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MANAGEMENT RESPONSIBILITY

GENERAL POLICY

Top Management provides evidence of its commitment to the quality management system. Solon Manufacturing Company focuses efforts towards the enhancement of overall customer satisfaction. A quality policy and quality objectives are established and are used as guidelines for the system. Responsibility and authority is clearly defined within the organization. A management representative is assigned specific responsibilities and authority. Management reviews are periodically conducted to ensure the continuing suitability, adequacy and effectiveness of the quality management system.

PROCEDURAL POLICIES

5.1 Management Commitment

- 1.1 Top management provides evidence of its commitment to the development and implementation of the quality management system and continually improving its effectiveness by
 - a) communicating to the organization the importance of meeting customer as well as statutory and regulatory requirements as determined and outlined in P-SCS Sales Customer Service, P-MFG Manufacturing and P-Q Quality.
 - b) establishing the quality policy P-TM Top Management,
 - c) ensuring that quality objectives are established P-TM Top Management,
 - d) conducting management reviews P-TM Top Management, and
 - e) ensuring the availability of resources P-TM Top Management, P-HR Human Resources and P-M Maintenance.

5.2 Customer Focus

- 1.1 Top management ensures that customer requirements are determined and fulfilled with the aim of enhancing customer satisfaction. Reference procedure P-SCS Sales Customer Service for an outline of methods used to evaluate customer satisfaction.

5.3 Quality Policy

- 1.1 Solon Manufacturing Company ensures that the quality policy
 - a) is appropriate to the purpose of the organization,
 - b) includes a commitment to comply with requirements and continually improve the effectiveness of the quality management system, P-TM Top Management
 - c) provides a framework for establishing and reviewing quality objectives, P-TM Top Management



- d) is communicated and understood within the organization P-TM Top Management, and
- e) is reviewed for continuing suitability P-TM Top Management.

5.4 Planning

- 1.1 Quality objectives, including those needed to meet requirements for product, are established at relevant functions and levels within the organization. The quality objectives are measurable and consistent with the quality policy. Reference P-TM Top Management and D54101 Quality Objective Table for an outline of how quality objectives are established and maintained.
- 1.2 Top Management ensures that
 - a) the planning of the quality management system is carried out in order to meet the requirements given in ISO 9001:2008's General Requirements, as well as the quality objectives, and specific methods used that are referenced in procedure P-TM Top Management.
 - b) the integrity of the quality management system is maintained when changes to the system are planned and implemented as outlined in P-4.2.3 Control of Documents and P-TM Top Management.

5.5 Responsibility, Authority and Communication

- 1.1 Top management ensures that the responsibilities and authorities, are defined and communicated within the organization. Reference the Organizational Chart that follows this section, specific procedures and work instructions and individual job descriptions for further definition.
- 1.2 Top Management positions include:
 - President
 - Chief Engineer
 - Treasurer
 - Quality Manager/ Management Representative (MR)
- 1.3 Top management has appointed the Quality Manager, a member of Solon Manufacturing Company's Top Management Team, as the Management Representative. The Quality Manager, irrespective of other responsibilities, has responsibility and authority that includes
 - a) ensuring that processes needed for the quality management system are established, implemented and maintained,
 - b) reporting to top management on the performance of the quality management system and any need for improvement , P-TM Top Management and
 - c) ensuring the promotion of awareness of customer requirements throughout the organization

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P-TM Top Management.

- 1.4 Top management ensures that appropriate communication processes are established within the organization and that communication takes place regarding the effectiveness of the quality management system. This subject is a permanent management review agenda topic.

5.6 Management Review

- 1.1 Top management reviews the organization's quality management system, at planned intervals, to ensure its continuing suitability, adequacy and effectiveness. The review includes assessing opportunities for improvement and the need for changes to the quality management system, including the quality policy and quality objectives. P-TM Top Management
- 1.2 Records from management reviews are maintained as outlined in P-TM Top Management and P-4.2.4, Control of Records.
- 1.3 The input to management review includes information on
- a) results of audits, P-8.2.2 Internal Audit
 - b) customer feedback, P-SCS Sales Customer Service
 - c) process performance and product conformity, P-TM Top Management and P-Q Quality
 - d) status of preventive and corrective actions, P-8.5.3 Preventive Action, P-8.5.2 Corrective Action
 - e) follow-up actions from previous management reviews, P-TM Top Management
 - f) changes that could affect the quality management system P-TM Top Management, and
 - g) recommendations for improvement P-TM Top Management
- 1.4 As defined in P-TM Top Management, the output from management review includes any decisions and actions related to
- a) improvement of the effectiveness of the quality management system and its processes,
 - b) improvement of product related to customer requirements, and
 - c) resource needs.



DOCUMENTATION AND REFERENCES

- P-SCS Sales Customer Service
- P-MFG Manufacturing
- P-Q Quality
- P-TM Top Management
- P-HR Human Resources
- P-M Maintenance
- D54101 Quality Objective Table
- P-4.2.3 Control of Documents
- P-4.2.4 Control of Records
- P-8.2.2 Internal Audit
- P-8.5.2 Corrective Action
- P-8.5.3 Preventive Action

CHANGE AND REVISION SUMMARY

Date	Pg	Par.	Summary comments

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