



# The Company **Almah** inc

The quality of a company, the seriousness of a team.

## Quality Manual

QM rev 13, May 23, 2023



# Manual

## Quality Manual

The ALMAHO Quality Management System (QMS) is designed to meet the requirements of the international standard AS9100 rev. D

### 1. Introduction

#### The beginning of Almaho

ALMAHO began its activities in autumn 1995, specializing in chemical and electrochemical treatment of surfaces of light metals such as aluminum and magnesium. These highly technological surface treatments are used to improve resistance to corrosion and wear and to modify the appearance of metal parts. ALMAHO offers a wide range of colors that allows customers to obtain colored anodized aluminum parts that meet their aesthetic requirements.

#### The team

ALMAHO is a team of dynamic professionals who are always on the lookout for new ways to satisfy their clients' needs and requirements. ALMAHO is distinguished by the remarkable knowledge and experience of its team, which stem from the training and expertise of ALMAHO's owner in the fields of materials engineering, electrochemistry, chemistry and physics.

#### R&D

ALMAHO's research and development component allows clients to benefit from the firm's expertise and its state-of-the-art installations.

#### This manual

The aim of this manual is to define ALMAHO's day-to-day approach to applying its quality management system in order to satisfy its clients requirements.

This manual identifies the processes used by ALMAHO, including operating instructions and other documentation needed to provide compliant products and services.



# Manual

## Quality Manual

"The ALMAHO Quality Management System (QMS) is designed to meet the requirements of the international standard AS9100 rev. D

### **Compliance with standards and regulations**

ALMAHO's quality management system (QMS) is designed to meet the requirements of the international standard AS9100 revision D, our customers, our company, applicable laws and regulations (concerning air quality, hazardous waste, municipal regulation on discharges into sewer systems, labor standards, etc.). ALMAHO's QMS is based on written procedures describing the reception, inspection and control operations performed at the various stages of the surface treatment process. Thus, Almaho determines and manages the work environment.

### **2. Scope of application**

The recording Scope :

Anodize, chromate conversion and passivation of metals and electroless nickel for metals and polymers

ALMAHO's QMS applies to the surface treatment of light metals and polymers. It should be noted that since ALMAHO does not design or develop any products or services, there is no established process for this purpose. Therefore, point 8.3 of AS9100 revision D (Design and development of products and services) is not mentioned in the ALMAHO SMQ.

ALMAHO's only factory is located at 994 rue des Calfats.



# Mission

## Quality policy

"ALMAHO is committed to offering products and services of the highest quality. "

### 3. Quality policy and commitment

#### Quality Policy

Almaho is committed to providing the highest quality products and services in order to contribute to our clients' success and to become the leader in the aluminum and magnesium surface treatments industry. The company will respect this commitment by improving customer satisfaction, improving the quality management system in place, improving employees' skills, and reducing the non-quality costs.

#### Quality objectives

Every year ALMAHO establishes quality objectives during an annual management review. These objectives are recorded and communicated to employees to guide them in consciously perfecting all of their tasks .

#### Our Commitment

At ALMAHO we are proud of our products and services. That's why we have implemented a Quality Management System that includes international criteria. Every employee and executive is part of a team committed to maintaining and improving the QMS.

Our processes meet requirements of salt spray tests, mass loss calculations and continual verification.

ALMAHO is also committed to enhancing organizational knowledge by sharing information through the human resources process.

The President acknowledges, by formalizing this document, having validated the content and is committed to providing the resources needed to maintain and continually improve the QMS for the benefit of all ALMAHO partners.

(customers, shareholders, employees and suppliers).

Christian Allard  
President of Almaho inc





QMS

# Quality Management

"The QMS at ALMAHO is based on the seven principles of quality management"

## 4. Management of the quality system

### a) Customer orientation

Because our clients are essential to us, it is essential that we clearly understand their current and future needs in order to meet their demands and even to exceed their expectations. Of course, compliance with standards and regulations is an essential component of our clients' requirements.

### b) Leadership

Our management establishes the company's objectives and orientations. These are communicated to employees to create and maintain an environment in which people can fully engage in the achievement of the organization's goals.

