

Bowen Machine Company, Inc.	Quality Management System Manual	
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ISO 9001 Quality Management System Manual



BOWEN MACHINE COMPANY, INC

2006 Dallas Cherryville Highway
Dallas, NC 28034-7707

QM-001

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Approved: President	_____
Authorized: Vice President	_____
Authorized Management Rep	_____

Distribution List

Controlled Copy Number	Department Location	Responsible Person
1	Electronic Network	Management Rep
2	Office	Management Rep

Change Record

Rev	Date	Responsible Person	Description of Change
A	July 1, 2018	Ms. Hunter Bowen	Initial Issue for 2015 revision
B			
C			

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Introduction

Bowen Machine Company, Inc. operates its facility at:

Bowen Machine Company, Inc.
2006 Dallas Cherryville Highway
Dallas, NC 28034-7707

The purpose of this Quality Management System (QMS) Manual is to describe the organization and policies of the QMS of Dallas, NC.

ABOUT US

Bowen Machine is an established machine shop located in Dallas, North Carolina. The company was started in 1978 by the current owners' parents. In 1986, brothers Jon and Stuart Bowen took over the business from their parents after working in the business for many years as machinists. Since then, Bowen Machine has grown from a small 1,000 square foot building to a 24,000 square foot machining center and 20,000 square foot laser facility.

Bowen Machine takes pride in its ability to respond quickly to customers' needs. Capable of working around the clock, we know how crucial your business is, and we are committed to always deliver quality and accuracy in the shortest amount of time. Bowen Machine is well-known in the industry and community for producing services that are completed to the customer's specifications, delivering parts right the first time.

We welcome the opportunity to demonstrate how our wide array of services can benefit your company.



ISO 9001**Quality Management System Manual****QMS Scope**

Manufacturing and machining metal products.

Applicability

Clause 8.3 Design & Development of Products and Services is not applicable because designs are provided by customers.

Quality Policy

Bowen Machine Company, Inc. is committed to continual improvement and customer satisfaction. We strive to be our customer's preferred supplier.

Objectives of this policy are to:

- Listen and respond to customer's needs.
- Work closely with suppliers to ensure consistently acceptable purchased product and services.
- Provide on-time product delivery.
- Provide resources required to accomplish the stated quality activities.
- Continuously improve our products, processes and teamwork.

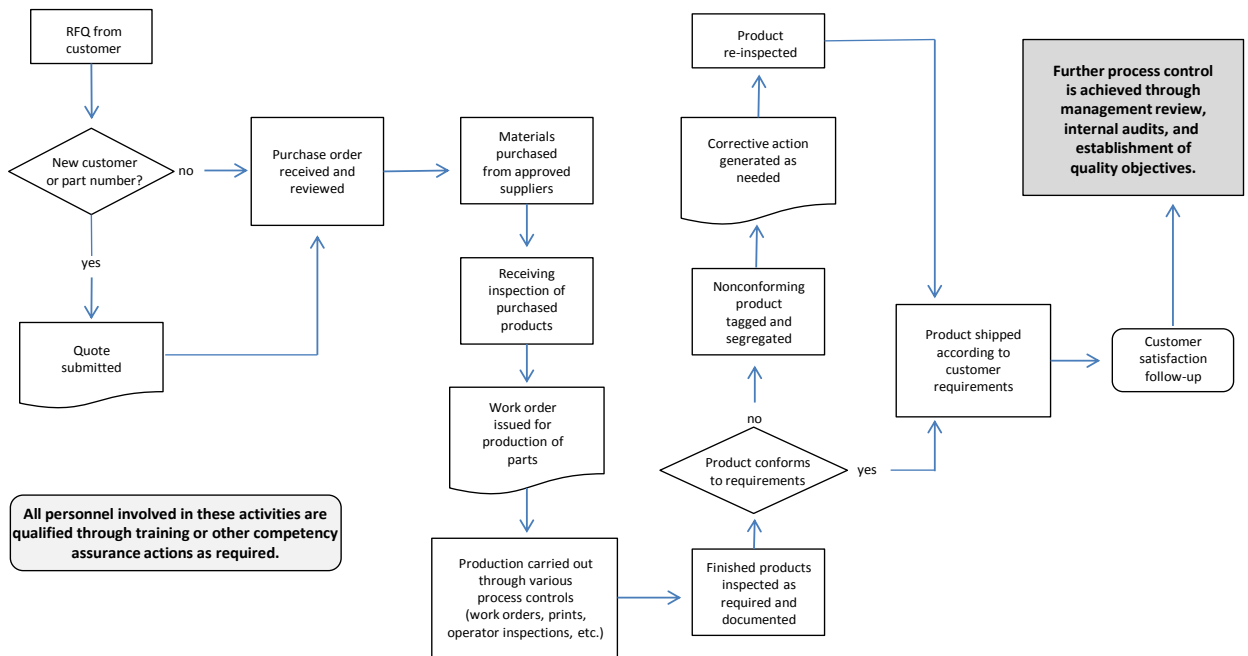
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PROCESS INTERACTIONS

