Quality / Information Services and Systems

ISO Compliance Database

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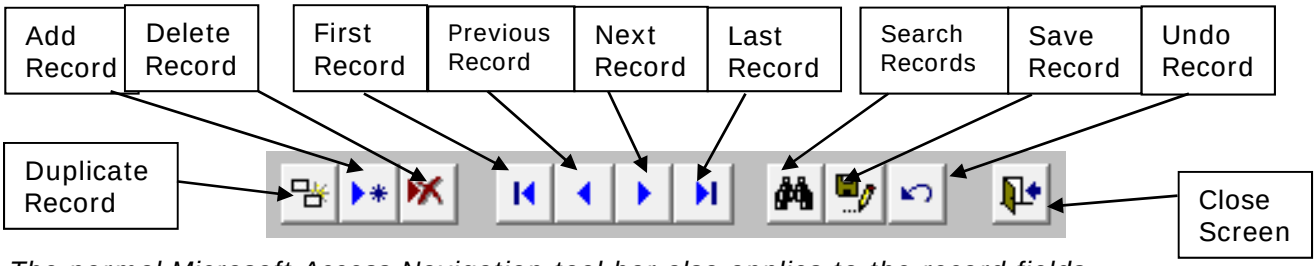
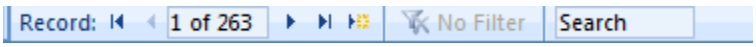
Introduction

The ISO Compliance Database was created to allow an organization to easily, and inexpensively, implement, track and manage the major areas that are required for an ISO 9000 quality program. The program is designed to assist an operation in achieving a certification or developing a quality program that adheres to the standard. Each company's certification requirements are different and should be developed in conjunction with the written standards provide by the International Organization for Standardization or the certification organization.

The program utilizes Microsoft Access 2007 as the base platform for deployment in Run Time and Customized designs. If the Customized version is utilized, the location will need to purchase Microsoft Access 2007 before implementation. All navigation tools, keyboard shortcuts and search features associated with Microsoft Access are available in the program. In addition to the normal navigation tools, the program contains these buttons located at the top of each appropriate screen.



The normal Microsoft Access Navigation tool bar also applies to the record fields

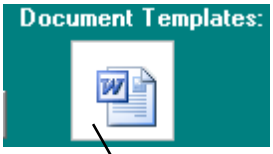


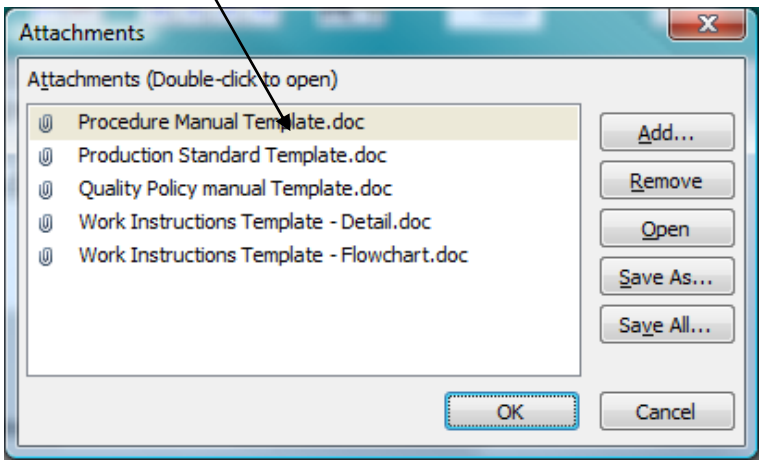
Prior to a Run Time deployment, all reports created by the program will be branded to the organization. If the customized version is used, reports and screens will be modified as needed.

Note: *The modules, screens and reports are based on a generic ISO 9000 program. While they are complete, they may not exactly fit your specific objectives. Consult with the certification and/or audit organization as to the exact requirements and formats that will be used during the certification process.*

Attachment fields are located in various areas of the program. There areas allow the user to keep multiple files (such as Word documents, Excel spreadsheets, etc.) with the records. If there are attachments saved, an icon will be visible in the field.

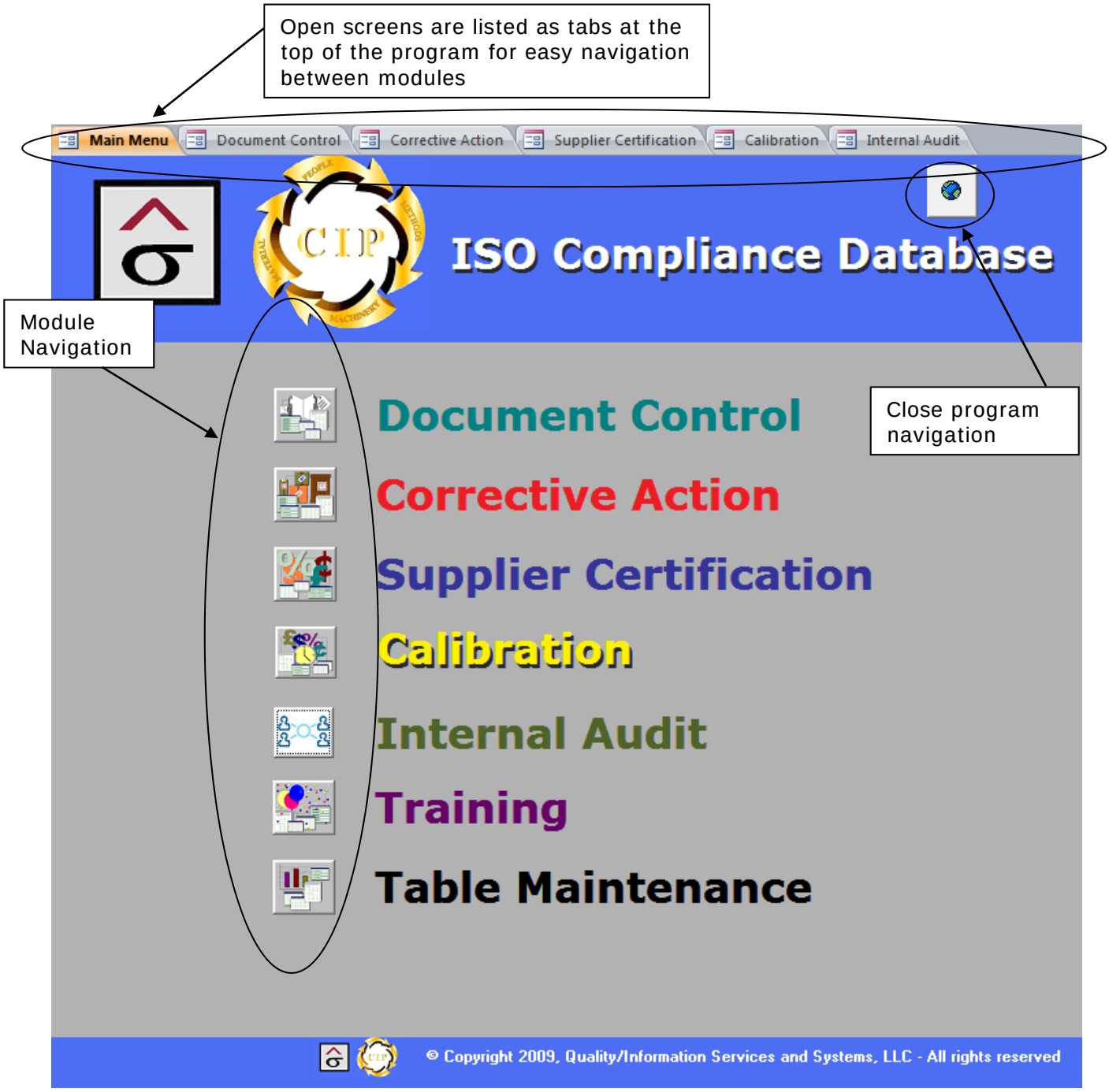
By double clicking on the field, the user is taken to screen that lists the available attachments where the user can select and open the desired file, add more files or delete obsolete records.





Spell Check- Spell check is available in all text and memo fields by using the F7 button. Be sure and highlight the area to check of the program will check all records in the table.

The program manages **Document Control, Corrective Action, Supplier Certification, Calibration** and **Training** requirements. A **Table Maintenance** section is used to maintain common tables and lookup lists. Each module is accusable by clicking on the icon to the left of the module name.



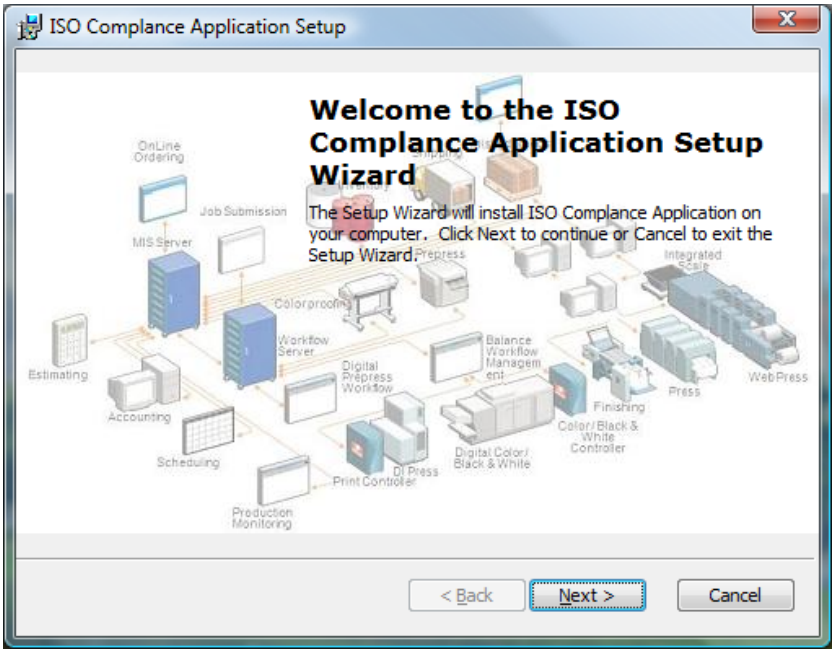
Runtime Installation

The program is a standalone application to be installed at a location for use during an implementation and for ongoing support.

1. Obtain the Corrective_Action_App.zip file. Unzip the file onto a convenent loction on the computer.

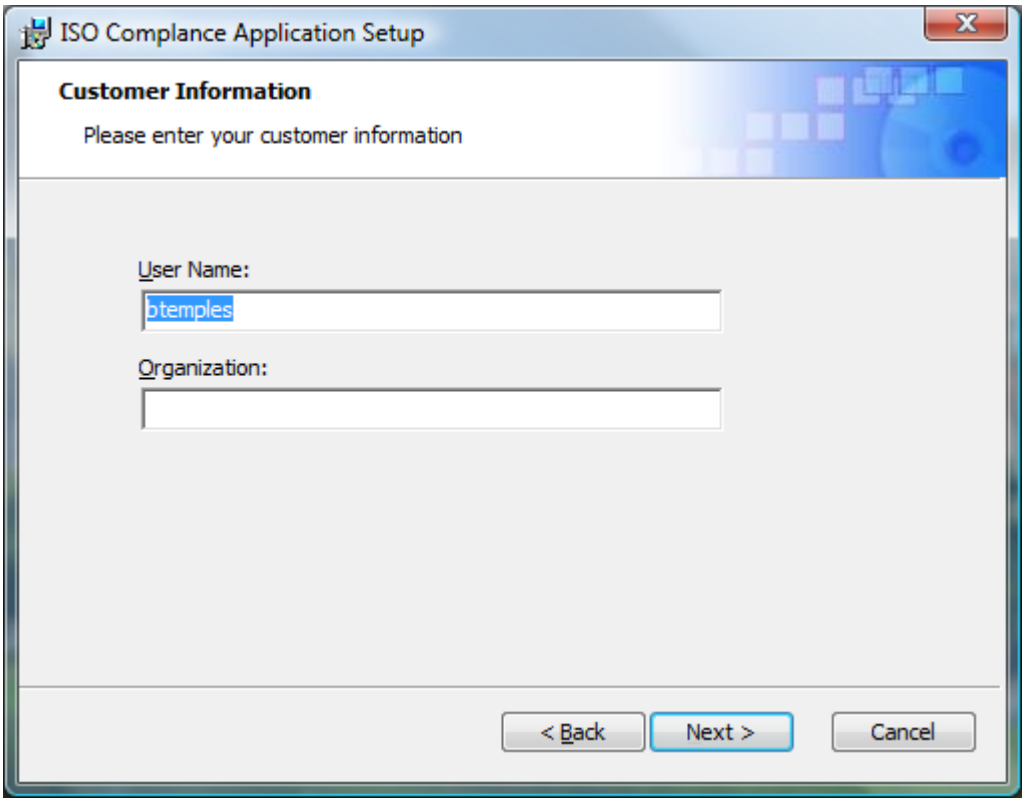
2. Navigate to and click the **Setup.exe** program

3. At the **Welcome** screen, click **Nex**t.

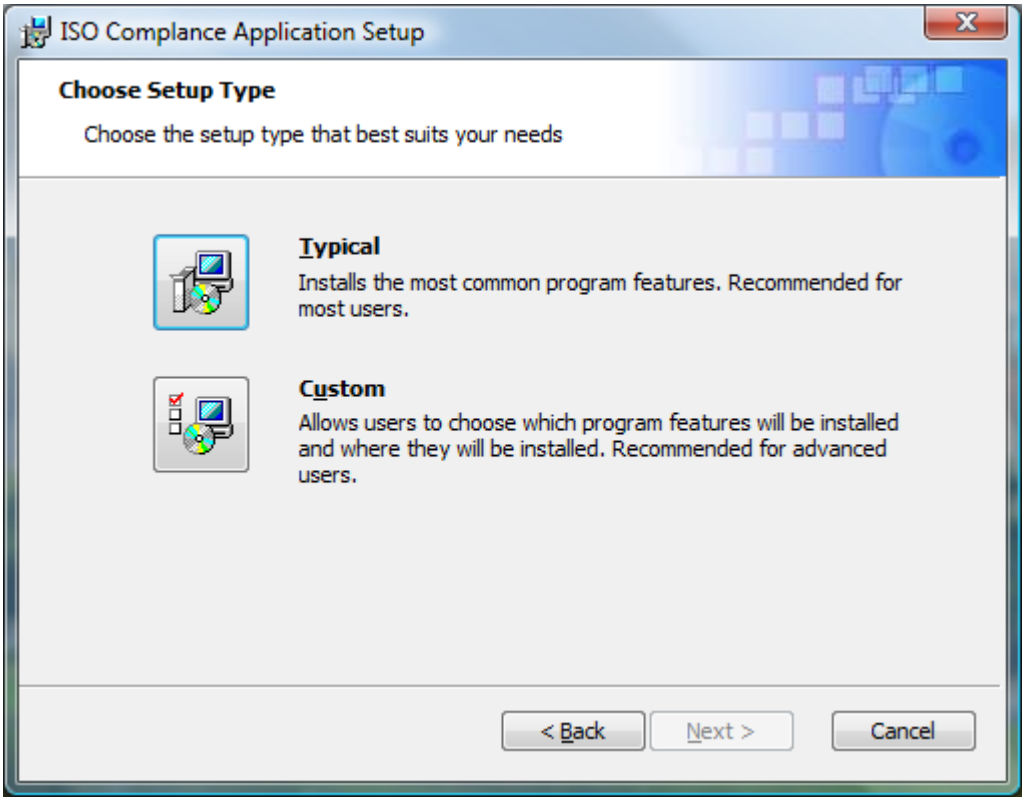


4. Check the acceptance check box of the **End-User License Agreement** and click **Next**.

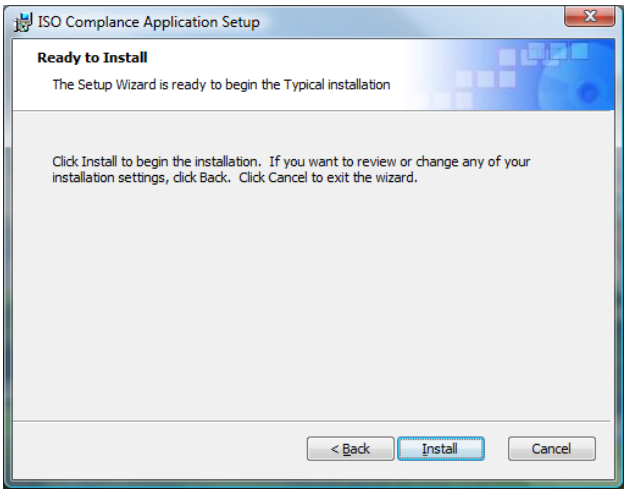
5. Enter **Customer Information** and click **Next**.

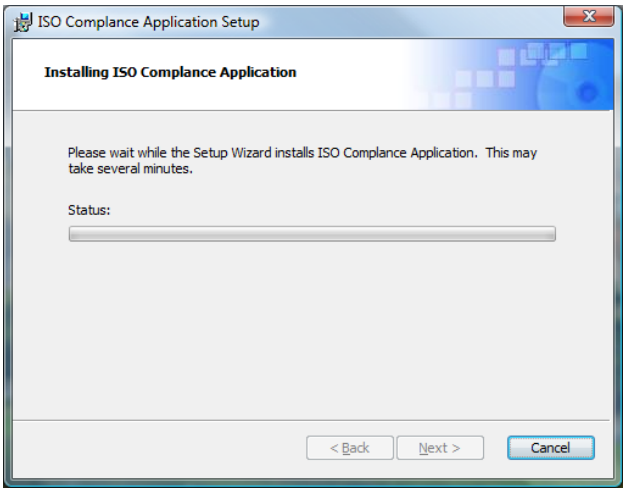


6. Select **Typical** Setup

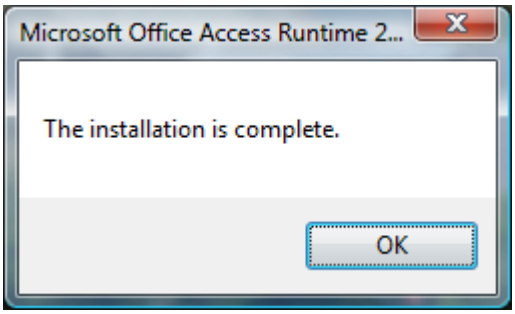


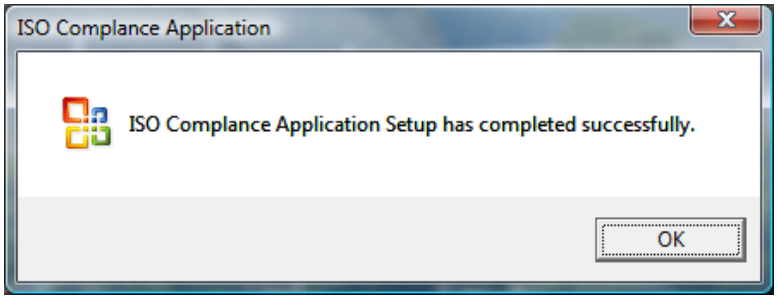
7. At the **Ready to Install** screen, click **Install** and the program will install.





8. The program will complete the installation with these screens.





9. After installation, the user will be able to access the program by an icon on the desktop or from the program list.

Document Control Module

Subject: *Document Control*
Policy: *Procedures for control of all documents and data that relate to the requirements of the ISO 9000 Standard are established and maintained.*
Key System Elements:

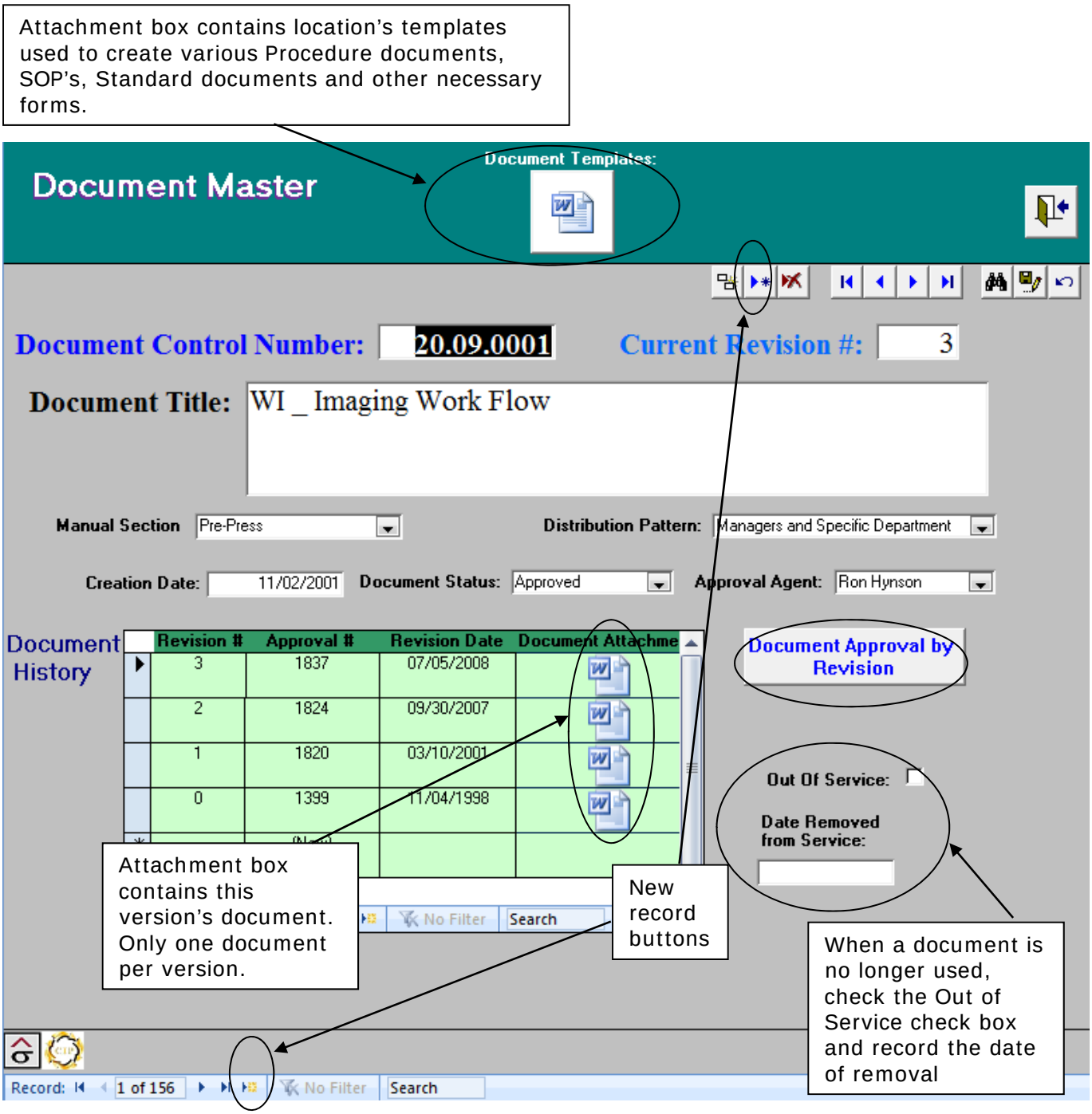
- *All identified documents are reviewed and approved for adequacy by authorized personnel prior to use.*
- *Documents are distributed to all locations essential to the effective functioning of the quality system.*
- *Obsolete documents are promptly removed from all points of issue or use.*
- *Changes to documents follow the same procedure as new documents, including approval.*
- *A revision list is maintained to identify current revisions.*
- *Documents are re-issued after a practical number of changes have been made.*

Document control is the heart of ISO's effort to standardize work processes and to demonstrate repeatable quality to a customer. Managing procedures and standards in the program is accomplished in the **Document Control** module and is accessed by clicking on the icon to the left. The **Document Master** screen appears.

