



# Quality Manual

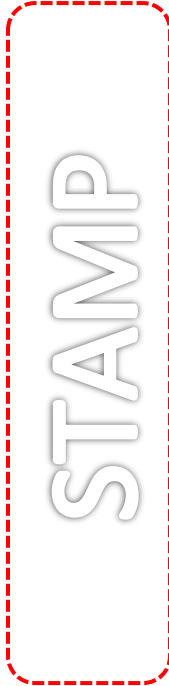
**Title:** VMI Quality Manual

**Document No.:** N/A

**Revision No.:** 05

**Revision Date:** 08/01/2018

**Applicable ISO Standard(s):** 4, 5, 6



## 1.0 Scope:

This Quality Manual specifies Vista Metals, Inc.'s (VMI's) approach to consistently meet Interested Parties' requirements, including processes for continual improvement of the Quality Management System (QMS). The purpose of this section is to provide an overview of, and an introduction to, the Quality Management System as operated by:

*Vista Metals, Inc.  
65 Ballou Blvd  
Bristol, RI 02809*

It is the intention of all departments within the company to continually improve the quality of the goods and services they provide, leading progressively to increased customer satisfaction. As such, VMI is dedicated to compliance with the ISO9001:2015 quality standard and continual improvement with respect to the effectivity and efficiency of its QMS.

Vista Metals specializes in nickel and nickel-based alloys in strip, wire, bar and sheet. Our production campus includes a modern test and control laboratory that enables us to maintain the precise quality control required to assure conformance to customer requirements.

VMI does not design or own the drawings on any of the product that it manufactures. VMI processes nickel and nickel-based alloys into strip, wire, bar and other form factors made to industry specifications or from customer supplied drawings and specifications. Manufacturing variables include base alloy, form, finish and dimension. There are no product design activities involved in this process.

Due to the nature of products manufactured at VMI, Section 8.3 - Design and development of products and services is not applicable for VMI's Quality Management System. This does not affect the organization's ability, or responsibility, to meet Interested Parties' requirements.

VMI does not service any of the products that it manufactures. VMI processes nickel and nickel-based alloys into strip, wire, bar and other form factors made to industry specifications or from customer supplied drawings and specifications. There are no product servicing activities involved in this process.

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Because VMI does not engage in Service Provision of the product it manufactures, Section 8.5.5 – Post Delivery Activities is not applicable for VMI’s QMS.

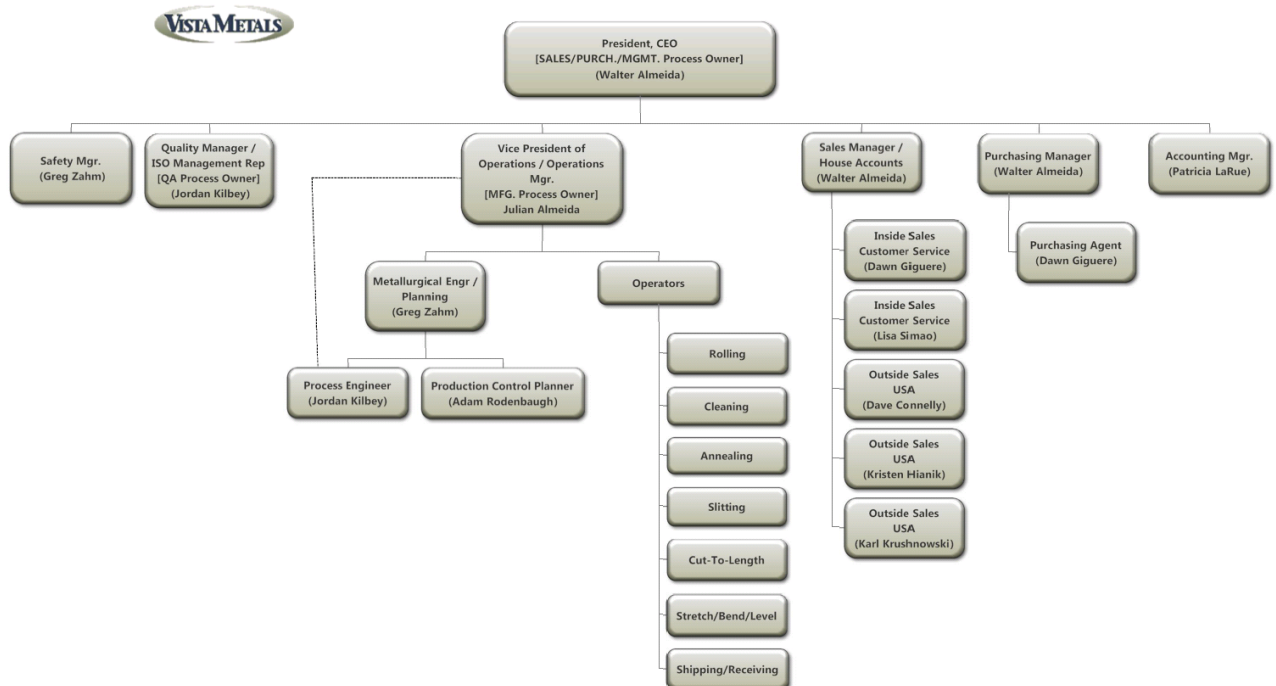
## 2.0 Quality Policy:

Vista Metals, Inc. is committed to complying with requirements of relevant Interested Parties and to continual improvement of the Quality Management System.

## 3.0 Interested Parties:

- Customers
- Suppliers
- Employees
- Owners
- Regulatory Bodies

## 3.0 Organizational Chart:



IF-12 - Vista Metals, Inc. Organization Chart

Rev. #02

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## 4.0 Quality Objectives & Customer Satisfaction:

In order to assure that VMI is meeting its Interested Parties' requirements, and is achieving continual improvement, a system of performance metrics has been implemented can be found on the following turtle diagrams for the Core Processes. Within these metrics VMI has identified specific Quality Objectives to measure and monitor the Quality Management System of the organization.

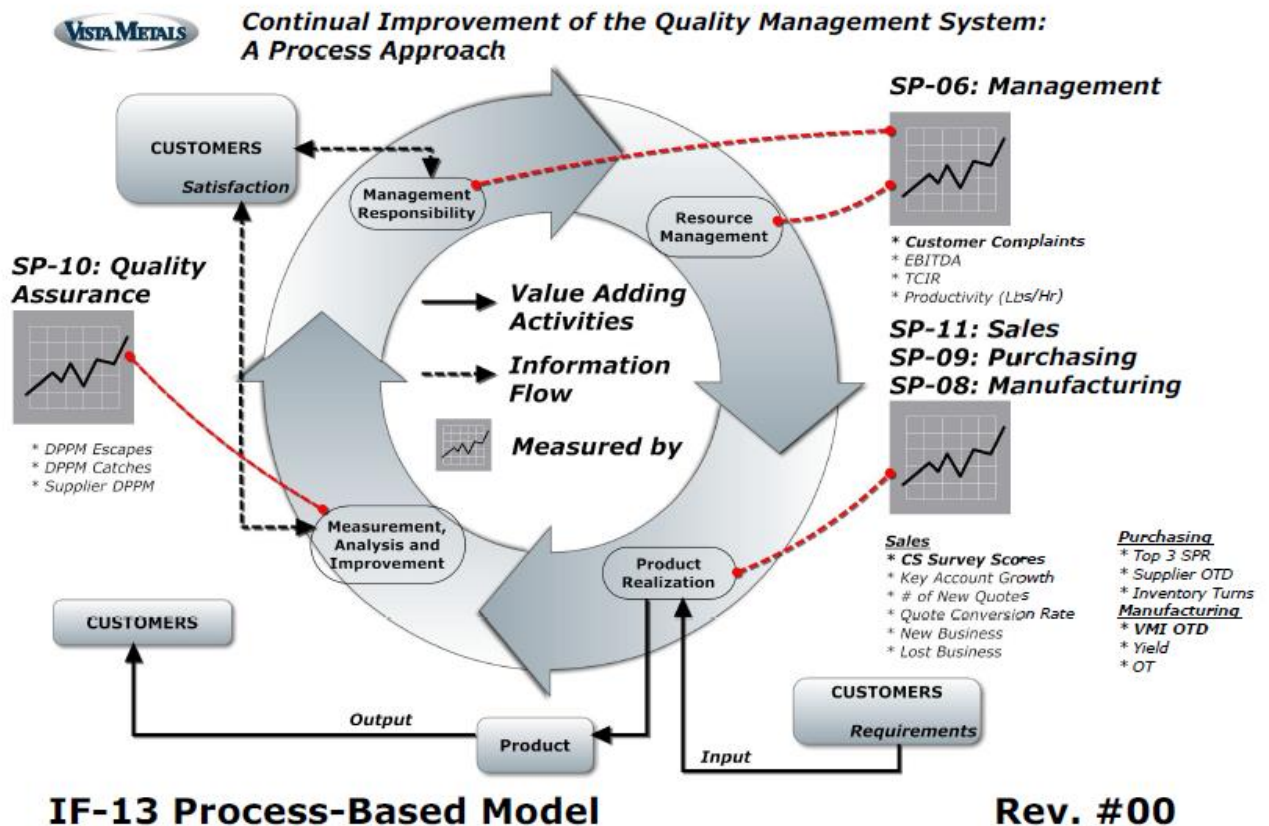
### Quality Objectives:

- Customer Satisfaction Survey Scores
- Vista On Time Delivery (OTD)
- Customer Complaints

Actual target values for each of these Quality Objectives are established (and revised as needed) in the Management Review meetings.

## 5.0 Description of Interaction Between the Processes of the Quality Management System:

The following model illustrates VMI's process approach to its Quality Management System. Each of the 5 core processes are identified, along with the corresponding quality procedure to each. A reference to the ISO9001 standards that apply and a list of the performance metrics used to assure continual improvement in each core process are also shown.



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A “turtle diagram” was developed for each core process, showing the following for each process: Suppliers, Customers, Inputs, Outputs, Methods, Equipment & Installations, Basic Materials, Training & Skills required, and the Performance Metrics which will be used to monitor, measure, and continually improve each core process with respect to customer satisfaction and compliance, effectiveness and efficiency of the Quality Management System. These are referenced below.

These 5 core process diagrams illustrate how all of the major processes within VMI are connected. The output of one is the input to another. Many of the processes are the suppliers and/or the customers of the others.

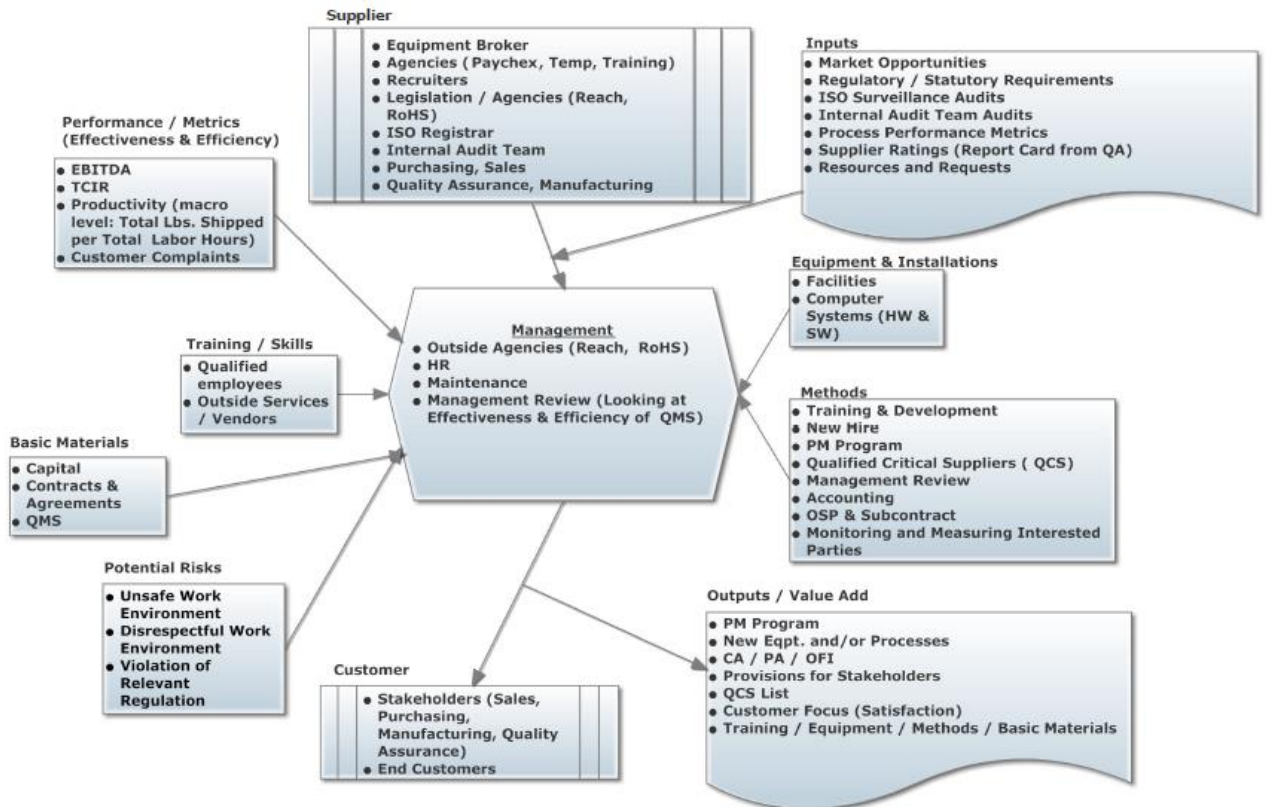
VMI’s QMS consists of the following hierarchy of documentation:

*Quality Manual (Level 1)*

*Quality Procedures (Level 2, see end of this section for list)*

*Work Instructions & Forms (Level 3)*

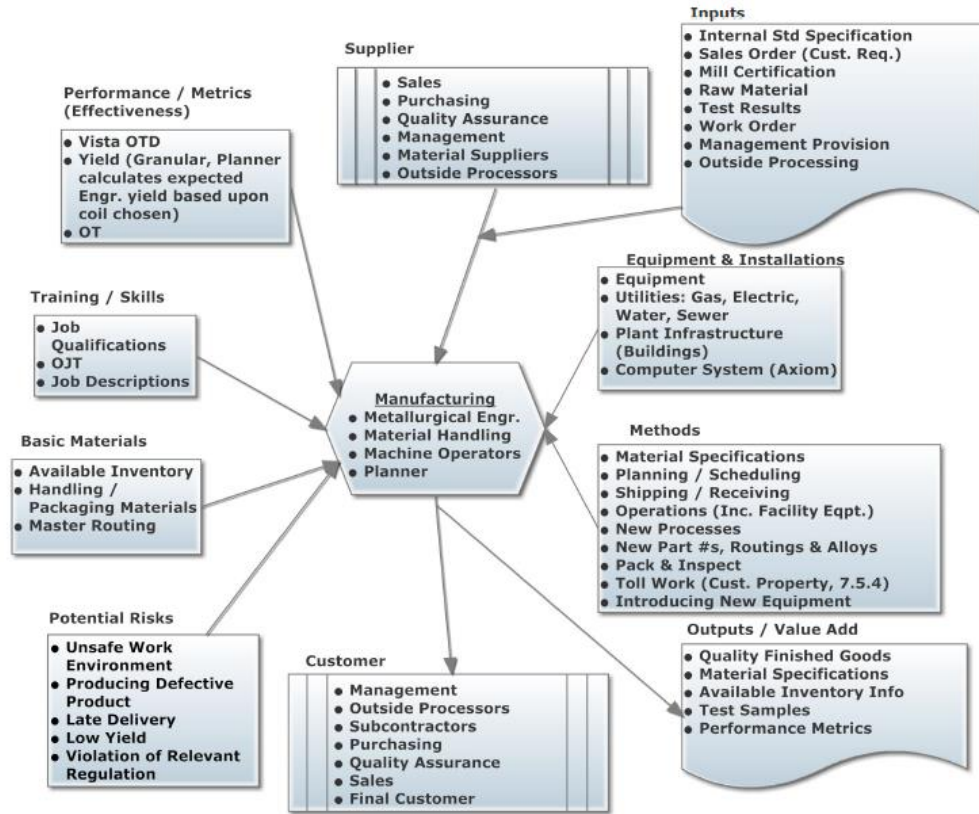
These documents are all revision controlled and located within the SharePoint QMS tab. A complete listing of all controlled QMS documents can be found in Form IF-07 – Master Approval List.



