



BISH'S QUALITY MANUAL

INTRODUCTION

This manual provides personnel and customers of BISH'S with a description of company policy for maintaining an effective and economical quality assurance system planned and developed in conjunction with other planning functions.

Written procedures for implementing the policy described herein shall be established as dictated by complexity of the product design, manufacturing techniques employed, and customer requirements.

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Clarification of terms:

Plant Manager is General Manager

Production Control, Quality Department is the responsibility of the Shop Forman. At times the Shop Forman may delegate this responsibility to an authorized representative of Bish’s.

Sales is Estimating / Project Management

1.0 SCOPE

- 1.1 The quality assurance system encompasses receipt of parts and material, identification, stocking and issue of parts and material, the entire process of fabrication and manufacture, packaging, storage, and shipping.
- 1.2 The system is designed to assure that supplies or services, manufactured and performed at BISH'S or at BISH'S supplier facilities are subject to adequate control of quality to ensure customer satisfaction. This system is designed to, provide for early detection of discrepancies and positive corrective action.
- 1.3 Written inspection and test procedures are prepared to supplement applicable drawings and other specifications to the extent necessary.

2.0 RESPONSIBILITY

2.1 The supervisor of quality assurance reports directly to the General Manager.

2.2 The quality assurance supervisor's responsibilities shall encompass the following:

2.2.1 Interpretation of conformance to customer's quality requirements.

2.2.2 Review of customer drawings and specifications.

2.2.3 Determination of necessary inspection points.

2.2.4 Documentation of necessary inspection and test instructions.

2.2.4.1 Establishing a change of control procedures for such documents.

2.2.5 Planning, developing, initiating, coordinating, implementing, and maintaining the most effective and efficient procedures for optimum quality assurance.

2.2.6 Maintenance of adequate quality assurance records.

2.2.7 Review of quality assurance records and internal corrective action follow up.

2.2.8 Vendor quality assurance and corrective action follow-up.

2.2.9 Original and continuing periodic inspection of all special and standard gages, test equipment, and tooling used to manufacture product.

2.2.10 Coordinate in-plant corrective action on items rejected by the customer, notify customer of the action taken and evaluate the action of effectiveness.

2.2.11 Assure that inspection personnel are capable of rendering an unbiased decision to accept or reject any material inspected.

3.0 PURCHASE ORDER CONTROL

3.1 All purchase orders to BISH'S suppliers require authorization by the General Manager or his authorized representative.

3.2 Upon release of a purchase order, the Buyer will furnish BISH'S vendor with all the required drawings, specifications, and necessary customer requirements (such as material certification) with the Purchase Order.

3.3 In the event of a drawing specification change, the Buyer will issue a Purchase Order Change, incorporating the latest Engineering change and latest drawings or other specifications.

3.4 Copies of all Purchase Orders are on file and available for review by BISH'S customers.

4.0 DRAWING AND SPECIFICATION CHANGE CONTROL

4.1 BISH'S fabricates and manufactures to customer drawings and or specifications which are kept on file.

4.2 Production Control is responsible for the charging out and controlling issuance of drawings and specifications.

4.3 The Sales Department receives Engineering changes, drawings and specification changes from BISH'S customers and is responsible to immediately forward customer changes to Production Control.

4.4 Production Control is responsible for issuing the latest Engineering changes, drawings, and specifications to the cognizant departments and voiding outdated Engineering changes, drawings and specifications.

5.0 RECEIVING INSPECTION

5.1 All parts and materials are received and logged in by the Receiving Personnel.

5.2 Accepted lots are identified by Inspection and sent to stock.

5.3 Rejected lots are identified and are held segregated in Receiving Inspection until disposition is made by the Buyer and Production Control.

5.4 The Purchasing Department and applicable vendors will receive a copy of all Receiving Department rejection reports.

5.5 Corrective action to prevent recurrence of discrepancies discovered by Receiving Inspection is the responsibility of the Purchasing Department

5.6 Follow-up to ensure that corrective action taken by a vendor was effective is a Quality Department responsibility.

5.7 Receiving Inspection instructions are issued in written form, as applicable, with consideration given to complexity of the parts, material received, and customer requirements. If available, the material will be inspected to customer-furnished inspection instructions.

5.8 All inspection records will include the number inspected, number rejected, date of inspection, and positive identification of the inspector.

