M&H VALVE

Quality Manual

Conforms to ISO 9001:2015

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0.0 Revision History

Rev.	Nature of changes	Author	Release Date
0	Original draft		5/10/2022
1	Changed page 1 date from 5/10/2022 to 6/20/2022. Changed page number for Quality Policy from 5 to 6	Akinlolu Akinsanya	6/20/2022
2	Added "Release" to the Date section of Header and Revision Block. Replace "Approval" with "Author" in the revision block Removed "and Approval" from Revision block title and amended section 1.0 to include the company scope: "*Our Scope is the design and manufacture of fire hydrants and iron valves for the potable water industry"*.	Akinlolu Akinsanya	9/29/2022
3	Quality Policy Section 5.0 Quality Policy was updated to read *Committed to providing excellent Products meeting Customer requirements and to Continually improving.*	Akinlolu Akinsanya	2/01/2023
4	Removed "Draft Date" on front page of document. Page 6: Modified Quality Policy to "M&H Valve Company is committed to providing excellent products, meeting all Customer and applicable requirements, and to continually improving"	Akinlolu Akinsanya	01/08/2024

1.0 Welcome to M&H Valve Anniston

Welcome to M&H Valve, a company founded in New York in 1854 and has been a cornerstone in Anniston, Alabama, manufacturing since the mid-1920s, continuously building on our strong foundation with timeless products and modern innovation.

Our Scope is the design and manufacture of fire hydrants and iron valves for the potable water industry.

We thank you for your interest in our Quality Management System described by this Quality Manual. We hope that you have a good read and that we answered the questions you might have about our Quality Management System (QMS).

2.0 About M&H Valve Quality Manual

This manual is prepared for the purpose of defining the company's interpretations of the ISO 9001:2015 international standard, as well as to demonstrate how the company complies with that standard.

This manual is not aligned with the clause numbering scheme of ISO 9001; instead, Appendix A provides a cross-reference table that shows where, in the manual, each ISO 9001 requirement is addressed.

This manual presents "Notes" which are used to define how M&H has tailored its QMS to suit its purposes. These are intended to clarify implementation approaches and interpretations for concepts which are not otherwise clearly defined in ISO 9001:2015. *Notes appear in italics, with gray background.*

Where subordinate or supporting documentation is referenced in this manual, these are indicated by ***bold italics***.

3.0 Terms and Definitions

M&H adopts the following terms and definitions within its Quality Management System. Where no definition is provided, the company typically adopts the definitions provided in ***ISO 9001: Quality Management – Fundamentals and Vocabulary***. In some cases, specific procedures or documentation may provide a different definition to be used in the context of that document; in such cases, the definition will supersede those provided for in this Quality Manual or ISO 9000.

General Terminology

M&H – M&H Valve Anniston

Top Management - person or group of people who directs and controls organization at the highest level.

Document – written information used to describe how an activity is done.

Record – captured evidence of an activity having been done.

Quality Management System (QMS) - collection of business processes focused on consistently meeting customer requirements and enhancing their satisfaction.

Risk-Based Thinking Terminology

Risk – Negative effect of uncertainty

Opportunity – Positive effect of uncertainty

Uncertainty - A deficiency of information related to understanding or knowledge of an event, its consequence, or likelihood. (Not to be confused with measurement uncertainty.)

Nonconforming Product Terminology

Rework: Efforts to bring nonconforming product into conformance through additional operations that *do not* alter the original design of the product.

Repair: Efforts to bring nonconforming product into conformance through additional operations that alter the original design of the product; this may be through the addition of material not specified in the original design, or through altering pre-existing design features.

Scrap: The discard of nonconforming product in lieu of rework or repair.

