

Quality Manual

Knott Brake Company

**144 West Drive
Lodi, OH 44254**

This document is approved for use _____

Knott Brake Company

Copy Holder

Copy Holder: President

Copy Number : 1

This Quality Manual covers the activities and functions performed by the operating areas included in the service scope definition:

The Design, Manufacture and Supply of Brakes, Friction Materials, Cables and Associated Components

The Quality Management System is designed to meet the requirements of

ISO 9001 : 2000

Certificate Number : **CA US 1422**

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ISO 9001:2000	Issue: 2	Effective Date: September 23, 2003

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Distribution

Copy Number 1 - President

Copy Number 2 – Quality Assurance Manager

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Amendments

All copies of this Quality Manual must be kept under strict control to prevent the system from becoming unreliable. The following Procedures will ensure that the system remains current and valid.

- 1) All copies of the manual are to be clearly numbered and the Holder recorded.
- 2) Each page in the manual is to carry a unique number.
- 3) The Quality Representative is to be responsible for all revisions and additions being recorded.
- 4) Changes can be suggested by any Employee but must receive signed approval before being entered into the Manual.
- 5) All changes are to be recorded on the Table of Amendment and appropriate pages in each Manual changed.
- 6) Uncontrolled copies must be clearly marked as such.

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Knott Brake Company

Company Profile

Knott Brake (The Company) is located on a prime site in Lodi, OH. The Company was founded in 1987 by its current President in Medina, OH and moved to its current site in 2001. The company has earned the reputation as a high quality supplier. Using its Engineering, Manufacturing and Quality resources the company offers its customers viable solutions in any application. This is why the company is known as “The Tailor To The Industry”.

The Company is proud of its record of dependability, in providing brakes, friction material, cables and associated component parts to the industry with a commitment to Quality that will not be compromised under any circumstances. The Company has an unparalleled history in satisfying their Customer’s needs, regardless of the diversity of their requirements.

The Company has a record of continuously providing goods that uphold long service life and insure safety and confidence in the user. They trade within the material handling, industrial, construction and agricultural markets, providing a high Quality service to the local business community.

An essential requirement of the continuing maintenance and development of the Company’s Quality objectives is the installation of a Quality Management System registered to ISO 9000-2000 status.

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Quality Policy

MISSION STATEMENT

Through continuous improvement we are committed to quality products, competitive prices, on-time deliveries, while securing a reasonable profit and maintaining a pleasant work place for our employees.

Knott Brake Company recognizes that the disciplines of quality, health and safety and environmental management are an integral part of its management function. The Company views these as a primary responsibility and to be the key to good business in adopting appropriate Quality standards.

The Company Quality Policy calls for continuous improvement in its Quality management activities and business will be conducted according to the following principles.

The Company complies with all legislation relevant to the Brake Component Industry, and the Occupational Safety & Health Administration Instructions.

It is the policy to aim to be the World's best provider of Brakes and Component parts to their Industry. Also to maintain the highest level of repeat business through Customer satisfaction by establishing a reputation for excellence amongst all those with whom it does business.

This is achieved through policies of constantly striving to improve Customer care and the effectiveness of our quality management processes, encouraging safe working practices and monitoring staff skill levels.

We will communicate our Quality objectives and performance against defined objectives throughout the Company and to interested parties and train our staff in the needs and responsibilities of Quality management.

