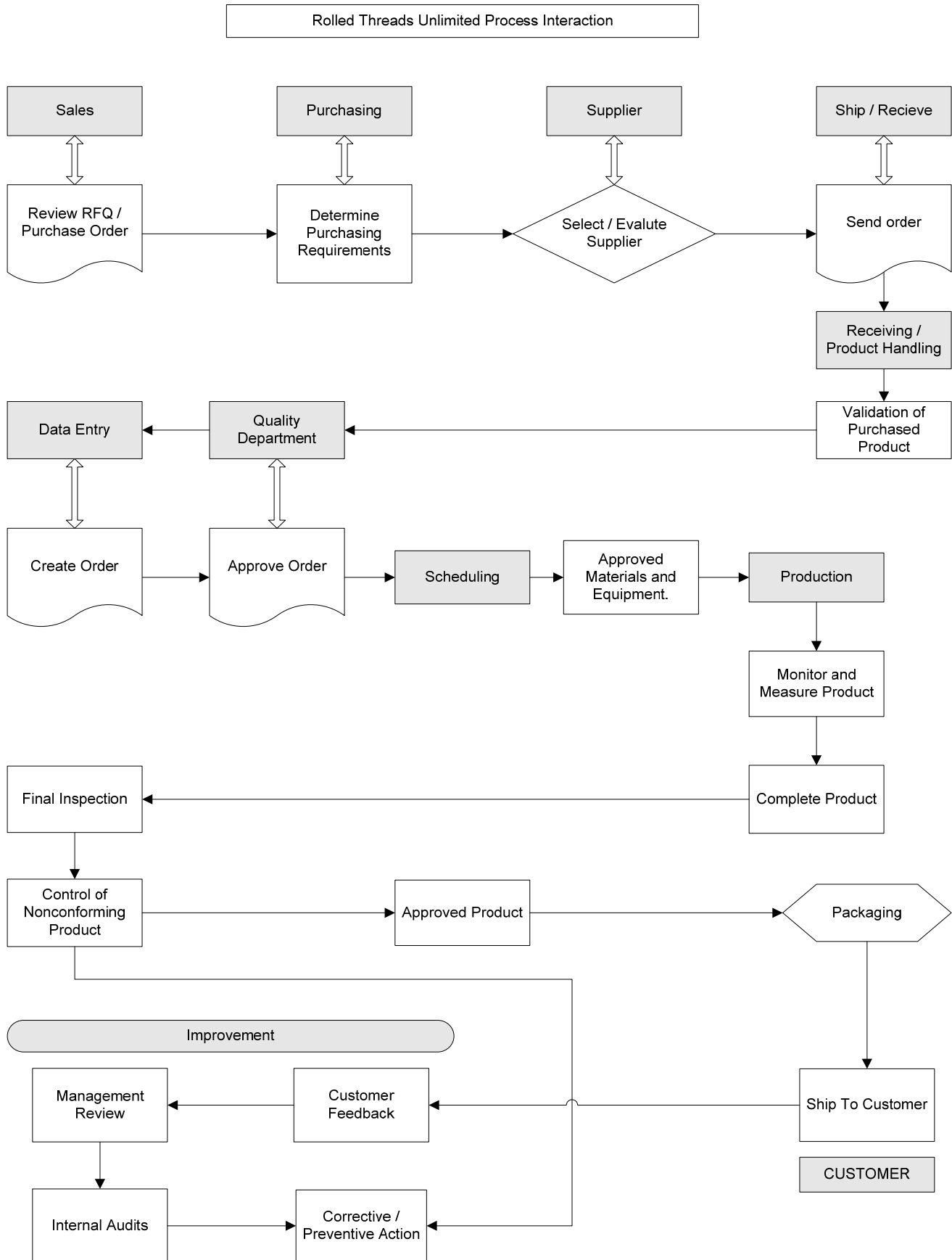
Where Rolled Threads Unlimited chooses to outsource any process that affects product conformity to requirements, the processes are controlled and identified within the quality management system.

Organization Chart



Rolled Threads Unlimited, LLC.

1404 Pearl Street – Waukesha WI 53186



4.2 Documentation Requirements

4.2.1 General

Rolled Threads Unlimited quality management system consists of the following documentation.

