



QUALITY MANAGEMENT SYSTEM MANUAL QMS

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QUALITY MANAGEMENT SYSTEM MANUAL according to PN-EN ISO 9001:2015-10

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1. GENERAL PROVISIONS

1.1. Definitions, Terms and Abbreviations

- System – Quality Management System implemented, maintained and continually improved at RIMET Adam Pędzich, Jarosław Pędzich General Partnership.
- Organization – RIMET Adam Pędzich, Jarosław Pędzich General Partnership (or RIMET), registered office: ul. Świętojańska 175, Wyszków.
- Manual – this Quality Management System Manual.
- Owners – the partners of the company.
- Management Representative – Representative of Management.

1.2. Presentation of the Quality Manual

This Manual is the property of RIMET. It has been developed by the Management Representative (PSJ) and contains the essential elements of our System compliant with the requirements of the PN-EN ISO 9001:2015-10 standard. The Manual defines the overall actions undertaken by management and employees to achieve appropriate quality of services offered to customers. It describes the Organization's objectives, requirements and policy. It serves as source documentation for related documents such as procedures, work instructions and other documented information required by the standard. The content of the Manual is intended for employees, certification body auditors and the Organization's clients.

1.3. Rules for Distributing the Quality Manual

The Manual is issued as controlled copies. The original controlled copy is held by the Owners. An electronic copy is stored on the Management Representative's (PSJ) computer in the "ISO" folder. Informational (non-controlled) copies may be given to clients and are marked as "Informational Copy."

1.4. Amendments to the Manual

The Management Representative (PSJ) is responsible for updating the Manual. All changes are made by PSJ. Proposals for changes may be submitted by any employee in writing, with justification, to PSJ. Approved changes are recorded in the "Document Change Log" (SYS-01 Attachment 04). Due to the continuous page numbering system, each revision is issued as a complete new edition. Obsolete editions are marked "Obsolete Copy" and retained for at least 3 years. In addition to ongoing updates, PSJ conducts an annual review and verification of the Manual (prior to management review). The results are discussed during the management review.

2. ORGANIZATION OVERVIEW

The organization is a modern, dynamically growing organization specializing in the machining of metals and structural plastics. Utilizing CNC-controlled machinery, we produce complex components with high precision and repeatability. Our experience allows us to provide professional support in material selection and technical solutions. We execute orders based on technical drawings or customer samples in both single-piece and large-series production. RIMET emphasizes high service quality through flexible order fulfillment and the use of appropriately selected construction materials.

2.1. Strategic Objective

To execute all client orders correctly and in a timely manner.

This is achieved through:

- Maintaining a qualified team with extensive experience and expertise,
- Employing the latest technologies and modern equipment,
- Building trust-based relationships with clients,
- Ensuring timely order fulfillment and high-level customer service.

3. QUALITY POLICY

Our main objective is the design and machining of metal and plastic components with the highest level of quality and precision to achieve a leading position in the domestic market.

We implement this by:

- Combining innovation with experience,
- Hiring employees who are technically knowledgeable and eager to develop their skills,
- Utilizing modern, safe equipment and technologies,
- Performing services promptly and diligently,
- Engaging management and staff in fulfilling assigned orders,
- Understanding customer needs to deliver products/services that meet their requirements,
- Complying with applicable requirements,
- Continually improving the effectiveness of the Quality Management System per PN-EN ISO 9001:2015-10.

The Organization ensures the necessary resources, including qualified personnel and modern technologies, and guarantees awareness of the Quality Policy among all employees, recognizing the QMS requirements as fundamental duties.

4. QUALITY MANAGEMENT SYSTEM

4.1. Scope of the Quality Management System

Design and machining of metal and plastic components.

Outsourced services include:

- Anodizing,
- Accounting services,
- Occupational health and safety,
- Finished goods transportation.

4.2. Context of the Organization

The Organization has identified internal and external issues affecting its objectives. External factors include legal requirements, technologies, market competition, environment, culture, society and economics. Internal factors include values, culture and organizational knowledge.

Based on this analysis, the Organization conducted:

- Context analysis – KJ Z-5,
- Stakeholder requirements identification – KJ Z-6,
- Risk and opportunity assessment – KJ Z-7.