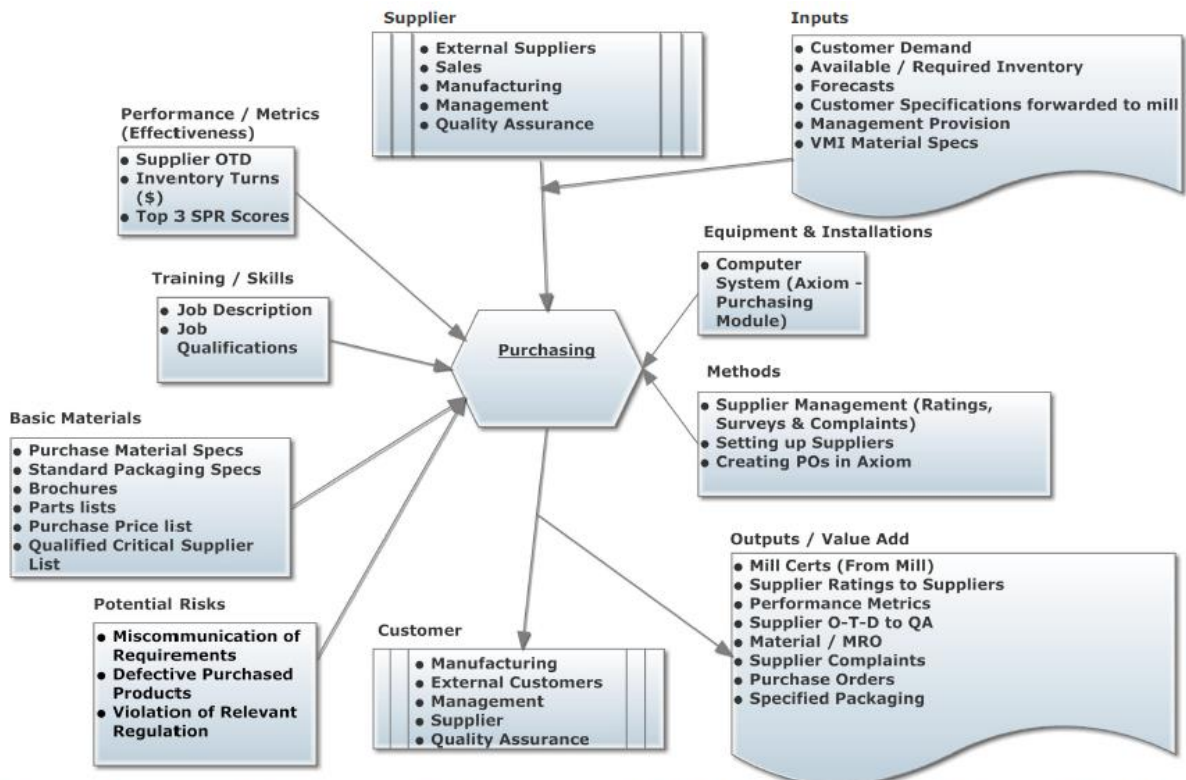
**Management Process Diagram: IF-01**

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