### c) Employee commitment

ALMAHO is the sum of every employee, at all levels. Their full engagement as a team allows them to use their skills for the maximum benefit of the organization.

### d) Process approach

An expected result is achieved more efficiently when the related resources and activities are managed as a process.

### e) Improvement

The continuous improvement of ALMAHO's overall performance is one of its ongoing objectives.

### f) Evidence-based decision making

Effective decisions are based on the analysis of reliable and meaningful data and information..

### g) Management of relations with stakeholders

ALMAHO maintains long-term partnerships with its suppliers. This mutually beneficial relationship enhances its ability to create added value for ALMAHO and its customers.



# Contract

## Our Responsibility

"Every employee is responsible for doing their job according to the established rules."

### 5. Roles, responsibilities and authority Employees

At ALMAHO, all employees are responsible for fulfilling their roles in accordance with established protocols. If an activity produces results that do not meet the requirements, the employee has the authority to notify his or her supervisor. All activities are done by qualified personnel. All team members contribute to the ongoing improvement of the QMS.

#### General managers

Christian Allard is the Chairman and Chief Executive Officer and the owner of ALMAHO. Among other tasks, he is responsible for communications with clients.

Jean-Samuel Allard is the Vice-President of ALMAHO.

#### Other team members

Jean-Samuel Allard is responsible for purchasing, sales and human resources and responsible for planning management reviews. H  l  ne Jean is responsible ensuring ongoing improvement of the QMS. Jean-Michel Roy Boulanger is responsible of planning and quality control. Jimmy Marcil is responsible of receiving and shipping. Keven Jean is responsible for preventive maintenance, production-line functionality and calibration of measuring instruments. Catherine Labrecque is responsible for processing the production. Jean-Michel Roy Boulanger is the operation manager and supervisor of the last three people mentioned.

#### Quality System Manager

H  l  ne Jean and Jean-Samuel Allard are responsible for the QMS and responsible for ensuring its maintenance, continuous improvement and organizational freedom to resolve quality management issues. They deal with the relations between stakeholders in regard to the QMS. They ensure the proper functioning of the system as defined in this manual and in accordance with AS9100 rev. D. They are responsible for notifying customers of major changes to the QMS, loss of certification, equipment relocation, change of ownership or of key employees.

They are also responsible for the long-term maintenance of records, internal and external audits, applying corrective actions and risk analysis, and monitoring of performance indicators.