Document Master

To add a document:

1. Click **New Record** at the top of the screen or at the bottom record navigation bar.



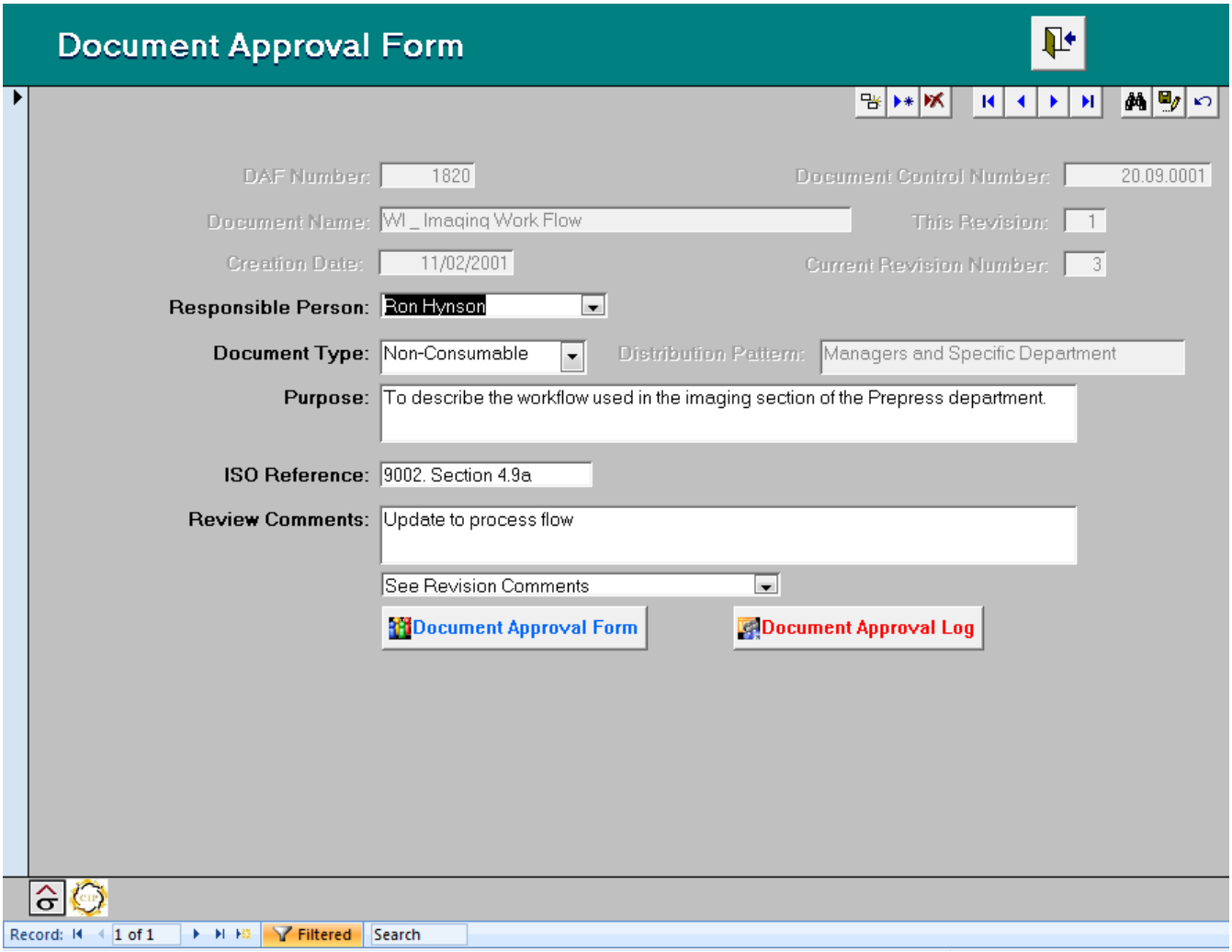
2. Click into and enter the **Document Control Number** (DNC) in the appropriate format.
3. Tab to the next fields and enter the **Current Revision#, Document Title, Manual Section, Distribution Pattern, Document Status** and **Approval Agent. Creation Date** is automatically entered when a new record is added.
4. Tabbing again takes the user into the **Document History** section. This section is designed to record the different revisions that a procedure can go through. Enter the new Revision

number in the **Revision #** field. A **Document Approval Number** (DAF) and **Revision Date** are automatically assigned to this revision. Double click on the **Document Attachment** field and navigate to the appropriate document for this version.

5. With the new version highlighted in the **Document History** section, click **Document Approval by Revision** button.

Document Approval Form

The **Document Approval Form** (DAF) page is used to produce the DAF document for the selected revision. DAF is used to record the changes that have caused the procedure to be revised and to document the approval by the stakeholders.



6. Select the employee who will be responsible for getting the document approved from the **Responsible Person** dropdown list.
7. Select the **Document Type**.

    a. **Non-consumable** –Written policies, procedures and standards.
    b. **Consumable** – Forms, etc.
    c. **Electronic** – Databases, etc.

8. Enter the document's **Purpose**. This is a statement of why the procedure exists. If applicable, this purpose should be restated with each revision.
9. Enter the **ISO Reference** field data. This is the standard or requirement that the procedure is supposed to fulfill.
10. Enter the **Review Comments**. These comments state the changes that are reflected in the revision. If the is document is new, select "This is the creation of this document" or "See Revision Comments" from the dropdown list. This field is part of the comments.

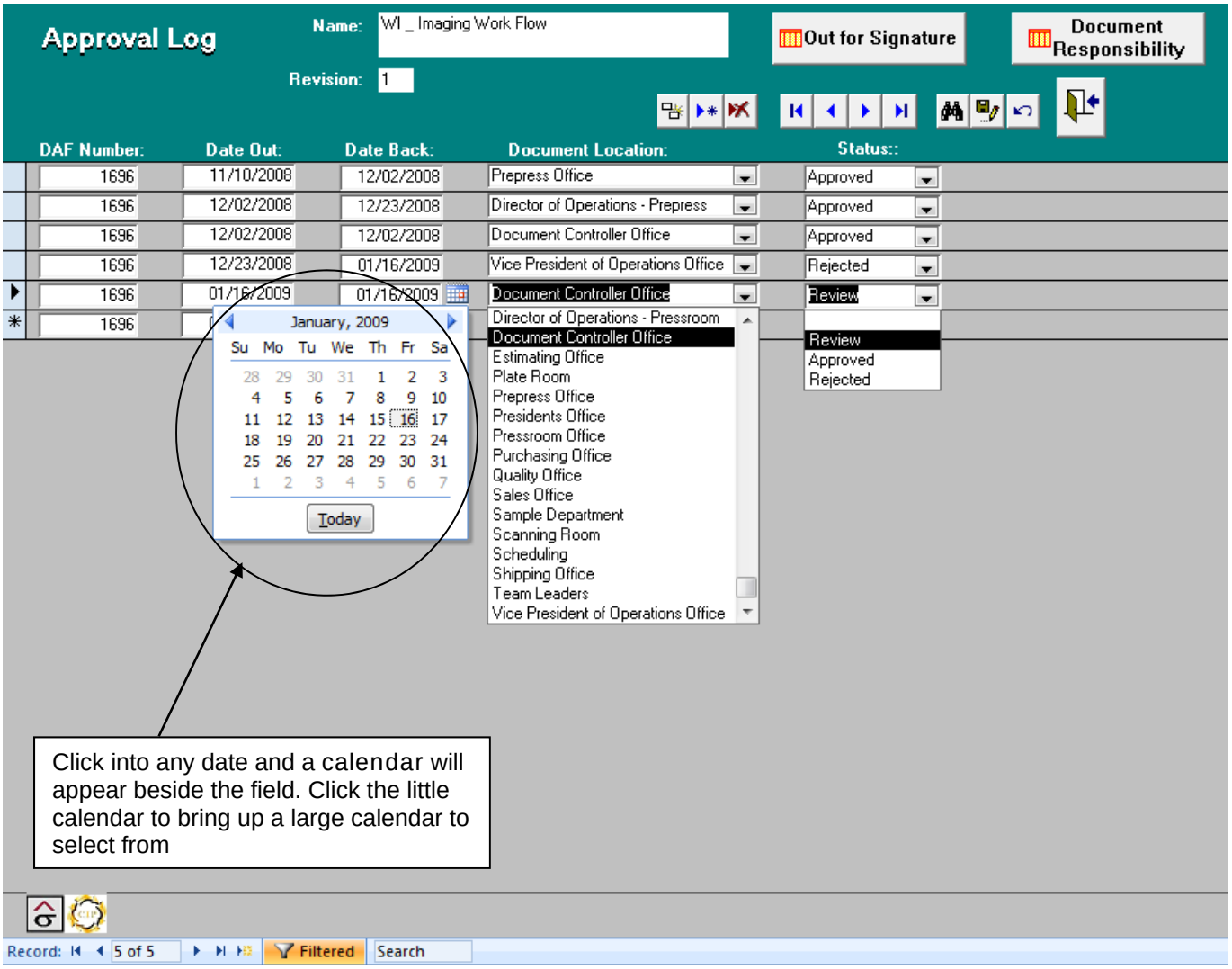
11. Once the DAF form is completed, click the **Document Approval Form** button to produce the sign off sheet for the document. A sign off package should include a copy of the procedure to be approved (if this is a revision approval, a copy of the current procedure marked as "Current" along with a copy of the proposed procedure marked as "New") and the DAF. The signed and dated DAF is returned to Document Control to be recorded and stored.

Note: *If, at any point, an approver does not agree with the procedure, they are not to sign the DAF and the process stops until the disagreement is resolved by revising the procedure or coming to an agreement.*

Document Approval Log

The Document Approval log is used to track the location of the approval package as to moves from approval point to approval point. The log is accessed by clicking on the **Document Approval Log** button located at the bottom of the DAF page. The displayed log is for that DAF only.

The Document Controller uses the log to keep track of the location and its status by using the calendars and Document Location dropdown lists to record its progress.



Document Approval Form (DAF)

As mentioned earlier, the DAF is used as a hard copy, signature form of a documents approval by the various stakeholders. At the document travels, the approving manager signs on the applicable line and passes it to the next approval body. At the end, the Document Controller files the DAF and the procedure is considered approved and in service. The DAF is to be available during a certification audit.

Document Approval Form

Document Control Number: 20.09.0001 **DAF Number:** 1696

Document Name: WI _ Imaging Work Flow

Current Revision Number: 1

Responsible Person: Ron Hynson **Creation Date:** 11/02/2001

Document Type: Non-Consumable **Distribution Pattern:** Managers and Specific Department

ISO Reference: 9002. Section 4.9a

Purpose: To describe the workflow used in the imaging section of the Prepress department.

Review Comments: See Revision Comments

To reflect the changes in Prepress to a team workflow,

Approved by:

General Manager:_____ Date:_____

Plant Manager:_____ Date:_____

Department Manager:_____ Date:_____

Management Representative:_____ Date:_____

After reading the document attached, please sign in the appropriate location on this form. If there are changes to be made, do not sign, make the changes on the document and return to the document controller.

DCN: 25.05.0100 Revision 3 Demo Graphics

Out for Signature Report

The Out for Signature report lists all of the document approval packages that are in process. The report criterion is based on the Approval log, the locations and dates entered on this screen.

The report is sorted by location that the document was last reported. Each package is listed by their Document Control Number, Document Name, DAF ID and the date the package was sent to the location.

Documents out for Signature

Tuesday, June 30, 2009

Location	Document Control Number	Document Name	DAF ID	Date Out
Accounting Office				
	79.09.0020	WI_Sales Billing Process	1761	03/31/2004
Bindery Office				
	50.09.0002	WI _ Shipping Daily Receiving Process	1758	03/15/2004
	50.09.0001	WI_ Shipping Process	1757	03/15/2004
Chief Financial Officer's Office				
	92.09.0002	WI_ Credit Clearance Process	1767	05/24/2004
Presidents Office				
	25.01.0002	Procedure_ Management Responsibility	1766	05/22/2004
	25.01.0001	Quality Policy Manual	1765	05/22/2004
Pressroom Office				
	30.09.0008	WI _ Pressroom Offsetting Check	1768	09/16/2004
Shipping Office				
	50.09.0019	WI_Receiving Finished Goods	1679	11/25/2001
	50.09.0003	WI_ Shipping - Receiving	1704	11/28/2001
Team Leaders				
	64.09.0010	WI_Job Planning	1668	03/12/2004
	63.09.0001	WI _ Job Ticket Creation	1754	03/12/2004
	63.09.0001	WI _ Job Ticket Creation	1770	11/16/2004
	25.06.0001	Procedure_ Purchasing	1769	11/16/2004
Unassigned				
	93.18.3010	Test_Press	1726	09/06/2002
	20.09.0038	WI_Plating Computer to Plate	1777	10/28/2005
Vice President of Operations Office				
	40.10.0098	Form _ Stitcher Quality Checklist	1718	04/25/2002
	40.10.0097	Form _ Folder Quality Checklist	1717	04/25/2002
	40.10.0099	Form _ Binder Quality Checklist	1719	04/25/2002

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Document Responsibility Report

The Document Responsibility Report lists all active documents in the system and who is responsible for their usage. The sort criterion is based on the person who is listed as responsible on the Document Control page.

The report returns the Documentation Control Number (DCN), Document Name, Distribution Pattern, and the documents creation date.

Document Responsibility

Tuesday, June 30, 2009

DCN	Document Name	Distribution Pattern	Created Date
Bill Gillespie			
25.10.0001	Procedure_ Inspecting and Testing	All Areas	06/29/1998
25.16.0001	Procedure_ Quality Records	All Areas	02/29/2000
25.09.0020	Procedure_ Process Control	Quality Stations	06/29/1998
25.09.0012	Standard _ Definitions and Terms	Quality Stations	11/04/1998
94.06.0001	Form _ Supplier Performance Survey	Managers and Specific Department	12/13/2001
94.06.0002	Approved Supplier list	All Areas	10/30/1998
25.08.0013	Procedure_ Product Identification and Tractability	All Areas	06/29/1998
Bruce East			
25.09.0010	Standard _ Pallet Requirements	Quality Stations	03/28/2000
25.09.0009	Standard _ Label Requirments	Managers and Specific Department	11/29/2004
50.09.0004	WI_ Shipping - Pulling Items from Inventory	Managers and Specific Department	11/30/1998
50.10.0101	Form _ On Time Delivery Evaluation	Managers Only	08/05/2000
50.10.0100	Form _ On Time Delivery	Managers and Specific Department	08/05/2000
Bubba Knight			
30.09.0010	WI_ Returning stock for inventory	Managers and Specific Department	11/03/1998
30.09.0500	Form _ Needs Inspection tag	Managers and Specific Department	11/02/1998
30.10.0505	Form _ On Time Deliverly of Press OK Evaluation	Managers Only	08/05/2000
30.10.0504	Form _ On Time Press Check	Managers and Specific Department	08/05/2000
30.09.0503	Form _ Pressroom Complete/Incomplete tags	Managers and Specific Department	11/02/1998
30.09.0502	Form _ Product Sample tags	Managers and Specific Department	06/13/2000
30.09.0501	Form _ Color Approval and Press run record envelop	Quality Stations	11/02/1998
30.09.0200	Form _ Aqueous Coating Check List	Quality Stations	11/02/1998
30.09.0050	WI_GTO-DI Image and Make-ready Procedures	Managers and Specific Department	02/05/1998
30.09.0023	WI_ Installation of 2-C Omsca Blankets	Managers and Specific Department	11/14/1998
30.09.0020	WI_ Installing Blankets on the 626, 640 and 840 Ko	Managers and Specific Department	01/12/1999
30.09.0011	WI_ Press Inspection Procedure	Managers and Specific Department	06/09/2000
30.09.0003	WI _Lead pressman make ready 240 Omsca	Managers and Specific Department	03/14/1999
30.09.0006	WI_ Wash-up procedures	Quality Stations	10/12/1998
30.09.0004	WI _ Lead pressman run	Managers and Specific Department	06/09/2000
30.09.0002	WI _Lead Pressman Make-Ready 626 Komori	Managers and Specific Department	11/02/1998
30.09.0015	WI_ Installing 240 Omsca Plates	Managers and Specific Department	11/02/1998
30.09.0001	WI _General Komori Press Make-ready	Managers and Specific Department	10/12/2001
Burt Temples			
93.18.0001	WI_Overall Quality Program Training	All Areas	07/01/1998
25.10.0100	Form _ Bindery Audit	Document Controller Only	11/15/1999
25.09.0021	WI_ Customer Samples	All Areas	06/09/2000
25.09.0025	WI_ Sample Grade	Managers and Specific Department	07/21/2000
25.09.0004	Standard _ General Defects	Quality Stations	11/11/1998
25.09.0050	Form _ Sample Problem	All Areas	04/03/2001
93.18.0100	Form _ Quality Documentation Training	Document Controller Only	11/29/2001
25.10.0090	Form _ Ink Density Audit Form	Managers and Specific Department	09/15/1999
25.06.0003	Form _ Supplier Corrective Action	All Areas	06/10/1999
25.06.0002	WI _Supplier Certification	Managers and Specific Department	07/27/1998
25.05.0100	Form _ Document Approval	Document Controller Only	12/16/2004
25.14.0003	WI _Corrective Action Report	All Areas	11/08/2001
25.14.0002	Form _ Corrective Action	All Areas	07/01/2000
25.11.0003	Form _ Calibration Identification Sticker	All Areas	04/03/2001
25.05.0001	Procedure_ Document Control	All Areas	11/25/2001
25.11.0300	WI_ Instrument Calibration	Quality Stations	08/19/2002
25.05.0101	Form _ Document Controller Checklist	Document Controller Only	05/01/1998
25.05.0102	WI _Document Controller	Managers and Specific Department	08/06/1998

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Corrective Action Module

Subject: *Corrective and Preventative Action*

Policy: *A corrective action response is required for non-conforming product.*

Key System Elements:

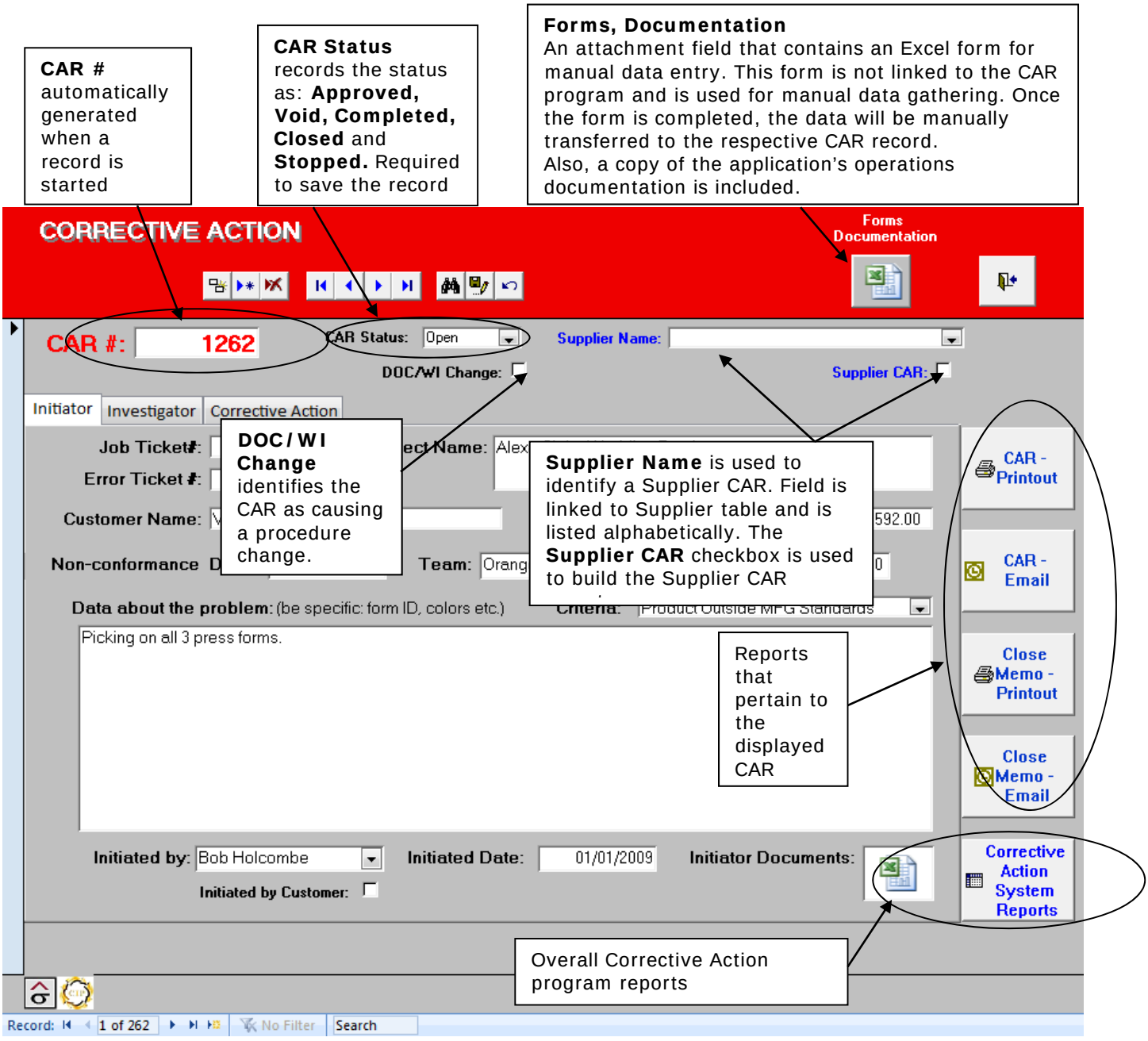
- *The cause of non-conforming product is investigated.*
- *Processes, work operations, quality records, and customer complaints are analyzed to determine non-conformance.*
- *A corrective action is submitted, including procedure changes or other methodologies required to prevent re-occurrence.*
- *Corrective actions are reviewed until completed.*
- *Records of corrective actions are maintained.*

Investigating, documenting and developing plans to prevent errors from reaching a customer is one of the most valuable tools in the ISO quality tools box. When a company takes an organized approach to errors, localized firefighting and Band-Aid solutions become unnecessary. Eliminating repeated errors is accomplished by publishing documented solutions and sharing those solutions with everyone.