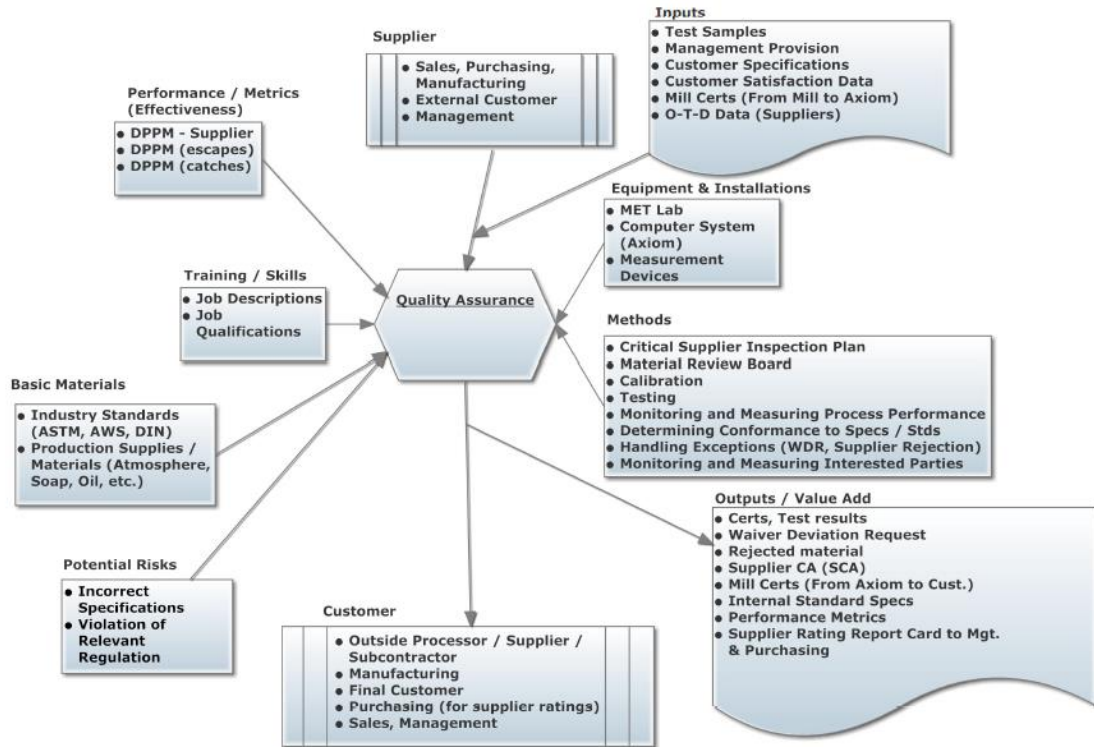
**Manufacturing Process Diagram: MF-01 Rev. #01**