Bowen Machine Company, Inc.
Quality Manual and Procedures
Section 3 – Interaction of Quality System Processes

Rev. No.: 1
Rev. Date: 10/24/13

BOWEN MACHINE COMPANY, INC. INTERACTION OF QUALITY SYSTEM PROCESSES



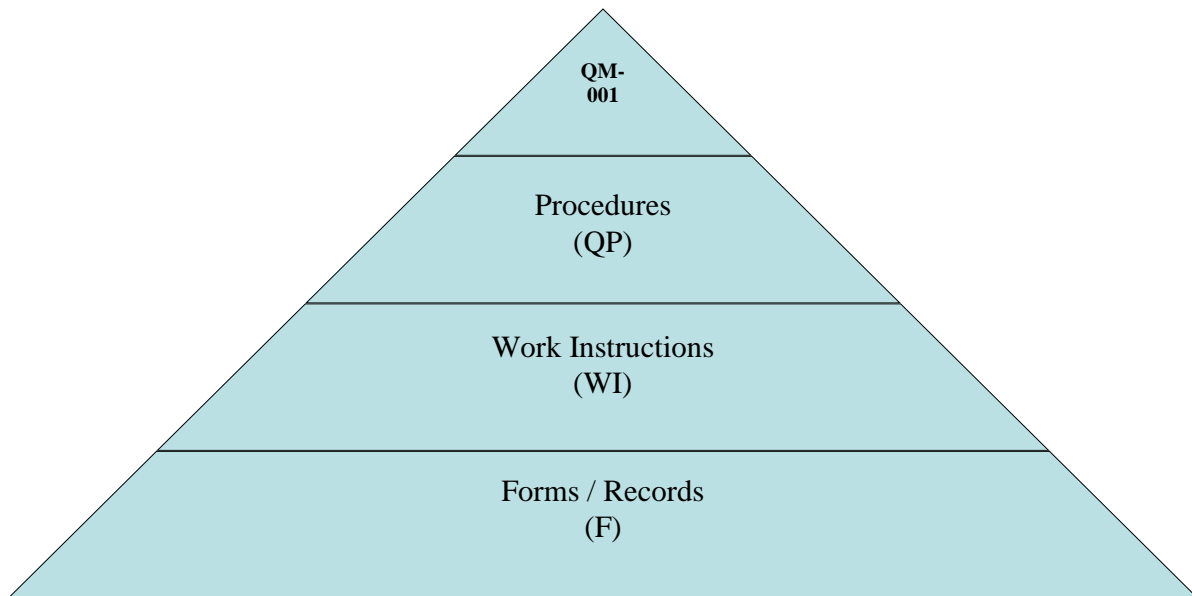
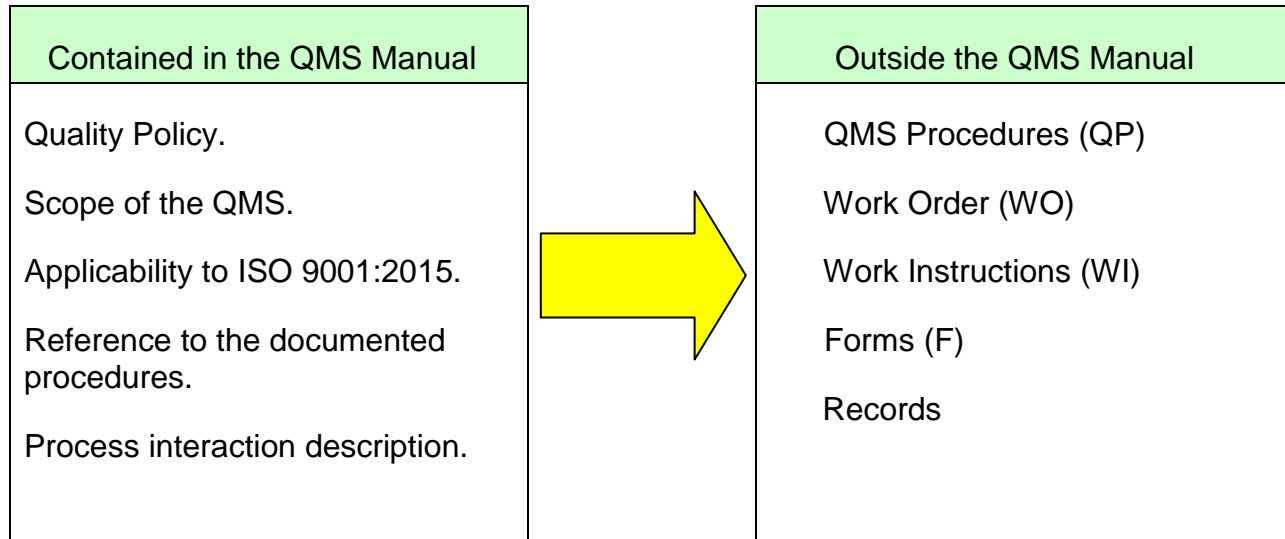
Approved: President
Issued: Management Representative