Clicking on the **Corrective Action** icon navigates the user to the module.

Corrective Action Screen

The Corrective Action program creates a Corrective Action Report (CAR) record for each entered incident. Navigation to the various areas is preformed through tabs at the top. Data entered into the CAR record is used to generate the reports and department logs required for certification.



Initiator Tab

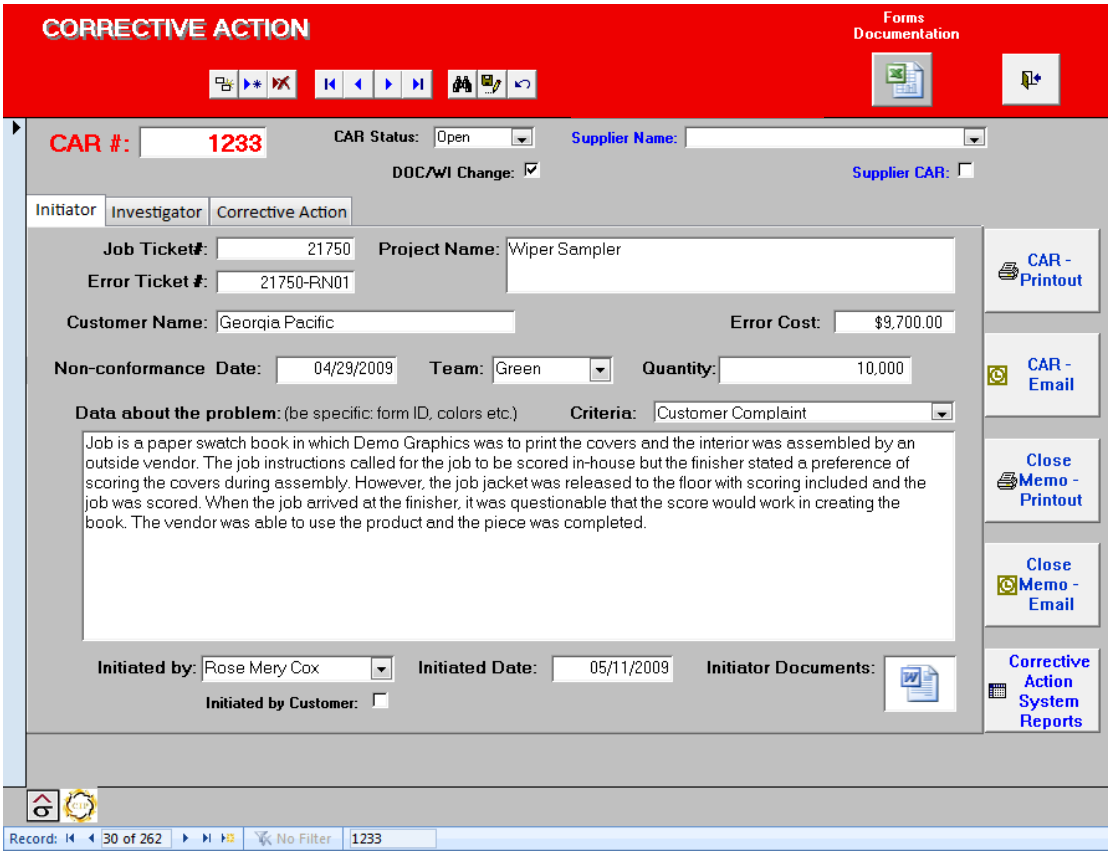
Filling out a CAR begins with the Initiator tab. This tab is used to gather the basic information about the job and the non-conformance that created the CAR.

Note: *Avoid entering information about what caused the problem or what action needs to be taken to fix the problem. This information is entered in other areas of the CAR.*

1. Click **New Record** at the top of the screen or at the bottom record navigation bar. CAR # will automatically be assigned.

Note: *if this is a Supplier CAR, select the vendor from the* ***Supplier Name*** *dropdown list and check the* ***Supplier CAR*** *checkbox. This information is used for the Supplier CAR reports.*

2. Enter information about the job that problem the occurred. Enter **Job Ticket#, Error Ticket #, Project Name, Customer Name,** Team (if applicable), estimated or actual **Error Cost, Non-conformance Date, Quantity** and **Criteria**.
3. In the **Data about the problem** field enter information about the non-conformance. Be specific in describing the non-conformance. Enter information about colors, forms, and why this is a problem.
4. Select the person who started the CAR from the **Initiated by** dropdown list and enter the **Initiated Date**.
5. Check the **Initiated by Customer** check box if the CAR was started because of a customer complaint.
6. If there are documents of files that apply to the problem (i.e. emails from customer or complaint letters), use the **Initiator Documents** attachment field to link them to the CAR.



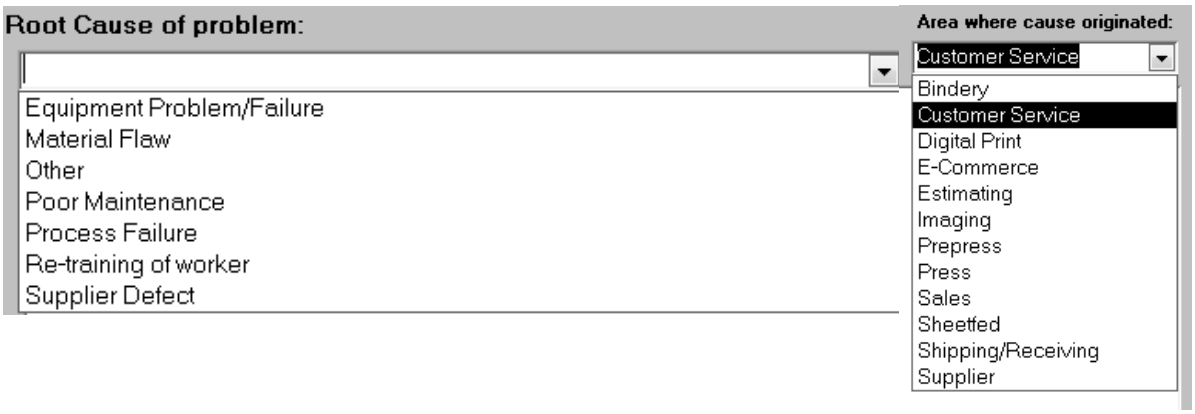
Investigator tab

The investigator's tab is used to record information about what happened to cause the non-conformance. Information such as shift, time of day, type of raw materials and their supplier, lot numbers are appropriate in this tab.

Note: *Avoid entering information about what action needs to be taken to fix the problem. This information is entered in other areas of the CAR.*

1. Click on the **Investigator** tab at the top of the form.

2. From the dropdown lists, select the **Root Cause of the problem** and the **Area where cause originated**. An Area designation is required before printing the CAR.



Note: *As the investigation progresses, these entries may change. The fields can be changed after the record has been saved.*

3. In the memo field, enter all pertinent information about the problem. Be very specific about what the investigation found and any methods used to uncover the data.

4. Select the **Investigator** and the **Investigation Date**.

Note: *if a team is used to perform the investigation, list the team members in the memo field and select the team leader as the Investigator.*

5. If there are documents of files that apply to the investigation, use the **Investigator Documents** attachment field to link them to the CAR.


CORRECTIVE ACTION
Forms Documentation
CAR #: 1233
CAR Status: Open
Supplier Name:
DOC/WI Change:
Supplier CAR:
Initiator
Investigator
Corrective Action
Root Cause of problem:
Process Failure
Area where cause originated:
Customer Service
Estimating had estimated the job to score on the die cutter when the job was entered. After the job was put into production, it was decided that the outside vendor would do the scoring to control the piece better. However, the lijema instructions were left on the jacket with these special instructions: "FINISHING WILL BE DONE BY FEY PUBLISHING - LEAVE IN FLAT
PRESS SHEETS - NEED 10% OVERS FOR SPOILAGE - NEED TO
SHIP 3800 SHEETS". The CSR intended for the instructions to read as all finishing will be done by the vendor. The bindery interpreted this to mean that the lijema scoring was to be done and the rest of the finishing was to be done outside. The job was scored and shipped to the vendor who then informed the customer.
Investigator: Burt Temples
Investigated Date: 05/15/2009
Investigator Documents:
CAR - Printout
CAR - Email
Close Memo - Printout
Close Memo - Email
Corrective Action System Reports
Record: 30 of 262
No Filter
1233

Corrective Action tab

The Corrective Action tab is the conclusion of the process. Here, the analysis from the investigation is developed into concrete steps to prevent the problem from re-occurring. This may involve changing a written procedure, creating a new procedure, filling a training need or personnel changes. Any of these actions are detailed in these fields.

The action plan should include:

- Detailed areas that are affected by the change.
- Detailed steps that are to be taken.
- People who will be involved in the change
- Implementation plans for the new process.
- Audit schedule for the new process.

Note: *As the CAR's and action plans are developed and completed, these records will form the data for the Corrective Action log report.*

Once an action plan has been developed, it is submitted to a management team called the Corrective Action Review Board (CARB). The purpose of the CARB is to check the plan to make sure it adheres to the company goals and does not interfere with other processes, to check the plan for completeness and effectiveness, approve the action plan and to aid in the implementation process.

Finally, an Audit section is used to record a process audit to make sure the new procedure is being used and is working as expected.

1. Click on **Corrective Action** tab at the top of the page.

2. Enter the details of the action plan into the **Corrective Action** memo field.

3. Select the **Completed Date**.

4. If there are documents of files that apply to the action plan, use the **Action Plan Documents** attachment field to link them to the CAR.

5. In the **What processes are in place to detect this problem**, list any procedure that has check point that is designed to catch the problem. For example, a press sheet check would be used to identify color variations or a final review of work instructions is designed to find missing information. There may be several points that the process can be stopped at once the non-conformance has been identified. Be sure and refer to procedures by their DCN

6. The CAR Status (located at the top of the screen) is then changed to **Complete.**

7. After the action plan has gone before the CARB and approved, select the **CARB approved by** person, check the **CARB Approval** check box and select the **Approval Date**.

8. The CAR Status (located at the top of the screen) is then changed to **Approved**.

9. After a designated period, the new process should be audited. When that occurs, the person performing the audit is selected in the **Audited by** dropdown list.

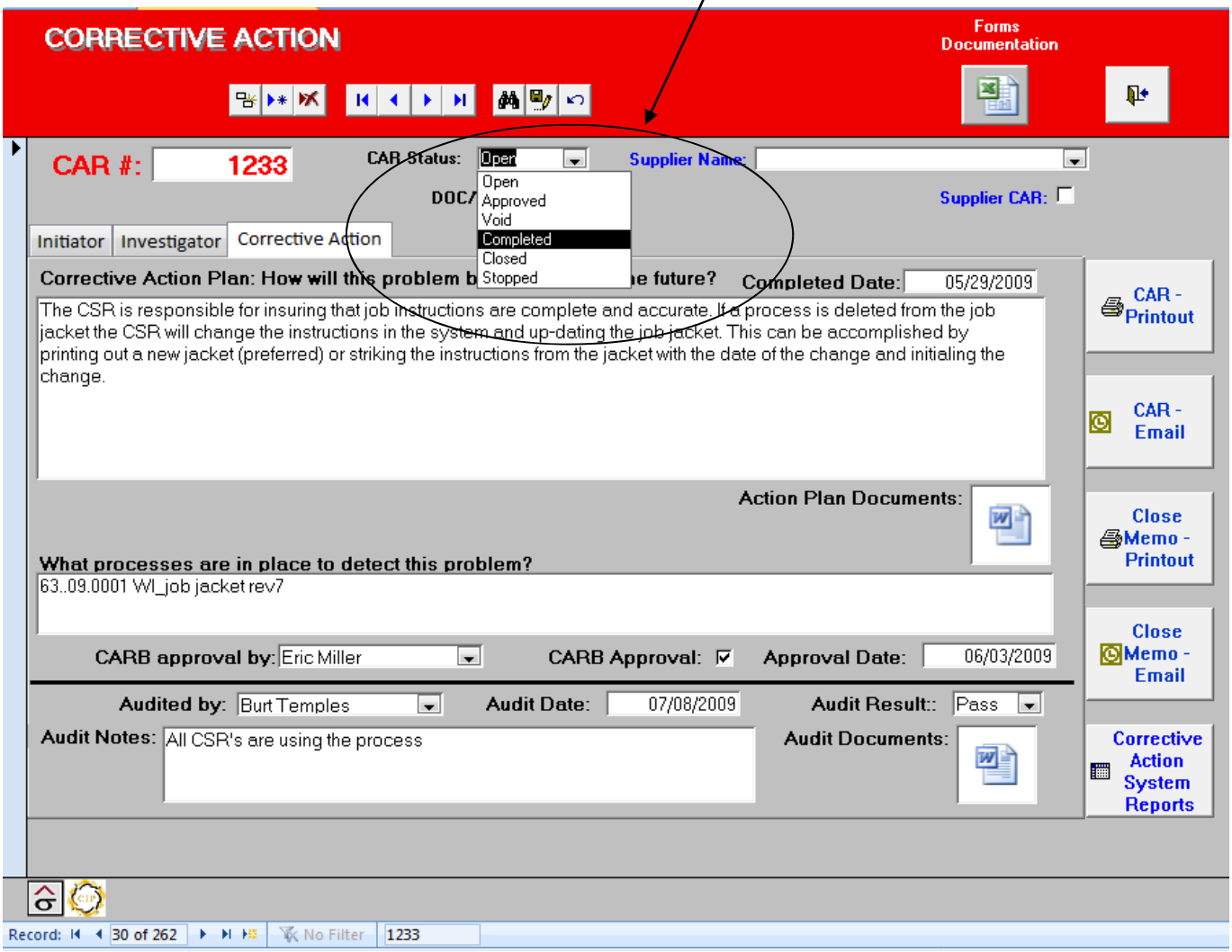
10. The **Audit Date** and **Audit Results** are selected and any notes pertaining to the audit are entered.

11. If there are documents of files that apply to the audit, use the **Audit Documents** attachment field to link them to the CAR.

12. If the process passes the audit, the CAR Status is changed to **Closed**. If the process fails the audit, the CARB is notified of the failure, the CAR Status is changed back to **Open** and the CAR is re-introduced for investigation and action plan development.

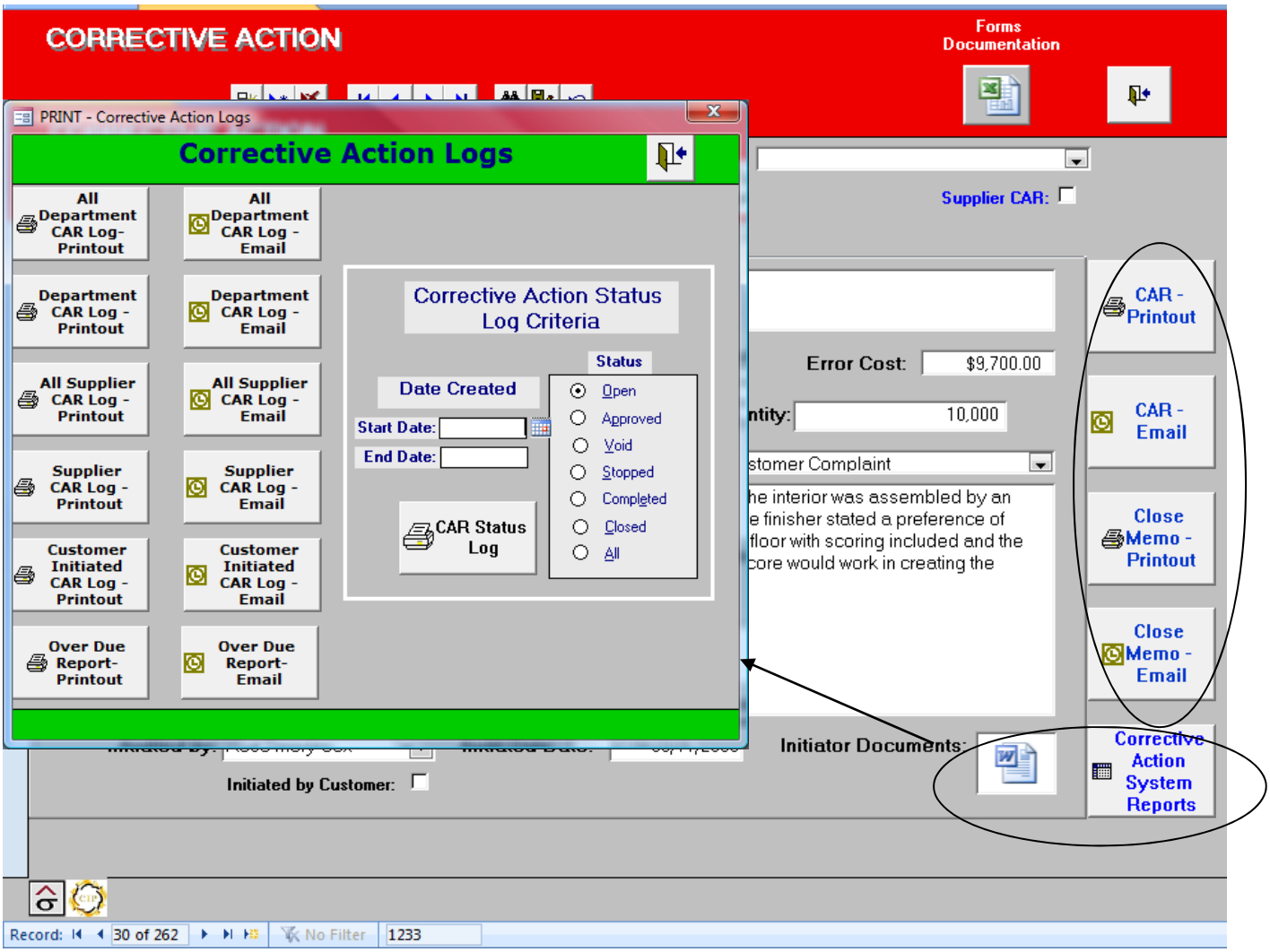
Other CAR Status options are:

- **Void** – A CAR was started but proved to not be valid.
- **Stopped**- A CAR was started but was stopped pending other information, the completion of another CAR or action plan. The CAR can be changed to Open or Void depending on the outcome.



CAR Reports

The module contains several reports to return the data entered for approvals, event notification, CAR tracking and departmental reporting requirements. There are two report menus. The **CAR Reports** menu, located down the right side, present the reports used by the displayed CAR. The **Corrective Action Systems Reports** pop-up menu contains the data subdivisions that are required to see the program as a whole. Each menu is accessed in a pop up screen



Note: *With the exception of the CAR Status Log, each report can be emailed by clicking on the reports email version. The report is output as a .PDF file and place in an email dialog box. Select the recipient and click* ***Send****.*

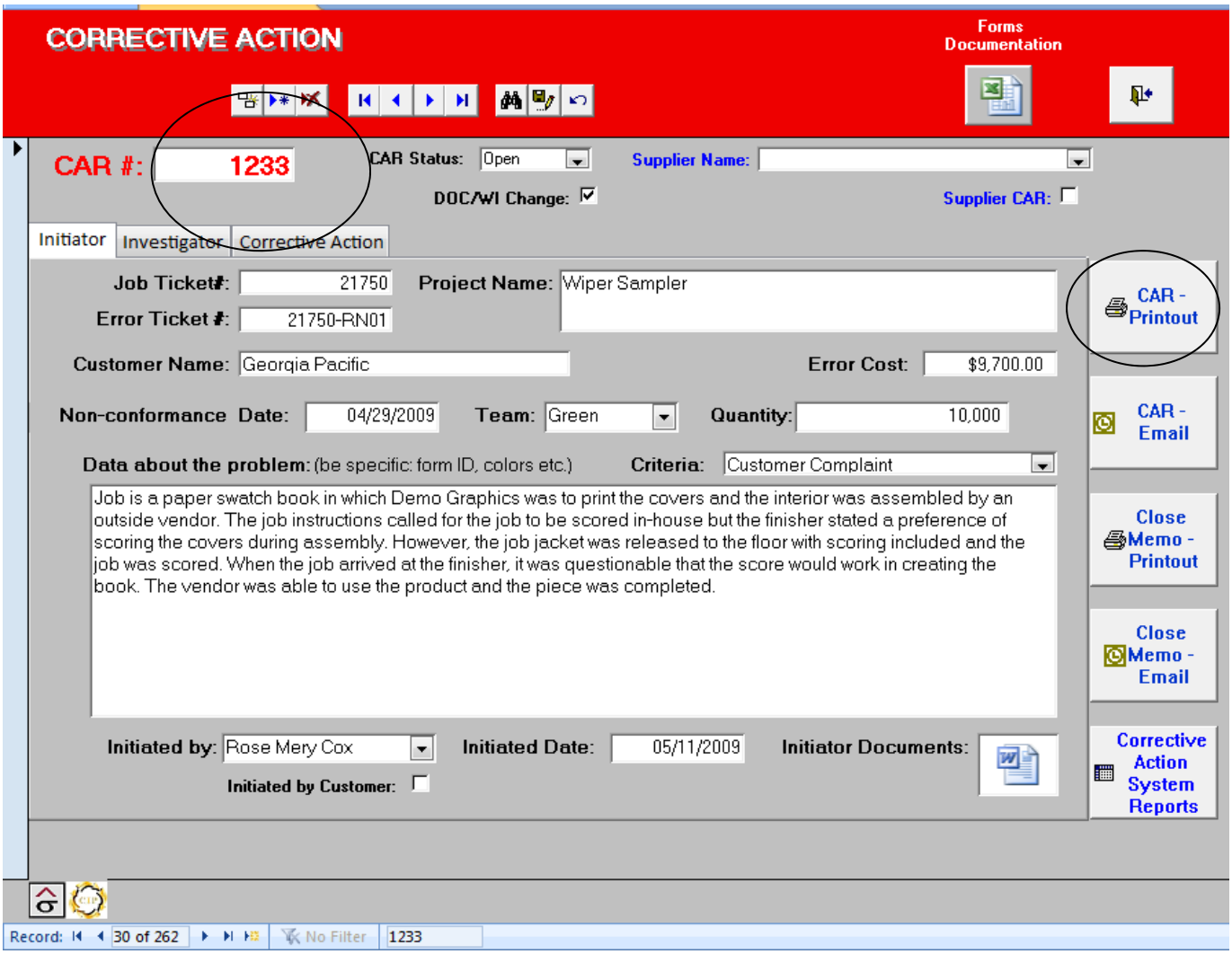
CAR Report

The Corrective Action Report (CAR) returns all the entries for a specific problem and produces a form for approval signatures.

