



**ISO 9001:2015**

**Quality Management Systems Documentation**

**Quality Manual / Documented Information**

**Document No. QM-001**

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## **Introduction**

Micro Plastics, Inc. developed and implemented a Quality Management System in order to document the company's best business practices, better satisfy the requirements and expectations of its customers and improve the overall management of the company.

To fully understand the organization and its context, Micro Plastics, Inc. determined the external and internal issues that are relevant and that affect its ability to achieve the intended results of the quality management system.

The Quality Management System of Micro Plastics, Inc. meets the requirements of the international standard ISO 9001:2015. The system addresses the design, development, production, installation, and servicing of the company's products. It incorporates the process approach where consistent and predictable results are achieved more effectively and efficiently when activities are understood and managed as interrelated processes.

This process approach provides for the management of the quality system and its processes through the application of a "Plan-Do-Check-Act" methodology and a focus on "Risk-Based-Thinking" leading to the prevention of undesirable outcomes.

The manual is divided into sections that correlate to the Quality Management System sections of ISO 9001:2015. The manual describes the Quality Management System, delineates authorities, inter relationships and responsibilities of the personnel responsible for performing within the system. The manual also provides the documented information with procedures or references for all activities comprising the Quality Management System that ensures the compliance to the necessary requirements of the standard.

This manual is used internally to guide the company's employees through the various requirements of the ISO standard that must be met and maintained in order to ensure customer satisfaction, continuous improvement and provide the necessary instructions that create an empowered work force.

This manual is used externally to introduce our Quality Management System to our customers and other external organizations or interested parties. The manual is used to familiarize them with the controls that have been implemented and to assure them that the integrity of the Quality Management System is maintained and focused on customer satisfaction and continuous improvement.

The manual is approved by a top management representative.



## **Section 01 Scope of the Quality Management System**

### **General**

To determine and establish the scope of the QMS, Micro Plastics, Inc. determined the boundaries and applicability of the QMS and considered the external and internal issues, the requirements of relevant interested parties, and the products and services of the company. The scope is available and maintained as documented information stating the products and services covered by the QMS.

Micro Plastics, Inc. applies all the requirements of ISO 9001:2015 when they are applicable within the determined scope of the QMS.

As developed with procedure P-400 for Organizational context, the scope of the QMS is as follows:

#### Flippin Facility

11 Industry Lane  
Flippin AR 72634

Manufacture and assembly of molded thermoplastic fasteners, components and extruded corrugated loom products to both catalog and customer specifications.

#### Remote Location

113 E Industrial Park Road  
Flippin AR 72634

Storage of raw materials, finished goods, and archived tooling.

#### Melbourne Facility

62 Bearkat Drive  
Melbourne AR 72665

Manufacture and assembly of molded thermoplastic fasteners and components to both catalog and customer specifications.

Conformity to ISO 9001:2015 may only be claimed if the requirements determined as not being applicable do not affect the organization's ability or responsibility to ensure the conformity of its products and services and the enhancement of customer satisfaction. In the event that any requirement is not applicable at Micro Plastics, Inc., justification for any instance where a requirement cannot be applied is documented.

Micro Plastics, Inc. has determined that the following requirement(s) is/are not applicable to the operations at this site: None

As determined with procedure P-400, identify the requirement(s) that do not apply and document the justification here: None



**Section 02 Normative References**

There are no normative references.

**Section 03 Definitions**

Applicable definitions are included in documented procedures and instructions at par 3.0 to enhance the understanding of the process.

**Section 04 Document information**

**a. Distribution control list**

As required with procedure P-750 for Control of documented information.

Quality Manual latest revision:

Letter: \_\_\_\_\_ Date of Issue: \_\_\_\_\_ Issued by: \_\_\_\_\_

The status of the quality manual and/or description of changes are provided in the revision status page of this manual.

Controlled copies are electronic. The master copy is held electronically by the Documents Coordinator.

This manual is issued and controlled by the Management Representative. All matters or inquiries relating to its contents or usage are to be referred to that individual.

It is the responsibility of all top management to ensure that this manual is communicated and available to the personnel under their control.

Uncontrolled copies of this manual will be identified with the words "printed copies are uncontrolled" in the footer of the document.

**b. Manual revision status**

As required with procedure P-750 for Control of documented information.

Rev. Let.	Description of changes	Initials	Date
A	Initial issue of Manual QM-001-A		

- Authority to issue: ISO management representative
- Authority to revise and approve -- Individual responsible for the procedures and the instructions documents.



The table below is used to provide the revision status for procedures and instructions:

<b>Rev.</b>	<b>Date</b>	<b>Section</b>	<b>Paragraph</b>	<b>Summary of change</b>	<b>Authorized by</b>

The signature in the "Authorized by" area in the revision table provided at the bottom of the procedures and instructions indicates the review and the approval for the latest revision to the procedures and instructions.

Revisions are identified by indicating the affected section and paragraph in the revision table.