5.9 Inspection records will include information as to the disposition of vendor supplied records and data.

6.0 RAW MATERIAL CONTROL

6.1 Raw Material, bar stock, sheet stock and castings are identified to the proper certification and are stored in an area apart from the normal flow of in-process material.

6.2 Copies of all certifications are filed in the Job Order Number Folder by job order number and are available for review at the customer's request.

6.3 Only Receiving Inspection accepted raw material is released for production.

6.4 Certified stock issued from the raw material storage area to comply with the job order number requirements.

6.5 Verification of suppliers' certifications are accomplished by independent testing laboratories when deemed necessary by Quality Department or BISH'S customer purchase order requirements.

6.6 All certifications will be identifiable to the applicable Purchase Order, date of receipt of the material, and the inspector who inspected the material.

7.0 IN PROCESS INSPECTIONS (PIECE PARTS)

7.1 First piece inspection is performed by the Quality Department after set up is completed and okayed by Production.

7.2 No production runs are made until First Piece Inspection is completed and found acceptable.

7.3 After First Piece Inspection is acceptable, in process inspections are performed by Quality Department at adequate intervals to provide early detection of processes producing non-conforming material.

7.4 Record of all First Piece and in-process inspections are maintained by Quality Department.

7.5 Inspection records are stored in the Job Number folder and are available for customer preview.

7.6 Rejected items are clearly identified by a tag or other applicable means and moved to an area apart from the normal flow of in-process materials.

7.7 Obtaining corrective action and performing follow-up action to prevent recurrence of discrepant material is the responsibility of Quality Department

7.8 Inspection records will include the number of pieces accepted, number rejected, nature of defects and basic causes of rejection, date of inspection and positive identification of the inspector.

7.9 Inspections and controls over special processes are established including requirements, as appropriate, for qualification and certification of equipment and personnel. The following special process and NDT specifications are considered applicable to this procurement.

8.0 ASSEMBLY INSPECTION AND/OR FUNCTIONAL TEST

8.1 Assembly inspection and any necessary functional testing is performed, as required, by Production personnel.

8.2 The Quality Department performs surveillance inspection of the functional tests in accordance with a specifies sampling procedure.

8.3 Inspection records are maintained by Quality Department personnel.

8.4 Inspection records are filed in the Job Number folder and will be available for customer review on request.

8.5 All non-conforming assemblies are identified and segregated to preclude any chance of accidentally being used.

8.6 Obtaining Corrective action and performing follow-up action to prevent recurrence of discrepant material is the responsibility of Quality Department.

8.7 Inspection records will include the number accepted, number rejected, date of inspection, and positive identification of the inspector.

9.0 FINAL INSPECTION AND TEST

9.1 Final inspection and tests are performed 100 percent or on a sample basis, as applicable to complexity of the items produced and/or customer requirements. Inspection will be in accordance with customers supplied procedures, when available.

9.2 Final inspection and test reports are maintained by the Quality Department.

9.3 Inspection and test records are filed in the Job Number folder.

9.4 Corrective action and performing follow-up action to prevent recurrence of discrepant material is the responsibility of the Quality Department.

9.5 All nonconforming material is identified and segregated apart from the normal flow of finished material.

9.6 Nonconforming material is not released for shipment to the customer without specific instructions from the customer to submit the nonconforming material.

9.7 Rejected material which is subjected to any repair, or sorting, is re-submitted to final inspection for verification of the adequacy of the rework.

9.8 Inspection records will include the number of pieces accepted, number rejected, date of inspection, and positive identification of the inspector.

10.0 NONCONFORMING MATERIAL

10.1 All non-conforming supplies, parts and/or material are placed in a segregated area. The items will be clearly identified to Job Number, Part Number, Lot Size, Discrepant Characteristic, Inspector's Name, and other identification, as required.

10.2 The nonconforming characteristic(s) are clearly indicated on a rejection tag attached to each part or container.

10.3 Nonconforming material will not be shipped.

10.4 The integrity of all lots submitted to acceptance inspection are maintained under the control of Quality Department at all times, and will be segregated from normal material flow.

10.5 During the processing of material, a system will be used to assure proper sequence and completion of production and inspection activities.

10.6 A system of Inspection status will be used to identify the status of inspected material.

10.7 Reworked material is segregates from other material until conformance of material to all specifications is established by Quality Department.