- Rolled Threads Unlimited Quality Policy and quality objectives
- Quality Manual

Quality System Procedures required by ISO 9001 and Rolled Threads Unlimited:

- RTP 4.2.3 Control of Documents
 - RTP 4.2.4 Control of Records
 - RTP 5.6 Management Review
 - RTP 6.2 Training
 - RTP 7.4 Purchasing
 - RTP 8.2.2 Internal Audit
 - RTP 8.3 Control of Nonconforming Product
 - RTP 8.5 Corrective / Preventive Action
- Other documents which are needed by Rolled Threads Unlimited to ensure the effective planning, operation and control of its processes. These include such documents as work instructions, process sheets and checklists.
 - Records required by the ISO 9001 Standard and the monitoring of processes. (See 4.2.4)

4.2.2 Quality Manual

The Rolled Threads Unlimited Quality Manual includes:

- The scope of the quality management system, including details and justification for any exclusion.
- Reference to the documented procedures established for the quality management system per the requirements of ISO 9001. **(See above Procedures Listing).**
- Description of the interaction between the processes of the quality management system. **(See Process Interaction Chart).**

Rolled Threads Unlimited, LLC.

1404 Pearl Street – Waukesha WI 53186

4.2.3 Control Of Documents

Documents required by the quality management system are controlled. Records are a special type of document and are controlled according to the requirements given in 4.2.4.

Procedure **RTP 4.2.3 Control of Documents** has been established to define the controls needed to:

- Approve documents for adequacy prior to use.
- Review and update as necessary and re-approve documents.
- Ensure that changes and the current revision status are identified.
- Ensure that relevant versions of applicable documents are available at points of use.
- Ensure that documents of external origin are identified and their distribution controlled.
- Prevent the unintended use of obsolete documents and to apply suitable identification to them if retained for any purpose.

4.2.4 Control Of Records

Records are established to provide evidence of conformity to requirements and the effective operation of the quality system are controlled.

A documented procedure, **RTP 4.2.4 Control of Records**, has been established to define the controls needed for the identification, storage, protection, retrieval, retention and disposition of records.

Records remain legible, readily identifiable and retrievable.

5.0 Management Responsibility

5.1 Management Commitment:

Top management at Rolled Threads Unlimited is committed to the development and implementation of the quality management system and continually improving its effectiveness by:

- Communicating the importance of meeting customer as well as statutory and regulatory requirements.
- Establishing the quality policy
- Ensuring that quality objectives are established.
- Conduct Management Reviews. Reference **RTP 5.6 Management Review**.
- Ensuring the availability of resources. Reference **RTP 6.2 Training**.

Rolled Threads Unlimited, LLC.

1404 Pearl Street – Waukesha WI 53186

5.2 Customer Focus

Top Management insures that customer requirements are determined and are met with the aim of enhancing customer satisfaction. (See 7.2.1 and 8.2.1)

5.3 Quality Policy

Top Management ensures that the quality policy:

- Is appropriate to the purpose of the Rolled Threads Unlimited.
- Includes a commitment to comply with requirements and continually improve the effectiveness of the quality management system.
- Provides a framework for establishing and reviewing quality objectives.
- Is communicated and understood within the organization.
- Is reviewed for continuing suitability.

5.4 Planning

5.4.1 Quality Objectives:

Top management ensures that measurable quality objectives, including those needed to meet requirements for product (see 7.1.a) are established at the company level and other relevant functions and levels within Rolled Threads Unlimited. The quality objectives are measurable and consistent with the quality policy. Metrics for tracking the attainment and improvement of quality objectives are established and reported in Management Review Meetings. Reference **RTP 5.6 Management Review.**

5.4.2 Quality Management System Planning:

- Top Management ensures that planning of the quality management system is carried out in order to meet ISO 9001 requirements given in 4.1 as well as established quality objectives.
- The integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

5.5 Responsibility, Authority and Communication

5.5.1 Responsibility and Authority:

Top Management ensures that responsibilities and authorities are defined and communicated throughout the organization.

5.5.2 Management Representative:

Top management has appointed a member of the organizations management who has responsibility and authority to ensure establishment, implementation and maintenance of the quality management system, reports on the performance of the quality management system and ensures the promotion of awareness of customer requirements throughout the organization.

Rolled Threads Unlimited, LLC.

1404 Pearl Street – Waukesha WI 53186

5.5.3 Internal Communication:

Top management ensures that appropriate communication processes are established within Rolled Threads Unlimited and that communication takes place regarding the effectiveness of the quality management system.

5.6 Management Review:

5.6.1 Top Management reviews the quality management system at planned intervals to ensure its continuing suitability, adequacy and effectiveness. This review includes assessing opportunities for improvement and the need for changes to the quality management system, including the quality policy and quality objectives. Reference **RTP 5.6 Management Review**. Records from management reviews are maintained. (See 4.2.4)

5.6.2 Inputs to management review include information on the following:

- Results of audits.
- Customer feedback.
- Process performance and product conformity.
- Status of preventive and corrective actions.
- Follow-up actions from previous management reviews.
- Changes that could affect the quality management system.
- Recommendations for improvement.