4.0 The Scope and Context of M&H QMS

4.1 Determining Our Strategic Direction

M&H has reviewed and analyzed key aspects of itself and its stakeholders to determine the strategic direction of the company. This involves:

- Understanding our core Products and scope of our QMS (see 4.2 below).
- Identifying "interested parties" (stakeholders) who receive our Products, or who may be impacted by them, or those parties who may otherwise have a significant interest in our company. These parties are identified in document ***L1 – 002 – Interested Parties Table.***
- Understanding internal and external issues that are of concern to M&H Valve and its interested parties; These issues are identified in the document ***L1 – 000 – Context of the Organization*** via the SWOT analysis performed. The risks facing either M&H, or the interested parties are clearly identified, monitored, updated as appropriate, and discussed as part of management reviews.

This information is then used by Top Management to determine the company's strategic direction. This is defined in records of management review, and periodically updated as conditions and situations change.

4.2 Scope of the Quality Management System

4.2.1 Scope Statement

Based on an analysis of the above issues of concern, interests of stakeholders, and in consideration of its Products, M&H has determined the scope of the QMS as follows: This manual applies to all M&H branded products that are designed, developed, manufactured, and tested at the M&H Valve Anniston facility.

4.2.2 Facilities Within the Scope

The quality system applies to all processes, activities, and employees at the location listed below.

605 W 23rd St.,
Anniston, AL, 36201
Phone: (256) 237-3521
Web: https://www.mh-valve.com

4.2.3 Permissible Exclusions

The following clauses of ISO 9001 are not applicable to M&H Safety and Environmental Departments.

These departments operate using different standards and strictly follow those standards.

5.0 Quality Policy

The Quality Policy of M&H is as follows:

> **M&H Valve Company is committed to providing excellent products, meeting all Customer and applicable requirements, and to continually improving.**

6.0 Quality Management System Processes

6.1 Process Identification

M&H has adopted a process approach for its QMS. By identifying the top-level processes within the company, and then managing each of these discretely, this reduces the potential for nonconforming Products discovered during final processes or after delivery.

Note: not all activities are considered "processes" – the term "process" in this context indicates the activity has been elevated to a higher level of control and management oversight. The controls indicated herein are applicable only to the top-level processes identified.

The following top-level processes have been identified for M&H:

- Engineering
- Foundry
- Machine Shop
- Powder Coat
- Assembly

- Shipping and Receiving
- Sales
- Purchasing

Each process may be supported by other activities, such as tasks or sub-processes. Monitoring and control of top-level processes ensures effective implementation and control of all subordinate tasks or sub-processes.

Each top-level process has a document which defines:

- applicable inputs and outputs.
- process owner(s).
- applicable responsibilities and authorities.
- critical and supporting resources.
- criteria and methods employed to ensure the effectiveness of the process.

The sequence of interaction of these processes is illustrated in document ***L1 – 005 SIPOC.***

Note: Document L1 – 005 SIPOC represents the typical sequence of processes and may be altered depending on customer or regulatory requirements at the job or contract level, as needed.

6.2 Process Controls & Objectives

Each process has at least one objective established for it; this is a statement of the intent of the process. Each objective is then supported by at least one "metric" or key performance indicator (KPI) which is then measured to determine the process' ability to meet the quality objective.

Throughout the year, metrics data is measured and gathered by process owners or other assigned managers, in order to present the data at the Management Review Meeting. The data is then reviewed by Top Management to set goals and adjust for the purposes of long-term continual improvement.

The specific quality objectives for each process are defined in the minutes of Management Review, per section 8.8.

Metrics, along with current standings and goals for each objective, are recorded in records of management review.

When a process does not meet a goal, or an unexpected problem is encountered with a process, the corrective and preventive action process is implemented to research and resolve the issue. In addition, opportunities for improvement are sought and implemented, for the identified processes.

6.3 Outsourced Processes

Any process performed by a third party is considered an "outsourced process" and must be controlled, as well. The company's outsourced processes, and the control methods implemented for each, are defined in ***L2 – 21 Outsourced Processes***.

The type and extent of control to be applied to the outsourced process take into consideration:

a) the potential impact of the outsourced process on the company's capability to provide product that conforms to requirements,

b) the degree to which the control for the process is shared,

c) the capability of achieving the necessary control through the purchasing contract requirements.