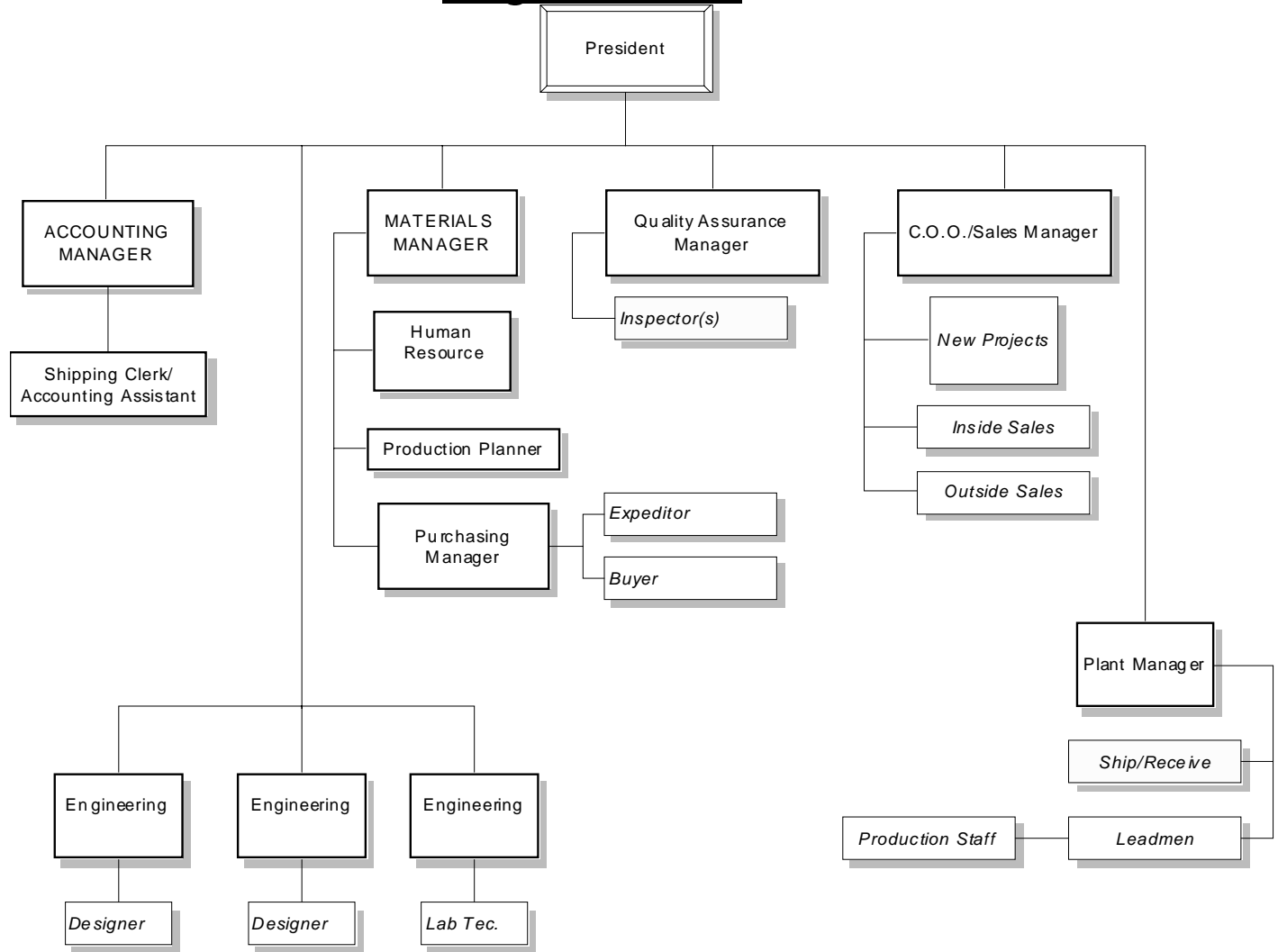
We pledge to manufacture and deliver on-time, defect free quality products to our customers.

Signed :-
Hans Kott - President

Date : -

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Knott Brake Company Organization



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Organization

Duties and Responsibilities

President

- Strategic overall management
- Long range planning
- Professional advancement

Accounting Manager

- Financial control
- Accounts payable/receivable
- Payroll

Chief Operating Officer/Sales Manager

- Sales – Inside/outside
- Marketing study for new Projects
- Sales contacts for new Projects
- Cost improvement for existing and new projects
- Project Management

Plant Manager

- Cost control of production
- Capital Purchases of production equipment
- Production staffing and labor performance

Materials Manager

- Materials planning and control
- Materials Procurement
- Inventory Control
- MIS
- Cycle counting

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Organization

Duties and Responsibilities (cont.)

Human Resource

- EPA responsibilities
- OSHA compliance
- Payroll
- Employee training
- Benefits administrator
-

Production Planner

- Scheduling
- Expediting

Engineering Manager

- Design and development
- Design standards adherence

Purchasing Manager

- Cost control of purchased material
- Vendor performance
- Locating new suppliers
- Contract negotiation

Quality Assurance Manager

- Quality assurance
- Quality control
- Quality Management Representative

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Knott Brake Company**Organization****Duties and Responsibilities (cont.)**

In accordance with the procedures laid down in the authorized Quality Manual and the authorized Procedures Manual, the following are appointed as Quality Representative and Quality Auditors:-

QUALITY REPRESENTATIVE**Corina Evans**

(signature) _____

QUALITY AUDITOR**Ken Fleeman**

(signature) _____

QUALITY AUDITOR**Karen Reynolds**

(signature) _____

Signed _____

Date _____

Hans Kott - President

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Knott Brake Company

QMS Requirements

4 Quality Management System

4.1 General

Knott Brake Company, through the offices of the President, is committed to maintaining an effective Quality Management System.