All pages in the manual bearing dates prior to and including the date of the revision remain valid.

**c. Quality Policy – Attachment A-520-001**

As developed with the Leadership Procedure P-500, the attachment is included on page 7 of this document.



## **VISION**

Our vision is to be the premier global manufacturer of plastic fasteners and essential components.

## **MISSION**

Our mission is to expand and continually improve utilizing quality practices and employee involvement to manufacture plastic fasteners, both in the domestic and international markets, which result in customer and employee satisfaction.

## **QUALITY POLICY**

Micro Plastics Inc. will consistently provide products and services that meet or exceed the requirements and expectations of our customers. We will actively pursue ever improving quality through programs that enable each employee to do their job right the first time and every time.

## **GOALS**

- Deliver On-Time
- Improve Customer Satisfaction; Reduce Credits for Returns
- Reduce all costs to the lowest possible level without sacrificing quality

## **OBJECTIVES**

- Understand the requirements of the customer.
- Ship on the date required by the customer.
- Monitor on-time delivery performance.
- Develop and improve processes to help eliminate machine downtime.
- Manufacture products which meet customer specifications.
- Strive to meet customer's target values.
- Monitor customer satisfaction.
- Establish Cost Reduction Programs.
- Reduce waste and inefficiency wherever found.
- Instill a need for continual improvement in everything we do.

## **DEPARTMENT GOALS AND OBJECTIVES**

All departments have goals and objectives that align with the Company's goals and objectives. If all departments and individuals meet or exceed their goals, the company will attain the top level goals as well.