ISO 9001**Quality Management System Manual****Definitions**

1. **Quality Management System (QMS):** Part of an organization's management system used to develop and implement its quality policy and manage its objectives.
2. **Continual Improvement:** Recurring process of enhancing the QMS in order to achieve improvements in overall performance consistent with the organization's quality policy.
3. **Corrective Action:** Action to eliminate the cause of a detected nonconformity.
4. **Interested Party:** Person or group concerned with or affected by the performance of an organization.
5. **Internal Audit:** Systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which the management system audit criteria set by the organization are fulfilled.
6. **Nonconformity:** Non-fulfillment of a requirement.
7. **Performance:** Measurable results of an organization's management system.
8. **Risk:** Effect of uncertainty. An effect is a deviation from the expected – positive or negative (Risk & Opportunities).
9. **Procedure:** Specified way to carry out an activity or a process.
10. **Quality Objective:** Overall goal, consistent with the quality policy, that an organization sets itself to achieve.
11. **Quality Policy:** Overall intentions and direction of an organization related to its environmental performance as formally expressed by top management.
12. **Documented Information:** Information required to be controlled and maintained by an organization and the medium on which it is contained. Information created in order for the organization to operate (documentation) and evidence of results achieved (records).

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Documented Information Organization



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Other

BMC will conduct a formal review of its Quality Management System (QMS) at least annually.

The QMS Manual, The QP Manual, Work Instructions, Work Orders and Forms together define how FMC will meet the ISO 9001:2015, customer, and other requirements.

The Management Representative will maintain a folder for retaining information about customer's perception (including positive comments) of whether BMC has met customer requirements. This will be used along with complaints and customer performance ratings for determining overall Customer Satisfaction.

Organization

See appendix A for the Organization Chart.

Site

See appendix B for Site Layout.