1. Navigate to the desired CAR, click the **CAR Reports** button to bring up the menu and select **CAR – Printout**.

2. The CAR will appear in a preview screen form which a printer can be selected.

3. The printed report that is ready to be used to gather final signatures for the CAR and to distribute to the affected parties (customers, etc.). The signed sheets are to be filed and made available for a certification audit.



CORRECTIVE ACTION REPORT

CAR: 1233

INITIATOR

Customer Name: Georgia Pacific **Project Name:** Wiper Sampler **Job#:** 21750

MfgDate: 04/29/2009 *MfgQty:* 10,000 *Criteria:* Customer Complaint **Error#:** 21750-RN01

Team: Green **Job Cost: $9,700.00** *Area where defect originated:* Customer Service

Data about the Problem:

Job is a paper swatch book in which Demo Graphics was to print the covers and the interior was assembled by an outside vendor. The job instructions called for the job to be scored in-house but the finisher stated a preference of scoring the covers during assembly. However, the job jacket was released to the floor with scoring included and the job was scored. When the job arrived at the finisher, it was questionable that the score would work in creating the book. The vendor was able to use the product and the piece was completed.

_____ Supervisor's initial_____

Signature

Initiated by: Rose Mery Cox *InitiatedDate:* 05/11/2009

INVESTIGATOR

Root Cause of Problem:

Estimating had estimated the job to score on the die cutter when the job was entered. After the job was put into production, it was decided that the outside vendor would do the scoring to control the piece better. However, the lijema instructions were left on the jacket with these special instructions: "FINISHING WILL BE DONE BY FEY PUBLISHING - LEAVE IN FLAT
PRESS SHEETS - NEED 10% OVERS FOR SPOILAGE - NEED TO
SHIP 3800 SHEETS". The CSR intended for the instructions to read as all finishing will be done by the vendor. The bindery interpreted this to mean that the lijema scoring was to be done and the rest of the finishing was to be done outside. The job was scored and shipped to the vendor who then informed the customer.

Investigator: Burt Temples *InvestigatedDate:* 05/15/2009

CORRECTIVE ACTION

How will this problem be prevented in the future:

The CSR is responsible for insuring that job instructions are complete and accurate. If a process is deleted from the job jacket the CSR will change the instructions in the system and up-dating the job jacket. This can be accomplished by printing out a new jacket (preferred) or striking the instructions from the jacket with the date of the change and initialing the change.

_____ Supervisor's initial_____

Signature

Implemented Date: 05/29/2009

What processes are in place to detect this problem:

63..09.0001 WI_job jacket rev7

CARB Approved By: Eric Miller *CARB Approval Date:* 06/03/2009

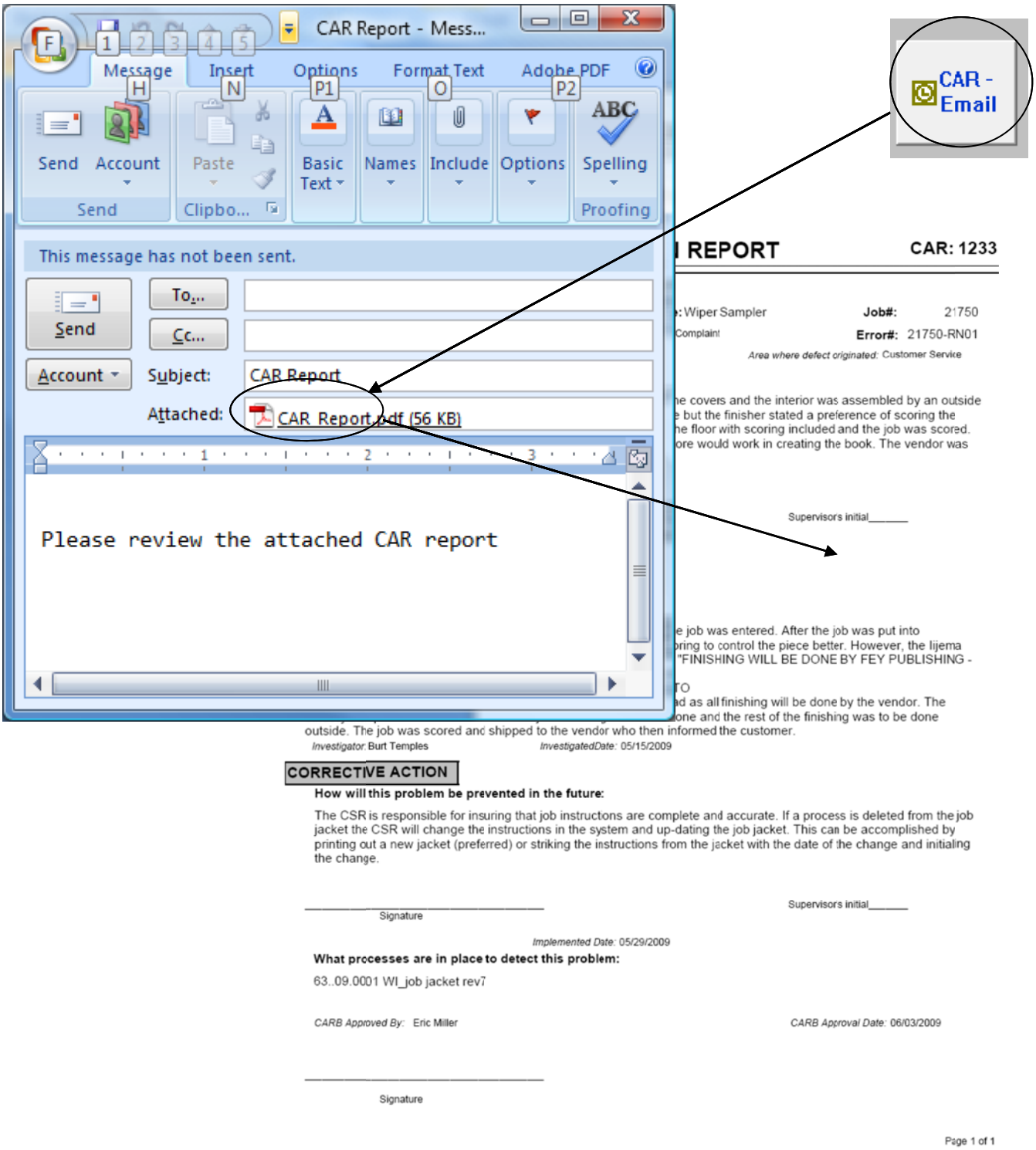
_____

Signature

Page 1 of 1

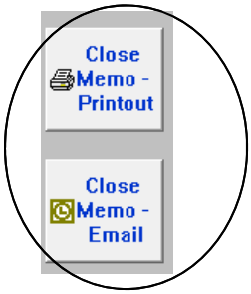
Email CAR

The Email CAR report allows the user to email a .PDF copy of the CAR report. This is an output only and not used in the email data collection.



Close Memo

The Close Memo notifies the initiator that the CAR has been resolved.



1. Like the CAR, navigate to the desired record and click the **Close Memo – Printout** or **Close Memo - Email** button.

Memo

Date: Wednesday, July 01, 2009
To: Rose Mery Cox
From: Burt Temples
Subject: Corrective Action Feedback

This memo is to inform you that the Corrective Action that you initiated has been completed. It was assigned a number and tracked as:

Job#	21750	Customer Name	Georgia Pacific
CAR#:	1233	Project:	Wiper Sampler

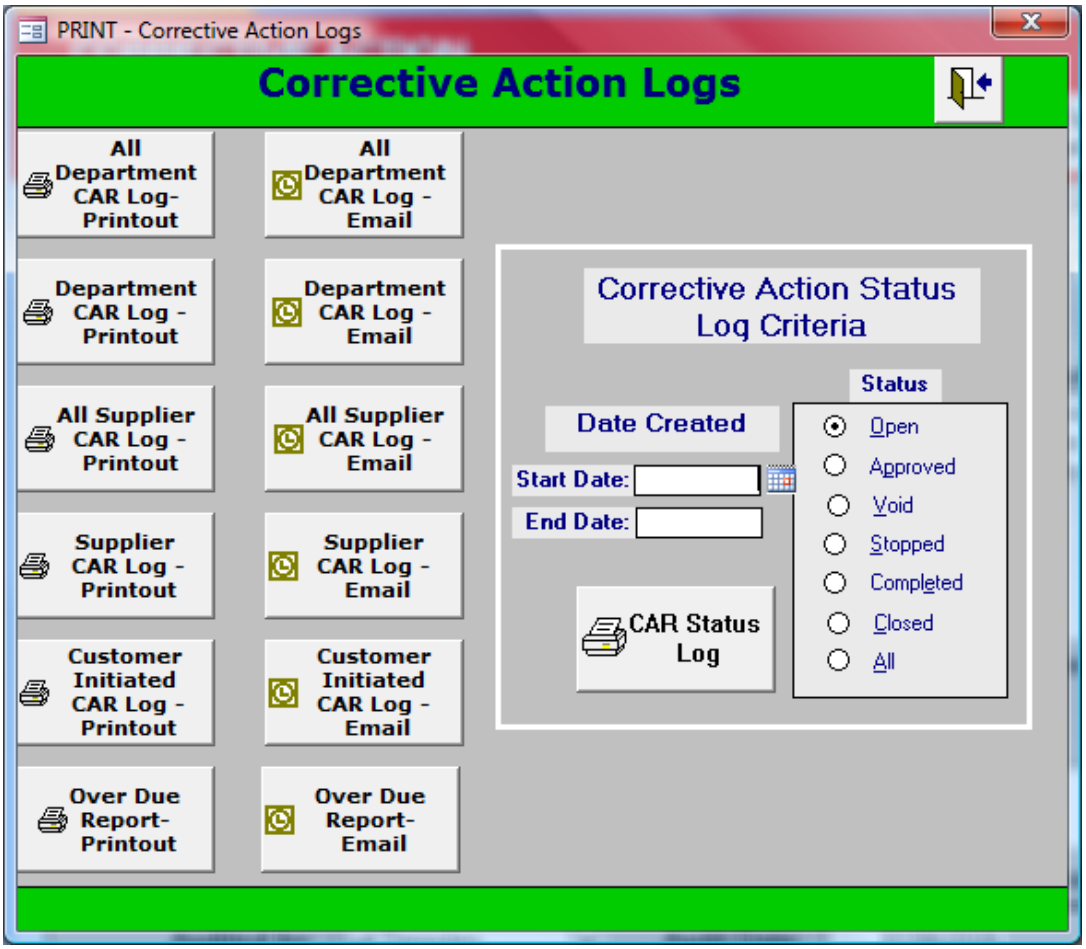
Days elapsed since opened: 23

Attached is a copy of the completed form. If you have any questions, please contact me directly.

Thank you for your valuable participation in this program.

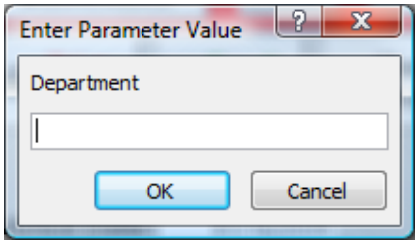
Corrective Action System Reports

The Corrective Action Log popup screen displays the overall CAR system reports. The QA person is able to select the type of log report needed to inform the organization of the status of the corrective action program. With the exception of the CAR Status Report, each report can be emailed as a .PDF file. Select the Printout report button for a hard copy or the Email version.

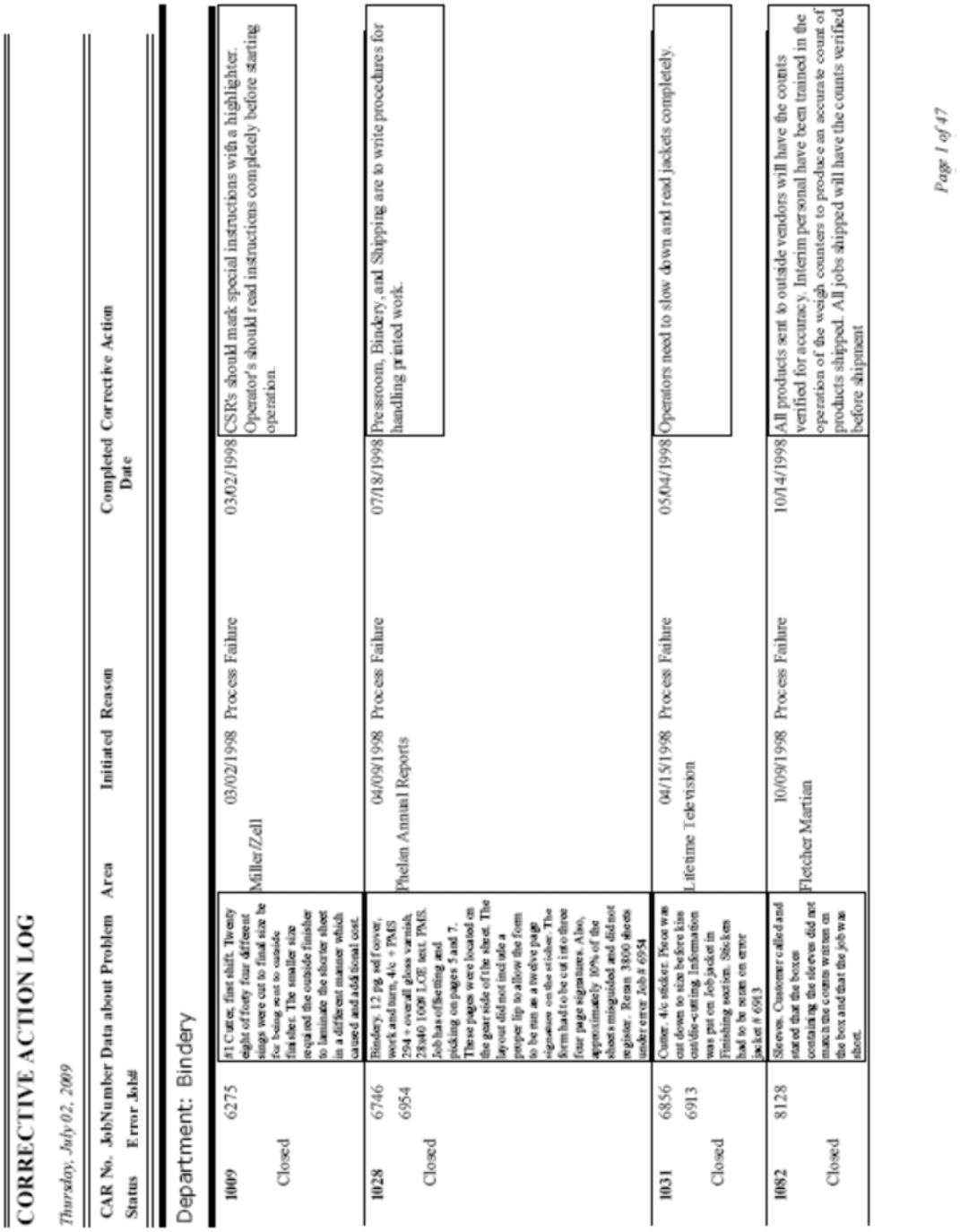


Department Corrective Action Log reports

The **All Department CAR Log** button produces a report that contains all CARs entered with a status of **Closed** or **Complete**. The report is sorted by the department area that the non-conformance occurred.



The **Department CAR Log** button produces reports that are to be distributed to the departments as a record of their CAR activity. When selected, a parameter box appears asking for the department. Enter the department's complete name for the report. The selection criterion is based on the area that the non-conformance occurred and the CAR has a status of **Closed** or **Complete**.



CORRECTIVE ACTION LOG

Thursday, July 02, 2009

Department: Bindery

CAR No.	JobNumber	Data about Problem	Area	Initiated	Reason	Completed Date	Corrective Action
Status	Error Job#						
1009	6275	#1 Cutter, first shift. Twenty eight of forty four different sizes were cut to final size before being sent to outside finisher. The smaller size required the outside finisher to laminate the shorter sheet in a different manner which caused and additional cost.	Miller/Zell	03/02/1998	Process Failure	03/02/1998	CSR's should mark special instructions with a highlighter. Operator's should read instructions completely before starting operation.
Closed							
1028	6746	Bindery. 12 pg. self cover, work and turn, 4/c + PMS 294 + overall gloss varnish. 23646 1008 LOE sent. PMS. Job has offsetting and picking on pages 5 and 7. These pages were located on the gear side of the sheet. The layout did not include a proper lip to allow the form to be run as a twelve page signature on the stitcher. The form had to be cut into three four page signatures. Also, approximately 10% of the sheets misguided and did not register. Return 3800 sheets under error Job # 6954	Phelan Annual Reports	04/09/1998	Process Failure	07/18/1998	Pressroom, Bindery, and Shipping are to write procedures for handling printed work.
	6954						
Closed							
1031	6856	Cutter. 4/c sticker. Piece was cut down to size before kiss cut/die-cutting. Information was put on Job jacket in Finishing section. Stickers had to be sent on error jacket # 6913	Lifetime Television	04/15/1998	Process Failure	05/04/1998	Operators need to slow down and read jackets completely.
	6913						
Closed							
1082	8128	Sleeves. Customer called and stated that the boxes containing the sleeves did not match the counts written on the box and that the job was short.	Fletcher Martian	10/09/1998	Process Failure	10/14/1998	All products sent to outside vendors will have the counts verified for accuracy. Interim personal have been trained in the operation of the weigh counters to produce an accurate count of products shipped. All jobs shipped will have the counts verified before shipment
Closed							

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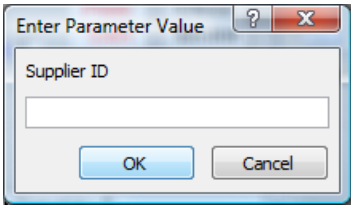
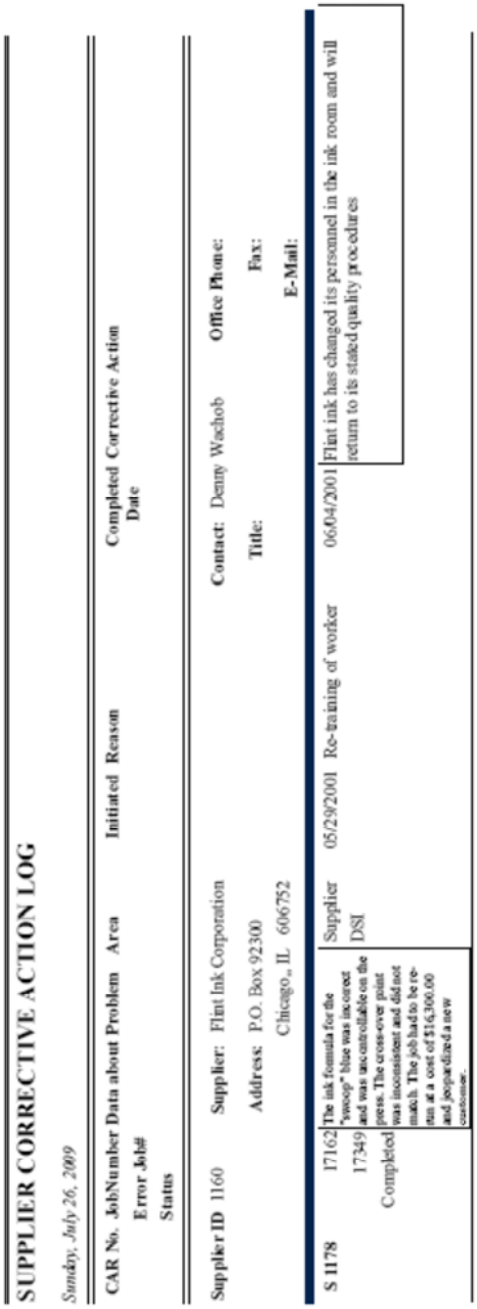
Supplier CAR Reports

The **All Supplier CAR** Log button produces a report that contains all supplier CARs and is sorted by the vendor responsible for the non-conformance and the CAR has a status of **Closed** or **Complete**.

The **Supplier CAR** Log button produces reports that can be distributed to the affected vendors as a record of their Car activity. When selected, a parameter box appears asking for the supplier ID. Enter the ID for the report. The selection criterion is based on the area that the non-conformance occurred and the CAR has a status of **Closed** or **Complete**.



