

# Ideal Jacobs Quality Manual: QMS/EMS/OSHAMS

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# Ideal Jacobs Quality Manual: QMS/EMS/OSHAMS

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Quality Management System / Environmental Management System / Occupational Safety & Health Administration Management System—Hereafter known as the **QEOMS**

Authored By Andrew Jacobs 11/1/01

**Please note:** This policy supersedes the policy for the 1994 standard. See the attached chart for linkage of standards from the 1994 Standard to the 2000 Standard. All procedures, records, documents and information in the 1994 manuals are still usable for the 2000 upgrade.

## Policy

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**Customer Satisfaction:** It is the policy of Ideal Jacobs Corporation that we fulfill the needs of our industrial customers by supplying them with products and services that satisfy the requirements specified by their purchase orders, drawings and electronic files.

It is our objective to continually improve the effectiveness of our QEO System, such improvement will directly benefit our customers and community. We will interact with the community regarding our facility and communicate how we are trying to help the environment

The better we support our customers, the more business we will get from them in return. The relationship between our customers and the services and products we provide defines their perception of us and of our QEO system.

With regard to safety and health, it is the policy of Ideal Jacobs Corporation to safeguard our employees at all times, and to educate them so that they are better able to stay safe, and so they might identify potential hazards so they can be dealt with before trouble occurs.

With regard to the environment, it is the goal of Ideal Jacobs Corporation to continue to decrease the amount of pollution that we create by further enhancing the efficiency of our systems and those of our sub-contractors (vendors). This will allow us to produce more product using less raw material. The more complete use of raw material leads to less by-products to be disposed of as environmental pollutants. We will comply with all requirements.

## Scope

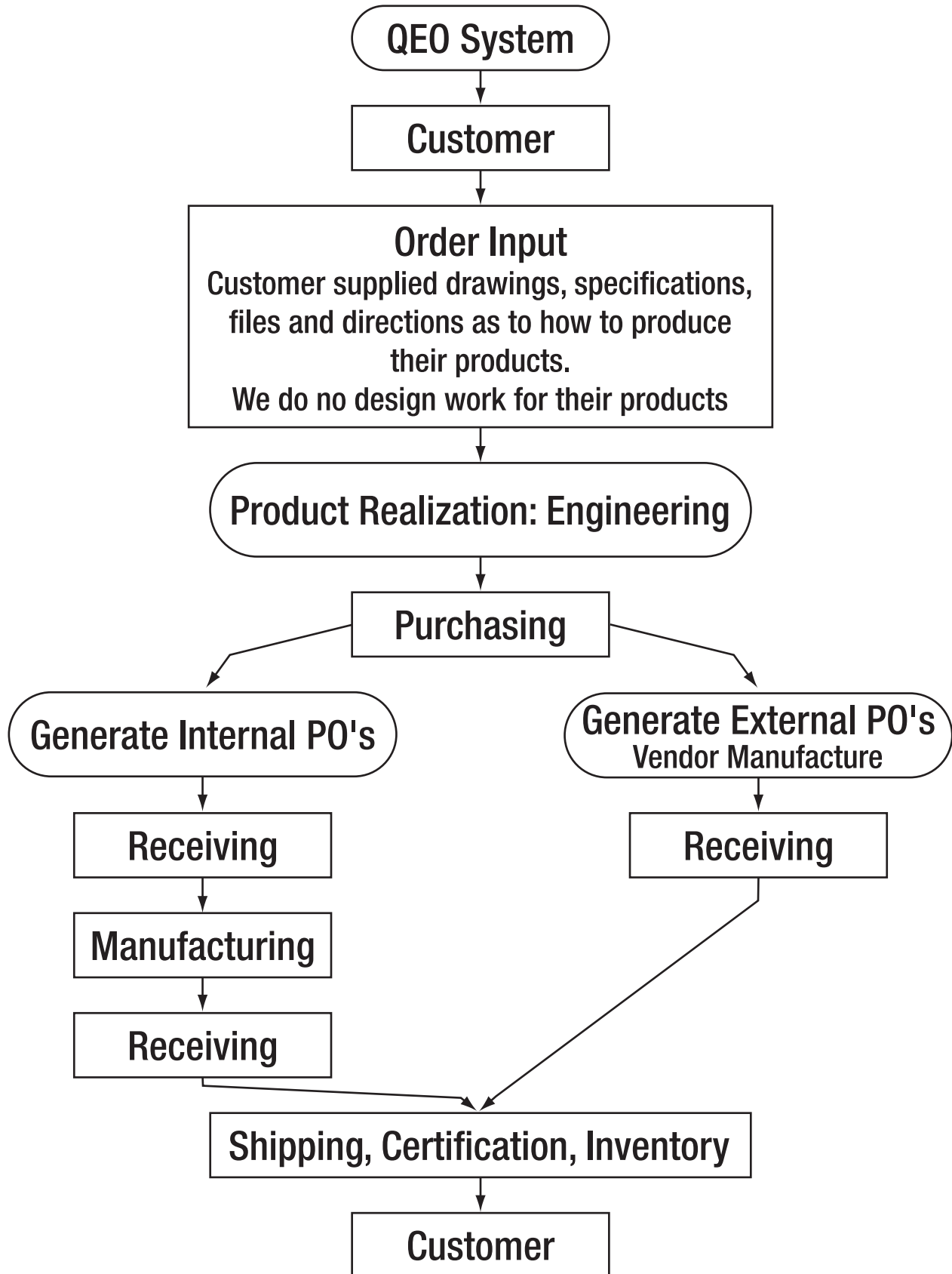
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Ideal Jacobs Corporation manufactures labels, tags and imprinted parts, including the distribution of self adhesive labels and printed matter. Activities include the co-ordination of printing and material conversion services in accordance with customer specifications.

Ideal Jacobs Corporation has no formal design function with its customers. We have no formal R&D department and rely solely on the supplied drawings, files and specifications of our customers to make their products. This is evidenced by the amount of drawings, files and support documentation that is received from our customers, and noted to use by their purchase orders. Therefore the design function under section 7.3 is handled strictly by our customers, and we are not responsible to the standard for those functions, and are thereby excluded from implementing those standards. We do not have any product that cannot be verified by monitoring or measurement.