11.0 TOOL AND GAGE CONTROL

11.1 All special tools, jigs, fixtures, gages, and measuring equipment are identified.

11.2 Each new, or reworked tool, jig, fixtures, gages, and items of measuring equipment are inspected prior to issue for use.

11.3 All gages, measuring and tests equipment are checked to standards which are calibrated by standards traceable to National Bureau of Standards.

11.4 A written schedule of frequencies for calibrating gages, measuring and test equipment is maintained and is strictly adhered to. The schedule is based on type, purpose, and severity of usage.

12.0 OVERRUN STOCK CONTROL

12.1 The Quality Department shall have the responsibility of surveillance of any Overrun Stock.

12.2 The Quality Department will assure that any overrun parts presented for stock are properly identified as to inspection status (acceptance) part number, latest drawing number and specification revision, date of inspection acceptance, job number, quantity of parts and that the parts are adequately package to prevent deterioration or damage.

12.3 No overrun parts are shipped to a customer until re-inspection is accomplished to assure they are in acceptable condition and meet all the latest drawing and specification revisions.

13.0 PACKAGING AND SHIPPING

13.1 No order will be shipped to a customer until all shipping papers are identified by inspector's signature and date of inspection acceptance.

13.2 No material will be shipped until all required certifications, test reports, special samples, etc., have been packed with the material in accordance to BISH'S customer requirements.

13.3 All items shall be packaged in a manner that prevents damage, deterioration, or substitution.

13.4 Adequate marking shall appear on the packaging, parts and as otherwise necessary to provide positive identification to the applicable customer.

13.5 Any required special packaging will be controlled and will be as specified by the applicable customer.

14.0 IDENTIFICATION

14.1 All materials and articles are identified by a basic part number.

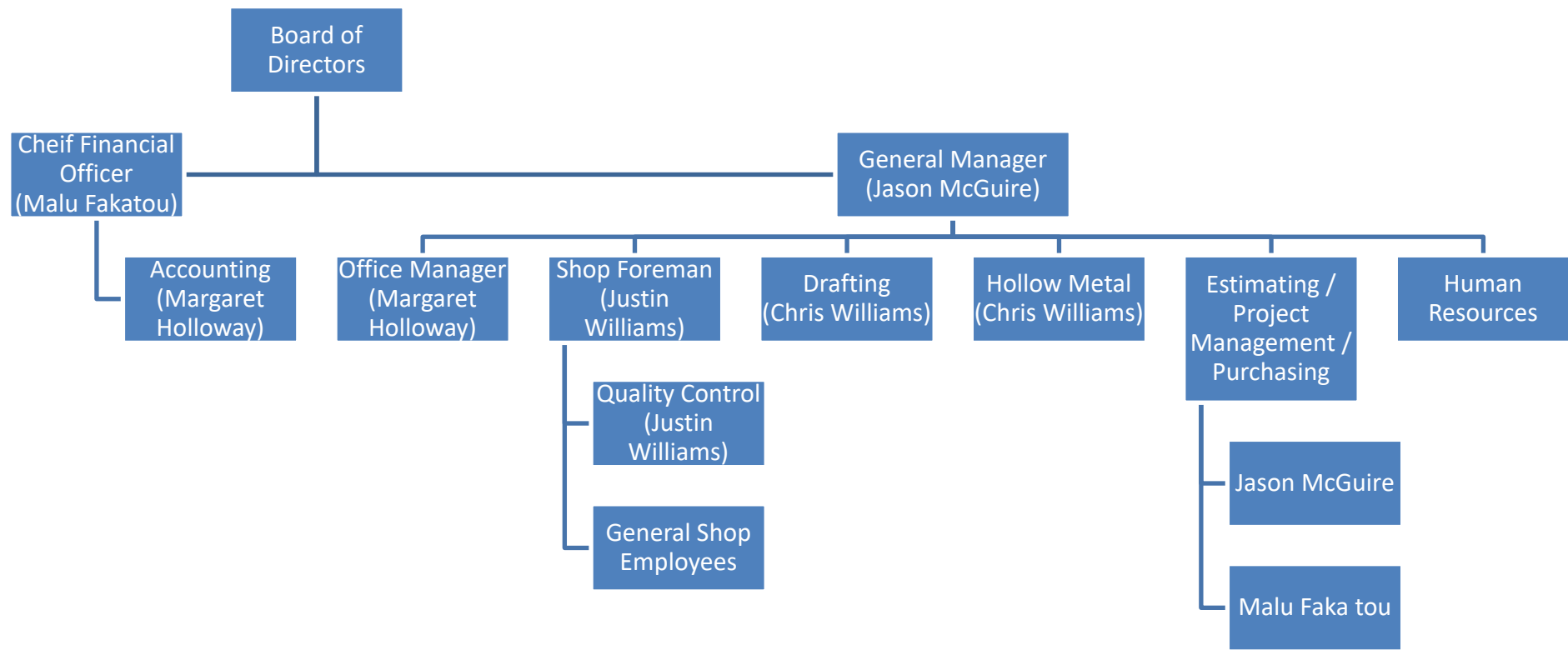
15.0 ADDITIONAL QUALITY DOCUMENTS (Upon request)