7.0 Documentation & Records

7.1 General

The QMS documentation includes both documents and records.

Note: the ISO 9001:2015 standard uses the term "documented information"; M&H use this term in some instances, but also use the terms "document" and "record" to avoid confusion. Documents and records undergo different controls as defined herein.

The extent of the QMS documentation has been developed based on the following:

a) The size of M&H

b) Complexity and interaction of the processes

c) Risks and opportunities

d) Competence of personnel

7.2 Control of Documents

Documents required for the QMS are controlled in accordance with procedure ***L2 – 015 – Control of Documents.*** The purpose of document control is to ensure that staff have access to the latest, approved information, and to restrict the use of obsolete information.

All documented procedures are established, documented, implemented, and maintained.

7.3 Control of Records

A documented procedure ***L2 – 012 – Control of Records*** has been established to define the controls needed for the identification, storage, retrieval, protection, retention time, and disposition of quality records. This procedure also defines the methods for controlling records that are created by and/or retained by suppliers.

These controls are applicable to those records which provide evidence of conformance to requirements; this may be evidence of Product requirements, contractual requirements, procedural requirements, or statutory/regulatory compliance. In addition, quality records include any records which provide evidence of the effective operation of the QMS.

8.0 Management & Leadership

8.1 Management Leadership and Commitment

Top Management of M&H provides evidence of its leadership and commitment to the development and implementation of the QMS and continually improving its effectiveness by:

a) taking accountability for the effectiveness of the QMS.

b) ensuring that the ***Quality Policy*** and quality objectives are established for the QMS and are compatible with the strategic direction and the context of the organization.

c) ensuring that the quality policy is communicated, understood, and applied within the organization.

d) ensuring the integration of the QMS requirements into the organization's other business processes, as deemed appropriate (see note).

e) promoting awareness of the process approach.

f) ensuring that the resources needed for the QMS are available.

g) communicating the importance of effective quality management and of conforming to the QMS requirements.

h) ensuring that the QMS achieves its intended results.

i) engaging, directing, and supporting persons to contribute to the effectiveness of the QMS.

j) promoting continual improvement.

k) supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

Note: "business processes" such as accounting, employee benefits management and legal activities are out of scope of the QMS.

8.2 Customer Focus

Top Management adopts a customer-first approach which ensures that customer needs and expectations are determined, converted into requirements, and are met with the aim of enhancing customer satisfaction.

This is accomplished by assuring:

a) customer and applicable statutory and regulatory requirements are determined, understood, and consistently met.

b) the risks and opportunities that can affect conformity of Products and the ability to enhance customer satisfaction are determined and addressed.

c) the focus on enhancing customer satisfaction is maintained.

8.3 Quality Policy

Top Management has developed the ***Quality Policy***, defined in section 5.0 above, that governs day-to-day operations to ensure quality.

The ***Quality Policy*** is released as a standalone document, communicated, and implemented throughout the organization.

8.4 Organizational Roles Responsibilities & Authorities

Top Management has assigned responsibilities and authorities for all relevant roles in the company. These are communicated through the combination of the ***Org Chart***, Position, and job description.

Top Management accepts responsibility and authority for:

a) ensuring that the QMS conforms to applicable standards.

b) ensuring that the processes are delivering their intended outputs.

c) reporting on the performance of the QMS.

d) providing opportunities for improvement for the QMS.

e) ensuring the promotion of customer focus throughout the organization.

f) ensuring that the integrity of the QMS is maintained when changes are planned and implemented.

8.5 Internal Communication

Top Management ensures internal communication takes place regarding the effectiveness of the QMS. Internal communication methods include:

a) use of corrective and preventive action processes to report nonconformities or suggestions for improvement.

b) use of the results of analysis of data.

c) meetings (periodic, scheduled and/or unscheduled) to discuss aspects of the QMS.

d) use of the results of the internal audit process.

e) regular company meetings with employees.

f) internal emails.

see document ***L2 – 018 Communication Plan*** for more information.