Note: *The Supplier's ID is listed on the Supplier List report located in* ***Table Maintenance.***



SUPPLIER CORRECTIVE ACTION LOG

Sunday, July 26, 2009

CAR No.	JobNumber Data about Problem	Area	Initiated	Reason	Completed Date	Corrective Action
Error Job#						
Status						

Supplier ID 1160 **Supplier:** Flint Ink Corporation **Contact:** Denny Wachob **Office Phone:**

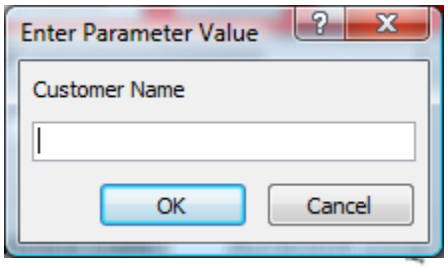
Address: P.O. Box 92300 **Title:** **Fax:**

Chicago,, IL 606752 **E-Mail:**

S 1178	17162 17349 Completed	The ink formula for the "swoop" blue was incorrect and was uncontrollable on the press. The cross-over point was inconsistent and did not match. The job had to be re-run at a cost of $14,360.00 and jeopardized a new customer.	Supplier DSI	05/29/2001	Re-training of worker	06/04/2001	Flint ink has changed its personnel in the ink room and will return to its stated quality procedures

Customer Initiated CAR log

The Customer Initiated CAR log lists all CAR's that were stated by a customer. The report asks for the name of the customer that was entered on the Initiator tab.



Note: *Be consistent on entering the customer's name.*

Customer Initiated CARS

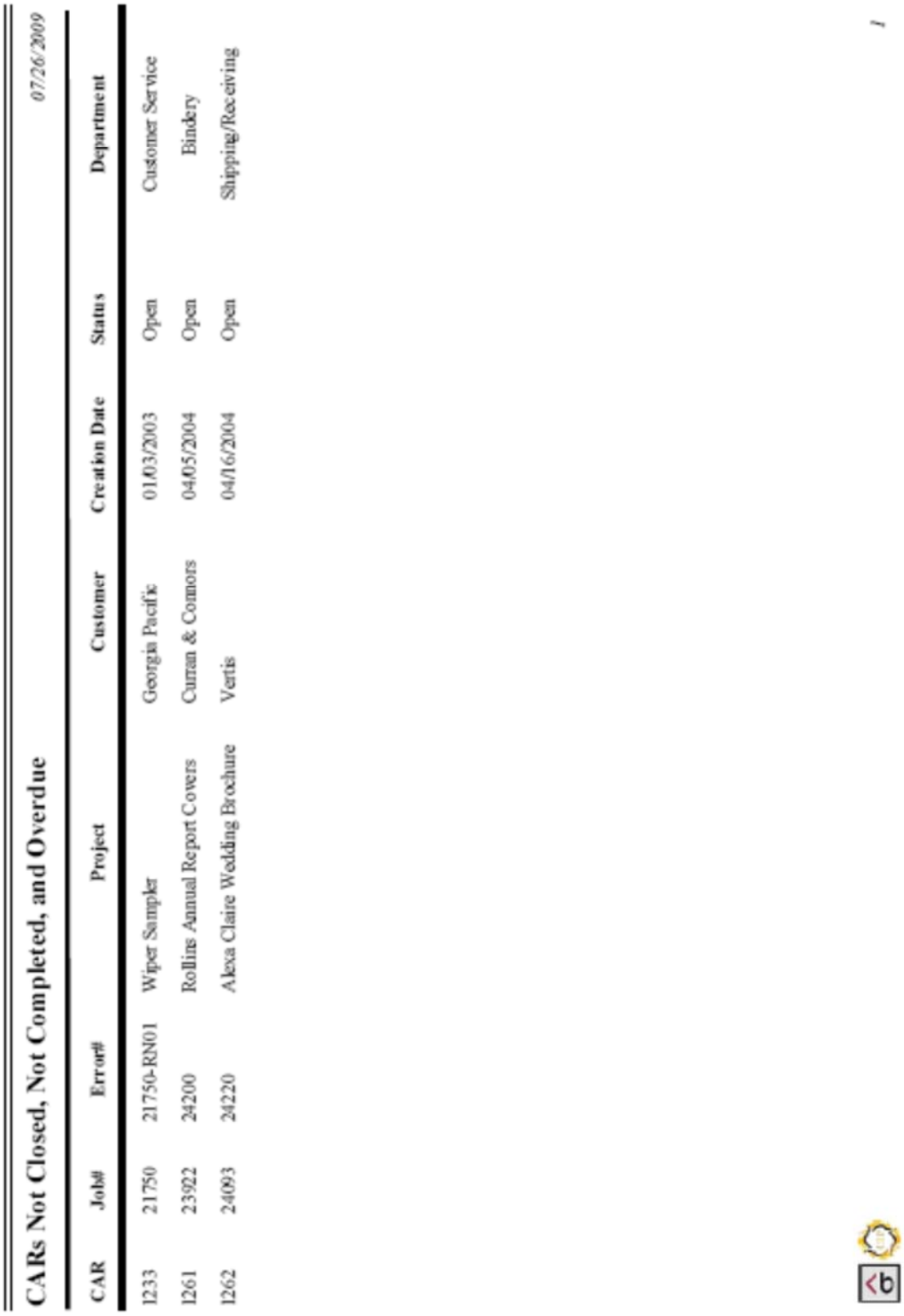
Print Date: 07/25/2009 3:09:35 PM

CAR	JobNumber	MfgDate	Project Name	Data	Initiated Date
Customer: Phelan					
1001	6190	03/06/1998	Canstar Annual Report	# 1 626 Komori, 2nd shift, Front cover was to have type created from gloss/ dull varnish combination built on top of a black solid. Plates came out with type as a screen in the black plate. Error was discovered during make-ready by the customer. Film correction was made by 2nd shift after hours	03/06/1998

Over Due Report

The over Due repost is used by QA monitor the progress of the CAR's and to make sure that they are not delayed at any given point.

The report is based on the CAR's creation date and Status. If a CAR's status is not set to "Closed" or "Complete" within 7 days of when the CAR was started, the record will appear on the report

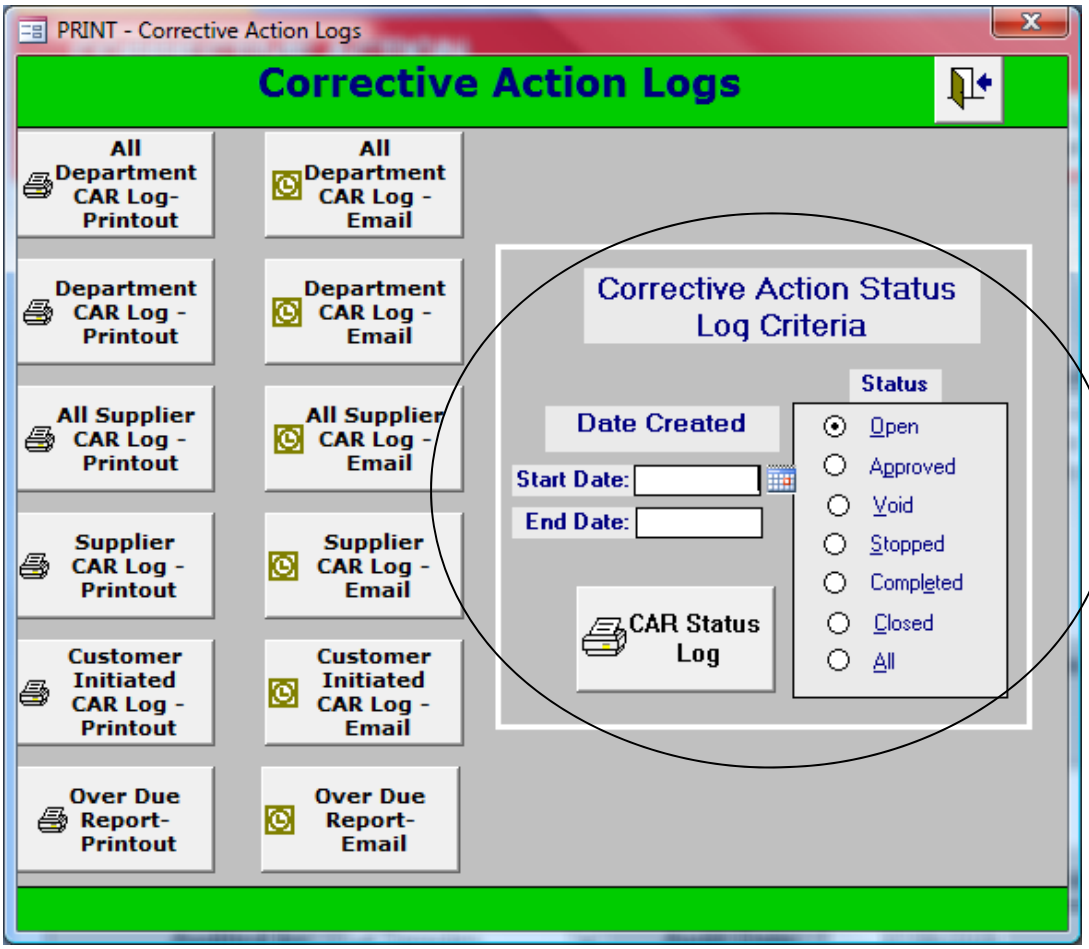


CARs Not Closed, Not Completed, and Overdue — 07/26/2009

CAR	Job#	Error#	Project	Customer	Creation Date	Status	Department
1233	21750	21750-RN01	Wiper Sampler	Georgia Pacific	01/03/2003	Open	Customer Service
1261	23922	24200	Rollins Annual Report Covers	Curran & Connors	04/05/2004	Open	Bindery
1262	24093	24220	Alexa Claire Wedding Brochure	Vertis	04/16/2004	Open	Shipping/Receiving

CAR Status Log

The **Car Status Log** is used to track the progress of CAR's in their various stages. The QA person selects the desired **Status** radial button and enters a **Start Date** and **End Date** range of the report. A date range is required for all status requests.



CORRECTIVE ACTION LOG

Thursday, July 02, 2009

CAR No. / Status	JobNumber / Error Job#	Data about Problem	Area	Initiated	Reason	Completed Date	Corrective Action
1233 Open	21750 21750-RN01	Job is a paper swatch book in which Demo Graphics was to print the covers and the interior was assembled by an outside vendor. The job instructions called for the job to be scored in-house but the finisher stated a preference of scoring the covers during assembly. However, the job jacket was released to the floor with scoring included and the job was scored. When the job arrived at the finisher, it was questionable that the score would work in creating the book. The vendor was able to use the product and the piece was completed.	Customer Georgia Pacific	05/11/2009	Process Failure	05/29/2009	The CSR is responsible for insuring that job instructions are complete and accurate. If a process is deleted from the job jacket the CSR will change the instructions in the system and up-dating the job jacket. This can be accomplished by printing out a new jacket (preferred) or striking the instructions from the jacket with the date of the change and initialing the change.
1261 Open	23922 24200	Came up 600 short off stitcher for cover form. Had to go back on press for balance.	Bindery Curran & Connors	03/29/2004			
1262 Open	24093 24220	Picking on all 3 press forms.	Shipping/ Vertis	01/01/2009	Equipment Problem/Failure		

Supplier Certification Module

Subject: Purchasing

Policy: *Procedures are established and maintained to ensure that the purchased product conforms to specifications.*

Key System Element:

- *Vendors are selected, based on their ability to meet requirements set forth by customer specifications and verified, based on the product, service, or material supplied.*

Making sure that the raw materials used to manufacture a product is the first step in building quality into a product. Supplier certification allows the organization to perform quality audits of their vendor to ensure that they are getting the specified quality levels their vendors. Further, certification is conducive to building a partnership toward the goal of supplying the end user.

The program is designed to work in conjunction with a formalized quality audit plan. Since each organization has different requirements, the modules designed to tracks the results of the audit and not the specific points asked. A sample questionnaire has been included.

The module will produce an Approved Vendor List that can be distributed to purchasers. Also, the module is linked to the Corrective Action module and will report any supplier CARS.

The module is divided into four tabs.

Supplier Information

The Supplier Information tab contains the basic information about the vendor.

1. Click **New Record** at the top of the screen or at the bottom record navigation bar. The supplier ID is automatically assigned.

2. Enter **Supplier Name, Address, City, State, Zip, Phone and Fax Numbers, Contact Name and Title, Web Site**, Email **Address** and **Last Year's Sales** (optional)**.** This information is used to populate the Approved Vendor List.

Note: *The **Other System ID** field is used as a reference field to record the Purchasing ID from the plants Management Information System.*

3. From the dropdown lists, select **Manufacturing Location** (city at which the material will be made) **Supplier Level, Product #1 and #2, Plant Contact,** and **Approval Level**.

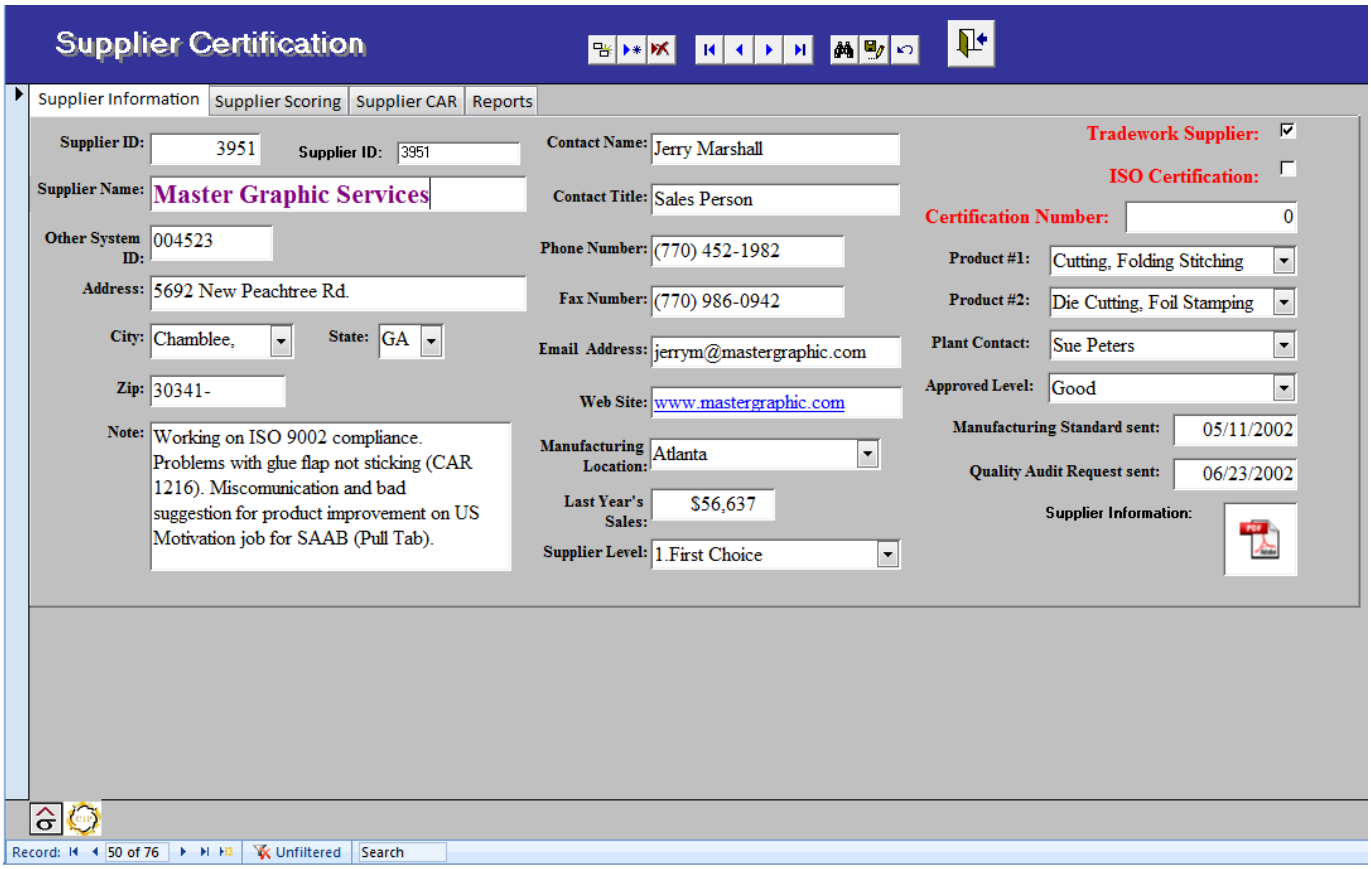
4. If applicable, check the **Tradework Supplier** checkbox and **ISO Certification** checkbox. Record the **Certification Number** if the vendor has completed certification.

Note: *A certified vendor is not required to fill out a SPS and is exempt from on-site audits.*

5. If applicable, enter the date a written Manufacturing Standard was sent or when a Quality Audit was requested.

6. If there are files that pertains to the vendor (phone lists, pricelists, etc.), use the Supplier **Information attachment** field to link them to the vendor.

7. Enter and **Notes** that apply.



Supplier Scoring

The **Supplier Scoring** tab is used to track and record the activity around the Supplier Performance Survey (SPS).

1. The certification process starts when the **Letter Sent Date** is entered, the **Cover Letter** is produced by clicking the **Cover Letter** button for this survey and a SPS is sent to the vendor.

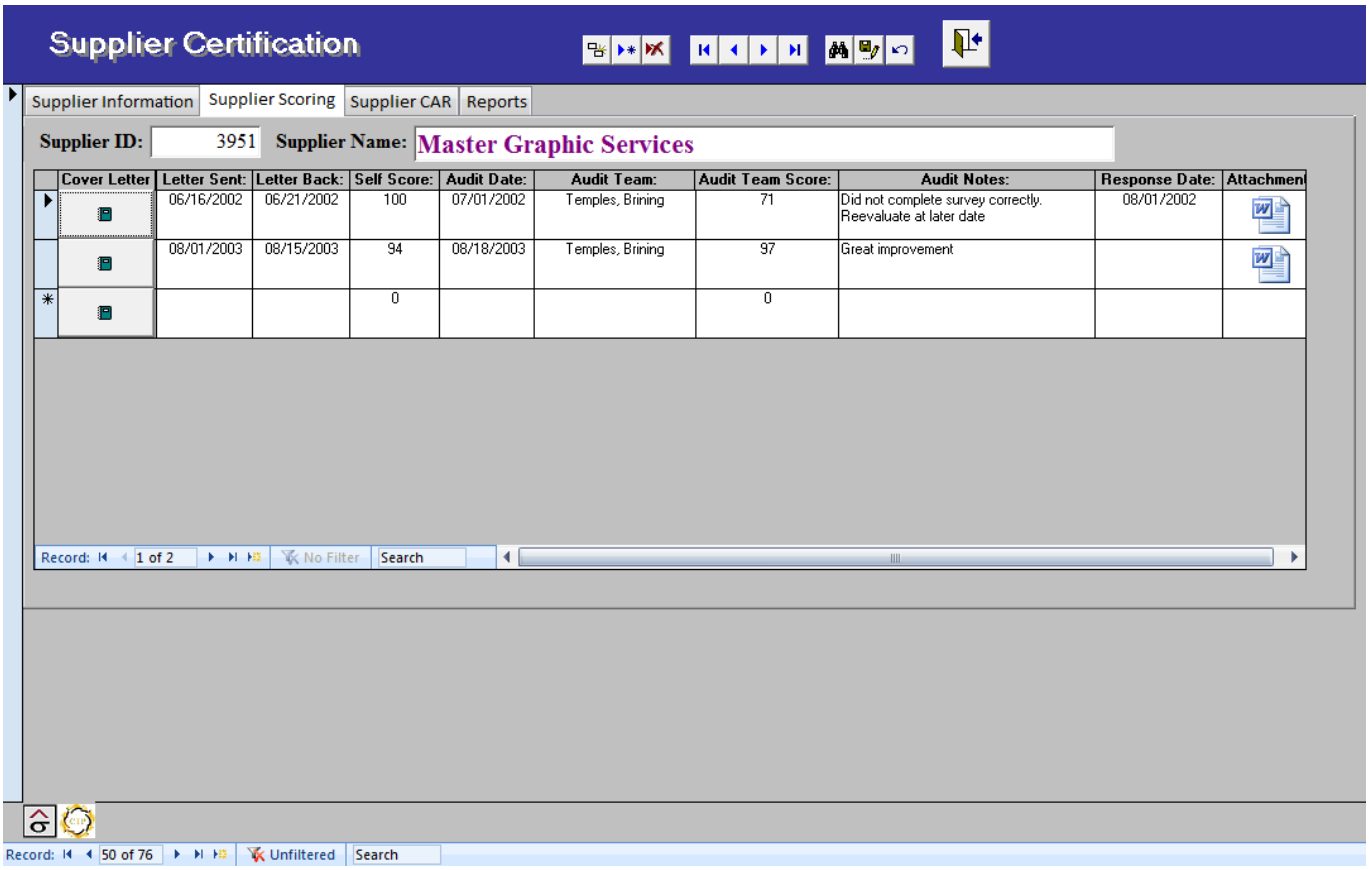
2. The vendor fills out the SPS and performs a self-audit and self-score.

3. Once completed, the survey is retuned and the **Letter Back** and **Self Score** data are recorded. The retuned SPS is attached to the record in the attachment field.

4. If an on-site audit is necessary, the **Audit Date** is entered and the **Audit Team** members are listed.

5. After completing the on-site audit, the **Audit Score** and **Audit Notes** are entered; any electronic documents are then attached using the **Attachment** field.

