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IATF 16949: 2016 & ISO 9001:2015

Quality Manual



KICKHAEFER MANUFACTURING COMPANY

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1.0 Introduction

Company History

Kickhaefer Manufacturing Company was founded in 1908. Production facilities are located at:

- 1221 South Park Street; Port Washington, Wisconsin 53074
- 620 South First Street, Milwaukee, Wisconsin 53204
- 624 Tower Drive Fredonia, Wisconsin 53021 (no production only tooling support)
- 1151 Mineral Springs Drive, Port Washington, WI, 53074

Corporate offices are maintained at the 1221 South Park Street, Port Washington location. The Senior Executive responsible for quality is the Chief Operating Officer. A written organizational chart defines the responsibilities for quality within the company and is available upon request from Human Resources. All KMC employees are responsible for the quality of our products.

The company has had a formal Quality Management System since July 1998.

2.0 Quality System Requirements

The Kickhaefer Manufacturing Company Quality Manual and the Quality Management System it defines are indented to be compliant with ISO 9001:2015 and IATF 16494:2016.

Kickhaefer Manufacturing Company sites are expected to meet customer requirements as defined by the following Core Tool manuals published by the AIAG;

- Production Part Approval Process (PPAP)
- Potential Failure Mode and Effects Analysis (FMEA)
- Measurement System Analysis (MSA)
- Statistical Process Control (SPC)
- Advance Product Quality Planning (APQP)

Other Customer Specific Requirements apply, and key documents are maintained within the Quality Management System (QMS). All customer specific requirements are evaluated and included in the scope of the Kickhaefer Manufacturing Company Quality Management System. A matrix showing where applicable standard and customer specific requirements are addressed within the QMS is shown in Appendix A, and the referenced "KMC's Customer Specific Requirements Matrix".

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3.0 Control of Documents

The Kickhaefer Manufacturing Company Quality Manual is controlled electronically through the Plex document control module and is available to all employees through the Plex Compliance module. Engineering owns customer specifications and drawings. Its content is “owned” by the Quality Manager. Any suggested changes to this manual are to be submitted to the Quality Manager. Revisions are reviewed and approved by the Kickhaefer Manufacturing Company President and Chief Operating Officer. All printed and any electronic copies are considered uncontrolled and must be verified to be the latest revision in the Plex Compliance Module.

4.0 Kickhaefer Manufacturing Company Quality Policy

KMC. We Manufacture Partnerships. Driven by Continuous Improvement. Committed to Customer Collaboration. Recognized for Engineering and Manufacturing Leadership. Devoted to Safe Working Environments. Fueled by Quality in Everything We do. Focused on Customer and Employee Success.

5.0 Scope

Manufacture of customer engineered, prototype and production parts.

Exclusions: KMC is not product design responsible for any of the parts manufactured. All parts are produced to customer drawing /specification requirements or per catalog requirements.

For automotive customers, KMC applies ISO 9001 and IATF 16949 and for other customer’s KMC applies ISO 9001 controls.

Customer-specific requirements are review by the Sales and Quality Departments when received. After the initial review, the customer-specific requirements are routed to other departments as applicable. KMC retains customer-specific requirement documents within the Plex Specification Documents module with the Type of Quality Manual. Retained with each manual is evidence of the review and customer notifications if there are areas disputed. Evidence to support the implementation of customer-specific requirements is in Plex whenever possible.

Context and Interested parties

KMC considers external and internal issues during daily operations and during Management Review. Interested parties include; employees, owners, customers, subcontractors, insurers and regulators.



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Process	Mineral Springs	Park Street	Walker's Point
APQP (Manufacturing Engineering)	Support from Park Street	On-site	Support from Park Street
Control of Production	On-Site	On-Site	On-Site
Control of Nonconforming Product	On-Site	On-Site	On-Site
Customer Satisfaction	Support from Park Street	On-Site	Support from Park Street
Engineering - Tooling	Support from Fredonia	Support from Fredonia	Support from Fredonia
Engineering - Prototype	On-site	Support from Mineral Springs	Not Applicable
Equipment Maintenance	Support from Park Street	On-Site	On-Site
Order Entry	Support from Park Street	On-Site	Support from Park Street
Shipping	On-Site	On-Site	On-Site
Supplier Selection, Monitoring & Development (Purchasing)	Support from Park Street	On-Site	Support from Park Street
Information Technology (IT)	Support from Park Street	On-Site	Support from Park Street
Human Resources	Support from Park Street	On-Site	Support from Park Street
Policy Making	Support from Park Street	On-Site	Support from Park Street
Training	Support from Park Street and OJT On-Site	On-Site	Support from Park Street and OJT On-Site