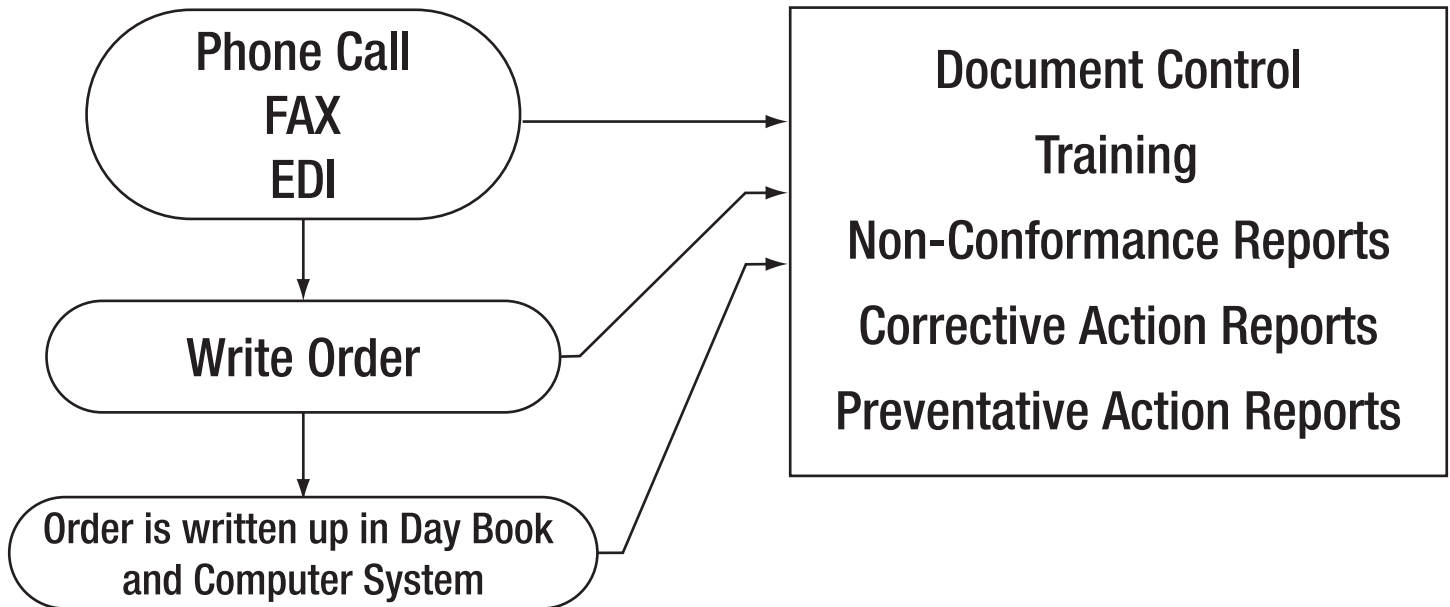
I-A

# Process Flow Chart



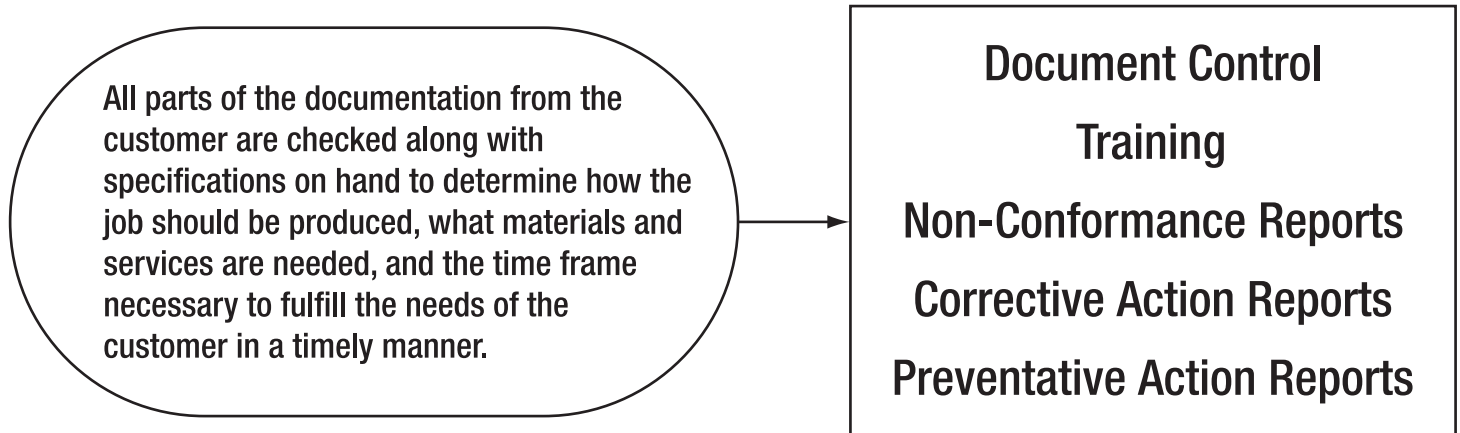
I-B 05-03-05

# Flow Chart Process 1: Order Entry - VP of Operations

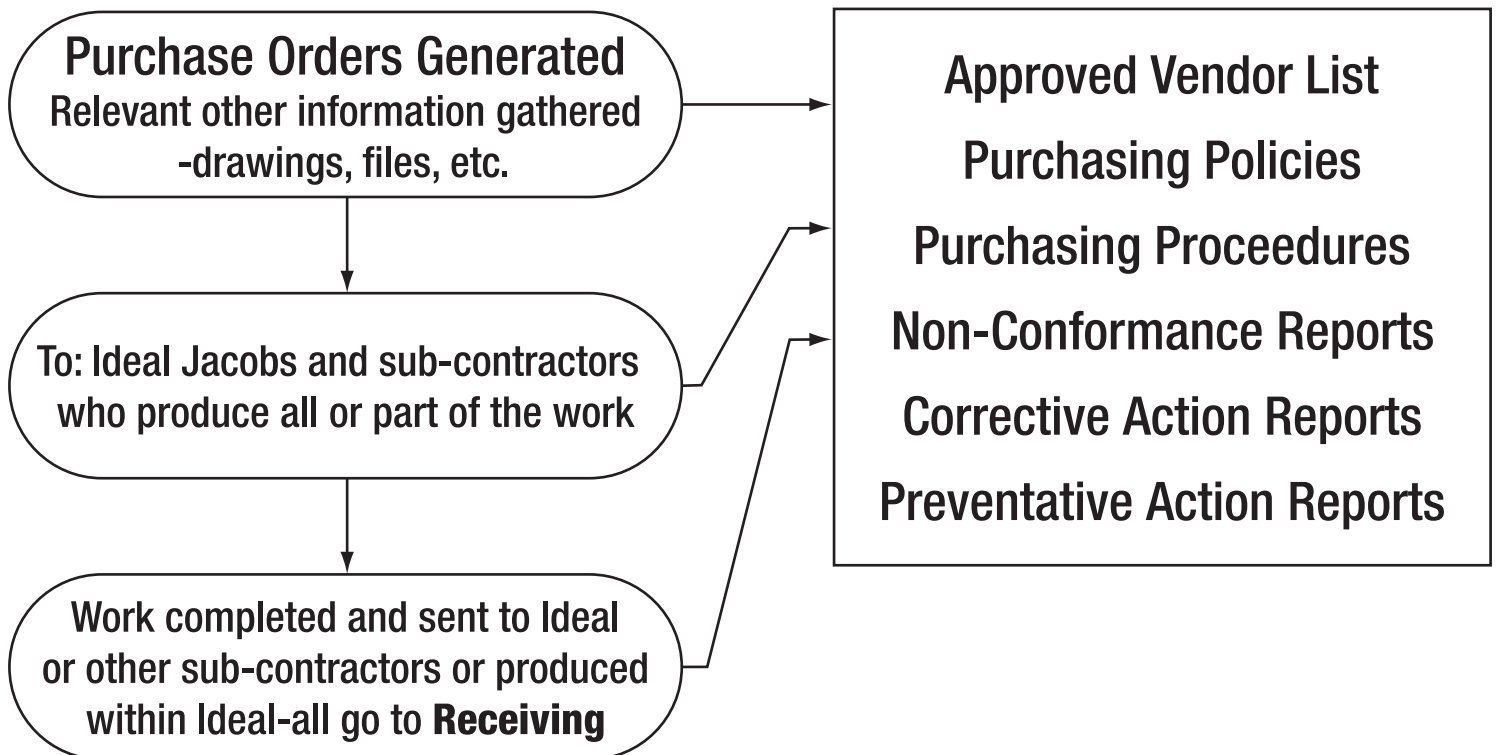


I-C 05-03-05

## Flow Chart Process 2: Product Realization, Engineering President & VP of Operations

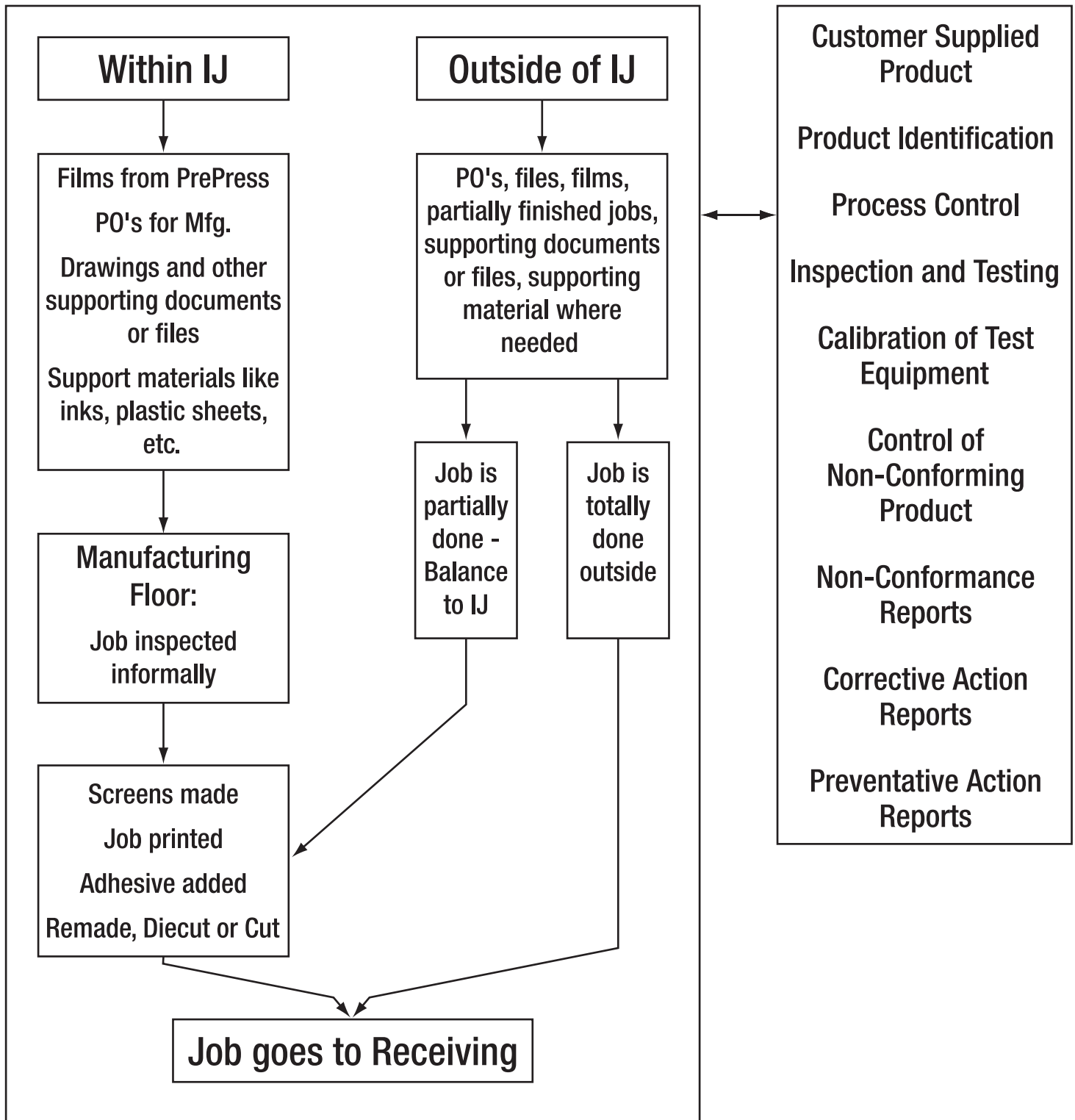


## Flow Chart Process 3: Purchasing - VP of Operations



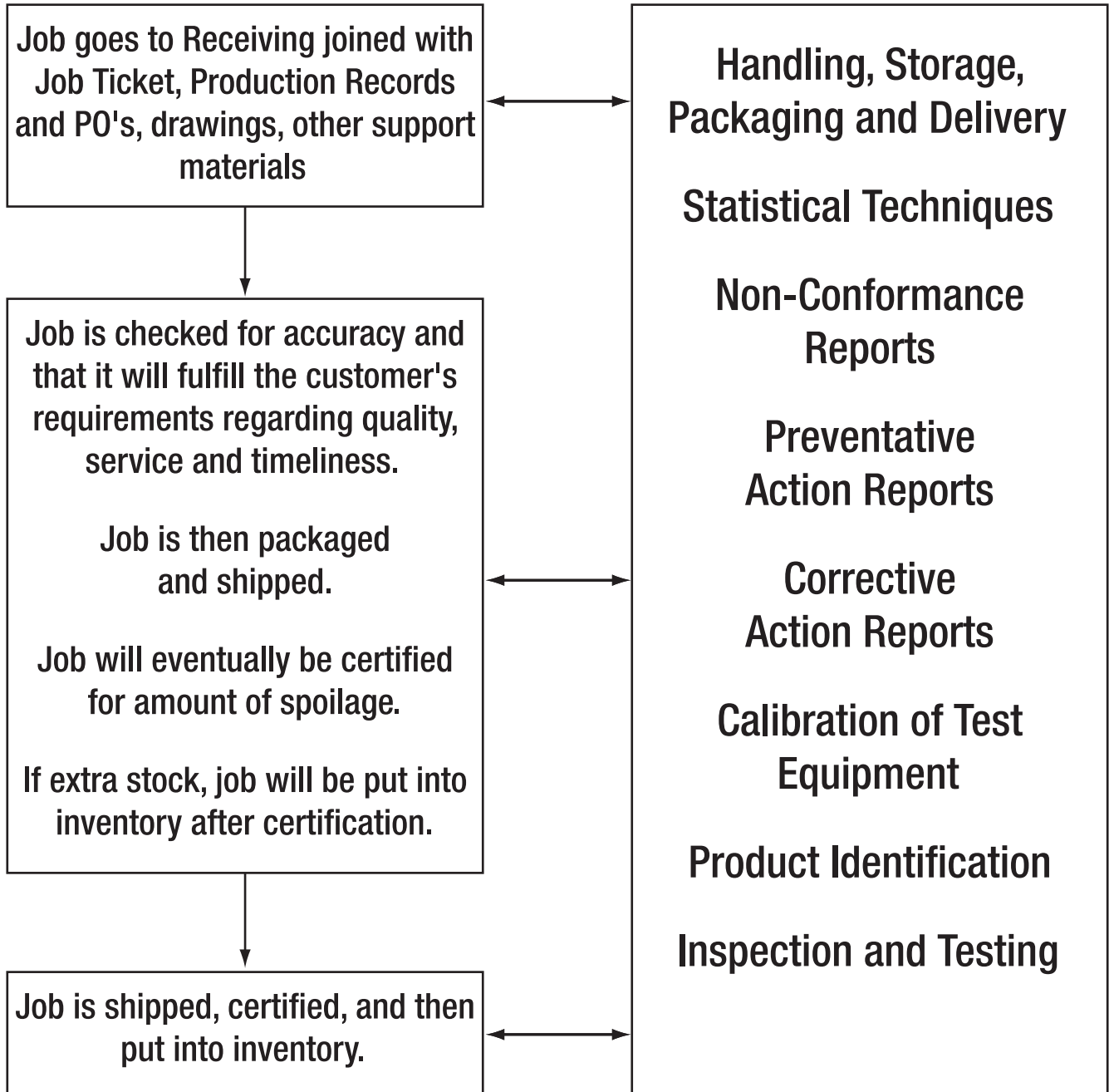
I-D 05-03-05

# Flow Chart Process 4: Manufacturing - VP of Manufacturing



I-E 05-03-05

# Flow Chart Process 5: Shipping/Receiving - Manager



I-F 05-03-05

# Process Identification: Order Input

Process Owner: VP of Operations

**Activities Involved:**

1. Get the order from the customer via mail, EDI, email or telephone
2. Write-up order in Log Book (IJ-31)
3. Input order into Filemaker Production Database (IJ-21)

**Inputs:**

Information	Source	Material/Serv/Operation
Specifications & requirements from customer	Customer order	Review customer order for detailed requirements
Specifications related to product	Documents on hand at Ideal Jacobs from past productions	Review internal documents related to order: drawings, files, procedures already on hand that are relevant to order.