6. Depending on the audit schedule, recorded each certification as an individual record.

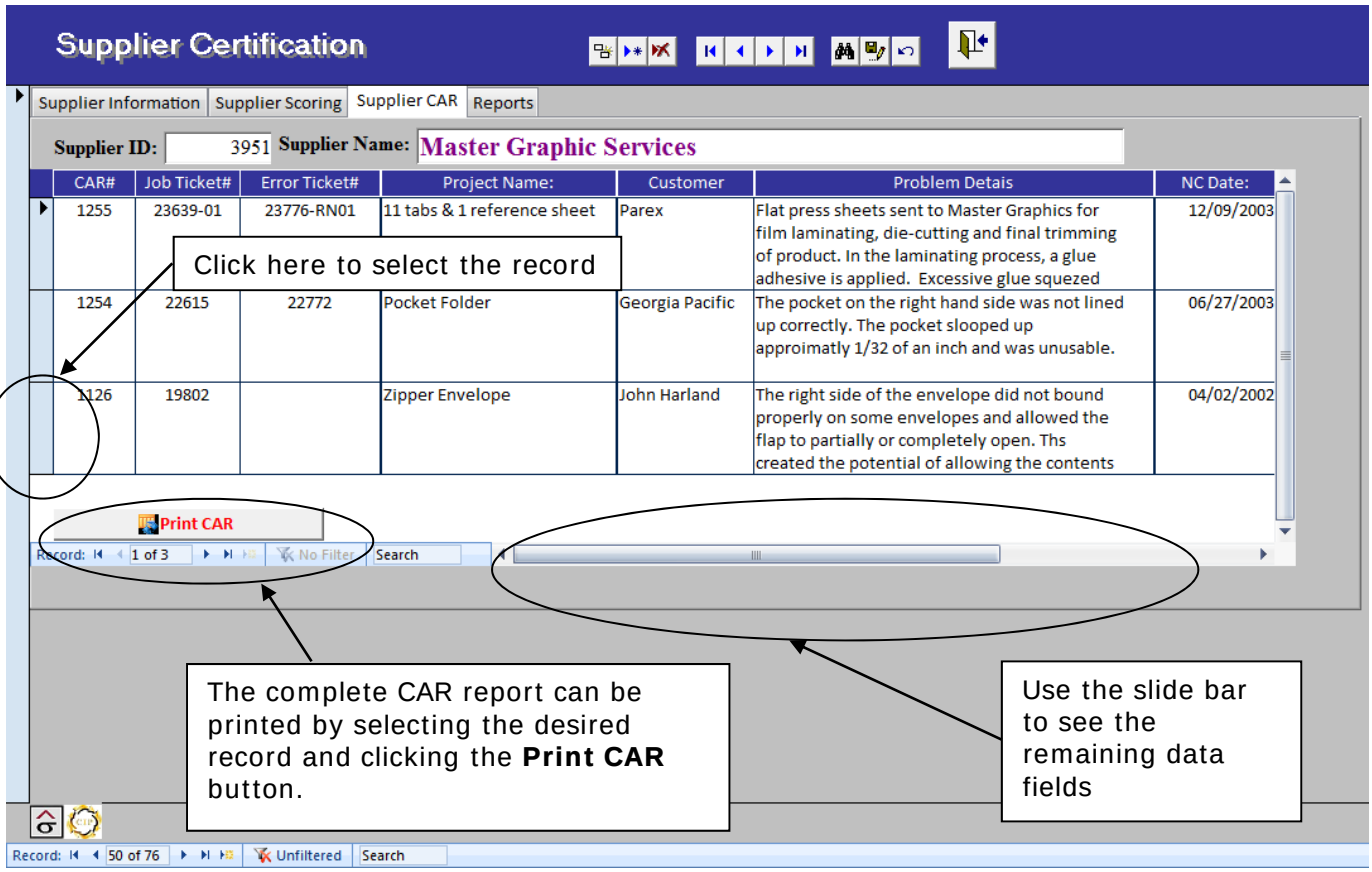


Supplier CAR

The Supplier Car tab is linked to the Corrective Action module and returns information about any CAR's applied to the supplier.

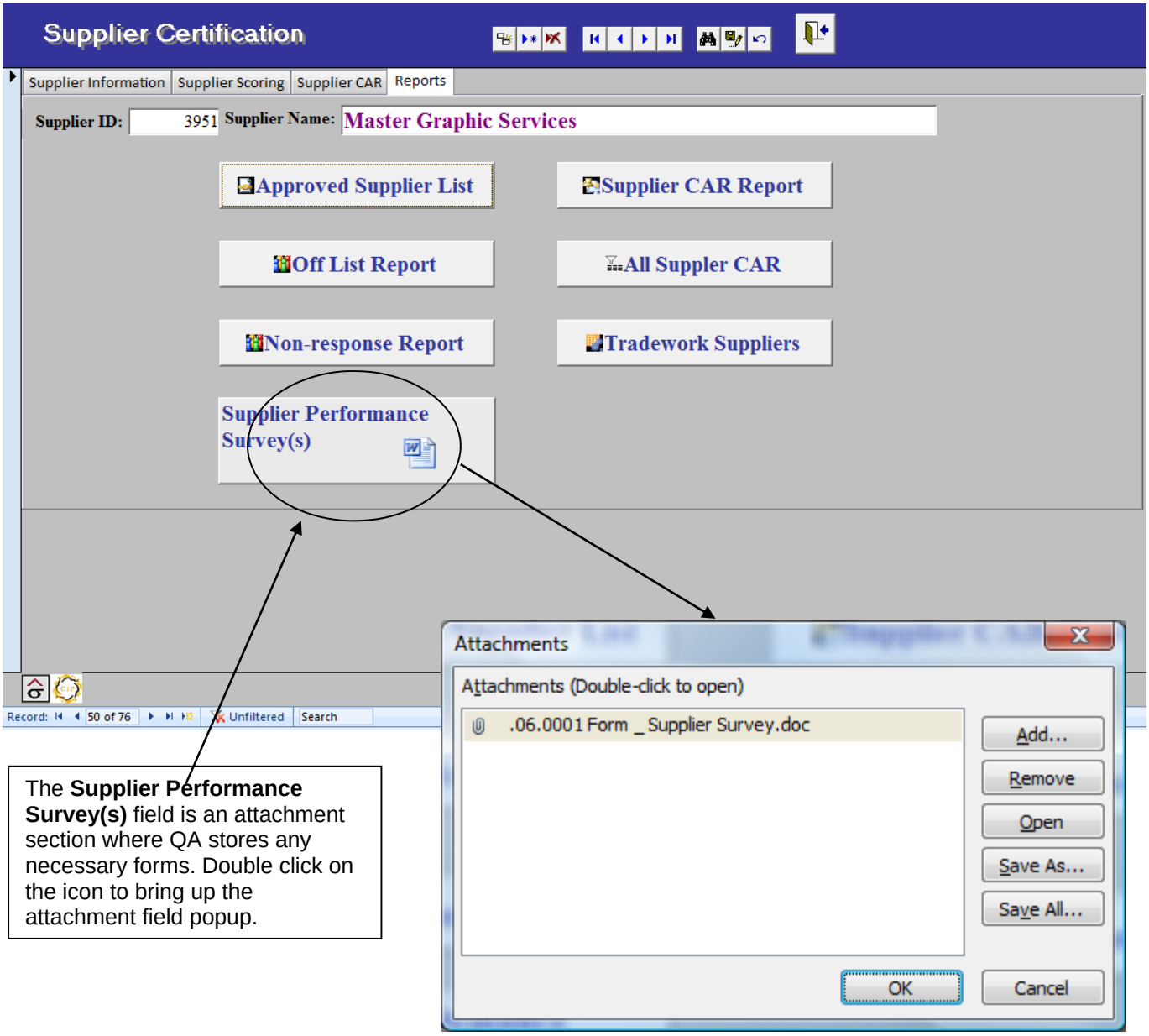
Note: *Data cannot be changed on this screen.*

The tab lists the **CAR ID, Job Ticket, Error Ticket Project Name, Customer, Problem Details**, Non-conformance date (**NC Date**), **Quantity, Job Costs** and the **Corrective Action Taken**.



Reports

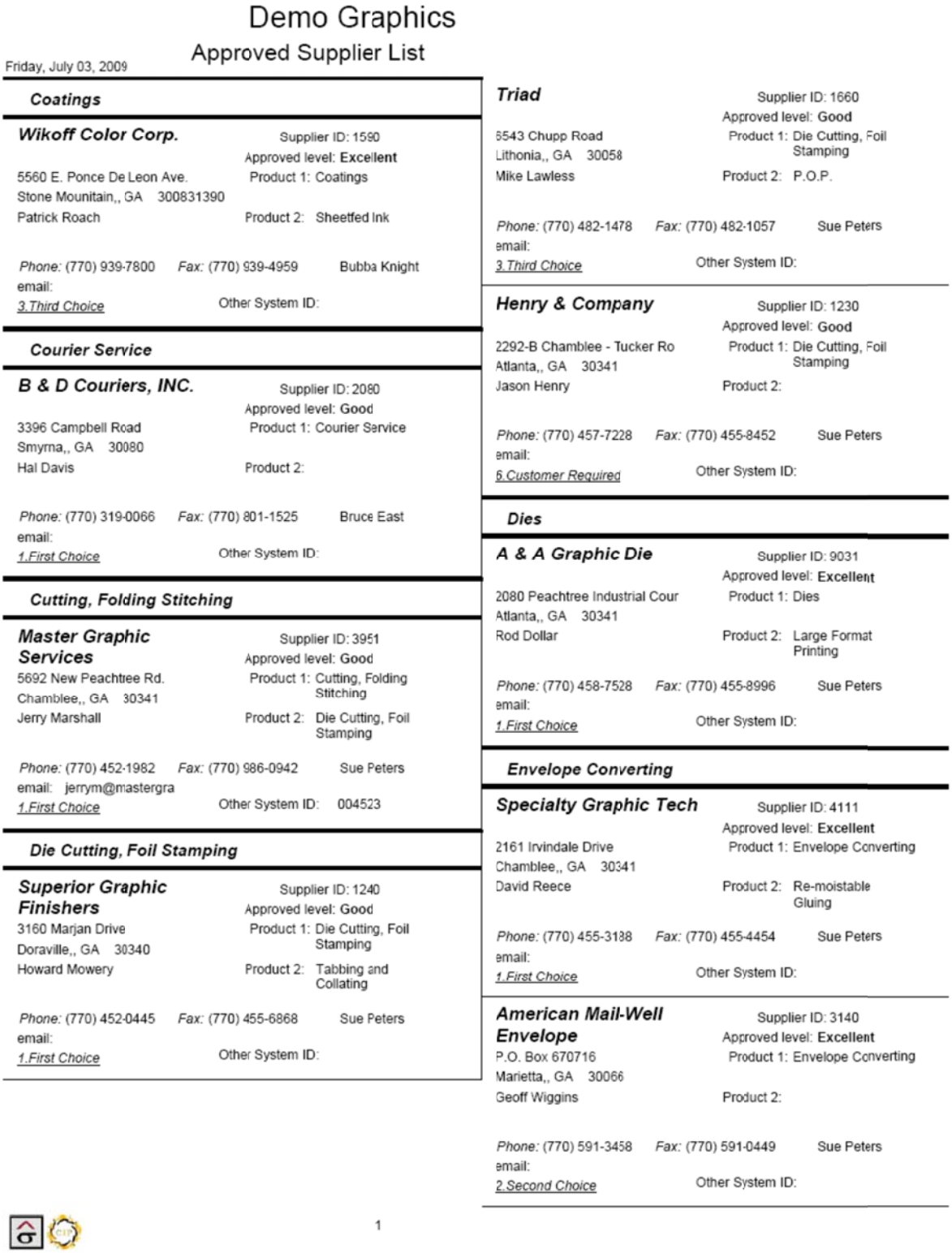
The Reports tab contains links to the reports and documentation that is associated with Supplier Certification.



The **Supplier Performance Survey(s)** field is an attachment section where QA stores any necessary forms. Double click on the icon to bring up the attachment field popup.

Approved Suppliers List

The Approved Suppliers list retunes information about all vendors who's **Approval Level** is Excellent, Good or Needs Improvement.



Demo Graphics

Approved Supplier List

Friday, July 03, 2009

Coatings

Wikoff Color Corp. — Supplier ID: 1590
Approved level: **Excellent**
5560 E. Ponce De Leon Ave. — Product 1: Coatings
Stone Mounitain,, GA 300831390
Patrick Roach — Product 2: Sheetfed Ink
Phone: (770) 939-7800 *Fax:* (770) 939-4959 Bubba Knight
email:
3.Third Choice — Other System ID:

Courier Service

B & D Couriers, INC. — Supplier ID: 2080
Approved level: **Good**
3396 Campbell Road — Product 1: Courier Service
Smyrna,, GA 30080
Hal Davis — Product 2:
Phone: (770) 319-0066 *Fax:* (770) 801-1525 Bruce East
email:
1.First Choice — Other System ID:

Cutting, Folding Stitching

Master Graphic Services — Supplier ID: 3951
Approved level: **Good**
5692 New Peachtree Rd. — Product 1: Cutting, Folding Stitching
Chamblee,, GA 30341
Jerry Marshall — Product 2: Die Cutting, Foil Stamping
Phone: (770) 452-1982 *Fax:* (770) 986-0942 Sue Peters
email: jerrym@mastergra
1.First Choice — Other System ID: 004523

Die Cutting, Foil Stamping

Superior Graphic Finishers — Supplier ID: 1240
Approved level: **Good**
3160 Marjan Drive — Product 1: Die Cutting, Foil Stamping
Doraville,, GA 30340
Howard Mowery — Product 2: Tabbing and Collating
Phone: (770) 452-0445 *Fax:* (770) 455-6868 Sue Peters
email:
1.First Choice — Other System ID:

Triad — Supplier ID: 1660
Approved level: **Good**
6543 Chupp Road — Product 1: Die Cutting, Foil Stamping
Lithonia,, GA 30058
Mike Lawless — Product 2: P.O.P.
Phone: (770) 482-1478 *Fax:* (770) 482-1057 Sue Peters
email:
3.Third Choice — Other System ID:

Henry & Company — Supplier ID: 1230
Approved level: **Good**
2292-B Chamblee - Tucker Ro — Product 1: Die Cutting, Foil Stamping
Atlanta,, GA 30341
Jason Henry — Product 2:
Phone: (770) 457-7228 *Fax:* (770) 455-8452 Sue Peters
email:
6.Customer Required — Other System ID:

Dies

A & A Graphic Die — Supplier ID: 9031
Approved level: **Excellent**
2080 Peachtree Industrial Cour — Product 1: Dies
Atlanta,, GA 30341
Rod Dollar — Product 2: Large Format Printing
Phone: (770) 458-7528 *Fax:* (770) 455-8996 Sue Peters
email:
1.First Choice — Other System ID:

Envelope Converting

Specialty Graphic Tech — Supplier ID: 4111
Approved level: **Excellent**
2161 Irvindale Drive — Product 1: Envelope Converting
Chamblee,, GA 30341
David Reece — Product 2: Re-moistable Gluing
Phone: (770) 455-3188 *Fax:* (770) 455-4454 Sue Peters
email:
1.First Choice — Other System ID:

American Mail-Well Envelope — Supplier ID: 3140
Approved level: **Excellent**
P.O. Box 670716 — Product 1: Envelope Converting
Marietta,, GA 30066
Geoff Wiggins — Product 2:
Phone: (770) 591-3458 *Fax:* (770) 591-0449 Sue Peters
email:
2.Second Choice — Other System ID:

1

Off List Report

The Off List report retunes information about suppliers who have an **Approval Level** of Off List.

Monday, July 06, 2009

Suppliers Off List

Supplier Name	Supplier ID	Address	Phone Number	Contact Name:
Admark Communications	5112	196 Rio Cricle Decatur,, GA 30336	(404) 373-7213	Julian Fleming
Corporate Mail Management	3501	5060 North Royal Atlanta Dr. Suite 19 Tucker, GA 30084	(770) 496-1240	Robbie McMillian
DataDirect	1323	2707 Peachtree Square Atlanta,, GA 30360	(678) 530-0034	Tom Coggin
Trans Pak	1380	4490 Commercial Circle Atlanta,, GA 30336	(404) 691-4445	Accounting Manager

Page 1

Non-response Report

The Non-Response Report returns information about suppliers who have not returned their SPS forms

Letter Sent - No Response

Friday, July 03, 2009

Supplier Name	Contact Name	Phone Number	Letter Sent	Notes
Artcraft Graphic Productions, In	John Buchanan		11/06/2000	
Caraustar	Mitch Whitley	(770) 451-1334	11/06/2000	
Printing Trade Company	Debbie White	(770) 441-0945	07/06/2001	
Sabin Robins	Fred Thyer	(404) 767-9418	11/06/2000	
Sign Central	Dan LaBour	(770) 455-8804	01/30/2003	

Supplier CAR Report and All Suppliers CAR

Both reports produce a log report on Supplier CAR activity. The Supplier CAR Report button produces a report for the vendor listed on the screen. The All supplier CAR report returns all supplier CAR's in the Corrective Action module.

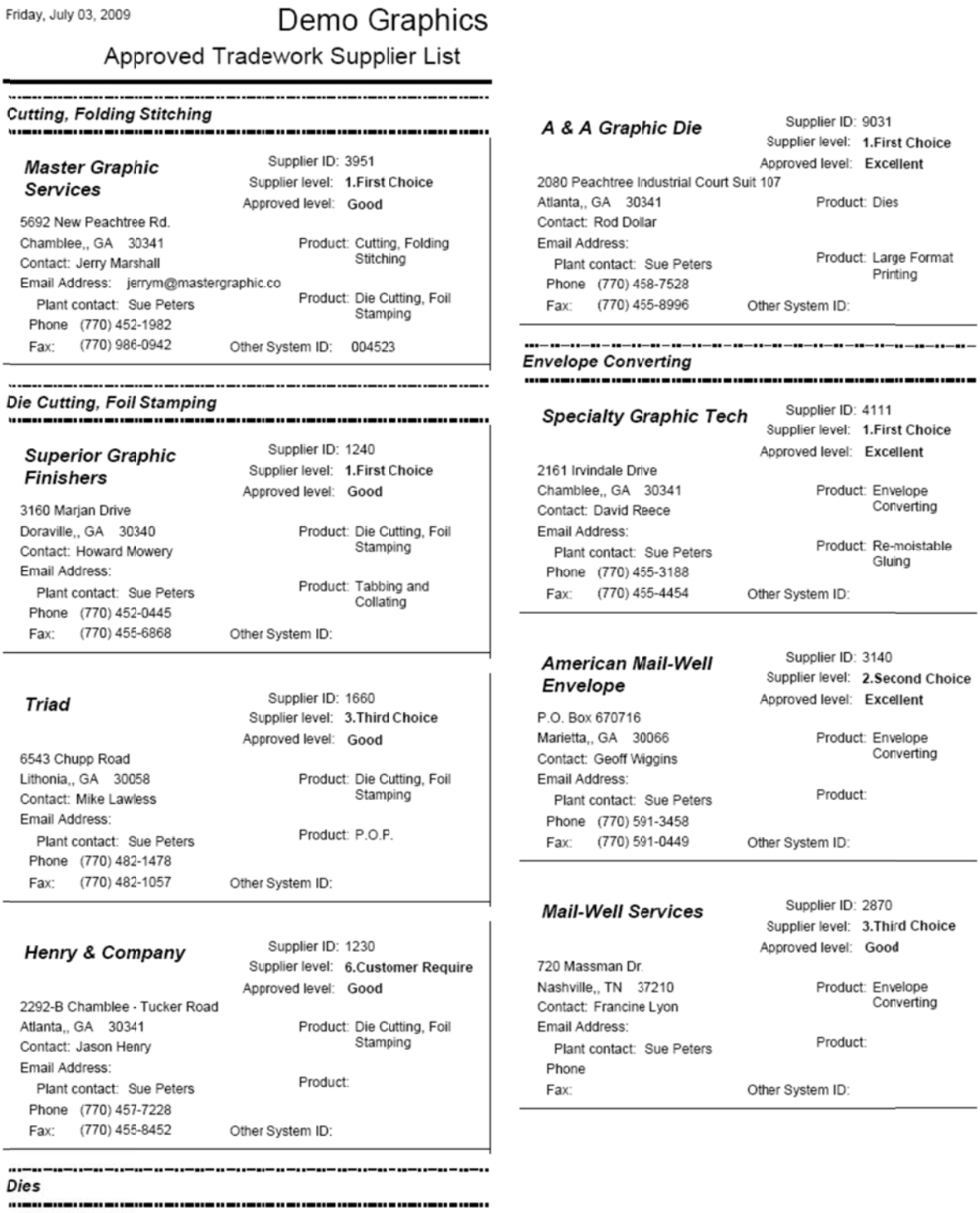
CORRECTIVE ACTION LOG

Friday, July 03, 2009

CAR No.	JobNumber	Data about Problem	Area	Initiated	Reason	Completed Date	Corrective Action
Status	Error Job#						
S 1126	19802	The right side of the envelope did not bound properly on some envelopes and allowed the flap to partially or completely open. The created the potential of allowing the contents to spill out when mailed.	Bindery John Harland	05/28/2002	Equipment Problem/Failure Master Graphic Services 3951	06/24/2002	Master Graphics is repairing the envelops by using the following procedure. A box was opened and each envelope was inspected to determine if the right side bonded with the stock. The inspection consisted of pulling on the flap to see if it would give way. Each envelope had its contents jogged to the left side and was then categorized as bonded, partially open, or completely open. Those determined to be bonded were returned to the same box. Partially open flaps were corrected by applying a bead of hot glue to the outer edge of the flap and re-sealed. The glue was applied to the outer edge in order to prevent the glue from coming in contact with the contents. Completely open envelopes had a strip of Kleenstick tape applied to the flap and re-sealed. The person re-boxing the product for shipment performed a final check of the flap. This operation was performed one box at a time to prevent product mixing. The process was developed with and approved by Color Graphics Quality Assurance. Plant manager admitted to having quality problems. Master Graphics was informed their ranking in the vendor list had been changed from Good to Needs Improvement. Plant manage agreed to work QA to improve product quality
Closed							
S 1254	22615 22772	The pocket on the right hand side was not lined up correctly. The pocket sloped up approximately 1/32 of an inch and was unusable.	Supplier Georgia Pacific	06/27/2003	Master Graphic Services 3951		
Stopped							

Tradework Suppliers List

The Tradework Suppliers is designed as a quick reference report for vendors that are repeatedly used for outside production services (trade binders, wide format, etc.) The report returns the same information as the Approved Supplier List report. The list contains information about all trade vendors who's **Approval Level** is Excellent, Good or Needs Improvement and are identified as a Tradework vendor by checking the **Tradework** check box.