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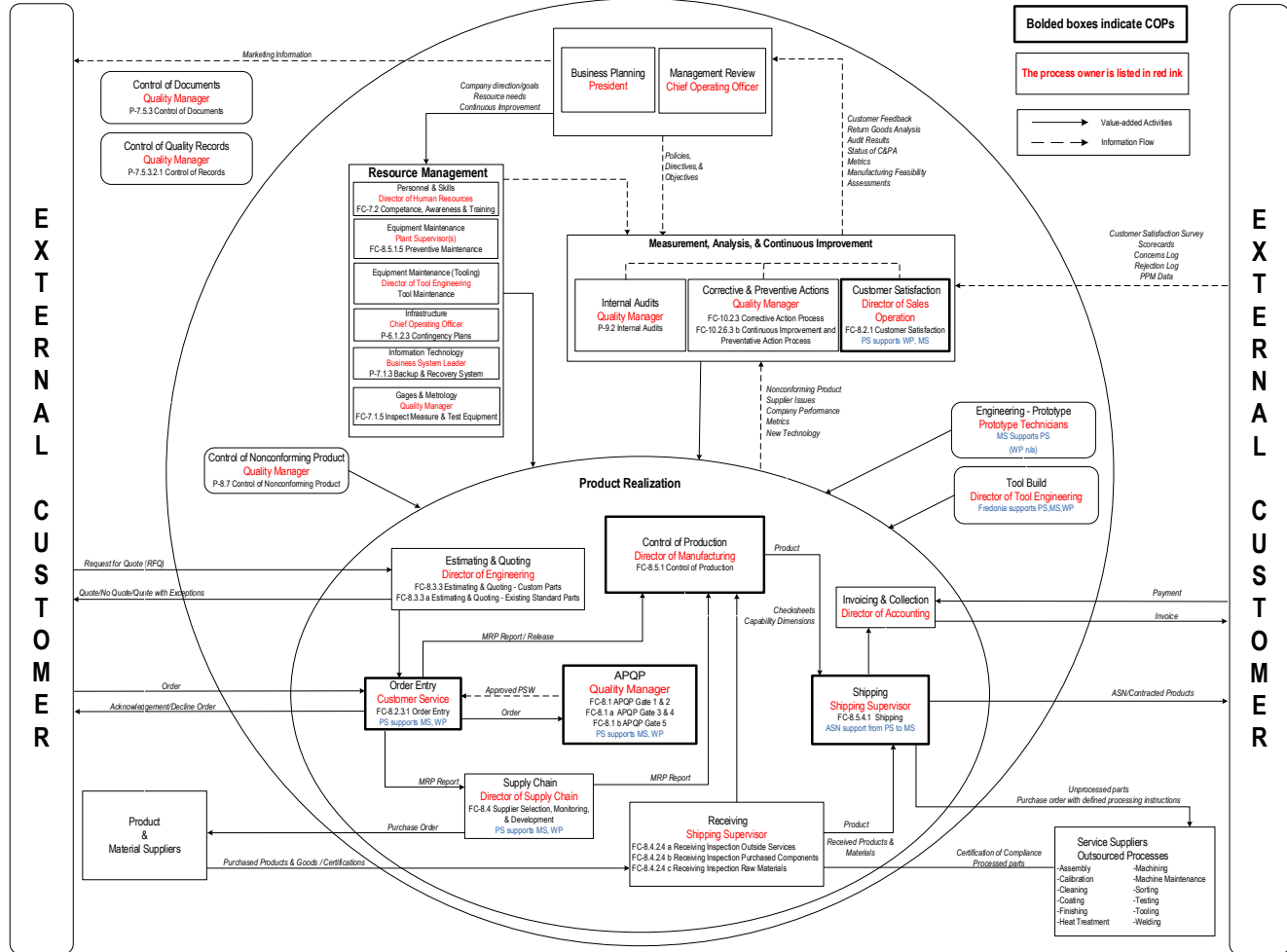


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6.0 Sequence and Interaction of Processes

ISO:9001/IATF 16949 KMC Quality Management System



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7.0 Kickhaefer Manufacturing Company Organizational Responsibilities

The Kickhaefer Manufacturing Company Organizational Chart describes the management organizational responsibilities. The Kickhaefer Manufacturing Company Organizational Chart is available in Plex. (See cross functional matrix in Appendix A.)