**Outputs:**

Information	Record	Material/Serv/Operation
All order specifications	Record of requested specifications: Delivery dates, quantities, material specifications, supporting electronic files, etc.	IJ production records (IJ-21) and internal and vendor POs (IJ-22) generated.

**Criteria and methods needed to ensure that both the operation and control of this policy are effective in meeting requirements and supporting the Quality Policy.**

Criteria/Goal:	Method:
Try to reduce the amount of non-conformances resulting from wrong information being transmitted from the Customer PO's and instruction to the Ideal Jacobs order system.	Customer PO's, documents and drawings are reviewed by involved personnel informally at all production points and at shipping, and are reviewed formally before certification.

Effectiveness	Measurement
1. Customer supplied report cards	Percentages and ratings are recorded from customer report cards and continually checked at the QEO quarterly meeting
2. Number of awards received	Checked at the QEO quarterly meeting
3. Effectiveness surveys	Checked at the QEO quarterly meeting

Measurable Objectives:	Objective Process:
Increase effectiveness	Increase effectiveness by report cards, awards and effectiveness surveys
Increase efficiency: Decrease non-conformance	Decrease percentage of non-conformances per job volume.

# Process Identification: Product Realization Engineering

Process Owner: President & VP of Operations

**Activities Involved:**

1. All parts of the documentation from the customer are checked along, specifications on hand to determine how the job should be produced, what materials and services are needed and the time frame necessary to fulfill the needs of the customer.
2. Check materials needed.
3. Check services needed.
4. Create and implement a plan of attack for fulfilling the needs of the customer.

**Inputs:**

Information	Source	Material/Serv/Operation
Specifications & requirements from customer	Customer order	Review customer order for detailed requirements
Specifications related to product	Documents on hand at Ideal Jacobs from past productions	Review internal documents related to order: drawings, files, procedures already on hand that are relevant to order.

**Outputs:**

Information	Record	Material/Serv/Operation
All order specifications	Record of requested specifications: Delivery dates, quantities, material specifications, supporting electronic files, etc.	IJ production records (IJ-21) and internal and vendor POs (IJ-22) generated.

Criteria and methods needed to ensure that both the operation and control of this policy are effective in meeting requirements and supporting the Quality Policy.

Criteria/Goal:	Method:
Try to reduce the amount of non-conformances resulting from wrong information being transmitted from the Customer PO's and instruction to the Ideal Jacobs order system.	Customer PO's, documents and drawings are reviewed by involved personnel informally at all production points and at shipping, and are reviewed formally before certification.

Effectiveness	Measurement
1. Customer supplied report cards	Percentages and ratings are recorded from customer report cards and continually checked at the QEO quarterly meeting
2. Number of awards received	Checked at the QEO quarterly meeting
3. Effectiveness surveys	Checked at the QEO quarterly meeting

Measurable Objectives:	Objective Process:
Increase effectiveness	Increase effectiveness by report cards, awards and effectiveness surveys
Increase efficiency: Decrease non-conformance	Decrease percentage of non-conformances per job volume.

# Process Identification: Purchasing

Process Owner: VP of Operations

**Activities Involved:**

1. After the order is written, purchase orders must be generated (if the item is not in stock).
2. The purchase order(s) will go to interior IJ or to outside suppliers or both along with appropriate support documentation and/or files that are sufficient to produce the work needed.
3. Purchase orders are contracts with enough information on them to bind all parties involved to the agreement including delivery and quality requirements.

**Inputs:**

Source	Information	Material/Serv/Operation
Purchase Orders and support documentation	Description of how to perform the function(s) necessary to produce the product	PO, CAD drawings, electronic files, press films, color chips, samples, etc. are supplied.

**Outputs:**

Recipient	Information	Material/Serv/Operation
Internal Ideal Jacobs production departments	Preparation for manufacturing	Film positives, dies, screens, etc. required for producing product.
Internal Ideal Jacobs production departments:	Preparation for outside suppliers	Film positives, electronic files, etc. for producing product
Outside suppliers	Information and materials for producing product	Produces product from POs and support materials received from Ideal Jacobs: Films, drawings, files, etc.

**Criteria and methods needed to ensure that both the operation and control of this policy are effective in meeting requirements and supporting the Quality Policy:**

Criteria	Method
1. POs must be produced that will accurately describe the requirements of the job	Encourage vendors to ask for clarification if they do not understand a PO
2. Support documentation must be supplied to augment the POs that will help the supplier fulfill the customer's requirements	Informally review POs with the vendor to ensure they understand the requirements. If there are any aspect of the job that they cannot do, changes will be made to the PO or the job will be taken to another supplier.

Effectiveness	Measurement
1. Percentage of based non-conformance reports	Checked during the Quarterly QEO against current and past years.

Measurable Objectives:	Objective Process:
Increase effectiveness	Increase effectiveness by report cards, awards and effectiveness surveys
Increase efficiency: Decrease non-conformance	Decrease percentage of non-conformances per job volume.

# Process Identification: Manufacturing

Process Owner: VP of Manufacturing

**Activities Involved:**

1. Creation of files
2. Modification of Files
3. Make films
4. Gathering of support documentation
5. Creating Screens
6. Gathering necessary materials for producing the job
7. Printing the job
8. Adding Adhesive where needed
9. Making Dies
10. Die-cutting when needed
11. Informal inspection along the way
12. Sending completed jobs to Shipping/Receiving

**Inputs:**

Source	Information	Material/Serv/Operation
POs from order entry support documentation supplied by customer and retrieved internally; files, samples and support documentation supplied by customer	Description and information needed to perform the function(s) necessary to produce the product	POs, support documentation.
Art/Prepress Department	Films generated from artwork created internally or supplied by customer	Films given to screenmaking for creation of screens for printing
Screenmaking	POs and films from art/prepress	Screens are created for the screen printing presses
Press	POs describing number of press sheets needed, ink colors, raw materials, etc.	Job is printed according to quantity and specifications provided
Diemaking	POs and films from art/prepress	Dies are created for cutting finished labels and for cutting adhesive when selective adhesive is required.
Finishing	PO describing finishing requirements: Adhesive application and type, selective adhesive, slitting, lamination, embossing, etc.	Adhesive is die cut if necessary, applied, other finishing steps performed in accordance with PO, labels are diecut to finished specifications.
Informal Certification	Customer supplied drawing and support materials	Job is checked for non-conformity

**Outputs:**

Recipient	Information	Material/Serv/Operation
Ideal Jacobs Shipping/Receiving	Customer Drawing and support materials	Finished job produced

Criteria and methods needed to ensure that both the operation and control of this policy are effective in meeting requirements and supporting the Quality Policy.

