

**ISO 9001:2008**

**AS 9120A**

**Krayden Canada**

***QUALITY***

***POLICY***

***MANUAL***

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# 1 Company Profile

Krayden Canada began servicing industry in Western Canada in January of 1952.

Krayden Canada has long been a company dedicated to buying and selling products that represent some of the pre-eminent high-tech product lines.

**Aerospace** - Adhesive, sealants, wire and connectors.

**Industrial** - Expendable Maintenance Products

- Tapes, electrical connectors, silicon glue, adhesives, sealants, cleaners, heat shrink materials, lubricants, abrasives, etc.....

**Medical** - specialized adhesives and their equipment for application and curing

We take great pride in maintaining a staff of highly trained technical sales representatives, each with many years of service and product experience. Our sales representatives understand our products and have the ability to listen to a customer's needs and recommend a solution that is based on experience and knowledge.

Krayden Canada was first registered to ISO 9002:1994 on May 16, 1996 and we have maintained our registration. In June of 2002 we updated our Quality Management System to the ISO 9001:2000 standard and in April of 2008 added the AS9120-2002 standard. In May of 2011 we achieved certification in AS9120A and coincidentally to ISO 9001:2008. We maintain our registration with the SAE IAQG qualified/certified organization on the OASIS database.

This Quality Policy Manual describes our quality policies to our customers, to our employees, to our suppliers, and to our auditors.

## 2 Quality Policy and Guidelines

### 2.1 Management Commitment to the Quality Policy

Management demonstrates commitment to the quality policy visibly, actively and on a continuing basis. Commitment is demonstrated by activities such as:

- Leading by example and being an active part of the Quality Management System.
- Not accepting deviations from the quality policy.
- Ensuring the quality policy is communicated throughout Krayden Canada and that members understand their role in supporting the quality policy.
- Providing adequate resources and training to support the quality policy.
- Reviewing the quality policy for continued suitability.

### 2.2 Quality Policy Statement

We are committed to

**total customer  
satisfaction**

in all aspects of our business

Management and staff at Krayden Canada support the policy by:

- Actively listening to our customers
- Providing quality service and products
- Continually striving for professional development
- Measuring and honestly evaluating our own performance
- Striving to improve the performance of our business on a continuous basis.

The Quality Steering Committee, which is made up of senior management, agrees with and supports the policies in the Quality Policy Manual and the processes in the Quality Process Manual.

## **2.3 Guidelines for the Quality Policy**

### **2.3.1 Appropriateness to the Business**

The business focus of Krayden Canada is – distribution of product. We feel that our quality policy is appropriate to our business because the quality policy reflects the mission and vision developed by senior management.

### **2.3.2 Compliance**

Krayden Canada has identified applicable company, customer, legal and other applicable requirements and has developed systems to ensure that methods, processes and products comply with these requirements.

### **2.3.3 Continuous Improvement**

Krayden Canada believes that quality is both, dynamic and evolutionary. To be successful in our ongoing development and growth, Krayden Canada is committed both to constant improvement within and to the development of strong partnerships with supplier and customers.

### **2.3.4 Framework for Reviewing Objectives**

Objectives are set every year, as part of business planning. Objectives are measurable and measurement data is gathered. The management team reviews and analyzes this data as related to our objectives to determine our success in meeting these objectives and to continuously improve the effectiveness of our Quality Management System.