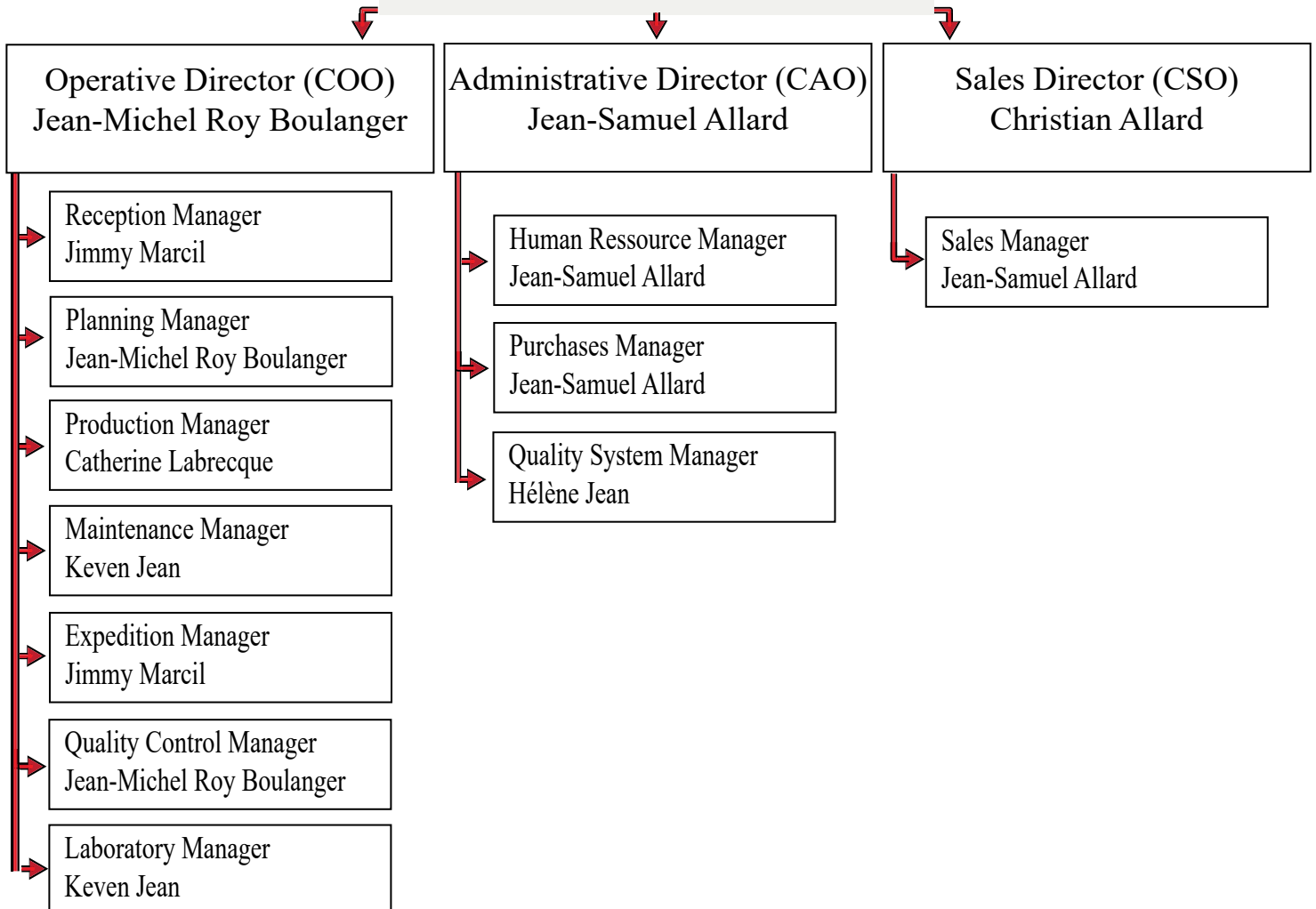
Table

# Our Organization Chart

"It's important to illustrate the roles of everyone in a company."

## 6. Organizational Chart

High Direction:  
Christian Allard, Chairman and CEO  
Jean-Samuel Allard, Vice-President



