



Quality Manual

ISO 9001:2015 / AS9100D

Printed copies of this document are uncontrolled unless otherwise marked; uncontrolled documents are not subject to update notification.

Welcome to P&F Machining, Inc.

Since 1983, P & F Machining has built a solid reputation for high quality custom machining serving the industries of nuclear, medical, 3-D printing, heavy equipment, dairy and servo automation. P&F Machining product is being utilized throughout the U.S. and an ever-expanding international market as a reliable source for precision machining.

Based in Otsego, MN, P & F Machining operates a 54,400 sq. ft. facility with advanced capabilities to cover a broad range of custom machining needs. P & F Machining produces tight tolerance parts that exceed expectations, along with competitive pricing. We are committed to precision manufacturing and efficient, friendly customer service. P & F Machining won't settle for less than the best.

1.0 Context of the P&F Organization

P&F has reviewed and analyzed key aspects of itself and interested parties to determine the strategic direction of the company. This requires understanding internal and external issues that are of concern to P&F and its interested parties. The issues are identified through an analysis of risks facing P&F and its interested parties. "Interested parties" are those stakeholders who receive our products, who may be impacted by them, or those parties who may otherwise have a significant interest in the company. These parties are identified below.

Interested Party	Description
P & F Owners	Corporation Shareholders
Customer	Entity purchasing product or services
Regulatory Bodies	Minnesota Pollution Control Agency (MPCA), Department Of Labor & Industry, DFARS, RoHS, REACH
Employees	Direct hire, temporary, seasonal, or contract personnel responsible for support and manufacturing of product
Certification Body	Agency(ies) issuing certifications
Supplier	Organizations providing materials or services used in the manufacturing of product.

2.0 Scope of the P&F Quality Management System

Based on analysis of P&F Machining Inc. business model, interested parties, and in consideration of its products and services provided for aerospace, nuclear, medical devices, 3-D printing, heavy equipment, dairy and automation industries, P&F Machining has determined the scope of the management system as follows:

- All contract manufacturing of machined components and assemblies at our headquarters located at 8450 Quaday Ave. NE, Otsego, Minnesota.
- All products or processes outsourced as part of our manufacturing and machining of components or assemblies.
- P&F Machining has determined that clause 8.3 (All) Design and Development of ISO 9001:2015 and AS9100D is not applicable to our QMS. We do not perform nor intend to perform these processes. Product is produced in accordance to requirements and specifications which are defined and determined by our Customers. (build to print)
- P&F Machining has determined that clause 8.5.5 f, g, & h (Post Delivery Activities) is not applicable to our QMS.
- P & F Machining QMS conforms to both ISO 9001:2015 and AS9100D.
- AS9100 specific requirements shall apply to only aerospace or defense product produced or if specified by the customer. Such requirements shall be denoted using **green** in all QMS documents.

3.0 Quality Policy

P&F Management has developed the following Quality Policy which governs day-to-day operations to ensure quality. The Quality Policy is communicated and implemented throughout the organization.

The Quality Policy of P&F is as follows:

P&F strives to satisfy all applicable requirements through collaboration, teamwork, continual improvement, innovation, and process discipline to provide our customers with best in class quality, delivery, and customer service while ensuring profitability to all our shareholders.