5.6.3 Outputs from the management review includes any decisions and actions related to:

- Improvement of the effectiveness of the quality management system.
- Improvement of product related to customer requirements.
- Resource needs.

6.0 Recourse Management

6.1 Provision of Resources:

Rolled Threads Unlimited determines and provides the resources needed to:

- Implement and maintain the quality management system and continually improve its effectiveness
- Enhance customer satisfaction by meeting customer requirements.

6.2 Human Resources

6.2.1 General:

Personnel performing work affecting conformity to product requirements are competent on the basis of appropriate education, training, skills and experience.

6.2.2 Competence, training and awareness Reference RTP 6.2 Training

- Rolled Threads Unlimited determines the necessary competence for personnel performing work affecting conformity to product requirements.
- Provides training or takes other actions to satisfy these needs.
- Evaluates the effectiveness of the actions taken.
- Ensures that personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of quality objectives.
- Maintains appropriate records of education, training, skills and experience.

6.3 Infrastructure:

Rolled Threads Unlimited determines, provides and maintains the infrastructure needed to achieve conformity to product requirements. This includes:

- Buildings, workspace and associated utilities
- Process equipment (both hardware and software)
- Supporting services, such as transport or communication.

6.4 Work Environment:

Rolled Threads Unlimited determines and manages the work environment needed to achieve conformity to product requirements.

7.0 PRODUCT REALIZATION

7.1 Planning of Product Realization:

Rolled Threads Unlimited plans and develops the processes needed for product realization. Planning and development of the processes needed for product realization are consistent with the requirements of the other processes of the quality management system (See 4.1). In planning product realization, Rolled Threads Unlimited determines the following, as appropriate:

- Quality objectives and requirements for the product.
- The need to establish processes and documents, and to provide resources specific to the product.
- Required verification, validation, monitoring, measurement, inspection and test activities specific to the product and criteria for product acceptance.
- Records needed to provide evidence that the realization processes and resulting product meet requirements.

(See 4.2.4) Reference RTP 4.2.4 Control of Records

Output of planning is in a form suitable for our organizations method of operations.

7.2 Customer-related Processes

7.2.1 Determination of Product Related Requirements:

Rolled Threads Unlimited determines the following requirements:

- Customer specified requirements, including delivery and post-delivery activities
- Those not stated by the customer but necessary for specified or intended use, where known.
- Statutory and regulatory requirements applicable to the product.
- Any additional requirements considered necessary.

7.2.2 Review of Product Related Requirements:

A review of requirements related to the product is conducted prior to committing to supply a product to the customer. This includes submission of quotes, acceptance of contracts or purchase orders and acceptance of changes to contracts or orders. This review ensures that:

- Product requirements are defined.
- Contract or order requirements differing from those previously expressed are resolved.
- Rolled Threads Unlimited has the ability to meet the defined requirements.

Records of the results of the review and actions arising from the review are maintained. Reference **RTP 4.2.4 Control of Records.**

Where the customer provides no documented statement of requirement, the customer requirements are confirmed by Rolled Threads Unlimited prior to acceptance.

Where product requirements are changed, Rolled Threads Unlimited ensures that relevant documents are amended and relevant personnel are made aware of the changed requirements.

7.2.3 Customer Communication:

Rolled Threads Unlimited determines and implements effective arrangements for communicating with customers in relation to:

- Product information
- Enquiries, contracts, order handling (Including amendments).
- Customer feedback (Including customer complaints).

Rolled Threads Unlimited, LLC.

1404 Pearl Street – Waukesha WI 53186

7.3 Design and Development

The ISO 9001 requirements for design and development are excluded in the scope of the Rolled Threads Unlimited quality management system.

7.4 Purchasing

7.4.1 Purchasing Process:

Rolled Threads Unlimited ensures that purchased product conforms to specified purchase requirements. The type and extent of control applied to the supplier and the purchased product is dependent upon the effect of the purchased product on subsequent product realization or the final product. Reference **RTP 7.4 Purchasing.**

Rolled Threads Unlimited evaluates and selects suppliers based on their ability to supply in accordance with our specified requirements. Criteria for selection, evaluation and re-evaluation are established. Records of the results of evaluations and any necessary actions arising from the evaluation are maintained. (See 4.2.4)

7.4.2 Purchasing Information:

Rolled Threads Unlimited purchasing information describes the product to be purchased, including where appropriate:

- Requirements for approval of product, procedures, processes and equipment.
- Requirements for qualification of personnel.
- Quality management system requirements.

