

Quality Control Program

SIS-USA inc.

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- Purpose to ensure products manufactured by SIS-USA- inc meet a continuous level of quality expected by our customers.
- Quality processes should be ongoing and change or modified to make improvement and maintain levels of quality.
- Steps to achieve this and keep it simple will be our basic, Being a small company It's important to check our information.
- Orders should be checked for completeness, We will to review and question information missing when orders come in. We should contact the dealer and or Rep to get us the correct information quickly, And if necessary get the regional manager to help. Cross checking orders in the system against past orders can also be utilized for accuracy. This will enable us to maintain customer expectations.
- Engineering and design of special orders should include customer orders for review and cross checking. Discrepancies should be discussed customer service and with the ordering dealer / customer for resolution prior to creating manufacturing or production orders.
- Manufacturing will review orders for completeness and accuracy of information, example drawings match PO prior to ordering materials, discrepancies will be brought to customer service and or engineering for resolution.
- Scheduling conflicts as in meeting requested dates should be discussed with customer service so we can determine the best course of action with the least affect on deliveries.
- Purchase materials need to be inspected upon receipt ensuring correctness and quality so the manufacturing process will not be held up and vendors will be notified by purchasing as soon as possible to lesson production impacts.
- Lay up will review the order and material to be laid up for correctness and quality of materials. Errors will be resolved with the production manager.
- Saw personal need to review the production package for accuracy and completeness of materials prior to producing blanks. Quality of blanks or other issues will be brought to the production manager for resolution and material disposition. Acceptable blanks will have an identifying label provided in manufacturing package affixed to the backer side of the blank.
- BAZ personal need to review the production package as well for accuracy, completeness and correctness of blanks received to ensure color, quantity, size and grain direction as well as supplied drawings and or files. Discrepancies will be brought to production or engineering manager for resolution. Once tops are complete they are to be cleaned and inspected prior to packaging.
- Packaging dept. Will review tops for obvious quality defects and identifying labels, as well as order completeness to ensure order correctness. Packaged tops will be marked with PO and work order number, discrepancies will be brought to the attention of the production manager.