8.6 Change Management

When Top Management determines the need for changes to the QMS or its processes, these changes will be planned, implemented, and then verified for effectiveness; see the document ***L2 – 019 Change Management.***

Documents are changed in accordance with procedure ***L2 – 15 Control of Documents.***

8.7 Risks and Opportunities

Note: M&H views "uncertainty" as neutral but defines "risk" as a negative effect of uncertainty, and "opportunity" as a positive effect of uncertainty. M&H has elected to manage risks and opportunities separately, except where they may overlap. Formal risk management may not be utilized in all instances; instead, the level of risk assessment, analysis, treatment, and recordkeeping will be performed to the level deemed appropriate for each circumstance or application.

M&H considers risks and opportunities when taking actions within the QMS, as well as when implementing or improving the QMS. Risks and opportunities are identified as part of the "Context of the Organization Exercise" defined in ***L1 – 000 Context of the Organization,*** as well as throughout all other activities of the QMS.

Risks and opportunities are managed in accordance with document ***L2 – 25 Risk Management***. This procedure defines how risks are managed to minimize their likelihood and impact, and how opportunities are managed to improve their likelihood and benefit.

8.8 Management Review

Top Management reviews the QMS, 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 QMS, including the ***Quality Policy*** and ***Quality Objectives***.

Management review frequency, agenda (inputs), outputs, required members, actions taken, and other review requirements are defined in the documented procedure ***L2 - 013 Management Review.***

Records from management reviews are maintained.

9.0 Resources

9.1 Provision of Resources

Top Management determines and provides the resources needed:

a) to implement and maintain the QMS and continually improve its effectiveness.

b) to enhance customer satisfaction by meeting customer requirements

Resource allocation is done with consideration of the capability and constraints on existing internal resources, as well as needs related to supplier expectations.

Resources and resource allocation are assessed during management reviews.

9.2 Human Resources

Top Management ensures that it provides.

a. enough staffing for the effective operation of the QMS, as well as its identified processes.
b. Staff members performing work affecting product quality are competent based on appropriate education, training, skills, and experience. The documented procedure ***L2 - 22 Training*** defines these activities in detail.

Training and subsequent communication ensure that staff are aware of:

a) the Quality Policy.

b) relevant Quality Objectives.

c) their contribution to the effectiveness of the QMS, including the benefits of improved performance.

d) the implications of not conforming with the QMS requirements.

Note: Human Resources management, such as payroll, benefits, insurance, labor relations or disciplinary actions are out of scope of the QMS.

9.3 Infrastructure

Top Management determines, provides, and maintains the infrastructure needed to achieve conformity to product requirements. Infrastructure includes, as applicable:

a) buildings, workspace, and associated facilities.

b) process equipment, hardware, and software.

c) supporting services such as transport.

d) information and communication technology.

Equipment is validated per the procedure ***L2 – 006 Inspection Measuring and Test Equipment***

Where equipment is used for critical measurement activities, such as inspection and testing, these shall be subject to control and either calibration or verification; see the procedure ***L2 – 006 Inspection Measuring and Test Equipment***

Note: Calibration and measurement traceability are not employed for all measurement devices. Instead, M&H determines which devices will be subject to calibration based on its processes, products and services, or in order to comply with specifications or requirements. These decisions are also based on the importance of a measurement, and considerations of risk.

9.4 Work Environment

Top Management provides a clean, safe, and well-lit working environment and the work environment needed to achieve conformity to product requirements. Specific environmental requirements for products are determined during quality planning and are documented in subordinate procedures, work instructions, or job documentation. Where special work environments have been implemented, these shall also be maintained per 9.3 above.

Human factors are considered to the extent that they directly impact on the quality of Products.

Note: Social, psychological and safety aspects of the work environment are managed through activities outside of the scope of the QMS. Only work environment aspects which can directly affect process efficiency or product and service quality are managed through the QMS.