8.0 Quality System Documentation Structure

The quality system employed within Kickhaefer Manufacturing Company consists of several tiers of documentation, such as; the Quality Manual, Policies and Procedures (or documented processes), work instructions, forms and records.

Below is a list of the required procedures/documentated processes:

Clause	Requirement	Procedure/Documentated Process	Applicability
4	Scope of Quality Management System	Quality Manual	All Sites
4.4.1.2	Product Safety	Product Safety	All Sites
5	Leadership	Quality Manual	All Sites
6	Planning	Quality Manual APQP Gate 1 &2 APQP Gate 3 & 4 APQP Gate 5	All Sites
6.1.2.3	Contingency Plans	Contingency Plans	All Sites
7.1.5.2.1	Calibration/Verification Records	Gage Calibration Process	All Sites
7.1.4	Environment for the Operation of Processes	Hazardous Communication	All Sites
7.1.5	Monitoring and Measurement Resources	Inspect, Measure and Test Equipment	All Sites
7.1.5.2	Measurement traceability	Gage Calibration Process Gage Calibration Policy	All Sites
7.1.5.2.1	Calibration / Verification	Containment of Gages with Unacceptable Gage Studies	All Sites
7.1.5.3.1	Internal laboratory	KMC Laboratory Scope	All Sites
7.2.1	Training	Competency, Awareness and Training Department Training Matrices	All Sites
7.2.3	Internal Auditor Competency	Internal Auditor Qualification Sheet	All Sites
7.3.2	Employee Motivation and Empowerment	Employee Motivation	All Sites
7.5.1.1	Quality Management	Documentation in the Plex Compliance	All Sites



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	System Documentation	Module	
7.5.3	Control of Documented Information	Control of Documents	All Sites
7.5.3.2.1	Record Retention	Control of Records	All Sites
7.5.3.2.2	Engineering specifications	External Drawing Spec Control Flowchart External Drawing Specification Control Procedure	All Sites
8.1	Operational Planning and Control	APQP Gate 1 and 2 APQP Gate 3 and 4 APQP Gate 5	All Sites
8.2.2	Determining the Requirements for Products and Services	Estimating and Quoting Custom Parts Estimating and Quoting Standard Parts Customer Part Environmental Compliance	All Sites
8.2.3.1	Review of Requirements for Products and Services	Order Entry Daily Delivery Procedure Inventory Management	Park Street
8.3.3.3	Special Characteristics Identification	APQP Gate 1 and 2 Team Feasibility Review	All Sites
8.3.4.2	Design and Development Validation	GP-12 Early Product Containment	All Sites
8.3.4.3	Prototype Program	Prototype Scheduling	Park Street
8.3.6	Design and Development Changes	Processing Print and Part Number Changes	All Sites
8.4.1.2	Supplier Selection	Supplier Selection, Monitoring & Development Subcontractor Qualification	All Sites
8.4.2.1	Control of Outsourcing		
8.4.2.2	Statutory/Regulatory Requirements	Customer Part Environmental Compliance	All Sites
8.4.2.4	Supplier Monitoring	FUL-Q-220A for Raw Material and Outside Services Receiving Inspection Outside Services Receiving Inspection Purchased Components Receiving Inspection Raw Materials	All Sites
8.5.1	Control of Production and Service Provision	Control of Production MIG Welding process Resistance Welding Process	All Sites
8.5.1.3	Verification of job set-ups	First Piece Inspection	All Sites
8.5.1.5	Total productive	Preventive Maintenance	All Sites