15.1 The following quality documents are available upon request:

- Acid Cleaning & Passivation Procedures
- Document Retention Procedures
- Stainless Steel Handling Procedures
- Weld Procedures & Qualifications (These documents are released in relation to BISH'S customer's specific orders and not given upon general requests).

Appendix

APPENDIX A: BISH’S ORGANIZATION



APPENDIX B: SAMPLE PURCHASE ORDER

Show this Purchase Order Number on all correspondence, invoices, shipping papers and packages.		Purchase Order No: 96160	
Order Date: 7/8/2013	Ship Date: 7/9/13		
Supplier No: RELIANCE	Attention: WENDY		
Supplier Name: RELIANCE METAL CENTER			
Address: P.O. BOX 27556 SALT LAKE CITY, UT 84127 Phone: 974-5300 Fax: 973-6928			

Bish's	
367 West 900 North Salt Lake City, UT 84103 Phone 801-355-3408 Fax 801-355-3400 Website www.bishs-steelfab.com	
PURCHASE ORDER	
Ordered By: McGuire, Jason	

Ship To: Bish's		
Address: 367 West 900 North		
Address: Salt Lake City, UT 84103		
Pay Terms: NET 30 DAYS	Ship Via: DELIVERY	Requested by: McGuire, Jason
Special Instructions or Notes:		

Line No	Qty / Unit	Vendor Part#	Keycode and Description	Tax?	Price	Extension
1	1 each		steel PLT A36 3/4 48 96	No	\$485.10	\$485.10
	Project	45660 - FLSMIDT	WAREHOUSE	Customer	FLSMIDT - FLSMIDT SALT LAKE CITY, INC.	
	Our Part#	PLT A36 3/4 48 96	Mfgr.	Model	SubPhase Shop Phase	0
2	1 each		steel PLT A36 1/2 48 120	No	\$371.74	\$371.74
	Project	45660 - FLSMIDT	WAREHOUSE	Customer	FLSMIDT - FLSMIDT SALT LAKE CITY, INC.	
	Our Part#	PLT A36 1/2 48 120	Mfgr.	Model	SubPhase Shop Phase	0

Non Taxable	2	Sub Total:	856.84	+ Tax:	0.00	= Total:	856.84	Total:	856.84
Page 1 of 1		8/13/2013		4:12 PM		Authorized Signature		No of Items	2
								No of Lines	2

APPENDIX C: SAMPLE RECEIVING DOCUMENT

Bish's
367 West 900 North
Salt Lake City, UT 84103
Tel 801-355-3408 Fax 801-355-3400

Receiving Document

Special Instructions or Notes:

Address: 367 West 900 North	
Address: Salt Lake City, UT 84103	
Clerk: McGuire, Jason	Requested by: McGuire, Jason

Show this Purchase Order Number on all correspondence, invoices, shipping paper and packages.		Purchase Order No: 96160
Order Date: 7/8/2013	Ship Date: 7/9/13	
Supplier No: RELIANCE	Reference: WENDY	
Supplier Name: RELIANCE METAL CENTER		
Address: P.O. BOX 27556		
SALT LAKE CITY, UT 84127		
Phone: 974-5300 Fax: 973-6928		