4.3. Responsibilities, Authorities and Communication

All roles, authorities and responsibilities within the Quality Management System are defined in job descriptions, organizational charts and related documented information. Responsibilities include:

Management Representative (PSJ):

- Ensures that the QMS is established, implemented, maintained and continually improved in accordance with ISO 9001:2015 requirements and internal procedures.
- Reports on QMS performance, including audit results, nonconformities and improvement opportunities, to Top Management.
- Promotes awareness of customer requirements, statutory and regulatory obligations throughout the Organization.
- Acts as the main interface for external parties (e.g., certification bodies, customers) on QMS-related matters.

Top Management (Owners):

- Provide leadership and resources necessary to achieve QMS objectives.
- Ensure QMS integration into business processes and alignment with strategic goals.
- Conduct Management Reviews to evaluate QMS suitability, adequacy and effectiveness.

Employees:

- Execute tasks in accordance with QMS documented information and work instructions relevant to their roles.
- Identify and report nonconformities, customer complaints and potential improvements.
- Participate in training and competency development activities as required.

Communication channels for the QMS include:

- Management Review Meetings, held at planned intervals, to discuss QMS performance and strategic decisions.
- Departmental and team meetings to share information on QMS objectives, performance and changes.
- Internal communication via email, notice boards and the Company intranet for announcements and procedural updates.
- Regular internal audits, corrective and preventive action meetings, and refresher training sessions to reinforce communication and employee engagement.

4.4. Planning

Quality planning is aimed at meeting organizational objectives and metrics. Goals and metrics are set during management meetings, with assigned accountability. Effectiveness and efficiency are reviewed during management reviews. All processes needed to achieve objectives are planned, documented, resourced, reviewed and monitored. The process flow is depicted in the process map.

4.5. Process Map

Defined processes and interactions, with designated process owners responsible for objectives, performance indicators, continuous improvement, risk identification, resource allocation and corrective actions. Ongoing monitoring covers:

- Process effectiveness and efficiency,
- Conformance with planned procedures,
- Cost control where applicable,
- Nonconformity detection and resolution.

4.6. Support

The Organization provides resources for QMS implementation, maintenance and improvement to meet customer requirements and enhance satisfaction. Infrastructure includes premises, machinery, office equipment, software and measuring devices. The Owners ensure infrastructure upkeep and monitor requirements.

5. PROCESS MANAGEMENT

5.1. Management Processes

Quality Management Process Owner: Management Representative (PSJ)

Process objectives: Ensure QMS conformity with PN-EN ISO 9001:2015-10, the Manual and current documentation.

Inputs: Standard requirements, legal requirements, customer requirements, analysis and audit results.

Outputs: Conformity reports, QMS documentation, corrective action plans.

To maintain and continuously improve the System, methods for monitoring and analyzing organizational processes have been implemented. Objectives include:

- Demonstrating service conformity with customer requirements and regulations;
- Ensuring System compliance with PN-EN ISO 9001:2015-10;
- Continuous System improvement;
- Evaluating corrective actions' effectiveness;
- Assessing customer satisfaction.

Internal audits are conducted per the audit schedule to verify quality activities and outcomes align with plans and to determine System effectiveness. Detailed procedures for corrective actions, document control, record control, and nonconformity management are described in:

SYS-01 – Documented Information

SYS-02 – Internal Audits

SYS-03 – Nonconformity Control

SYS-04 – Corrective Actions

Organizational Management

Process Owner: Owners

Process objectives: Align the Organization with market needs and behaviors, implement the development plan per strategy, and improve the management process.

Inputs: Objectives, market needs, analyses, forecasts, projections..

Outputs: Staff objectives and tasks.

Development plans and management outcomes are continuously evaluated by the Owners and annually during management reviews. Review procedures are detailed in SYS-05 – Management Review.

Human Resources Management**Process Owner: Owners****Process objectives:** Provide training to ensure all employees attain necessary competencies.**Inputs:** Training plan, training needs, competency matrix.**Outputs:** Certificates, qualifications, authorizations, training effectiveness evaluations.

At the start of each calendar year, the Owners, consulting with employees, identify training needs. Aligned with the Organization's policy, employees are enabled to attend professional development training. Training schedules are updated as needed. Participants arrange training logistics. Post-training, participants settle travel expenses and submit copies of certificates. Submission of certificates is required for full expense settlement.