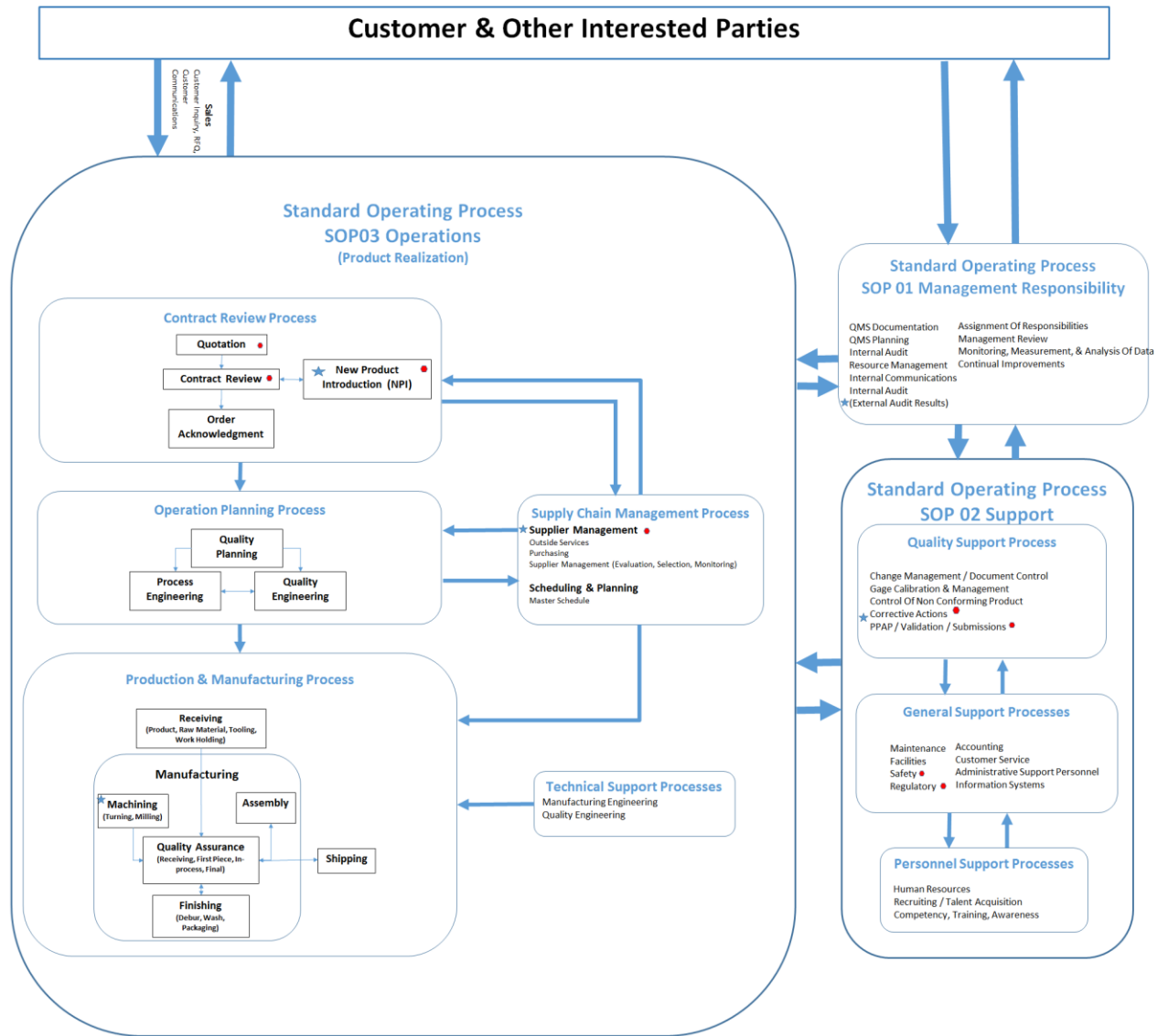
4.0 Quality Objectives

P&F Management has defined the following Quality Objectives to support the Quality Policy:

- Overall On-Time Delivery:
No less than 95%
- Overall Quality Level Received by Customer:
No less than 99.0%
- Overall Customer Satisfaction:
Meets or exceeds expectations as measured by Customer Surveys & Communications
- Lost Time Injury Rate
Less than .1% of hours worked

5.0 QMS Processes

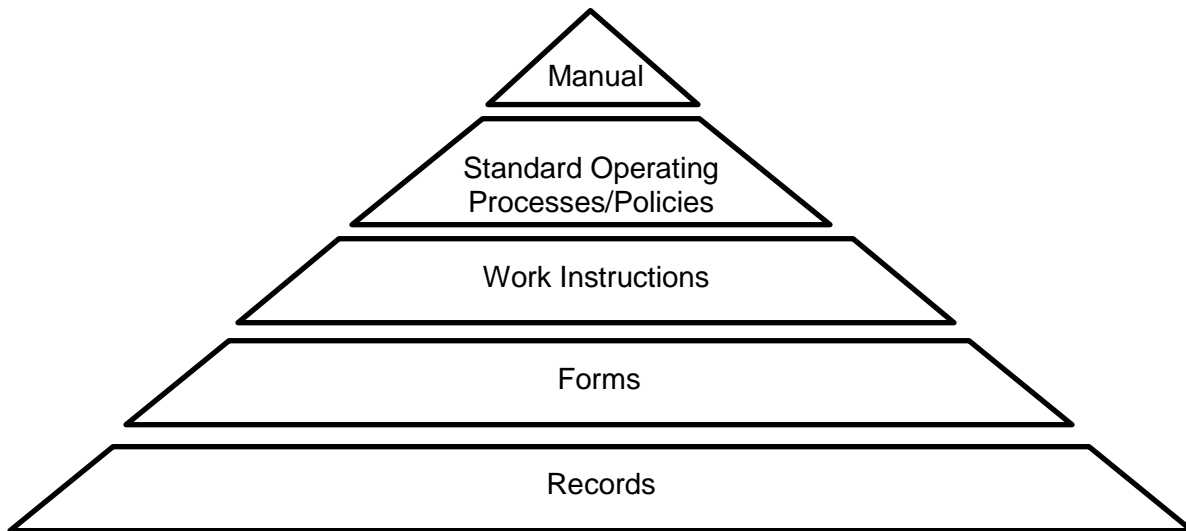
P&F has identified the top-level processes, identified hereafter as Primary Processes, within the company, and the interactions between these processes and supporting sub-processes. These interactions are shown in the Process Interaction Matrix below:



Process Interaction Matrix

6.0 Documentation Structure

P&F utilizes a multi-tier document structure to communicate process requirements to all interested parties. The structure can be described as a pyramid with the Quality Manual at the pinnacle and more process specific documents providing the supporting base.



This Quality Manual provides a description of the Quality Management System within P&F Machining.

The Standard Operating Processes and Policies have been created to provide high-level guidance and support of the Quality Management System. These documents describe high-level process inputs and outputs as well as links to lower level activities.

Identified Standard Operating Processes are:

- SOP 01 Management Responsibility
- SOP 02 Support
- SOP 03 Operations

7.0 Revision History and Approval

Rev.	Nature of changes	Approval	Signature	Date
initial	Original release.	Dan Pawlak	ECR 1192 Approved	7/18/17
01	Revised Quality Policy	Dan Pawlak	ECR 1349 Approved	8/31/17
02	Defined Post Delivery Activities are not applicable; Revised Quality Policy from "continuous" to "continual".	Dan Pawlak	ECR 1397 Approved	9/13/17