<b>Criteria</b>	<b>Method</b>
1. All jobs must conform to customer specifications and requirements as per the Ideal Jacobs PO and supporting documentation	All jobs are checked informally at every process point as per the IJ PO and supporting documentation
<b>Effectiveness</b>	<b>Measurement</b>
1. Customer acceptance of finished products/reduction of non-conformance reports	Formal review of non-conformance reports at each QEO quarterly meeting
2. Receipt of customer report cards, awards, and effectiveness surveys.	Formal review of report cards, awards and effectiveness surveys at QEO quarterly meeting
<b>Measurable Objectives:</b>	<b>Objective Process:</b>
Increase effectiveness	Increase effectiveness by report cards, awards and effectiveness surveys
Increase efficiency: Decrease non-conformance	Decrease percentage of non-conformances per job volume.

# Process Identification Receiving

Process Owner: Shipping/Receiving Manager

**Activities Involved:**

1. Receiving product
2. Informal certification
3. Packing
4. Shipping
5. Formal Certification
6. Inventory
7. Inventory Control

**Inputs:**

Source	Information	Material/Serv/Operation
Product produced at Ideal Jacobs	Customer supplied drawings and supporting documentation	Check, pack, ship, certify, and put into inventory
Product received from outside suppliers	Customer supplied drawings and supporting documentation	Check, pack, ship, certify, and put into inventory

**Outputs:**

Recipient	Information	Material/Serv/Operation
Customer	Quantity, requested delivery date, required ship date from job record	Ship finished job to customer
Inventory	Quantity	Place product into inventory

Criteria and methods needed to ensure that both the operation and control of this policy are effective in meeting requirements and supporting the Quality Policy:

Criteria	Method
1. For uncertified product: Acceptable product to fulfill customer requirements as specified on PO	Informal checking of product in accordance with PO and support documentation
2. For certified product: Acceptable product to fulfill customer requirements as specified on PO	Formal certification of product as per procedure before placing product into inventory, as per PO and support documentation

Effectiveness	Measurement
1. Percentage of based non-conformance reports	Checked during the Quarterly QEO against current and past years.
2. Increase in approval rate on customer report cards	Checked during the Quarterly QEO meeting.

Measurable Objectives:	Objective Process:
Increase effectiveness	Increase effectiveness by report cards, awards and effectiveness surveys
Increase efficiency: Decrease non-conformance	Decrease percentage of non-conformances per job volume.

# Overview

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This QEOMS Manual was written to codify the various working components of Ideal Jacobs Corporation. Our goals, in addition to continued ISO-9001-2000/14001 registration are:

1. Instruct all new employees of the importance of our QEOMS and their continued utilization of the system via the use of our QEOMS Manual and Procedures Manual.
2. To provide our customers copies upon request, of our Manuals to prove our commitment to QEOMS. To provide information to the general public via our Website, copies of our manuals, telephone or by pre-arranged tours.
3. To improve our system through periodic audits and our quarterly meetings.
4. To be a better vendor for our customers by offering our continued compliance with ISO-9001-2000/14001 as proof of our commitment to Quality and Environmental Management Systems ("QMS/EMS").
5. To comply with all applicable environmental laws to practice conservation and limit or prevent all types of pollution
6. To demonstrate our commitment to continued environmental improvement via our QMS/EMS.
7. To demonstrate our commitment to continued safety and health improvement for our employees via our OSHAMS.

# Foreword

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This Quality Management System/Environmental Management System/OSHA Management System ("QEOMS") Manual codifies our philosophy regarding all aspects of our QEOMS control practices. All procedures mentioned are referred to in the Ideal Jacobs Procedures Manual. Throughout this manual there are references to the ISO-9001-2000/14001 Standards and our Procedures Manual to make it easier for all applicable personnel including auditors to understand our intent.

# Revision History

This form will control all revisions.

## Statistical Techniques

Rev.	Date of Change	Description of Change	Changed By:
A	5/1/1993	Original Issue	Andrew Jacobs
B	9/1/1993	Format updating for grammar	Andrew Jacobs
C	12/13/1993	Update regarding correct references to ISO clauses and Video	Andrew Jacobs
D	2/14/1994	Changes as per ISO-9002 Audit	Andrew Jacobs
E	4/5/1994	Page 2-VP Desig. as Management Representative	Andrew Jacobs
F	9/1/1994	1. Overview modified 2. Contract and Review modified 3. Corrective action-Preventative action added 4. Handling, Storage, Packaging and Deliver 3-modify to: carrier must be listed on the Vendor Performance List	Andrew Jacobs
G.	10/24/1994	1. Page 3-Adminis. altered to read manuals or pages can be issued. Page iii E Section was changed by Andrew Jacobs	Andrew Jacobs
H.	11/21/1994	Overall change in manual after 11/14/94 audit	Andrew Jacobs
I.	2/20/1995	All forms will be written without issue numbers. See FORM IJ-41 for the most recent form revisions. Overview-Item 2-add upon request Page 1-Policy-rewritten Page 4-Document Control re-written Purchasing-Paragraph 6-add shipping memos Page 5-Customer Supplied Product-Line 2 modified. Page 7-Corrective Action-1st paragraph modified. 3rd. paragraph deleted. Page 9-Training 2nd sentence re-written.	Andrew Jacobs
J	5/26/1995	Page 6-addition to last paragraph.	A. Jacobs
K	7/1/1995	Page 3-Add section to Administ. Page 7-Corrective Action is 4.14 Page 9-Internal Audit is 4.17	A. Jacobs
L	9/30/1995	Page 5-Inspection & Testing- addition to the paragraph Page 6-Inspection & Test Status-addition to the paragraph	A. Jacobs
M	11/13/1995	Page 9-Statistical Data ad IJ-55.	A. Jacobs
N	5/13/1996	Total Review-see marked form in ISO cabinet(s) for modifications.	A. Jacobs
O	7/3/1996	Corrected Ref. to ISO-9002 Clauses 11/1/01	A. Jacobs
P	10/26/1996	Modified Inspection and Testing and Inspection and Test Status.	A. Jacobs
Q.	11/11/1996	Pg.2 modified to show Deputy to take over Quality system.	
R.	11/18/1996	Pg 3 Add to Admin line 4th paragraph. Add sentence to Our Quality Plan Heading: Our Quality Plan includes the Quality and Procedures Manuals. Delete redundant information in last paragraph. Pg 6. Delete approved in 3rd. sentence.	A. Jacobs
S	5/13/1997	Organization Chart re-done. Any hypkens between Ideal and Jacobs removed. Page 4-Document Control add show to line 5. Page 6-Inspec. and testing from corrected to IJ-01 on 5th line.	A. Jacobs
T	10/7/1997- 5/1/1998	Total re-check of entire system plus inclusion Of the new EMS system for a combined ISO-9002/14001 system	A. Jacobs