Records of qualifications and training are kept in employees' personnel files. Managers assess training effectiveness; for QMS-related training, the Management Representative assesses effectiveness. Training effectiveness is recorded during management reviews. Process monitoring compares required competencies for positions with employees' documented qualifications.

5.2. Core Processes**Quotations****Process Owner: Owners****Process objectives:** Prepare and plan quotes to execute orders promptly and meet customer expectations.**Inputs:** Customer inquiries.**Outputs:** Quotations

During quotation, the responsible person analyzes service requirements and documents them. Customer requirements are defined via meetings, phone, email, and provided documents.

The Organization also defines additional requirements necessary for proper service execution, such as:

- Formal requirements per organizational regulations;
- Requirements from experience, e.g., material and tool selection.

The detailed quotation procedure is included in P-01 – Quotation.

Design**Process Owner: Owners****Process objectives:** Comprehensive service delivery meeting individual customer requirements.**Inputs:** Order list, project outline (requirements).**Outputs:** Design, technical drawing

The Organization uses customer-supplied templates and its own designs. Individual customer requirements are considered during design using modern software.

The design process is detailed in P-06 – Design.

Service Execution**Process Owner: Owners****Process objectives:** Optimize lead times for ordered services.**Inputs:** Order list.**Outputs:** On-time service completion.

Services are performed per regulations by qualified personnel. Equipment is certified and under continuous supervision. All services are recorded in system documentation. Customer property (technical documents, personal data) is supervised by the Owners. Documents are attached to customer orders. In case of adverse events (damage, loss), the customer is immediately informed verbally or in writing, along with corrective steps.

Details of this procedure can be found in P-02 – Service Execution.

5.3. Support Processes**Purchasing****Process Owner: Owners****Process objectives:** Optimize purchasing costs and ensure delivery of certified materials and services meeting quality requirements.**Inputs:** Orders & contracts, employee and customer requisitions.**Outputs:** Purchase orders and contracts.

Supplier selection prioritizes technology and quality. Purchases affecting service quality are controlled to meet quality conditions through:

- Purchasing process management;
- Supplier evaluation;
- Verification of purchased goods quality.

Purchasing requirements include clear order specifications, qualified supplier selection, and document review. Suppliers undergo qualification to confirm capabilities. Suppliers affecting quality are re-evaluated at least every 12 months. Evaluations and qualifications are documented.

The purchasing process is described in P-03 – Purchasing.

Equipment and Tooling Control

Process Owner: Owners

Process objectives: Provide and maintain infrastructure for services and ensure scheduled inspections, maintenance, and repairs.

Inputs: Equipment inventory, inspection records, equipment requests.

Outputs: Infrastructure changes, inspection and repair reports, equipment inspection cards.

The Owners, in consultation with staff, ensure equipment needs are met. Production staff maintain equipment records. Supervision covers all machinery, which holds usage certificates. Where necessary, inspection cards record all technical inspections and repairs.

Measurement devices are supervised per P-04 – Measurement Equipment Control and P-05 – Work Environment and Infrastructure.

5.4. Monitoring and Measurement of Processes

Process	Objective	Indicator	Frequency
Organizational Management	Increase company turnover	Turnover	Monthly
Quality Management	Increase customer satisfaction	Customer contacts, references	Annually
Human Resources Management	Reduce employee turnover	Employee turnover rate	Semi-annually
Quotation	Increase new customer orders	Number of acquired customers	Monthly
Design	Correct and comprehensive project completion	Number of projects, timeliness, no complaints	Monthly
Service Execution	Correct execution of contracted services	Completeness, timeliness, no returns or complaints	Monthly
Purchasing	Cost optimization	Material and service costs	Quarterly
Equipment and Tooling Control	Ensure equipment reliability	Timely inspections	Annually

5.5. List of Attachments

KJ Z-1 Process Map
KJ Z-2 Organizational Chart
KJ Z-3 Appointment of Management Representative
KJ Z-4 Scope of Management Representative's Duties
KJ Z-5 Context Analysis
KJ Z-6 Stakeholder Requirements
KJ Z-7 Risk and Opportunity Analysis
KJ Z-8 Risk and Opportunity Assessment Criteria
KJ Z-9 Quality Policy

5.6. Record of Changes CHANGE LOG

Version	Date	Description
1.00	02.01.2023	Initial release.

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