Please refer to specific process map(s) to follow for further details on each individual process.
Purchasing

- Action
- Refer to Additional Procedure
- Approval Required

Purchase Request

Material Req. or Job Ticket

Input into Purchasing System

Purchase Order

Product Received

Verification of Product

Manager's Review

File per Document Control

Initial Packing Slip

Yes

No

Continuous Improvement

Consensus
Product or Service Contracts

- Action
- Refer to Additional Procedure
- Approval Required

Customer Requests Quotation

- Identify requirements

Quotation & Form# 116

Manager's Review (if applicable)

Customer Acceptance

Verbal or Written?

Verbal

Document Authorizations

Written

Verify PO to Quote

File Quote Per Document Control

Customer Survey

Yes

No

Sales or Service?

Sales

Service

Proceed to Purchasing Process

Create Master Equipment List

Add to Contract Schedule

File per Document Control

Contract Amendments
Weight Calibration

Create Master List with Test Schedule

Schedule Testing

6-Month Internal Test
- Yes: File per Document Control
- No: Calibration Failure Notice

2-Year State Test
- No: Clean and Paint Weights
  - Yes: Calibration Certificate
    - Manager's Review
      - Yes: File per Document Control
      - No: Calibration Failure Notice
        - Yes: Affected Customer Calibrations?
          - Yes: Contact Customer
          - No: File per Document Control
        - No: Affected Customer Calibrations?
Process Definition & Audit Preparation

With What?
Materials/Equipment
- Management Review Checklist
- Quality Policy Objectives

Who With?
Competencies-Skills-Training
- Top Management
- Management Representative
- Quality Assurance Manager

Inputs
- Internal Audit Results
- Customer Survey Results
- Process Performance & Product Conformity
- Status of CI's
- Follow-Up Action from Previous MR
- Changes Affecting QMS
- Recommendations for Improvements

Process

Measurements
- Customer Surveys

Outputs
- Decisions on Improving the Effectiveness of the QMS and its processes
- Decisions on improving product or service related to customer requirements
- Any Resources needed

How? Procedures-Techniques
- Management Review Procedure

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Process Definition & Audit Preparation

With What?
Materials/Equipment
- Test Certification Schedule
- Service Vehicle Maintenance Schedule

Who With?
Competencies-Skills-Training
- All Employees
- Mechanics
- Service Manager

Inputs
- Internal Assessments
- CI: Opportunities for Improvements
- Test Weight Certifications
- Service Vehicles Maintenance Records

Process
PREVENTIVE MAINTENANCE

Outputs
- Test Weights in Compliance
- Service Vehicles - good condition
- Minimal Non-Conformances
- Customer Satisfaction

How? Procedures-Techniques
- Preventative Maintenance Procedure

Measurements
- All Test Weights Tested Within Tolerances
- Vehicle Breakdown Time Less than 5%

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Process Definition & Audit Preparation

With What?
Materials/Equipment
- Quality Policy
- Quality Objectives
- Management Review Checklist

Who With?
Competencies-Skills-Training
- Top Management
- Management Representative
- Quality Assurance Manager

Inputs
- Internal Audits and Assessments
- Customer Feedback
- Status of CI’s

Outputs
- Conforming Product or Service delivered to customers
- Customer Satisfaction

Measurements
- Customer Surveys
- Supplier Evaluations
- On-Site Technical Audits

How? Procedures-Techniques
- Continuous Improvement Procedure

CONTINUOUS IMPROVEMENT

Revision 4/29/2008