Rolled Threads Unlimited ensures the adequacy of specified purchase requirements prior to their communication to the supplier. Reference **RTP 7.4 Purchasing.**

7.4.3 Verification of Purchased Product:

Rolled Threads Unlimited has established and implemented the inspection or other activities necessary for ensuring that purchased product meet specified purchase requirements. Reference **RTP 7.4 Purchasing.**

Where Rolled Threads Unlimited or its customer intends to perform verification at the supplier's premises, Rolled Threads Unlimited states the intended verification arrangements and method of product release in the purchasing information.

Verification activities necessary for ensuring that purchased product meets specified purchase requirements have been established, implemented and are documented in **RTP 7.4 Purchasing.**

7.5 Production and Service Provision

Rolled Threads Unlimited, LLC.

1404 Pearl Street – Waukesha WI 53186

7.5.1 Control of Production and Service Provision:

Rolled Threads Unlimited plans and carries out production under controlled conditions. Controlled conditions include as applicable:

- The availability of information that describes the characteristics of the product.
- The availability of work instructions, as necessary.
- The use of suitable equipment.
- The availability and use of monitoring and measuring equipment.
- The implementation of monitoring and measurement.
- The implementation of product release, delivery and post-delivery activities.

7.5.2 Validation of Production Processes:

Rolled Threads Unlimited validates any processes for production or provision of service where the resulting output cannot be verified by subsequent monitoring or measurement and, as a consequence, deficiencies become apparent only after the product is in use or the service has been delivered.

Validation demonstrates the ability of these processes to achieve planned results.

Rolled Threads Unlimited has established arrangements for these processes including as applicable

- Defined criteria for review and approval of the processes
- Approval of equipment and qualification of personnel
- Use of specific methods and procedures
- Requirements for records (See 4.2.4)
- Re-validation

7.5.3 Identification and Traceability:

Where appropriate, Rolled Threads Unlimited identifies product by suitable means throughout product realization.

Rolled Threads Unlimited identifies the product status with respect to monitoring and measurement requirements throughout product realization.

Where traceability is a requirement, Rolled Threads Unlimited controls the unique identification of the product and maintains records.

7.5.4 Customer Property:

Customer property is cared for while under the control of, or being used. Rolled Threads Unlimited identifies, verifies, protects and safeguards customer property provided for use or incorporation into the product

Rolled Threads Unlimited, LLC.

1404 Pearl Street – Waukesha WI 53186

Any customer property lost damaged or otherwise found to be unsuitable for use is reported to the customer and records are maintained (See 4.2.4).

7.5.5 Preservation of Product:

Rolled Threads Unlimited preserves the product during internal processing and delivery to the intended destination in order to maintain conformity to requirements. As applicable, preservation includes identification, handling, packaging, storage and protection. Preservation also applies to the constituent parts of a product.

7.6 Control of Monitoring and Measuring Equipment:

Rolled Threads Unlimited determines the monitoring and measurement to be undertaken and the monitoring and measuring equipment needed to provide evidence of conformity of product to determined requirements.

Rolled Threads Unlimited has established documented procedures to ensure that monitoring and measurement can be carried out in a manner that is consistent with measurement requirements. Where necessary to ensure valid results, measuring equipment is:

- Calibrated or verified, or both at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; where no such standards exist, the basis used for calibration or verification shall be recorded (See 4.2.4).
- Adjusted or re-adjusted as necessary
- Has identification in order to determine its calibration status.
- Safeguarded from adjustments that would invalidate the measurement result
- Protected from damage and deterioration during handling, maintenance and storage.

In addition, Rolled Threads Unlimited assesses and records the validity of the previous measuring results when the equipment is found not to conform to requirements. Rolled Threads Unlimited takes appropriate action on the equipment and any product affected. Records of the results of calibration and verification are maintained (See 4.2.4)

When used in the monitoring and measurement of specified requirements, the ability of computer software to satisfy the intended application is confirmed. This is undertaken prior to initial use and reconfirmed as necessary.

8.0 MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.1 General

Rolled Threads Unlimited plans and implements the monitoring, measurement, analysis

and improvement process needed to:

- Demonstrate conformity to product requirements.
- Ensure conformity of the quality management system. Reference **RTP 8.2.2 Internal Audits.**
- Continually improve the effectiveness of the quality management system. Reference **RTP 5.6 Management Review.**
- Determine applicable methods of monitoring, including statistical techniques.

8.2 Monitoring and Measurement

8.2.1 Customer Satisfaction:

Rolled Threads Unlimited measures the performance of the quality system. Information relating to customer perception as to whether customer requirements have been met is monitored. The methods for obtaining and using this information are determined.