### **2.3.5 Communication of Quality Policy**

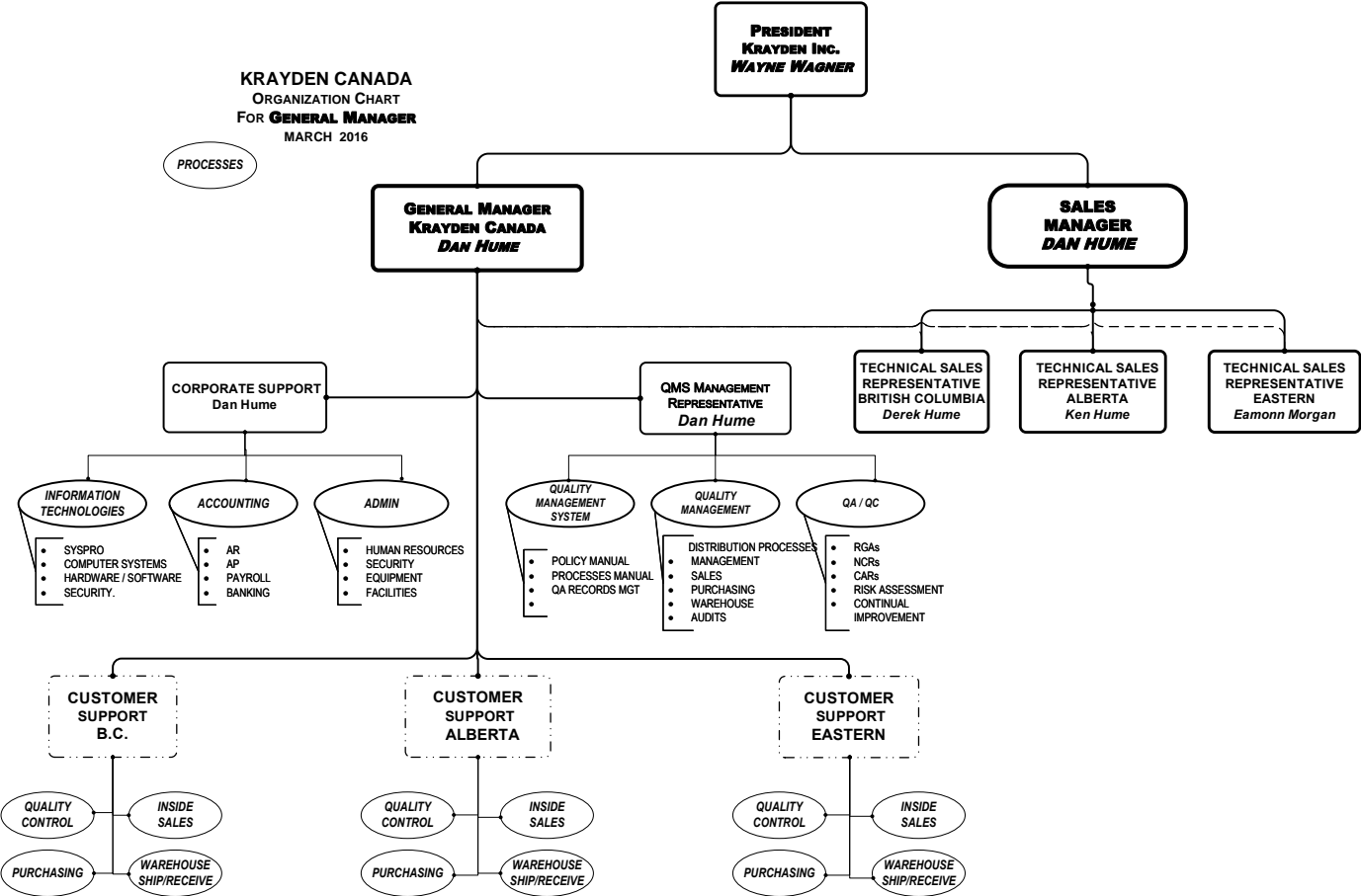
The quality policy and guidelines of Krayden Canada are communicated and understood at all levels in the organization. A copy of the quality policy has been provided to each management and staff member. To assist members in understanding our quality policy and then to apply it, they have been coached to:

- Restate the quality policy in their own words, so that it is meaningful to them.
- Determine what scope of their work is related to quality policy.
- Determine how they, when performing their day-to-day duties, support the quality policy.

### **2.3.6 Review for Suitability**

Top management, as part of the annual Management Review, assesses our quality policy to determine if it remains suitable to meet the needs of the Quality Management System at  
KRAYDEN CANADA

# 3 Organization Chart



## 4 Quality Management System

### 4.1 Scope of Business Activities

See company profile on page 3 for the scope of business activities at Krayden Canada

### 4.2 Scope of Quality Management System (QMS)

Krayden Canada has developed a QMS that complies with AS9120A/ ISO 9001:2008, is customer focussed, and process performance oriented. The scope of our Distribution business and QMS encompass the following key processes: Management, Sales, Purchasing, Warehousing, and Administration and are addressed in detail in our Quality Processes Manual.