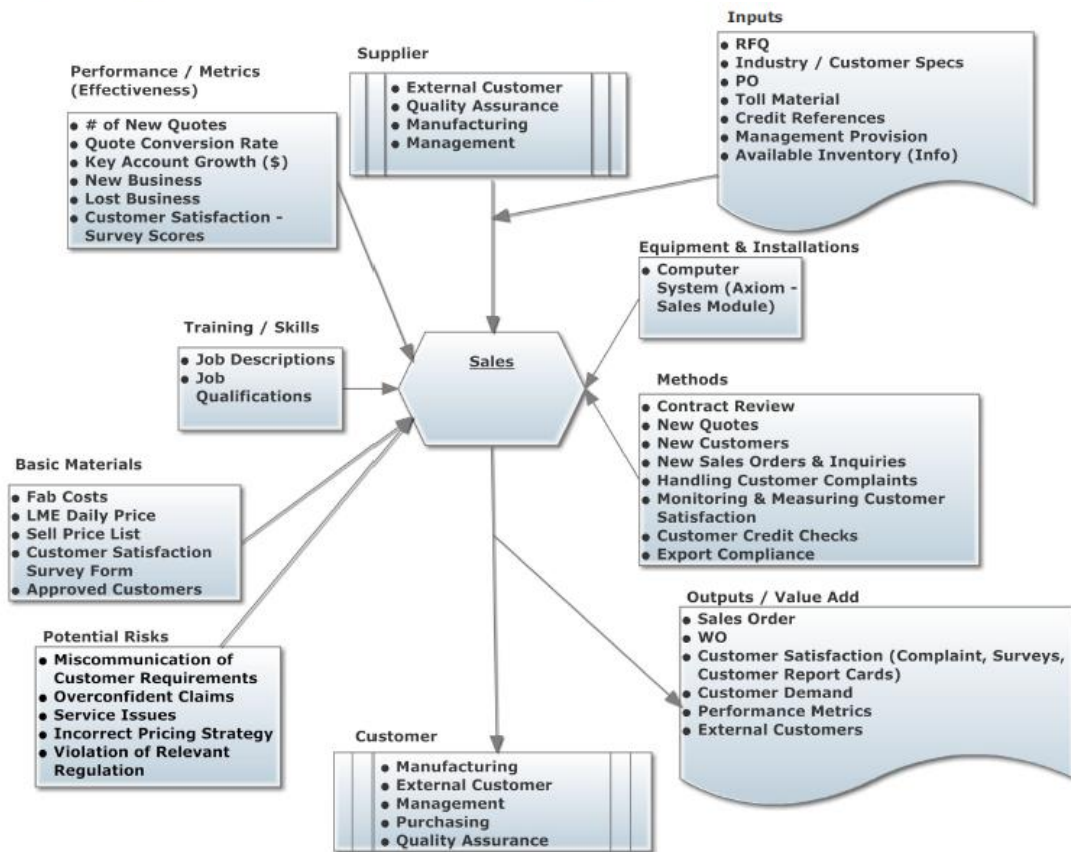
**Purchasing Process Diagram: PF-01**

**Rev. #02**

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**Quality Assurance Process Diagram: QF-01 Rev. #01**



**Sales Process Diagram: SF-01 Rev. #02**

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**List of Quality Procedures in the VMI QMS:**

- SP-01 – Control of Documents*
- SP-02 – Control of NC Product*
- SP-03 – Control of Records*
- SP-04 – Corrective Actions*
- SP-05 – Internal Auditing*
- SP-06 – Management (Core Process Procedure)*
- SP-07 – Addressing Risks and Opportunities*
- SP-08 – Manufacturing (Core Process Procedure)*
- SP-09 – Purchasing (Core Process Procedure)*
- SP-10 – Quality Assurance (Core Process Procedure)*
- SP-11 – Sales (Core Process Procedure)*

**6.0 Document Revision History:**

Revision:	Section Changed:	Change(s) Made:	Date:	Editor:
00	N/A	Initial release of document	08/19/2013	Suzanne Babineau
01	3.0	Changed Org Chart	05/26/2015	Jordan Kilbey
02	2.0, 4.0	Section 2.0 Change “Statutory and Regulatory” to “Legal” Section 4.0 rewrite paragraph to accommodate redefining Quality Objects to be DPPM Escapes, Supplier Rejection Rate (Supplier DPPM), Vista OTD, OT, Customer Survey Scores, Quote Conversion Rate, Top 3 SPR, Customer Complaints, Productivity	11/09/2015	Suzanne Babineau
03	4.0	Incorporate updated process Diagrams SF-01, PF-01, IF-01	03/08/2016	Suzanne Babineau
04	4.0	Updated Organization chart	12/22/2017	Jordan Kilbey
05	All	Updated for ISO 9001:2015, Changed Quality Objectives, Changed Quality Policy	08/01/2018	Jordan Kilbey

**7.0 Approvals:**

Approver:	Title:	Approval Date:
Walter Almeida	President	08/01/2018
Jordan Kilbey	ISO Management Rep	08/01/2018

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