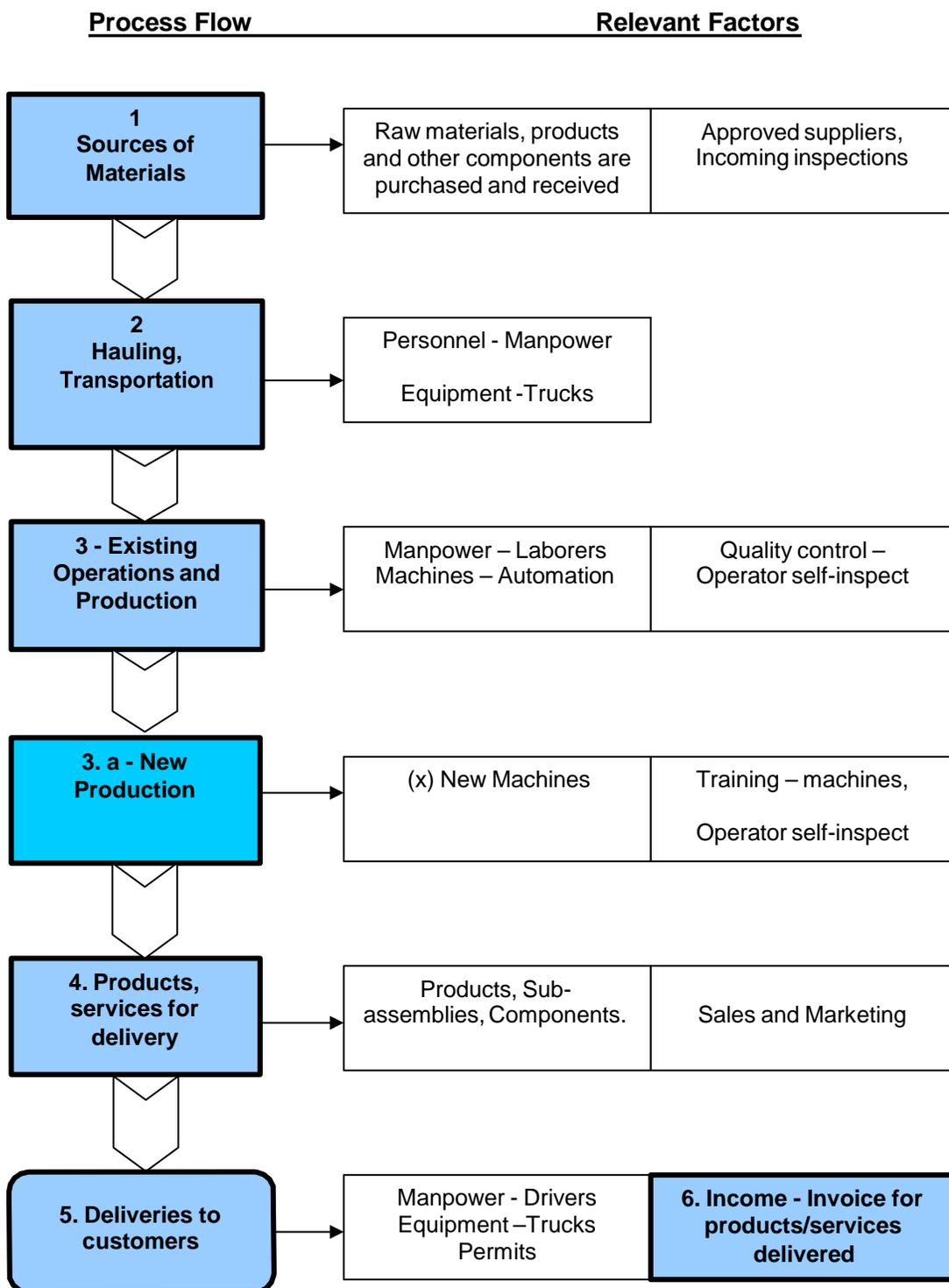


#### **d. Company Background - Products and Services**

- **Our Industry:** The plastic fastener and component industry is a section of the much larger industrial fastener and component industry which includes metal fasteners and other components typically used by OEM manufacturers of many different products. The plastic fastener includes polymer versions of part designs originally made in metal, such as threaded fasteners including screws and nuts, and also part designs originating with polymer manufacturing including push in type rivets and cable ties. End markets are very diverse and include OEM consumer and industrial products and also retail markets for the fasteners themselves.
- **Our organization:** The Company was founded in 1961 by Roy Hill, in Des Plaines, IL, as a custom injection molder of small parts at a time when most plastic molders focused on larger parts. In the early 70s the company began a proprietary line of standard plastic parts such as washers and spacers followed by threaded fasteners. During this period the company moved from the garage in Des Plaines, to an approximately 3,000 sq. ft. facility in Elk Grove Village, and then to a 10,000 sq. ft. building in Arlington Heights, IL. In 1975 the company moved to the site of its existing location in Flippin Arkansas. The company achieved ISO 9000 recognition in 1996. The company's product line has grown to over 10,000 standard catalog items and a similar number of special and custom items. The processes include injection molding, assembly, extrusion and corrugation, and tool and die making. In the spring of 2006, the company started a Mexican subsidiary to serve the appliance and other markets for plastics components in the area of Monterey Mexico. The Flippin plant complex has grown to approximately 230,000 sq. ft. and in February of 2016 the company opened up a new 97,500 sq. ft. plant in Melbourne, AR. Combined, and the Flippin and Melbourne plants employ approximately 450 employees.



e. The **FD-810-001** Process Flow Diagram represents each step in the manufacturing process and includes other relevant factors associated with the steps.





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## Section 04 Master Documents List

The Master Documents List F-750-003 provides the responsibility, approval date, and revision status for the documents, procedures, and instructions. A latest copy of each Procedure and Instruction is maintained electronically on the Micro Plastics' intranet.

- The QM designation indicates a Manual.
- The P designation indicates General Procedures.
- The WI designation indicates Work Instructions.
- The number following the document numbers listed in the Document column below identifies the section of the standard that the document is associated with.

### Section 5 Leadership as defined in the following process

P-500 Leadership

### Section 6 Planning as defined in the following process

P-600 Planning for the QMS

### Section 7 Support as defined in the following processes

P-710 Resource management  
P-715 Control of monitoring and measuring equipment  
P-720 Competence and awareness  
P-740 Communication  
P-750 Control of documented information  
WI-750-001 Document numbering system

### Section 8 Operation as defined in the following processes

P-810 Operational planning and control  
P-820 Customer related process  
P-830 Design and development  
P-840 Control of external providers  
P-851 Control of production and service provision  
P-852 Identification and traceability  
P-854 Preservation  
P-870 Control of nonconforming outputs.

### Section 9 Performance and Evaluation as defined in the following processes

P-910 Monitoring, measurement, analysis and evaluation  
P-912 Customer Satisfaction  
P-920 Internal audits  
P-930 Management review

### Section 10 Improvement as defined in the following processes

P-1010 Improvement  
P-1020 Nonconformity and corrective action



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## Section 11 Quality Records Table

The Quality Records Table F-750-004 is maintained electronically on the Micro Plastics, Inc. intranet, a sample of the latest attachment, form, and flow diagram is included. In support of the process approach, the last column in the matrix indicates where in the QMS the documents are used.

### QUALITY SYSTEM MANUAL REVISIONS

Rev. Let.	Description of changes	Initials	Date
A	Initial Issue	JSD	12/6/13
B	Replace Pyramid with 4-level version	JD	2/5/14
C	Remove sentences from each section. Remove form #F-500-001 and F-500-002	JD	3/25/14
D	Update Process Flow Chart	JD	5/5/14
E	Replace Organizational Chart with correct version	JD	5/23/14
F	Update Organizational Chart	JD	6/17/14
G	Include bar code label.	JSD	4/26/16
H	Remove sentences.	JSD	5/9/16
I	Update manual to new standard.	JSD	6/7/16
J	Revise page 5.	JSD	7/29/16
K	Revise Sections 4 and 11.	JSD	5/24/17
L	Removed organizational charts from the manual and other misc. changes.	JSD	1/15/18