8.2.2 Internal Audit:

Rolled Threads Unlimited conducts Internal audits at planned intervals to determine whether the quality management system:

- Conforms to ISO 9001 and Rolled Threads Unlimited quality system requirements and
- Whether it is effectively implemented and maintained.

The audit program is planned and takes into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits. The audit criteria, scope, frequency and methods are defined. The selection of auditors and conduct of audits ensure objectivity and impartiality of the audit process. Auditors do not audit their own work.

A documented procedure is established to define the responsibilities and requirements for planning and conducting audits, establishing records and reporting results. Records of the audits and their results are maintained. Reference **RTP 8.2.2 Internal Audits.**

The management responsible for the area being audited ensures that any necessary corrections and corrective actions are taken without undue delay to eliminate detected nonconformities and their causes. Follow-up activities include the verification of the actions taken and the reporting of verification results (See 8.5.2)

8.2.3 Monitoring and measurement of Processes:

Rolled Threads Unlimited has established suitable methods for monitoring and measuring the quality management system processes have been applied to demonstrate the ability of the processes to achieved planned results. Reference **RTP 5.6 Management Review.** When planned results are not achieved, correction and

corrective action is taken as appropriate. Reference **RTP 8.5 Corrective Action / Preventive Action.**

8.2.4 Monitoring and measurement of Product:

Rolled Threads Unlimited monitors and measures product characteristics to verify that product requirements have been met. This is carried out at appropriate stages of the product realization process in accordance with planned arrangements. Evidence of conformity with the acceptance criteria is maintained.

Records indicate the person(s) authorizing the release of product for delivery to the customer (See 4.2.4).

The release of product and delivery of service to the customer does not proceed until all planned arrangements (See 7.1) have been satisfactorily completed or otherwise approved by a relevant authority and, where applicable, by the customer. Reference **RTP 7.6 Purchasing**

8.3 Control of Nonconforming Product

Rolled Threads Unlimited ensures that product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery. The controls and related responsibilities and authorities for dealing with nonconforming product are defined in a documented procedure **RTP 8.3 Control of Nonconforming Product.**

Where applicable, Rolled Threads Unlimited deals with nonconforming product by one or more of the following ways:

- Taking action to eliminate the detected nonconformity
- Authorizing its use, release or acceptance under concession by a relevant authority and, where applicable, by the customer
- Taking action to preclude its original intended use or application

Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained, are maintained (See 4.2.4)

When nonconforming product is corrected it is subject to re-verification to demonstrate conformity to the requirements.

When nonconforming product is detected after delivery or use has started, Rolled Threads Unlimited takes action appropriate to the effects, or potential effects, of the nonconformity.

8.4 Analysis of Data

Rolled Threads Unlimited determines, collects and analyses appropriate data to demonstrate the suitability and effectiveness of the quality management system and evaluates where continual improvement of the effectiveness of the quality management

system can be made. This includes data generated as a result of monitoring and measurement and from other relevant sources.

This analysis of data provides information relating to:

- Customer satisfaction (See 8.2.1)
- Conformity to product requirements See 8.2.4)
- Characteristics and trends of processes and products including opportunities for preventive action, and
- Suppliers. Reference **RTP 7.4 Purchasing.**

8.5 Improvement

8.5.1 Continual Improvement:

Rolled Threads Unlimited continually improves the effectiveness of the quality management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management review.

8.5.2 Corrective Action:

Rolled Threads Unlimited takes action to eliminate the causes of nonconformities in order to prevent recurrence. Corrective actions are appropriate to the effects of the nonconformities encountered.

A documented procedure (Reference **RTP 8.5 Corrective / Preventive Action**) has been established to define requirements for:

- Reviewing nonconformities (including customer complaints)
- Determining the causes of nonconformities
- Evaluating the need for action to ensure that nonconformities do not recur
- Determining and implementing action needed
- Records of the results of action taken (See 4.2.4), and
- Reviewing the effectiveness of corrective action.

8.5.3 Preventive Action:

Rolled Threads Unlimited determines action to eliminate the causes of potential nonconformities in order to prevent their occurrence. Preventive actions are appropriate to the effects of the potential problems.

A documented procedure, **RTP 8.5 Corrective / Preventive Action** has been established to define requirements for:

- Determining potential nonconformities and their causes
- Evaluating the need for action to prevent occurrence of nonconformities
- Determining and implementing action needed

Rolled Threads Unlimited, LLC.

1404 Pearl Street – Waukesha WI 53186

- Records of results of action taken (See 4.2.4) and
- Reviewing the effectiveness of preventive action.

END