Friday, July 03, 2009

Demo Graphics

Approved Tradework Supplier List

Cutting, Folding Stitching

Master Graphic Services
Supplier ID: 3951
Supplier level: 1.First Choice
Approved level: Good
5692 New Peachtree Rd.
Chamblee,, GA 30341
Contact: Jerry Marshall
Email Address: jerrym@mastergraphic.co
Plant contact: Sue Peters
Phone (770) 452-1982
Fax: (770) 986-0942
Product: Cutting, Folding Stitching
Product: Die Cutting, Foil Stamping
Other System ID: 004523

Die Cutting, Foil Stamping

Superior Graphic Finishers
Supplier ID: 1240
Supplier level: 1.First Choice
Approved level: Good
3160 Marjan Drive
Doraville,, GA 30340
Contact: Howard Mowery
Email Address:
Plant contact: Sue Peters
Phone (770) 452-0445
Fax: (770) 455-6868
Product: Die Cutting, Foil Stamping
Product: Tabbing and Collating
Other System ID:

Triad
Supplier ID: 1660
Supplier level: 3.Third Choice
Approved level: Good
6543 Chupp Road
Lithonia,, GA 30058
Contact: Mike Lawless
Email Address:
Plant contact: Sue Peters
Phone (770) 482-1478
Fax: (770) 482-1057
Product: Die Cutting, Foil Stamping
Product: P.O.P.
Other System ID:

Henry & Company
Supplier ID: 1230
Supplier level: 6.Customer Require
Approved level: Good
2292-B Chamblee - Tucker Road
Atlanta,, GA 30341
Contact: Jason Henry
Email Address:
Plant contact: Sue Peters
Phone (770) 457-7228
Fax: (770) 455-8452
Product: Die Cutting, Foil Stamping
Product:
Other System ID:

Dies

A & A Graphic Die
Supplier ID: 9031
Supplier level: 1.First Choice
Approved level: Excellent
2080 Peachtree Industrial Court Suit 107
Atlanta,, GA 30341
Contact: Rod Dollar
Email Address:
Plant contact: Sue Peters
Phone (770) 458-7528
Fax: (770) 455-8996
Product: Dies
Product: Large Format Printing
Other System ID:

Envelope Converting

Specialty Graphic Tech
Supplier ID: 4111
Supplier level: 1.First Choice
Approved level: Excellent
2161 Irvindale Drive
Chamblee,, GA 30341
Contact: David Reece
Email Address:
Plant contact: Sue Peters
Phone (770) 455-3188
Fax: (770) 455-4454
Product: Envelope Converting
Product: Re-moistable Gluing
Other System ID:

American Mail-Well Envelope
Supplier ID: 3140
Supplier level: 2.Second Choice
Approved level: Excellent
P.O. Box 670716
Marietta,, GA 30066
Contact: Geoff Wiggins
Email Address:
Plant contact: Sue Peters
Phone (770) 591-3458
Fax: (770) 591-0449
Product: Envelope Converting
Product:
Other System ID:

Mail-Well Services
Supplier ID: 2870
Supplier level: 3.Third Choice
Approved level: Good
720 Massman Dr.
Nashville,, TN 37210
Contact: Francine Lyon
Email Address:
Plant contact: Sue Peters
Phone
Fax:
Product: Envelope Converting
Product:
Other System ID:

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Calibration Module

Subject: *Control of Inspection, Measuring and Test Equipment*

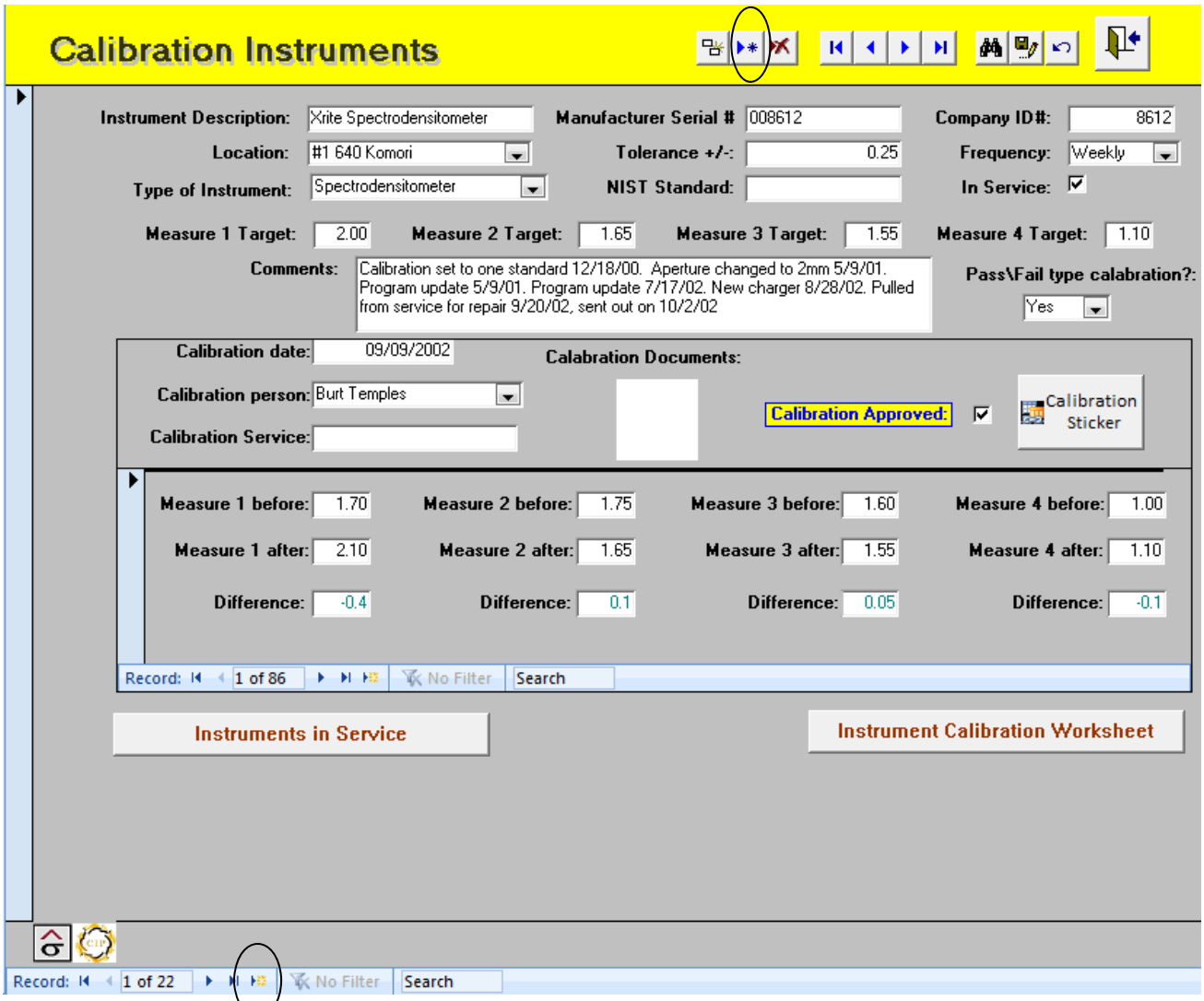
Policy: *Measuring and testing equipment are calibrated and maintained.*

Key System Elements:

- *Measurements and tests to be made are identified, and appropriate and capable equipment is available.*
- *Measuring and testing equipment are regularly calibrated to accepted standards, including national standards, if such exist.*
- *Equipment is identified, and records are kept of frequency of calibration and calibration results.*
- *Equipment is identified with a sticker showing calibration results and date.*
- *The environment where equipment is used is maintained to meet manufacturers' recommendations.*
- *Test hardware and software are reviewed for acceptability prior to use.*

Tracking calibration is used to reduce variations in process due to instrumentation and to prove that mission critical tools are capable of performing the tasks. The Calibration module allows QA to identify instruments that are important and to show when it was calibrated and the results.

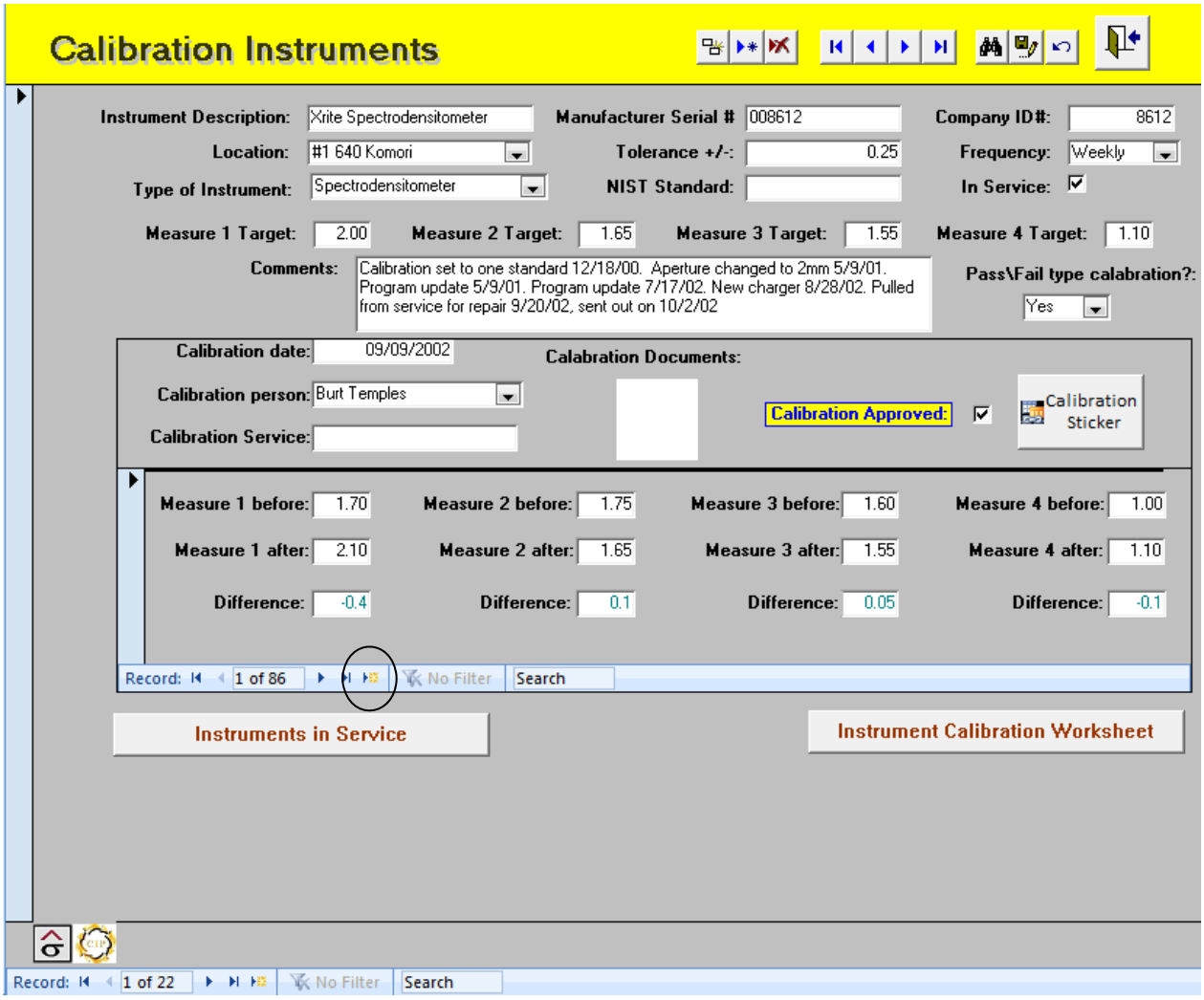
Entering an Instrument



1. The top portion of the screen is used to identify the device. Click **New Record** at the top of the screen or at the bottom record navigation bar. Enter **Instrument Description, Manufacturer Serial#** and **Company ID**.
2. Select the **Location** that the instrument is assigned.
3. Enter any manufactures **Tolerance** that apply to this instrument.
4. Select the calibration **Frequency** and identify the Type of Instrument.
5. Enter the applicable National Institute of Standards and Technology (**NIST**) standard.
6. Check the **In Service** check box.
7. Enter up to four **Target** measurements for the instrument.
8. If the calibration is a pass/fail type, select yes from the dropdown list.
9. Enter any notes about the instrument in the **Comments** section.

Calibration

The lower portion of the screen is used to record the calibration events. Create one record per event, per device.

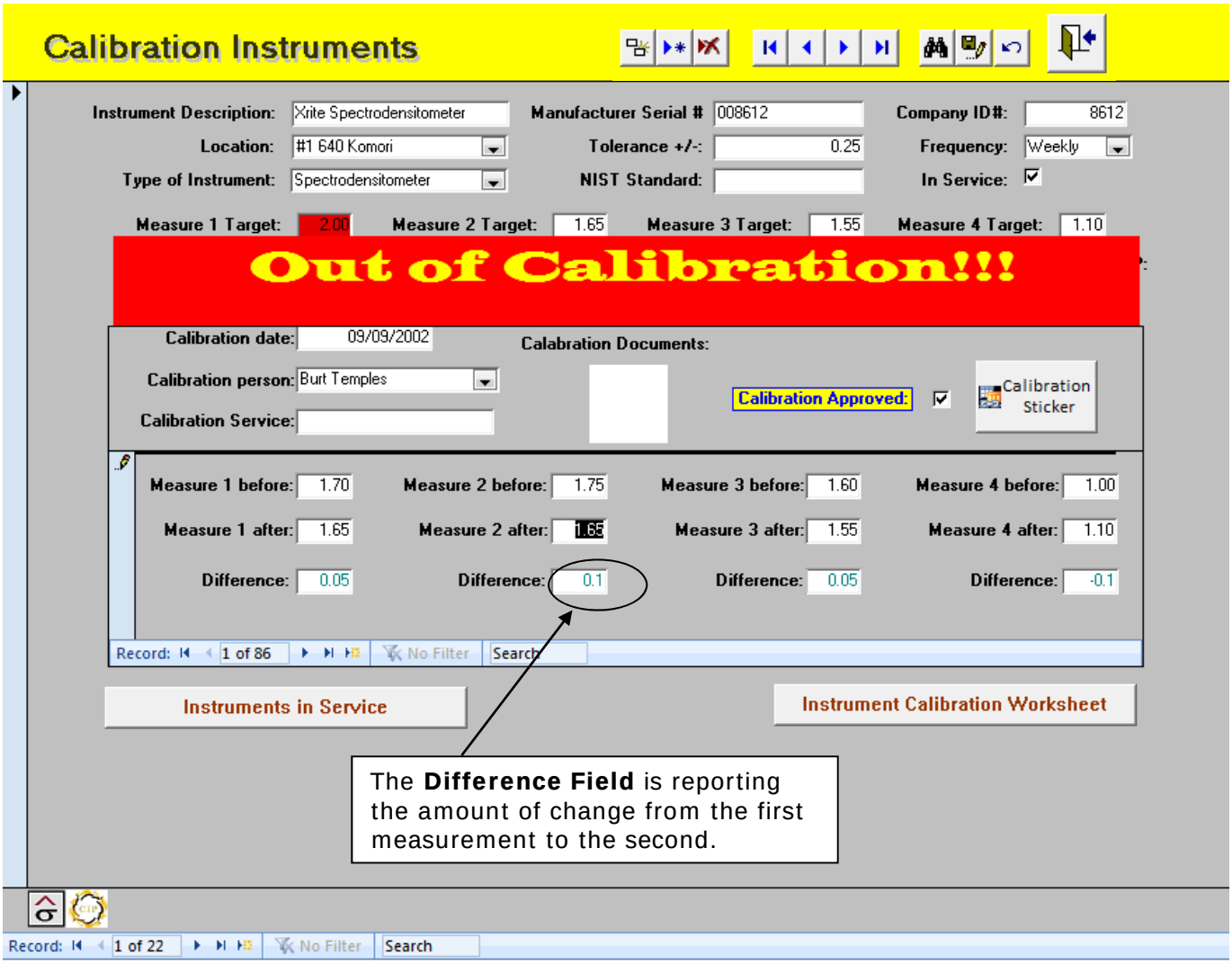


1. Click **New Record** in the center portion of the screen
2. Select the **Calibration Date** and the **Calibration Person**.
3. If an outside calibration service was used, enter the company name and technician's name in the **Calibration Service** field

Note: *the* ***Calibration Documents*** *attachment field is used to link certificates of calibration to the event.*

4. Read the instrument and enter up to four measurements as a performance base.
5. Calibrate the instrument by the manufacturer specifications.
6. Perform the measurements again and enter the readings.

7. If the measurement is not within the tolerances of the target, a flag will appear and the measurement target that failed will be highlighted

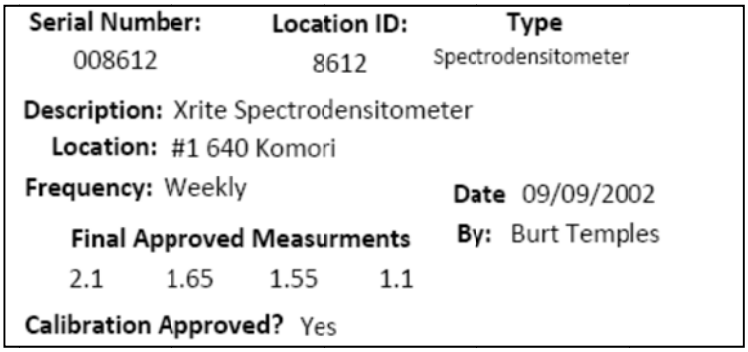


8. Once the instrument passes calibration, check the Calibration Approved check box and click the Calibration Sticker button the print the approval sticker.

Calibration Sticker

The calibration sticker is a visual proof that an instrument has passed a specific certification, the certification is within the assigned timeframe and instrument is approved to be used.

After printing out the sticker, it should be affixed to the instrument.



Note: *The label size is 2 X 4. It is recommended that a Dynamo label printer be used for this purpose.*

Instruments in Service Report

The Instruments in Service report returns information about the devices that are under calibration control. The report only pulls information about instruments that are currently in use as designated by the **In Service** check box.

Instruments in Service

Monday, July 06, 2009

Instrument Description	Serial number	ID number	NIST Standard	Type of instrument	Tolerance	Comments	Frequency of Calabration
Gretag D182	3250-21046	3	ANSI Status T	Spectrodensitometer	0.05		Monthly
Gretag D 196	14513	4	Status T	Densitometer	0.05	Repaired 8/12/02	Monthly
X-Rite 408	S/N 008940	8		Densitometer	0	Standard out of date. New ordered 10/05/99	Monthly
Cardinal Scale	2235-20 9806-014	11		Scale	0	New	Yearly
Pennsylvania 7500	97 240703	12		Scale	0		Yearly
Pennsylvania 7500	97 240716	13		Scale	0		Yearly
Ascom	1991	15		Scale	0		Yearly
Gretag/ Macbeth D19	22811	16	Status T	Densitometer	0.05	New 10/01/99. Uses an unpolorized standard. Used to messaure plate gain	Monthly
Xrite Spectrodensitometer	008612	8612		Spectrodensitometer	0.25	Calibration set to one standard 12/18/00. Aperture changed to 2mm 5/9/01. Program update 5/9/01. Program update 7/17/02. New charger 8/28/02. Pulled from service for repair 9/20/02, sent out on 10/2/02	Weekly
Xrite Spectrodensitometer	008640	8640	Status T	Spectrodensitometer	0.25	Standard used as master calibration standard. Aperture changed to 2mm 5/9/01. Program update 5/9/01. Moved to #2 640 To repair other unit.Program update 7/17/02	Weekly
Xrite Spectrodensitometer	008688	8688	Status T	Spectrodensitometer	0.25	Calibration set to one standard 12/18/00. Aperture changed to 2mm 5/9/01. Program update 5/9/01. Lost calabration settings. Reset 2/26/01. Program update 7/17/02	Weekly
Xrite Spectrodensitometer	008702	8702	Status T	Spectrodensitometer	0.25	Calibration set to one standard 12/18/00. Aperture changed to 2mm 5/9/01. Program update 5/9/01. Set out for repairs to motor 6/6/01. Meter will not hold charge and indicated that the wrong charger is in use. Tried QA charger. Sent meter back for repair 10/16/01. Program update 7/17/02. Reconditioned battery 8/12/02. New Charger 8/12/02.	Weekly
Xrite Spectrodensitometer	008703	8703	Status T	Spectrodensitometer	0.25	Calibration set to one standard 12/18/00. Aperture changed to 2mm 5/9/01. Program update 5/9/01.Reset calibration setting. Setting had reverted back to previous standard 02/05/01 Sent out for repairs 6/3/02. Program update 7/17/02	Weekly

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Instrument Calibration Worksheet

The Instrument Calibration Worksheet is used to manually gather information about the devises under calibration control.