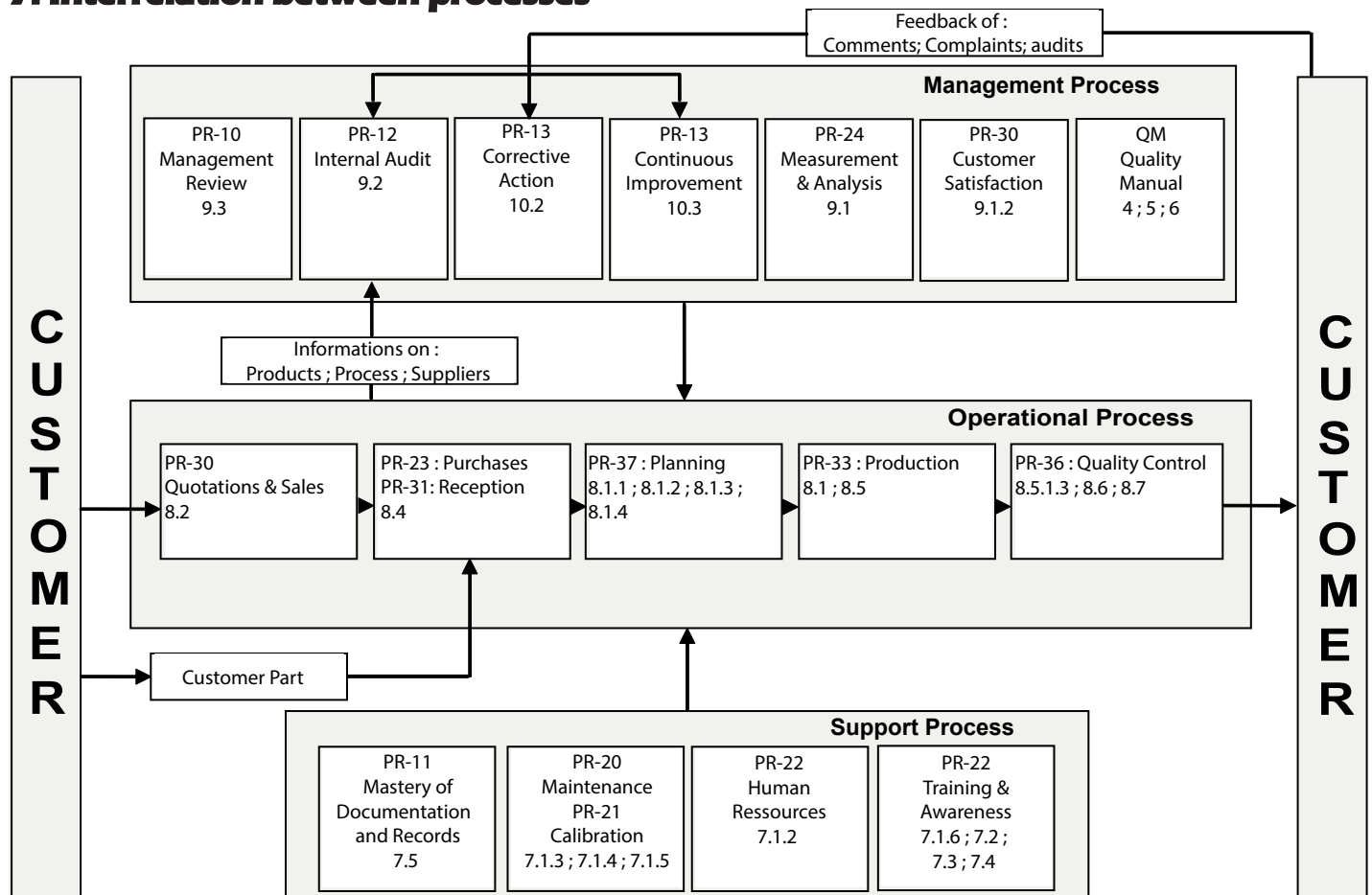


Table

# Relationship of Processes

"It's important to clearly illustrate the relationship between our processes to ensure smooth flow."

## 7. Interrelation between processes





# Process

## Purpose of the Process

"Every department has its process established which ensures a constant in production."

### Purpose of the process

The management process aims to define internally the role and authority of each person. It defines the stakeholders, their needs and the objectives of the quality system. Management's commitment is the key to this process, and the resulting policy is its reflection. Influenced by feedback, complaints, audit results, processes, products and suppliers, organizational decisions have an impact on the entire organization in order to improve efficiency and effectiveness. By defining the limits to be respected, this process is the framework for all operational and support processes.

The sales process aims to meet customer demands, while ensuring feasibility and profitability for Almaho. The risk-analysis approach identifies the specific requirements that arise from client orders. The quotation and sales procedure is part of this process.

The purpose of the purchasing process is to procure the products and services necessary for Almaho to meet the needs of its customers, while analyzing the health and safety risks that they may bring. This process is composed of several steps, which integrate the purchasing procedure. This process starts when there is an internal request (purchase requisition, quote) or an external request (customer quote requests, ad hoc requests, specifications). Suppliers are evaluated and sorted according to their performance and just-in-time deliveries.

### Processus

#### Management

#### Sales

#### Purchases



# Process

## Purpose of the Process

"Each department has the responsibility to have the process read by its employees"

### Purpose of the process

The purpose of the planning process is to understand the clients' needs and to use this information to plan production phases. This process ensures that Almaho has all the information needed concerning plans, deadlines, and materials.

The purpose of the production process is to manage the raw parts delivered by customers in order to provide them with a finished product that meets their expectations. This process is supported by the production procedure and the maintenance procedure to ensure product quality control.