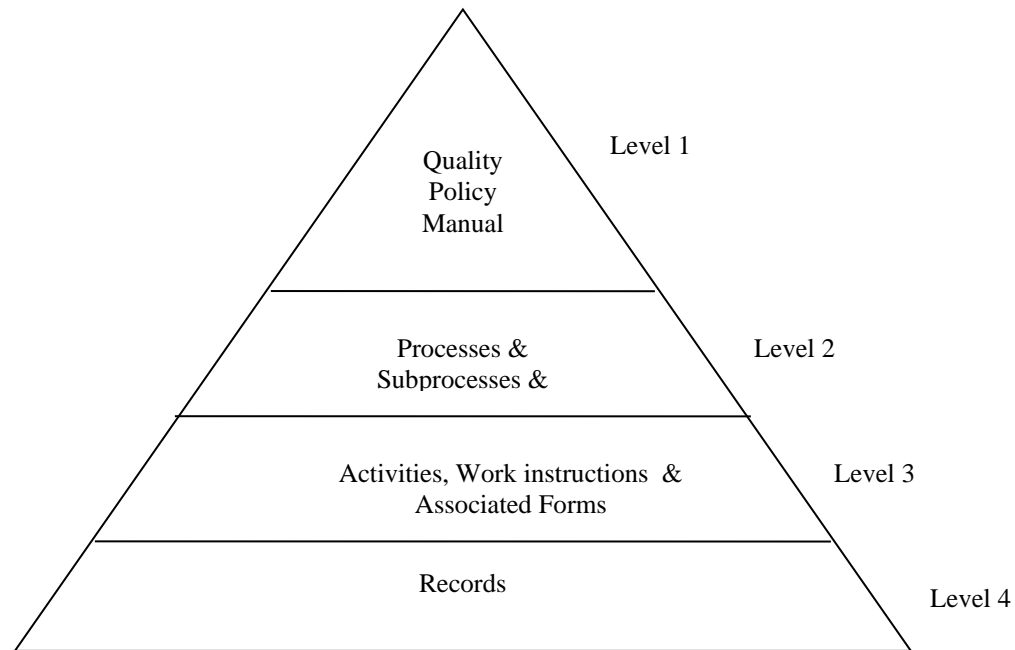
### 4.3 Exclusions and Justification

All business activities at Krayden Canada come within the scope of Krayden Canada's Quality Management System. Exclusions can only be made from section 7 of the AS9120A/ISO 9001:2008 standard. (see Product Realization). Krayden Canada excludes the following sections from our Quality Management System:

NO.	EXCLUSION	JUSTIFICATION
7.3	Design and Development	<ul style="list-style-type: none"><li>• Build to customer print.</li><li>• No design performed.</li></ul>
7.5.2	Control of Processes for Production Provision	<ul style="list-style-type: none"><li>• No special processes where the resulting output cannot be verified by subsequent monitoring or measurement.</li></ul>
7.5.4	Customer Property	<ul style="list-style-type: none"><li>• No property provided or supplied by the customer.</li></ul>

#### 4.4 Organization of the Quality Management System Documentation

Documentation in the quality management system is arranged in four levels. These levels have been developed, implemented and are maintained to meet all relevant clauses of the AS9120A/ISO 9001:2008 standard.



#### 4.5 Quality Policy Manual

The Quality Policy Manual defines the quality policies of Krayden Canada in relation to the AS9120A/ISO 9001:2008 standards. It states Krayden Canada's policy to meet the requirements of our customers and forms the foundation of the Quality Management System. Customers and staff members of Krayden Canada refer to this manual to understand the vision and intent of Krayden Canada's senior management relative to quality.

#### 4.6 Quality Processes Manual

The Quality Processes Manual is consistent with the requirements of the AS9120A/ISO 9001:2008 standards and Krayden Canada's Quality Policy Manual. The range and detail of the processes reflect the complexity of the work and the methods used, as well as the experience and training of the personnel carrying out activities. The Quality Processes Manual may reference work instructions or forms. Processes, Procedures or Work Instructions are not necessary for activities where the basic level of experience and training of personnel is sufficient to carry out the task.

### 5 Analyses and Interaction of Processes ([Turtles](#) & [IDEF0](#) diagrams)

Business practices followed by Krayden Canada include processes that interact, in general, as described below. **Management Responsibility** - management describes their vision, intent and



commitment and sets direction via the quality policy and quality objectives. **Resources** - training of personnel to competency, as well as communication of policies, objectives and requirements ensures that our people understand their roles and responsibilities. **Product Realization** - planning of the Quality Management System and its processes and the function of product realization ensures that processes and controls are established to prevent nonconformance. Validation ensures that the processes used are capable of distributing product that meets requirements. **Monitoring, Measurement and Analysis** - ensures processes operate as planned, processes distribute product that meets requirements, processes and product are monitored and measured and data is analyzed. **Continual Improvement** - management identifies and implements opportunities to improve the Quality Management System and its' effectiveness.

The general interaction of processes is shown below. More detailed analyses of our key processes and their relationships are contained in our [Quality Process Manual](#).