Line No	Qty Ordered	Item Code, Vendor Part No, Description, Model	Qty Rec'd	Notes:
1	NO 1 each	PLT A36 3/4 48 96 PLT A36 3/4 48 96		
Remain:	1	ProjName/Code: 45660 - FLSMIDTH - WAREHOUSE Phase: 0 - MISC		CustName/Code: FLSMIDTH - FLSMIDTH SALT LAKE CITY,
		SubPhase: Shop - Shop		
2	NO 1 each	PLT A36 1/2 48 120 PLT A36 1/2 48 120		
Remain:	1	ProjName/Code: 45660 - FLSMIDTH - WAREHOUSE Phase: 0 - MISC		CustName/Code: FLSMIDTH - FLSMIDTH SALT LAKE CITY,
		SubPhase: Shop - Shop		

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Page 1 of 1	8/13/2013 4:10 PM	Receiving Copy	Total:	
		Received By	No of Items	2

APPENDIX D: SHOP INSPECTION FORM

BISH'S SHOP INSPECTION FORM

BISH'S S.O. # _____
CUSTOMER: _____ CUSTOMER P.O. # _____
CUSTOMER PART# _____ CUSTOMER DWG: _____ REV. _____

TOTAL QUANTITY: _____ ARTICLE OF INSPECTION: _____ OF _____
(For quantities less than 5 all parts are to be inspected, for quantities of 6 or more the initial 5 parts must be inspected and then 1 out of every 5 parts must be inspected, i.e. if there were a total of 15 parts a total of 7 would be inspected.)

LAYOUT

1. Was the part drawn in CAD? YES PARTIALY NO

a. If the part was not drawn in CAD, who did the layout? _____

i. Who checked the layout? _____

ii. Are Holes/Cutouts Located Properly? YES NO

1. If "NO" list discrepancies and corrective action:

PROCESSING

1. How was the part cut? Hy-Def Plasma Water Jet Shear Saw/Iron Worker

2. Was the part cut accurately (correct material, material thickness, part dimensions)? YES NO

a. If "NO" list discrepancies and corrective action:

3. Have all edges and holes been deburred? YES NO

4. Parts formed to proper degree? YES NO N/A

FIT UP

1. Name of responsible fitter? _____ Who inspected the fit-up? _____

2. Were all dimensions held per the drawing and tolerances? YES NO

Note: Bish's tolerances are +/- 1/16" unless noted otherwise on the customer's drawing or the customer's workmanship standard.

a. If "NO" list discrepancies and corrective action:

WELDING

1. Name of responsible welder? _____

2. Welder Certified for welding the material used on this part? YES NO

3. Proper Welding Wire/Filler used? YES NO

4. Weld Inspection (weld acceptance is based on AWS criteria):

a. Proper size & location? YES NO

b. Appearance? GOOD FAIR POOR

c. All spatter removed? YES NO

5. Did the part warp? YES NO

a. List any discrepancies and corrective action that were needed after welding:

OTHER

1. Did this part require Machining? YES NO

a. Who completed the machining? BISH'S OTHER: _____

(i) If Bish's machined the part, who was the machinist? _____

b. Were all dimensions held per the drawing and tolerances? YES NO

(i) If "NO" list discrepancies and corrective action:

c. Was the part machined properly? YES NO

BISH'S SHOP INSPECTION FORM

2. Did this part require ND Testing? YES NO

a. Check all required ND Testing:

☐	Dye-Penetrant / LPI
☐	Magnetic Particle Inspection (MPI)
☐	Ultrasonic Testing (UT Testing)
☐	OTHER:

☐	Ferrite Testing
☐	Pressure Test
☐	X-RAY
☐	OTHER:

b. Who was responsible for the testing? BISH'S CUSTOMER

c. Who performed the testing? BISH'S CUSTOMER

OTHER: _____

d. Did the part pass all required testing? YES NO

(i) Is the report for the ND Testing attached to this form? YES NO

1. If "no", why is the testing report not attached?

3. Did the Customer provide their own inspection documents or requirements, i.e. PSP-ITP Document?

YES NO

OVERALL APPERANCE

1. General appearance of part:

a. Excellent b. Good c. Fair d. Poor

2. Overall dimensions are correct? YES NO

3. To the best of my knowledge this part has been inspected in accordance to the practices outlined on this form and is free from any defect. YES NO

a. If "no" complete the following:

i. This part is rejected by: _____ Date: _____

Reason for part being rejected:

Corrective action for fixing reason for rejection:

Corrective Action has been completed and this part is now acceptable: YES NO

This part is accepted by: _____ Date: _____