U	6/10/1998	Page 1-Add Quality to Policy Section 3rd. Line Page 3-Add President to Our Quality Plan Page 6-Add President to Inspection section Page 7-Add President where VP is listed. Page 8-Add President where VP is listed.	A.Jacobs
V	9/1/1998	ISO-14001 references/changes made throughout	A.Jacobs
W	1/15/1999	Page 7-President is added	A. Jacobs
X	6/14/1999	Page 2-additions to VP Section and new section at bottom Page 3-Vice-President made Plural Page 6-Product added Page 6 Vice-President made Plural	A. Jacobs
Y	7/6/1999	Page 2 Put in names Page 9 Area about external communication added.	A. Jacobs
Z	10/23/1999	Initial Page-Authored by Andrew Jacobs added so that he would be eligible to act and an Interior Auditor Page 8 EMS added to Quality/EMS Records	A. Jacobs
AA	11/23/1999	Page 2 Don Cory Deleted, Mgt. Rep. Changed Page 9 Interior Audit section is expanded.	A. Jacobs
AB	4/15/2002	Page 1A-Policy revised	
BB	4/17/2000	Entire document reviewed for update and changed to consistently reference Ideal Jacobs as "IJ", the Quality Management System as "QMS", the Environmental Management System as "EMS" and the integrated functioning of the combined systems as "QMS/EMS" Page iii, Revision History format changed to table Page 2, Revised layout into Table Format; In charge of Computer System changed from President to Vice-President; Sam Platt removed as Manager and added as Vice President and designated QMS/EMS Management Representative Page 3, Administration ¶1, change "improve performance of" to "improving performance in"; change "prevention of pollution" to "pollution reduction and prevention; replace "Aspects and Impact regarding legislation..." with "The areas monitored regarding legal requirements..." Page 4, "cabinet(s)" replaced "file" and "files" Page 7, "evaluated" replaced "periodically monitored" Page 9, (center of page) replace "Define Aspects are significant- AJ judge what is needed" with "Significant Environmental Aspects will be defined by the President or Vice-President"	Sam Platt

CC	6/29/2000	<p>Entire document reviewed for procedural and form updates and proofreading corrections.</p> <p>Page ii, Revised “Quality Policy and Organization” heading to “QMS/EMS Policy and Organization”; Removed “Change Record” heading; revised “Process Control” heading to “Process and Operational Control”; revised “Corrective Action” heading to “Corrective and Preventative Action”; revised “Quality Records” to “QMS/EMS Records”; added headings “Internal Audit” and “Servicing.”</p> <p>Page iii, Revision History corrected to include authoring attribution for changes (Q)of 11/11/96 through (AA) of 11/23/99.</p> <p>Page 2, Outside Sales added to Vice-President(s); Film Service Bureau Operations added to Vice-President(s), Manager(s) and Associate(s); Igor Esman added to Office Staff.</p> <p>Page 5, Customer Supplied Product, added “The status of the quantity received, the identity and condition of the goods is indicated on form IJ-21-2C(96).”</p> <p>Page 6, Inspection, Measuring and Test Equipment, “corrective” deleted from “When measurement equipment is found out of control [corrective] action is taken to ensure the problem is corrected and will not happen in the future.”</p>	Sam Platt
DD	11/22/2000	<p>Entire document reviewed for procedural and form updates and proofreading corrections.</p> <p>Overview, §1. replaced “QMS” with “QMS/EMS”, §2 replaced “...they can come in for...” with “by”, §5 inserted “practice conservation and” between “to” and “limit”.</p> <p>Revision History, updated in accordance with revisions</p> <p>Page 1, “Environmental Scope:” deleted double reference to §4.4.4,</p> <p>Page 1, ¶2 changed “includes” in line 1 to singular, deleted “and” between “water and air” and inserted “and natural resources” after “air”,</p> <p>Page 2, Org Chart – President – replaced “”Audit the ISO Auditor” with “9002 &amp; 14001 Interior Auditor”; Vice-President(s) removed Sam Argintar, added “marketing” and “human resources”; Secretary Treasurer – added “or when the President is out of town.”; Manager(s) – added David Creighton.</p> <p>Page 3, “Administration” re-ordered and deleted double paragraph references to ISO Sections, ¶1 inserted “(See Organization Chart, Page 2)” after sentence ending in “..selected contractors.”, Inserted “and 10” after “..found on Page 9” in last sentence. ¶2 changed last word from “reviewed” to “reviews”, ¶6 replaced “..all employees” with “..all Ideal Jacobs Departments.”</p> <p>Page 6, ¶3 added “President” to those who can offer concessions</p> <p>Page 7, ¶1 replace “all it’s” with “products it supplies to customers”; deleted “and or stocked” and added “before they are put into stock” to the end of sentence 2; ¶4 made VP plural.</p> <p>Page 8, inserted paragraph on Preparedness.</p>	Sam Platt
EE	3/1/2001	All references to QMS/EMS changed to QEOMS with addition of Item 7 to Overview.	Andrew Jacobs
FF	7/1/2001	Organization Chart modified. Page 4 QEO abbreviation used. Page 5 in Quality Plan and Document Control section – which we are currently working on was added.	Andrew Jacobs
GG	11/1/2001	Front part of the policy enlarged to handle ISO-9001-2000 Standard Policy moved to page I. Miscellaneous changes throughout manual.	
HH	12/20/2001	Changes to Scope pg. IA-clean-up of flow-charts Pg.IB-IF, Minor changes to pgs. III,XV,XVII,20,24,27	
HI	6/6/2002	Modify personnel chart	
HJ	1/17/2003	Modify personnel chart and add Process Iden Receiving to Pg. X111	
HK	4/29/2003	Full manual review	

HL	6/20/2003	Full reformat of manual for easier reading and editing Changes made for grammar, consistency, and staff changes	D. Creighton
HM	9/15/2003	Addition to Scope Section, Organization Chart modified	Robert Harwood
HN	7/14/2004	Entire document revised-minor changes	Andrew Jacobs
HO	4/25/2005	Redo pages iii-xii took out names and put in titles except xi	Andrew Jacobs
HP	1/25/2006	Entire document released - Minor changes made	Andrew Jacobs
HQ	10/24/2006	Minor changes made	Andrew Jacobs
HR	12/05/2006	Minor changes made	Andrew Jacobs
HS	12/07/2007	Minor changes made	Andrew Jacobs

# QEOMS POLICY AND ORGANIZATION

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(Last Manual Revision Date: 1/17/03)

Environmental/OSHA Scope (ISO Sections 3.1, 3.2, 3.3, 4.4.3, 4.4.4, 4.3.4)

Policy on page I

Ideal Jacobs ("IJ") began manufacturing during the month of April in the year 2001 but we will continue to outsource. Therefore the primary areas for environmental awareness have been moved from outside to inside IJ. As a result this ISO-9001-2000/14001/QEOMS system has been modified to primarily watch IJ to ensure that there are measured objectives, targets aspects and impacts for continual improvement that will be monitored, reviewed and used as a basis for future action both in terms of the environment and overall business. We feel that we have maximized the benefit of monitoring our outside contractors but will still offer our system to all interested outside parties.

Environmental areas to be covered include land, water, air and natural resources and their interaction. We will focus on what materials are used and what impact their production and waste are creating. The overall ISO-9001-2000/14001/OSHA System, including all relevant documents are open to all IJ personnel and any outside sources. Important environmental related information will be shared with the outside world via our Web Site at idealjacobs.com. This manual provides directions to related documents as required by the standard. All References to OSHA will be in relation as a whole to their Handbook for Small Business with included forms and will not be referenced by individual pages. The President is in charge of the OSHA system by setting policy, assigning responsibility, setting an example and making sure that all employees are adequately trained. He will also ensure that the work site is continually analyzed to identify all hazards and potential hazards. He is also in control of creating or overseeing methods and maintaining them for preventing or controlling existing or potential hazards. Lastly he is in charge of making sure all employees understand the system and can deal with work site hazards.

See Procedures Manual A-001,2,011, D-003, Q-004.

## Strategy Elements

We believe that the more efficient a company is the more successful it will become. Time lost from product defects, late deliveries, employee injuries and general inefficiencies sap its life and will only serve to hold our company back from new markets and growth.