9.5 Organizational Knowledge

Top Management also determines the knowledge necessary for the operation of its processes and to achieve conformity of Products. This may include knowledge and information obtained from:

a) internal sources, such as lessons learned, feedback from subject matter experts, and/or intellectual property.

b) external sources such as standards, academia, conferences, and/or information gathered from customers or suppliers.

This knowledge shall be maintained and made available to the extent necessary.

When addressing changing needs and trends, Top Management shall consider its current knowledge and determine how to acquire or access the necessary additional knowledge.

10.0 Operation

10.1 Operational Planning and Control

Top Management plans and develops the processes needed for Products realization. Planning of Products realization is consistent with the requirements of the other processes of the QMS. Such planning considers the information related to the context of the organization (see section 4.0 above), current resources and capabilities, as well as Products requirements.

Changes to operational processes are done in accordance with the document ***L2 - 019 Change Management***

10.2 Customer-Related Activities

During the intake of new business, M&H captures:

a) Customer specified requirements, requirements for delivery, and post-delivery activities.

b) requirements not stated by the Customer but necessary for specified or intended use, where known.

c) statutory and regulatory requirements related to the Products.

d) any additional requirements determined by Top Management.

Once requirements are captured, Top Management reviews the requirements prior to its commitment to supply the Products. This review ensures that:

a) Products requirements are defined.

b) contract or order requirements differing from those previously expressed are resolved.

c) the organization can meet the defined requirements, and/or the claims for the Products it offers.

d) risks have been identified and considered.

These activities are defined in greater detail in procedure ***L2 - 017 Sales contract review.***

10.3 Customer Communication

Sales has implemented effective communication with customers in relation to:

a) providing information relating to Products.

b) handling enquiries, contracts, or orders, including changes.

c) obtaining customer feedback relating to Products, including customer complaints.

d) handling or controlling customer property.

e) establishing specific requirements for contingency actions, when relevant.

10.4 Design and Development

For new designs and for significant design changes, the Engineering Manager ensures the translation of customer needs and requirements into detailed design outputs. These address performance, reliability, maintainability, testability, and safety issues, as well as regulatory and statutory requirements.

This process ensures:

a) Design planning is conducted.

b) Design inputs (requirements) are captured.

c) Design outputs are created under controlled conditions.

d) Design reviews, verification and validation are conducted.

e) Design changes are made in a controlled manner.

These activities are further defined in document ***L2 - 28 Design and Development.***

10.5 Purchasing

The Purchasing Manager ensures that purchased products or services conform to specified purchase requirements. The type and extent of control applied to the supplier and the purchased products or services is dependent on the effect on subsequent Products or the final Products.

Purchasing Manager evaluates and selects suppliers based on their ability to supply product and service in accordance with the organization's requirements. Criteria for selection, evaluation and re-evaluation are established.

Purchases are made via the release of formal purchase orders and/or contracts which clearly describe what is being purchased. Received products or services are then verified against requirements to ensure satisfaction of requirements. Suppliers who do not provide conforming products or services may be requested to conduct formal corrective action.

These activities are further defined in documents ***L2 - 23 Purchasing*** and ***L2 - 003 - Receiving Inspection***.

10.6 Provision of Products

10.6.1 Control of Provision of Products

To control its provision of Products, Top Management considers, as applicable, the following:

a) the availability of documents or records that define the characteristics of the Products as well as the results to be achieved.

b) the availability and use of suitable monitoring and measuring resources.

c) the implementation of monitoring and measurement activities.

d) the use of suitable infrastructure and environment.

e) the appointment of competent persons, including any required qualifications.

f) the implementation of actions to prevent human error.

g) the implementation of release, delivery, and post-delivery activities.

10.6.2 Identification and Traceability

Where appropriate, the Quality Manager identifies its Products or other critical process outputs by suitable means. Such identification includes the status of the Products with respect to monitoring and measurement requirements. Unless otherwise indicated as nonconforming, pending inspection or disposition, or some other similar identifier, all finished Products shall be considered conforming and suitable for use when affixed with a tag specified in document ***L2 - 027 Inspection Status.***

If unique traceability is required by contract, regulatory, or other established requirement, M&H controls and records the unique identification of the Products.