This Manual has been prepared to satisfy the requirements of ISO 9001:2000 for Quality Management Systems for the activities carried out at the site.

Wherever possible, Quality controls have been integrated into existing systems (environment, health and safety) and cross-referenced for ease of interpretation.

The effective implementation of the Quality Management System will be verified by regular inspections, reviews and audits which will compare management practice against the requirements of the written procedures on Quality management system standards. Corrective action will be taken where necessary and will be subsequently reviewed for effectiveness.

4.2 Documentation

The Company has written its Quality Policy and Procedures as appropriate to its size, type and complexity and it is available to all employees.

5 Management Responsibility

5.1 Commitment

Top management of the Company ensure that all employees are aware of the need to meet Customer and regulatory requirements and that the necessary resources are available. The currency of Quality Policy and objectives are maintained by regular management review.

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QMS Requirements

5.2 Customer Focus

Customer needs and expectations are determined, and fulfilled to meet Customer satisfaction. Due consideration is given to product, service regulatory and legal requirements.

5.3 Policy

The Company has established, through its Quality Policy, the need to meet requirements and continually improve its products and services. Quality objectives are reviewed for continuing suitability and communicated as appropriate throughout the organization.

5.4 Planning

5.4.1 The Company has established that all relevant functions and levels within the organization have clear, measurable quality objectives that are consistent with the Company Quality Policy and product requirements.

5.4.2 Adequate resources are available and output is planned in a controlled manner as is required by its Quality Management System, being mindful of the process and the need for continual improvement.

5.5 Administration

5.5.1 Details of the Company Quality Management System are documented

5.5.2 Elements of the Quality Management System have been defined and communicated wherever quality is effected.

5.5.3 Representatives have been appointed who have the authority and responsibility to ensure that the Quality Management System is established and maintained and that reports on the performance of the system and any needs for improvement are made available to the Quality Representative. The significance of meeting Customer requirements is understood.

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QMS Requirements

5.5 Administration (cont.)

- 5.5.4 Communication between all levels and functions are set to ensure the effectiveness of the processes of the Quality Management Systems.
- 5.5.5 The Company has prepared and maintains a controlled Quality Manual that defines the scope of its activities supported by referenced documented procedures and how the procedures operate
- 5.5.6 A documented procedure ensures that all relevant quality documentation is controlled and adequate and is reviewed, updated and approved as necessary. The status of the documents is identified and they are legible and retrievable and located where required within the organization. Where documents originate from outside the organization they are identified and their distribution controlled and obsolete documents are clearly identified to prevent unintended use.
- 5.5.7 Procedures are in place for the identification, storage, retrieval, protection, retention time and disposition of quality records.

5.6 Management Review

- 5.6.1 The complete Quality Management System is reviewed at planned intervals to ensure its continuing suitability, adequacy and effectiveness to evaluate the need for change.
- 5.6.2 The review includes the evaluation of current performance and improvement opportunities related to audits, Customer feedback, process and product performance, follow up from previous meetings, and any changes that could effect product or service quality.
- 5.6.3 The results of activity arising from review meetings where resources, the Quality Management System and its processes and improvements to products related to Customer requirements are discussed, is an essential part of the review process. All results of management review activities are recorded.

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QMS Requirements

6 Resource Management

6.1 Provision of Resources

The Company has ensured that the necessary resources needed to implement and improve the quality management system and to address Customer satisfaction are available.

6.2 Human Resources

6.2.1 Where personnel are assigned quality responsibilities, the Company has ensured that they are competent on the basis of applicable education, training, skills and experience.

6.2.2 The Company has identified the training needs for quality related activities and provides training to satisfy these needs. Performance is evaluated and appropriate training records are maintained.

6.3 Facilities

Suitable equipped workplaces with appropriate hardware and software with supporting services are provided.

6.4 Work environment

All aspects of the human and physical factors of the working environment that affect conformity of product or service have been identified and are managed.

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QMS Requirements

7 Product Realization

7.1 Planning of realization process

The production process for the Company's products and services is planned and documented as defined in the Quality Management System. Quality objectives, resources, processes and documentation needs are defined and acceptable criteria for verification and validation are determined. Records appropriate to the level of confidence required for the process and the product or service are maintained

7.2 Customer related processes

7.2.1 The needs of the Customer in respect of availability, delivery and support are considered against the product's intended use, and regulatory and legal requirements are determined and implemented.