The purpose of the quality-control process is to ensure that the requirements arising from the client's order are met and that non-conformities are managed. The quality-control process confirms that the production process meets the requirements by salt spray tests and mass loss measurements. This process is supported by the quality-control procedures, calibration procedures and shipping procedures. Monitoring and benchmarking of instruments is partly done internally, and partly by external resources. All instruments calibrated have a unique tracking number and are inspected according to their frequency of use. At the customer part level, the control is carried out at the end of the production process and before the parts are shipped.

Furthermore, Almaho stays on the lookout regarding counterfeit or suspected counterfeit parts. No counterfeit or suspected counterfeit parts can be returned to the supplier. Any counterfeit parts would be ultimately, after investigation and record, destroyed.

### Processus

#### Planning

#### Production

#### Quality Control





# Process

## Purpose of the Process

"Each department is responsible for updating the new process data."

### Purpose of the process

The purpose of the support process is to ensure that physical and human infrastructures are in place to fully complement the business processes. This process is supported by the human resources procedure, maintenance procedures, calibration procedures, and completed with the documentation and record keeping procedures. Documents related to daily functions and operations are updated, validated and approved. The transfer of knowledge and the follow-up of the trainings received by the employees are preserved. The preventive maintenance program is implemented and is well documented.

### Processus Support





# Communication

## Table of Communication with interested party

"Table showing the interactions between the different actors that are part of the company Almaho"

Interested Party	Requirements	QMS Processes
<b>Customers</b>	<ul style="list-style-type: none"> <li>- Fulfilled orders</li> <li>- Production deadlines respected</li> <li>- All customer specifications respected</li> </ul>	<ul style="list-style-type: none"> <li>- Quotations &amp; Sales</li> <li>- Reception</li> <li>- Expedition</li> <li>- Purchases</li> </ul>
<b>Suppliers</b>	<ul style="list-style-type: none"> <li>- Precise purchase orders</li> <li>- Delivery on time</li> <li>- Payment of invoices on time</li> </ul>	<ul style="list-style-type: none"> <li>- Purchases</li> <li>- Reception</li> </ul>
<b>Employees</b>	<ul style="list-style-type: none"> <li>- Good training and work instructions</li> <li>- Deposit of pay checks on time and accurate</li> <li>- Have an adapted working environment</li> <li>- Become aware of the QMS in place</li> </ul>	<ul style="list-style-type: none"> <li>- Human ressources</li> </ul>
<b>Managers</b>	<ul style="list-style-type: none"> <li>- Current information for decision making</li> <li>- Availability of ressources (Material, Financial, Human, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>- Management review</li> <li>- Key performance indicator</li> </ul>
<b>Regulatory Bodies</b>	<ul style="list-style-type: none"> <li>- Compliance with laws</li> </ul>	<ul style="list-style-type: none"> <li>- Knowledge of applicable laws</li> <li>- Compliance with laws</li> </ul>
<b>Law Enforcement</b>	<ul style="list-style-type: none"> <li>- Compliance with all laws</li> <li>- Reporting of illegal activities</li> <li>- Ethical business practices</li> </ul>	<ul style="list-style-type: none"> <li>- Human ressources</li> <li>- Management practices</li> </ul>
<b>Emergency Responders</b>	<ul style="list-style-type: none"> <li>- Declaration of dangerous substances</li> <li>- Planned approach to emergency situations</li> </ul>	<ul style="list-style-type: none"> <li>- Emergency response</li> <li>- Evacuation plan</li> <li>- Contingency plan</li> </ul>

This table is taken from the work instruction : IT-22-06



# Progress

## Improvement and Evaluation

"Each process is evaluated for effectiveness at least once a year through internal and external audits."

### 8. Improvement of the QMS by the PDCA cycle

#### Improvement

The continuous improvement of the QMS goes through the following four steps:

- 1- Plan
- 2- Do
- 3- Check
- 4- Act

#### Evaluation

Each process is evaluated at least once a year for its effectiveness by way of audits and goes through the four steps listed above. In addition to measuring the processes, there are several other measured elements, mainly the objectives and non-conformities. All of the data needed for the analyses is compiled with the objective of improving:

- 1- Customer satisfaction,
- 2- The quality of our products and services and
- 3- The efficiency of our processes and QMS

#### Questions?

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