10.6.3 Property Belonging to Third Parties

Top Management exercises care with customer or supplier property while it is under the organization's control or being used by the organization. Upon receipt, such property is identified, verified, protected, and safeguarded. If any such property is lost, damaged, or otherwise found to be unsuitable for use, this is reported to the customer or supplier and records maintained.

For customer intellectual property, including customer furnished data used for design, production and / or inspection, this is identified by customer and maintained and preserved to prevent accidental loss, damage, or inappropriate use.

This activity is defined in greater detail in document ***L2 - 26 Customer and vendor property.***

Authorized Material Returns is discussed in detail in document ***L2 - 24 Customer Returned Materials (RMA).***

10.6.4 Preservation

M&H preserves conformity of product or other process outputs during internal processing and delivery. This preservation includes identification, handling, packaging, storage, and protection. Preservation also applies to the constituent parts of a product.

The documented procedure ***L2 – 27 Inspection and Product Status*** defines the methods for preservation of product.

10.6.5 Post-Delivery Activities

As applicable, the Sales and Quality Managers conduct the following activities which are considered "post-delivery activities":

- Spare Parts Supply
- Product Certification Provision

Post-delivery activities are conducted in compliance with the QMS defined herein and will be active when invoked by the Customer.

10.6.6 Process Change Control

The Sales and Production Managers review and control both planned and unplanned changes to processes to the extent necessary to ensure continuing conformity with all requirements.

Process change management is defined in document ***L2 - 019 Change Management.***

10.6.7 Measurement and Release of Products

Acceptance criteria for Products are defined in appropriate subordinate documentation. Reviews, inspections and tests are conducted at appropriate stages to verify that the Products requirements have been met. This is done before Products are released or delivered.

10.6.8 Control of Nonconforming Outputs

Top Management ensures that Products or other process outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

The controls for such nonconformances are defined in ***L2 - 010 - Control of NC Product - Purchased Material 2*** and ***L2 - 29 Non-Conforming Product***.

11.0 Improvement

11.1 General

Top Management uses the QMS to improve its processes, products, and services. Such improvements aim to address the needs and expectations of customers as well as other interested parties, to the extent possible.

Improvement shall be driven by analysis of data. The results of the analysis will be used to evaluate:

a) conformity of Products.

b) the degree of customer satisfaction.

c) the performance and effectiveness of the QMS.

d) the effectiveness of planning.

e) the effectiveness of actions taken to address risks and opportunities.

f) the performance of external providers.

g) other improvements to the QMS.

11.2 Customer Satisfaction

As one of the measurements of the performance of the QMS, Top Management monitors information relating to customer perception as to whether the organization has met customer requirements. The methods for obtaining and using this information include:

- recording customer complaints.
- Product rejections or returns.
- repeat orders for product.
- changing volume of orders for product.
- trends in on-time delivery.
- obtain customer scorecards from certain customers.
- submittal of customer satisfaction surveys.

The corrective and preventive action system shall be used to develop and implement plans for customer satisfaction improvement that address deficiencies identified by these evaluations and assess the effectiveness of the results.

11.3 Internal Audit

Top Management conducts internal audits at planned intervals to determine whether the QMS conforms to contractual and regulatory requirements to the requirements of ISO 9001, and to the QMS requirements. Audits also seek to ensure that the QMS has been effectively implemented and is maintained.

These activities are defined in the document ***L2 - 008 - Internal Audits***

11.4 Corrective and Preventive Action

Top Management takes corrective action to eliminate the cause of nonconformity to prevent *recurrence*. Likewise, the company takes preventive action to eliminate the causes of potential nonconformities to prevent their *occurrence*.

These activities are done using the formal Corrective Action Request system and are defined in document ***L2 - 011 - Corrective and Preventive Actions.***

Appendix A: ISO 9001:2015 Cross Reference

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