7.2.2 The Company reviews its Customers' requirements and determines any additional requirements for each contract or order. Where no Customer requirements are documented, details are confirmed before acceptance. Any changes to contracts or quotations are resolved before proceeding and the Company's ability to meet the defined requirements is confirmed.

7.2.3 The Customer is kept informed of product information, inquiries, order changes or amendments and progress on Customer complaints.

7.3 Design and/or development

7.3.1 The design and development of the product is planned and controlled at each stage.

7.3.2 The design and/or development plan determines

- a). the stages of the design and/or development processes
- b). the review, verification and validation activities appropriate to each design and/or development stage
- c). the responsibilities and authorities for design and/or development activities

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QMS Requirements

7.3 Design and/or development (cont.)

7.3.3 Interfaces between different groups involved in design and/or development are managed to ensure effective communication and clarity or responsibilities.

7.3.4 Planning output is updated, as appropriate, as the design and/or development progresses.

7.4 Purchasing

7.4.1 The Company controls its purchasing function to ensure that the purchased product conforms to requirement. Suppliers are selected against defined criteria and are subject to planned review and evaluation. The results of evaluations and follow up actions are recorded.

7.4.2 Purchasing documents are reviewed before release for the adequacy of information on product, procedures, processes, equipment and personnel.

7.4.3 The Company verifies its purchased products and where verification takes place at the supplier's premises, details of the arrangements and the method of release are specified.

7.5 Production and service operations

7.5.1 Production and services are controlled through product specifications and work instructions. Suitable equipment is used and properly maintained with the use of specified measuring and monitoring devices and activities. Release and post delivery and delivery processes are defined.

7.5.2 Where appropriate, the Company identifies the product throughout the production and service activities and identifies its status with respect to measuring and monitoring activity. Where traceability is required, the unique identification of the product is controlled and recorded.

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QMS Requirements

7.5 Production and service operations (cont.)

- 7.5.3 Where Customer property for inclusion in the product comes within the Company control, it is identified, verified, maintained and protected with details of adverse condition reported to the Customer.
- 7.5.4 The Company preserves the conformity of the product or service from receipt of order to delivery.
- 7.5.5 Where verification of product or service cannot be ensured during the process by measuring and monitoring, control is exercised by qualification of the process, equipment and personnel through defined methods procedures and records and re-validation if required.

7.6 Control of measuring and monitoring devices

Measuring and monitoring devices are identified throughout the Company where quality is effected and the equipment used is controlled to appropriate standards for consistency. The devices are protected against random adjustments, damage and deterioration and the results of calibrations are recorded.

8 Measurement, analysis and improvement

8.1 Planning

The requirement for measurement and monitoring devices has been determined and the method of use.

8.2 Measurement and monitoring

- 8.2.1 Clear methods have been established to audit Customer satisfaction and any failures to meet Company standards.
- 8.2.2 Suitably trained personnel conduct periodic independent internal audits on a planned basis. All aspects of internal audits are recorded and reviewed and corrective action taken where necessary.

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QMS Requirements

8.2 Measurement and monitoring (cont.)

8.2.3 Processes affecting Customer requirements are periodically reviewed to ensure that the intended purpose is being met.

8.2.4 Measuring and monitoring of the product throughout the process is designed to ensure the finished item meets specification and authorized personnel control its release.

8.3 Control of nonconformity

Documented procedures are in place to identify and isolate non-conforming products and, before repaired product is returned to the process, it is re-checked. In the event of non-conforming product reaching the Customer appropriate corrective action is taken.

8.4 Analysis of data

Data referring to product quality problems are collected and analyzed and, where changes to the quality management system offer improvements, these changes are introduced. Areas for attention are Customer complaints, meeting the Customers needs, product characteristics and supplier performance.

8.5 Improvements

8.5.1 The Quality Management System is managed in a manner to offer continual improvement having regard to statements in its Quality Policy, objectives, audit results, data analysis, corrective and preventive action and management review.

8.5.2 Appropriate action is taken to rectify faults and prevent their recurrence and the procedure is documented. Requirements for identifying faults and determining their cause with appropriate corrective action is covered and recorded and the results reviewed.

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Knott Brake Company**QMS Requirements****8.5 Improvements (cont.)**

8.5.3 The Company identifies preventive actions to prevent the recurrence of non-conformities and the results of such actions are recorded and reviewed for effectiveness

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