Therefore our goals have been and will continue to be:

1. Keeping customers satisfied by supplying defect-free products within their delivery requirements as evidenced by the consistent low percentage of customer non-conformance and corrective action requests.
2. To ensure that all current production stays within approved guidelines as evidenced by the resolving and follow-up of all interior non-conformance and corrective action requests.
3. To satisfy our environmental responsibility by monitoring and continually improving our Environmental Management System and helping to improve the overall environment and spread the idea that proactive environmental betterment is good for business.
4. To be a OSHA partner with the State of New Jersey in order to reach the highest levels of safety possible, demonstrate our commitment to do this to our employees and our customers. Like our Quality/EMS system become a model for others to show that it makes economic sense to maximize the health and safety of our employees.

# Organization Chart

TITLE	NAME	AREAS OF RESPONSIBILITY 7/1/01
President	Andrew Jacobs	Overall Head of Operations, Systems & Business Planning, New Product Tech., ISO9002/14001 and OSHAMS Interior Auditor, Outside Sales, Marketing, and Interior Auditor. In charge of QEO.
Vice-President(s)	Alice Prager	2nd in Command-All Operations
	Vincent Santoro	Head of the in-house plant, Manager of materials.
	Mike Valentine	In charge and supervision of the Information Systems, Bookkeeping, Database Administration, Web Design, Art/Prepress operations, Shipping and Human Resources.
Secretary Treasurer	Wendy Aaron Jacobs	To help in financial matters only in the event of a health problem with the President or when the President is out of town.
Manager(s)	Jill Best	Shipping, Receiving, Stocking Inspection, Assistant Purchasing, Assistant Day to Day Operations, Production, Assistant Quality Control, Assistant Sales, Day to Day-QMS, Day to Day ISO Upkeep
	Doug Winters	Press & Finishing day to day operations
	David Alexander	Die Making
	Marc Appezzato	Art/Prepress day to day operations
	Richard Green	Assistant - Art/Prepress day to day operations
	Eileen Mroczek	In charge of PO processing, production and shipping scheduling
	Anna Peterson	In charge of purchasing
Associate(s)		Outside Sales, Contract fulfillment
Staff	Nilda Alvarado Yelena Denisova Igor Esman Igor Gomes Susan Jensen Igor Lebre Dave Lebre Reyna Rios Jose Tueros Luz Vallejo Sophocles Vasiliou Carlos Villacis Carmen Villacis Oscar Villacis David Winters Debra Winters	To assist in all areas where needed
Internal Auditors	Andrew Jacobs	ISO 9001:2000 / ISO 14001 / OSHA
	Alice Prager	ISO 14001 / OSHA

# Administration

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(ISO Sections 4.1, 4.2, 4.2.3, 4.3.1, 4.3.2, 4.3.3, 4.3.4, 4.4.1, 4.4.6, 4.4.7)

Since IJ is a small company, our few people have many duties. The President and Vice President's are in charge of the QEO and insuring that IJ adheres to the policies in this manual and to continually improving performance in all areas including insuring environmental monitoring, employee safety and improvement of IJ and selected sub-contractors. (See Organization Chart, Page 19) The President is in charge of insuring that all relevant legal and other requirements that are applicable to the QEO are identified and implemented within the system. IJ is committed to complying with state environmental and OSHA regulations and pollution reduction and prevention. The areas monitored regarding legal requirements can be found on Page 9 and 10 of the Procedures Manual.

See Procedures Manual A005, A009.

We have established various indicators that will be reviewed by the President, Vice Presidents and our QEO managers to ensure that we are continuously trying to improve our system which will make us more efficient, successful and environmentally responsible. The President is also in charge of insuring procedures will be continually developed, refined and the results implemented. Those records that are the results of those procedures will include training records and the results of audits and reviews.

The QEO Team will review the ENV.1 form completed by IJ to determine potential areas of environmental concern and improvement. Recommendations from the QEO Team will be integrated into QEO, which will then be followed-up to ensure that measurable progress is being implemented. The QEO Team is in charge of setting and reviewing all objectives and targets during the Quarterly QEO meeting. Please note we will not survey our sub-contractors regarding OSHA compliance.

See Procedures Manual A008,A009,A0011,S001,S002

The President and Vice President's are in charge of the creation, implementation and maintenance of the QEO to cover all environmental and emergency preparedness areas.

All employees must share our company commitment to increasing QEO performance.

QEO planning is based on reducing customer complaints via benchmarking on the negative performance by our vendors and all Ideal Jacobs Departments. These performances and EMS aspects, impacts, objectives and targets will be checked every quarter at the Quarterly QEO Meeting where the QEO Team will check for trends to see if action should be taken. All product is checked when completed before or shortly after shipping and stocking to ensure product conformance and this negates the need for formal interim product testing.

IJ has met the requirements for our QEO as demonstrated by the implementation and upkeep of our QEO plan, the procedures in effect and their updating covering controls, processes, inspection, testing, new testing instrumentation, clarification, final product acceptance, new products, planning and updating of standards and QEO records.

Our Quality Plan (ISO 9002 Section 4.2)

Includes the Quality, Procedures Manuals and 3rd tier Day to Day

Operating Manual work sheets, which are currently working on, to cover in-house manufacturing operations and OSHA related rules and records. Any changes to the QEO, Quality, Procedures and Day-to-Day Operating Sheets must be approved by the President or VP, by documented procedure and completed new issues or individual corrected pages will be issued to all appropriate personnel. See Procedures Manual B-004

# Contract and Review

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(Order Entry) (ISO 9002,14001 Section 4.3)

All contracts (orders) will be reviewed by the President, Vice President or Manager to make sure that all requirements are adequately defined. If any requirements differ from those in tender than they will be resolved by the President, VP or Mgr. to make sure that IJ can meet the requirements of the order and those changes are written on the contracts, initialed, dated and OK'd by them. Verbal orders can be taken by anyone, when received, the hard copy of the verbal order must be reviewed and okayed by the President, VP or Mgr.

Verbal orders not followed by customer hard copies must be acknowledged by the President, VP or Mgr. showing the customer name, quantity, form number, price, delivery, ship to and bill to and the IJ production record number.

Records of all contracts and changes are maintained as per documented procedures. Management review is by the President, VP and Manager and it is their job to check the overall company status. The QEO includes this Manual, Procedures Manuals and Day to Day Operating Sheets.

See Procedures Manual C-001, 2.

## Document Control

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(ISO 9002/14001 Sections 4.4.4, 4.4.5, 4.5)

All documents are reviewed and stored as per documented procedure. Documents include the QEO Quality, Procedures and Day to Day Operating Sheets, which we are currently working on, as well as other forms-the most recent, signed, dated editions of each are kept in the ISO Document Cabinet(s). Customer purchase orders must be signed, dated and will also show the IJ Job No. Upon arrival of new drawings, old editions must be destroyed or marked obsolete, unless they have already been filed into completed job tickets or in completed files.

See Procedures Manual A-001-7, B-001-4, D-001-3.

## Purchasing

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(ISO 9002/14001 Section 4.6)

All products purchased by IJ are to conform to supplied drawings, purchase orders and pre-approved procedures, which are not be varied unless approved by IJ first.

A vendor performance list, Form IJ-40 is maintained and updated as information is added to it.

All vendors are treated the same with no special action for any vendor.

There is no sub-contract verification at any outside location.

All vendor-supplied product is kept in a non-approved area until it can be approved by an IJ Inspector.

Records of all vendor shipping memos and IJ inspection records are maintained to track IJ and vendor quality control and traceability in case of trouble.

See Procedures Manual A-005, E-001-3

## Customer Supplied Product

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(ISO 9002/14001 Section 4.7)

Customer supplied product is considered pre-approved when we receive it. The status of the quantity received, the identity and condition of the goods is indicated on form IJ-21-2C(96). If problems are found during production we will notify the customer immediately. This material will be stored in a separate area until we are advised by the customer as to how to proceed.