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	maintenance	Lock Out Tag Out (LOTO) procedure	
8.5.1.6	Management of production tooling and manufacturing, test, inspection tooling and equipment	Build the Tool	All Sites
8.5.2	Identification and Traceability	Identification and Traceability	All Sites
8.5.4	Preservation	Packaging	All Sites
8.5.4.1	Preservation – Supplemental	Shipping Drop Shipments Final Inspection	All Sites
8.5.6.1	Change Control	APQP Gate 1 and 2, APQP Gate 3 and 4 and APQP Gate 5	All Sites
8.5.6.1.1	Change Control Supplemental		
8.7	Control of Nonconforming Outputs	Control of Nonconforming Product Procedure Return Material Authorization Deviation Approval Rejection Report	All Sites
8.7.1.4	Control of Reworked Product	Control of Nonconforming Product Procedure Return Material Authorization	All Sites
8.7.1.7	Nonconforming Product Disposition	Deviation Approval Rejection Report	All Sites
9.1.2	Customer Satisfaction	Customer Satisfaction	Park Street
9.2.2.1	Internal Audit Program	Internal Audits	All Sites
9.2.2.3	Manufacturing Process Audit	Manufacturing and Layered Process Audits	All Sites
10.2.3	Problem Solving	Corrective Action Process Preventive Action process APQP Gate 1 and 2	All Sites
10.2.4	Error-proofing	Corrective Action Process Preventive Action process	All Sites
10.3	Continual Improvement	APQP Gate 1 and 2 Continuous Improvement	All Sites

All of Kickhaefer Manufacturing Company locations are IATF 16949 certified sites and must conform to all of the documented processes listed above.

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9.0 Supporting Documents and References

Supporting documents are controlled and maintained in the Plex Compliance module.

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Appendix A

The table below depicts where ISO 9001 and IATF 16949 requirements are addressed within Kickhaefer Manufacturing Company’s quality management system. The detailed matrix of KMC’s applicable Customer Specific Requirements is retained in the Plex Compliance Module titled, “KMC’s Customer Specific Requirements Matrix”.

Processes	Relevant ISO 9001 and IATF 16949 Clauses																			Customer Requirements										
	4.1	4.2	4.3	4.4	5.1	5.2	5.3	6.1	6.2	6.3	7.1	7.2	7.3	7.4	7.5	8.1	8.2	8.3	8.4		8.5	8.6	8.7	9.1	9.2	9.3	10.1	10.2	10.3	
APQP		X	X	X	X		X	X	X	X	X	X	X			X	X	X	X	X	X	X	X	X			X	X	X	X
Control of Production		X	X	X	X		X	X	X	X	X	X	X	X		X	X	X	X	X	X	X	X	X	X			X	X	X
Customer Satisfaction	X	X			X				X						X									X		X	X	X		X
Order Entry		X		X	X		X								X			X					X							X
Shipping	X	X		X	X		X							X		X	X		X	X	X	X	X	X			X	X	X	X
Engineering (Prototypes)																		X												X
Engineering (Tool Construction & Maintenance)		X		X				X	X				X			X	X	X			X	X	X				X	X	X	X
Document Control			X	X		X									X		X	X			X	X	X				X	X	X	X
Corrective and Preventive Actions					X		X	X	X	X	X	X	X			X	X			X		X	X			X	X	X	X	X
Management Review	X		X	X	X	X	X		X	X	X	X	X	X	X					X			X	X	X	X	X	X	X	X
PPAP		X			X					X				X			X					X		X						X
Calibration											X							X					X							
Internal Audit		X		X		X			X		X	X	X												X				X	X
Facilities Management	X	X		X	X		X	X	X	X	X	X	X	X		X	X	X		X			X	X			X	X	X	
Information Technologies		X		X		X		X	X	X	X	X	X	X	X	X					X			X	X			X	X	X
Control of Outsourced Processes	X	X		X	X		X	X	X								X	X	X		X	X	X				X	X	X	
Production Planning	X	X			X			X	X	X	X					X	X	X	X		X						X	X	X	X
Logistics (ASN)		X																											X	X
Human Resource			X	X	X	X	X				X	X	X	X	X															
Policy Making			X	X	X	X		X	X	X	X	X	X	X																X
Training		X	X	X	X		X		X	X	X	X	X																	X