See Procedures Manual C-003, F-001, L-002

## Product Identification and Traceability

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(ISO 9002/14001 Section 4.8)

Throughout all production via informal and final certification by suppliers and Ideal Jacobs a product is identified and traceable through every process. All environmental byproducts of manufacture including waste treatment, water ground and air pollution are monitored via forms Env1.form and reviewed yearly by the Quality/EMS Team to ensure continued adherence to overall environmental improvement.

Special identification and traceability can be created if required by contract.

See Procedures Manual G-001.

# Process and Operational Control

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(ISO 9002/14001 Section 4.9)

All products produced for sale by IJ are manufactured by IJ and/or outside sources. These sources are controlled via Ideal Jacobs purchase order, IJ customers' drawings where applicable and whatever else is necessary to produce the item. Products coming into IJ and manufactured by IJ are informally inspected before they are allowed to ship to customers and certified before allowed to go into stock.

See Procedures Manual D001, S001.

# Inspection and Testing

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(ISO 9002/14001 Section 4.10)

IJ manufacturing and all subcontractors informally (not in writing) inspect their products before releasing them from their plants, IJ personnel then re-inspect formally before shipping to our customers and follow up with the formal paperwork of completing IJ-01 later. The President, VP or Mgrs. can make an exception to this process and have product shipped to the customer and Ideal-Jacobs from the source at the same time. The product is then checked upon arrival to confirm acceptance and in the event there is a problem the customer would be notified immediately and the non-conforming product would be returned to ideal-Jacobs. Products that need more than one vendor are inspected (informally) at every production level. All inspections reflect customer drawings, purchase orders and standard accepted processes where applicable.

Only the President and VPs can authorize concessions.

See Procedures Manual H-001, I-001,2,3.

# Inspection, Measuring and Test Equipment

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(ISO 9002/14001 Section 4.11)

All parts manufactured by subcontractors and then brought into IJ are inspected as per documented procedures.

All calibration instruments are tested for accuracy, (traceable to national or international reference standards) prior to use and are checked periodically according to documented procedure.

All equipment is checked for initial accuracy and inherent biases and precision.

Procedures are documented to cover handling, storage, installation and calibration regarding use of the equipment.

When measurement equipment is found out of control action is taken to ensure the problem is corrected and will not happen in the future.

Approved outside calibration services are used.

See Procedure Manual H-001,4, I-001,2,3 J-001,2.

# Inspection and Test Status

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(ISO 9002/14001 Sections 4.3.4, 4.5.1, 4.12)

Ideal Jacobs has all products it supplies to customers produced within IJ or by sub-contractors. All of these incoming products are inspected, and if found acceptable, are shipped, with formal paperwork following later before they are put into stock. The President, VP's and Managers can make an exception to this standard and have product shipped to the customer and Ideal Jacobs at the same time. The product would then be certified and if there were any problems than the Customer would be notified and the non-conforming product retrieved immediately.

See Procedures Manual I-001-3,J-001,K001,Q-001.

The VP's are in charge, as necessary, of updating quality control, inspection and testing techniques including the development of new instrumentation

The President and Vice-Presidents are in charge of periodically tracking IJ via the Env1.form to ensure that we are moving toward our environmental targets and objectives and they will be evaluated once per year. The President and Vice President are in charge of making sure all relevant legislation and regulations are reviewed and the relevant information forwarded to all concerned parties within IJ or the sub-contractors.

See Procedures Manual J-001, L-003, Q-003.

# Control of Non-conforming Product

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(ISO 9002/14001 Sections 4.13, 4.4.3, 4.5.2)

In-house control of non-conforming product is controlled by the President or VPs

See Procedures Manual K-001, L-001, L-002.

# Corrective and Preventative Action

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(ISO 9002/14001 Sections 4.14, 4.5.2, 4.5.3)

The President and Vice Presidents have the responsibility for instituting preventative and corrective action. The President or Vice-President has the responsibility for implementation, follow-up and documentation.

Any non-conformance problem from the customer or interior IJ is considered major and must be rectified as quickly as possible. The President and or Vice President will decide how the non-conformity affects cost performance, reliability, safety, customer satisfaction and Quality and what measures need to be taken. Follow-up reviews concerning this particular product and future production covering preventative action for this area are conducted by the President and or Vice President and documented.

EMS/OSHA related Corrective Action, Non-conformance and Preventative action will be handled in the same manner as any other Quality type issue.

Any recall of product is decided on by the President or Vice President and will cover areas concerning customer satisfaction, safety, quality, performance, product liability and costs.

Permanent changes in production are documented and saved.

# Preparedness

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(ISO 9002 Section 4.4.7)

The President is responsible for all emergency preparedness. Since as of 4/1/01 IJ now manufacture and there are now chances for industrial accidents. Emergency drills regarding spills, fire and medical emergencies are reviewed at QEO Quarterly Meetings.

See Procedures Manual K-001, L001,2,3, M001,2, Q-004, S-002.

# Handling, Storage, Packaging and Delivery

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(ISO 9002/14001 Section 4.15)

The Procedures Manual N-001 defines the appropriate handling, storage, packaging and delivery for all products.

Special programs can be instituted for contract requirements.

Material preservation is set-up to ensure that the product will remain in good condition until it arrives at its' permanent destination.

All finished products are marked with all appropriate information and are stored in temperature-controlled areas. There is enough information in the product-stocking box to provide traceability. Shipment of product is documented for safe handling and tracking.

Materials with a pre-determined shelf life will be checked periodically.

Methods of transportation are as per customer requirements and if not specified the President, VP or Manager will specify it.

Procedures define all aspects of handling, storage, packaging and delivery to ensure product integrity and traceability.

Carrier must be listed on the vendor performance list.

See Procedures Manual N-001.

## QEOMS Records

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(ISO 9002/14001 Section 4.16,4.4.5,4.5.4)

The QEO defines the use of QEO records and where they are to be stored. All employees have access to all QEO records.

See procedures Manual L-003.

QEO records are maintained to provide a system to identify all procedures, individual product information, certifications and non-compliance reports. The QEO defines how these records are to be maintained and their use throughout the system to ensure the necessary quality level. Specific requirements for the retention of records are contained in the documented procedures.

QEO records are defined by the individual procedures for use as needed.

See Procedures Manual D-002.

## Internal Audit

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(ISO 9002/14001 Section 4.17,4.5.5)

The Internal QEO Audit will be conducted by an approved auditor at least once per year. Audits can be scheduled at any time by the President, VP's or Mgrs. when they feel it necessary based on the status and importance of the activities being audited. The auditor is independent. Results from the audit will be reviewed at the Quarterly QMS/EMS/OSHA Meeting with action to be taken if warranted.

See Procedures Manual O-001, P-001.

# Training

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(ISO 9002,14001 Section 4.18,4.4.2, OSHA Manual pg. 2)

QEO training for all IJ will be done as documented.

Significant Environmental Aspects will be defined by the President or Vice-President. See Procedures Manual A-008.

Documented procedures dictate formal certification in specific areas such as inspection, certification and EMS. Provisions are included for certifying employees. Documented procedures include testing for individuals to ensure they understand the QEO. All external communication must be identified as such on the outside of the folder in the ISO Cabinet and are not controlled and will be kept for three years.

See Procedures Manual Q-001, Q-002.

# Servicing

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(ISO 9002,14001 Section 4.19)

IJ does no servicing.

# Statistical Techniques

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(ISO 9002/14001 Section 4.20)

Statistical techniques are used to track negative performance results from Corrective Action and Non-Conformance Reports using form IJ-55 & Positive Performance and Effectiveness from IJ-98.

See Procedures Manual R-001.