Instrument Calabration Worksheet

Friday, July 03, 2009

Instrument Description	Serial Number	Location	Type of Instrument		Measurements			
Ascom	1991	Mailing	Scale	Before:				
				After:				
Cardinal Scale	2235-20 9806-0	Cutter	Scale	Before:				
				After:				
Gretag D 196	14513	Press Office	Densitometer	Before:				
				After:				
Gretag D182	3250-21046	#1 240 Omcsa	Densitometer	Before:				
				After:				
Gretag/ Macbeth D19	22811	Plate Room	Densitometer	Before:				
				After:				
Pennsylvania 7500	97 240716	Shipping	Scale	Before:				
				After:				
Pennsylvania 7500	97 240703	Shipping	Scale	Before:				
				After:				
X-Rite 408	S/N 008940	Proofing	Densitometer	Before:				
				After:				
Xrite Spectrodensitomete	008703	Quality Department	Spectrodensitometer	Before:				
				After:				
Xrite Spectrodensitomete	008702	#1 626 Komori	Spectrodensitometer	Before:				
				After:				
Xrite Spectrodensitomete	008688	#1 840 Komori	Spectrodensitometer	Before:				
				After:				
Xrite Spectrodensitomete	008640	#2 640 Komori	Spectrodensitometer	Before:				
				After:				
Xrite Spectrodensitomete	008612	#1 640 Komori	Spectrodensitometer	Before:				
				After:				

Internal Audit Module

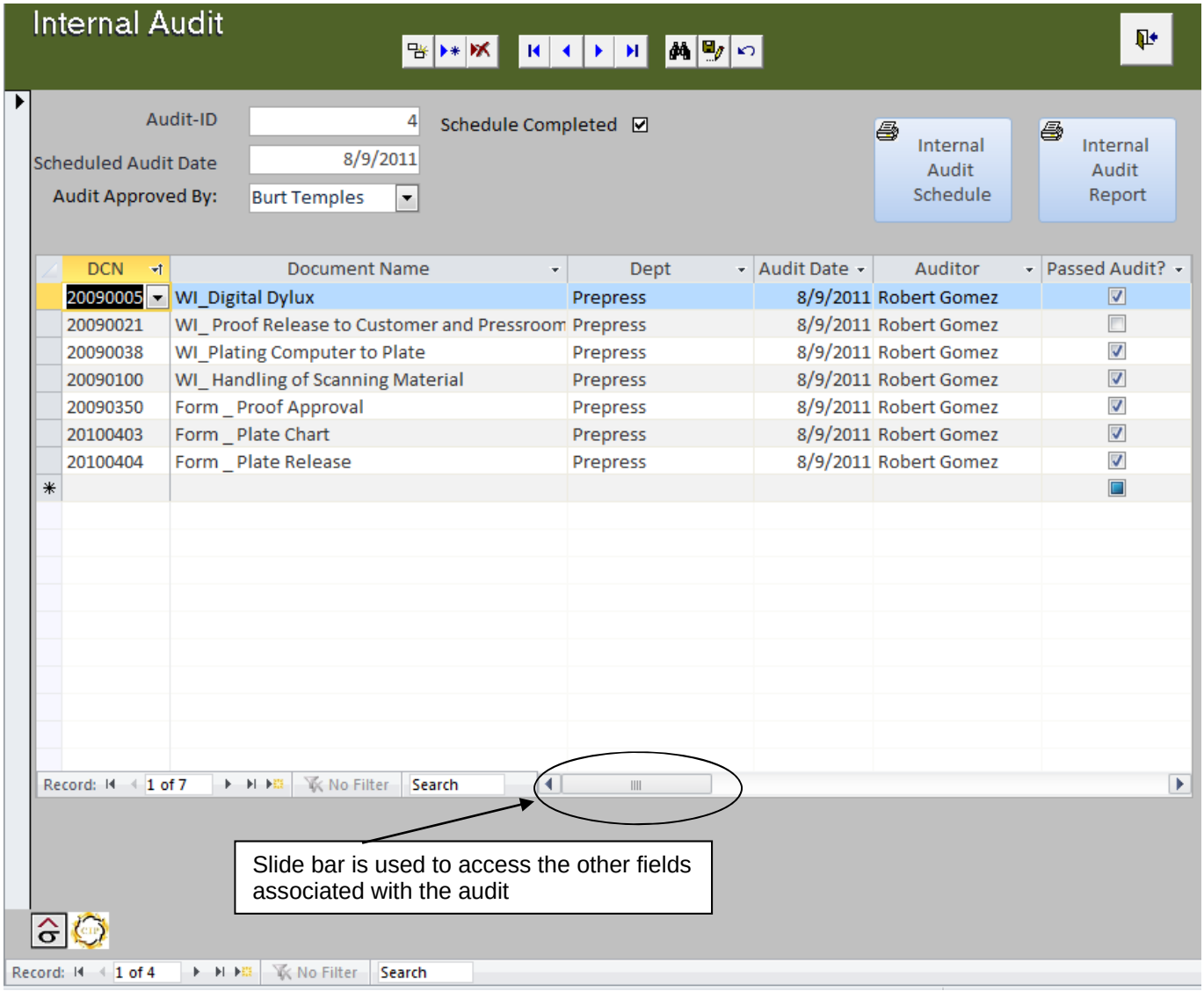
Subject: *Internal Audit*

Policy: *Internal Audits are conducted at planned intervals to determine whether the organizations Quality Management System conforms to the planned arrangements to the requirements of the International Standard, conforms to the company's quality requirements and is effectively implemented and maintained.*

Key System Elements:

- *The audit program has been planned, taking into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits.*
- *The audit criteria, scope, frequency and methods have been defined. Selection of auditors and conduct of audits ensures objectivity and impartiality of the audit process.*
- *The responsibilities and requirements for planning and conducting audits, and for reporting results and maintaining records are defined in a document procedure.*

The Internal Audit module is designed to manage and record document and procedural audits along with report the results to management.



The Internal Audit page consists of two sections. The top section controls the audit schedule. An **Audit ID** is automatically created for the audit record. The **Scheduled Audit Date** records when the audit plan is to begin. Once the audit has been completed, the **Schedule Complete** check box is checked and the audit certification authority is selected from the dropdown list.

Audit Schedule

The Audit Schedule section is used to list the policies, procedures, work instruction or standards that are to be examined along with the results of the audit. The audit authority to selects the desired procedures and the section records:

- **DCN** (Document Control Number) which is used to select the procedure from a dropdown list. DCN's are selected for the Document Control Module. The **Document Name** is the title of the document as listed in the Document Control section.
- **Department** is the department that is to be audited for compliance to the listed document.
- **Audit Date** refers the date that the document is audited.
- **Auditor** is the internal auditor selected to examine the procedure. This person may be independent of the audit certification authority.
  Note: *Selection of auditors and the manor of conduct for the audits are to ensure the objectivity and impartiality of the audit process. Auditors do not audit their own work or department.*
- **Pass Audit** checkbox indicates if the procedure passed the audit.
- If the procedure failed the original audit, then a **Re-audit Date** and **Auditor** is selected. A **Pass Re-audit** checkbox indicates that the procedure has passed the re-audit.
- If the audit uncovers a recurring non-conformance, a Corrective Action Report (CAR) is to be created following the CAR procedures. The **CAR Created** checkbox is used to indicate that the audit caused a CAR to be created. A **CAR** dropdown list is provided to link the CAR to the audit.
  Note: *A CAR must be created first before selecting it from the dropdown list or entered into the field.*
- A **Document Change** checkbox is used to indicate that the audit caused the document to be revised.
- **Audit Documents** is a storage area where forms and other documentation can be linked to the audit. Multiple documents can be entered into the field.

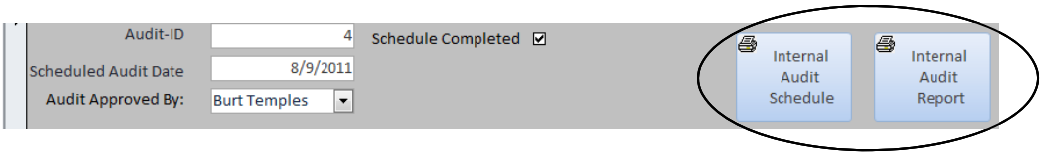
DCN	Document Name	Dept	Audit Date	Auditor	Passed Audit?
20090005	WI_Digital Dylux	Prepress	8/9/2011	Robert Gomez	☑
20090021	WI_ Proof Release to Customer and Pressroom	Prepress	8/9/2011	Robert Gomez	☐
20090038	WI_Plating Computer to Plate	Prepress	8/9/2011	Robert Gomez	☑
20090100	WI_ Handling of Scanning Material	Prepress	8/9/2011	Robert Gomez	☑
20090350	Form _ Proof Approval	Prepress	8/9/2011	Robert Gomez	☑
20100403	Form _ Plate Chart	Prepress	8/9/2011	Robert Gomez	☑
20100404	Form _ Plate Release	Prepress	8/9/2011	Robert Gomez	☑

DCN	Re-audit Date	Auditor	Pass Re-audit	Next Audit Date	CAR Created	CAR	Doc Change
20090005			☐		☐		☐
20090021	8/24/2011	Brian Fox	☑		☑	1014	☑
20090038			☐		☐		☐
20090100			☐		☐		☐
20090350			☐		☐		☐
20100403			☐		☐		☐
20100404			☐		☐		☐

DCN	Pass Re-audit	Next Audit Date	CAR Created	CAR	Doc Change	Audit Documents
20090005	☐		☐		☐	(1)
20090021	☑		☑	1014	☑	(2)
20090038	☐		☐		☐	(0)
20090100	☐		☐		☐	(0)
20090350	☐		☐		☐	(0)
20100403	☐		☐		☐	(0)
20100404	☐		☐		☐	(0)

Reports

Two reports are available and are accessed for the audit schedule section at the top of the page.



Internal Audit Schedule report

The Internal Audit Schedule Report is used by the Audit Authority to list the procedures that are assigned to the internal audit, the department to be audited, the assigned auditor and the audit date.

Internal Audit Schedule

Audit # 4 **Scheduled Audit Date** 8/9/2011 **Schedule Completed** ☑

DCN	Document Name	Department	Auditor	Actual Audit Date
20090350	Form _ Proof Approval	Prepress	Robert Gomez	8/9/2011
20100404	Form _ Plate Release	Prepress	Robert Gomez	8/9/2011
20100403	Form _ Plate Chart	Prepress	Robert Gomez	8/9/2011
20090100	WI_ Handling of Scanning Material	Prepress	Robert Gomez	8/9/2011
20090038	WI_Plating Computer to Plate	Prepress	Robert Gomez	8/9/2011
20090021	WI_ Proof Release to Customer and Pressroom	Prepress	Robert Gomez	8/9/2011
20090005	WI_Digital Dylux	Prepress	Robert Gomez	8/9/2011

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Internal Audit Report

The Internal Audit Report returns the results of the designated audit. The report displays the result field entered for the audit.

Note: *The Internal Audit Report serves as a summary of the audit. Any documentation used by the audit and entered in the* ***Audit Document*** *section would constitute the full internal audit report.*

Internal Audit Result

Audit # 4 **Scheduled Audit Date** 8/9/2011 **Audit Approved By:** Burt Temples **Schedule Completed** ☑

DCN	Document Name	Department	Auditor	Audit Date	Pass Audit	Re-Auditor	Re-Audit	Pass Re-Audit	CAR Created	CAR #	Document Change
2009035	Form _ Proof Approval	Prepress	Robert Gome	8/9/2011	☑			☐	☐		☐
2010040	Form _ Plate Release	Prepress	Robert Gome	8/9/2011	☑			☐	☐		☐
2010040	Form _ Plate Chart	Prepress	Robert Gome	8/9/2011	☑			☐	☐		☐
2009010	WI_ Handling of Scanning Material	Prepress	Robert Gome	8/9/2011	☑			☐	☐		☐
2009003	WI_Plating Computer to Plate	Prepress	Robert Gome	8/9/2011	☑			☐	☐		☐
2009002	WI_ Proof Release to Customer and Pressro	Prepress	Robert Gome	8/9/2011	☐	Brian Fox	8/24/2011	☑	☑	1014	☑
2009000	WI_Digital Dylux	Prepress	Robert Gome	8/9/2011	☑			☐	☐		☐

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Training Module

Subject: *Training*

Policy: *Procedures for training all personnel performing activities affecting quality during production are established and maintained.*

Key System Elements:

- *Training needs in areas affecting quality are identified and planned for.*
- *Personnel performing specific tasks are qualified on the basis of appropriate education and/or experience.*
- *Training provided is recorded and maintained.*

The Training module is designed to manage and record document and procedural training along with report the training that each team member has received.

Document Training tab

The Document Training tab is used to organize and manage training sessions for a specific procedure or policy. Training sessions are based on the Document Approval Form (DAF) which is used to manage the different version in Document Control.

To begin a training session:

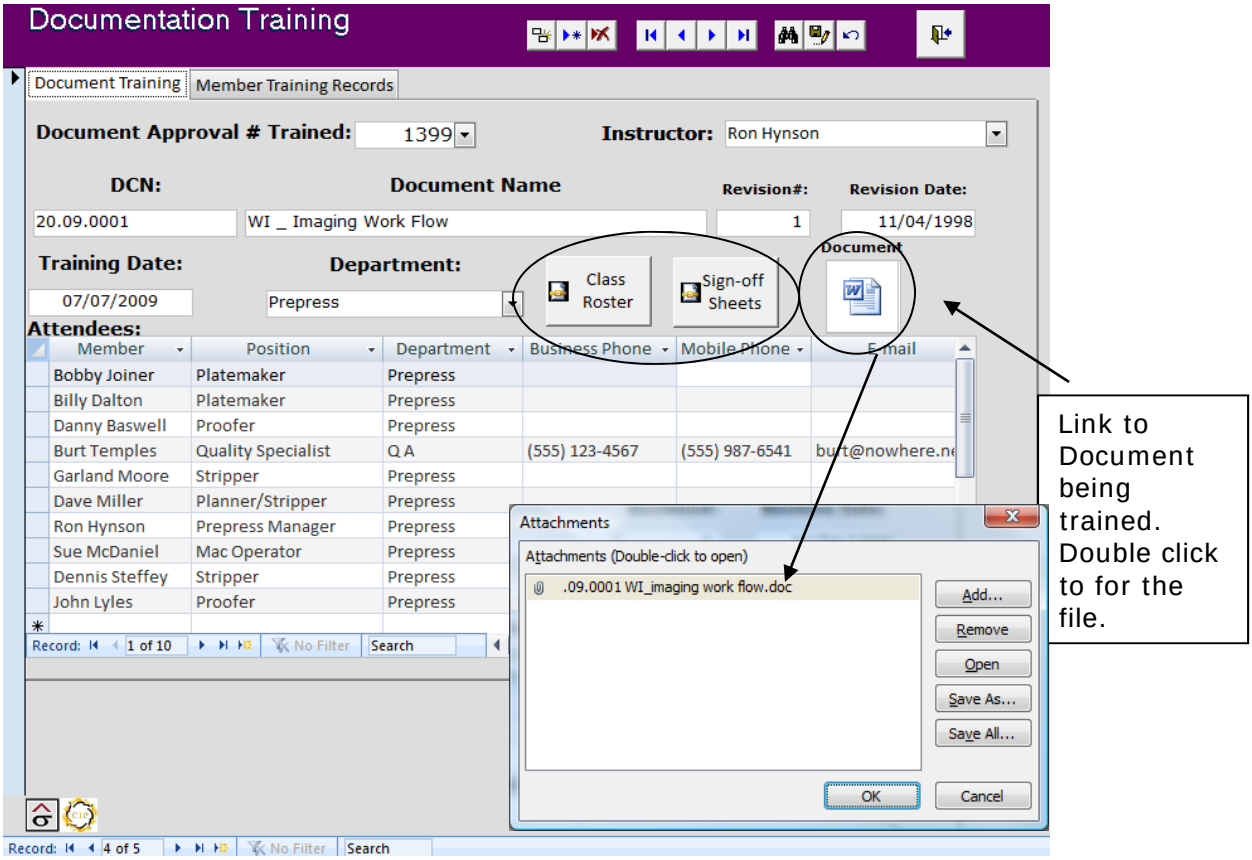
1. Click the **New Record** button at the top or bottom of the page.
2. Enter or select the **Document Approval #** (DAF) that will be trained. The **DCN, Document Name, Revision#** and **Revision Date** will automatically be populated.

Note: *The **Document** attachment field links back to the attachment field in document control. The user can double click on the icon and get the file that is to be trained.*

3. Select the sessions **Training Date** and the **Department** being trained.

Note: *Members attending the sessions are not limited to the department selected. This is a reference field and is not used in selecting members.*

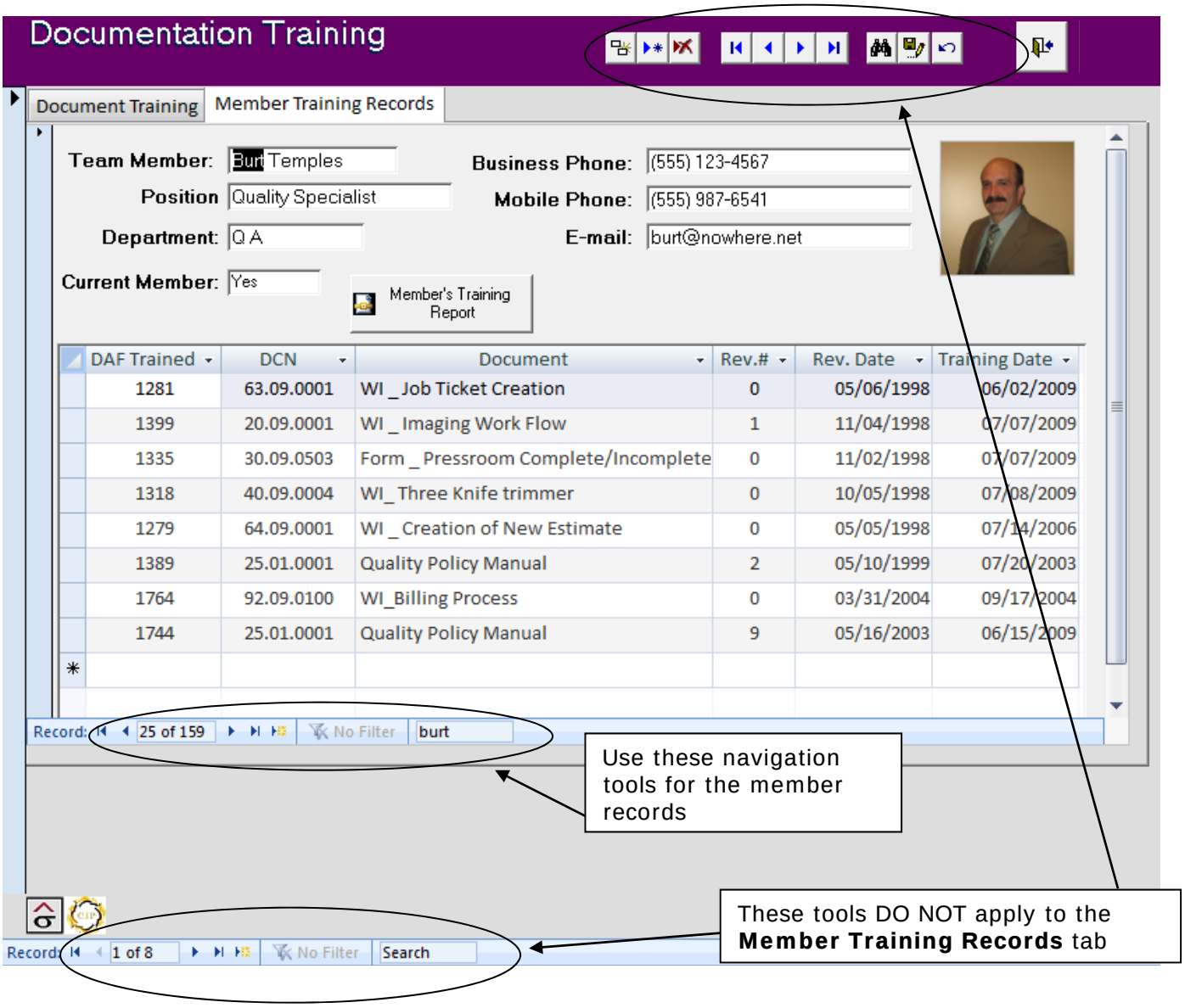
4. Select **Members** to be trained. Basic contact information will be displayed.



5. After all of the members have been selected and the record saved, click the **Class Roster** button, print the report and close the preview window.
6. Back on the training tab, click **Sign-off Sheets**.
7. A Members Sign-off Sheet is produced for each individual selected on the tab.
8. Print the reports and close the preview window.

Member Training Records

The Member Training Records tab draws information from the training sessions and displays the procedures that the individual has received. No data is entered on this screen.



Click the **Member's Training Report** button for a report of all training activity the individual has received.

Class Roster Report

The Class Roster Report allows the instructor to know the class that they are training, when it is to occur and who is to attend. Contact information is included along with check boxes for those who receive the training.

Document Training Session Roster

07/05/2009 11:53:25 AM

DAF Trained 1399 **Instructor:** Ron Hynson

Document Title	Rev. Date:
20.09.0001 WI _ Imaging Work Flow Rev.1	11/04/1998

Training Date: 07/07/2009 **Department Trained:** Prepress

Member:	Department:	Position:	Business Phone:	Mobile Phone:	E-mail:
☐ John Lyles	Prepress	Proofer			
☐ Dennis Steffe	Prepress	Stripper			
☐ Sue McDaniel	Prepress	Mac Operator			
☐ Ron Hynson	Prepress	Prepress Manager			
☐ Dave Miller	Prepress	Planner/Stripper			
☐ Garland Moor	Prepress	Stripper			
☐ Burt Temples	Q A	Quality Specialist	(555) 123-4567	(555) 987-6541	burt@nowhere.net
☐ Danny Baswe	Prepress	Proofer			
☐ Billy Dalton	Prepress	Platemaker			
☐ Bobby Joiner	Prepress	Platemaker			

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Sign-off Sheets

The sign-off sheets are hard copy proof that the individual has been introduced to a new (or revised) procedure. These sheets state that the person received the training and they understand the procedure. The participants are to sign and date the forms and return them to QA for filing. These forms are to be available during the certification audit.

Quality Documentation Training

Print Date: 07/05/2009 12:03:18 PM

Member: Burt Temples **Department:** Q A **Position:** Quality Specialist

I have reviewed the Quality Documentation for **20.09.0001 WI _ Imaging Work Flow Rev.1** with The Management Representative and my supervisor. I understand the document, procedures and requirements contained in the documentation. I had a chance to ask questions and understand all of the components.

Burt Temples

Member Signature **Date**

Member's Training Report

The Member's Training report, located on the Member Training Records tab, gives a detained report on the procedures that each team member has been involved in.

Member's Training Report

07/05/2009 12:43:49 PM

Member:	Department:	Position:
Burt Temples	Q A	Quality Specialist

DAF Trained:	DCN:	Document Title:	Rev.#:	Rev. Date:	Training Date:
1318	40.09.0004	WI_ Three Knife trimmer	0	10/05/1998	07/08/2009
1335	30.09.0503	Form _ Pressroom Complete/Incomplete tags	0	11/02/1998	07/07/2009
1399	20.09.0001	WI _ Imaging Work Flow	1	11/04/1998	07/07/2009
1744	25.01.0001	Quality Policy Manual	9	05/16/2003	06/15/2009
1281	63.09.0001	WI _ Job Ticket Creation	0	05/06/1998	06/02/2009
1279	64.09.0001	WI _ Creation of New Estimate	0	05/05/1998	07/14/2006
1764	92.09.0100	WI_Billing Process	0	03/31/2004	09/17/2004
1389	25.01.0001	Quality Policy Manual	2	05/10/1999	07/20/2003

Page 1

Table Maintenance

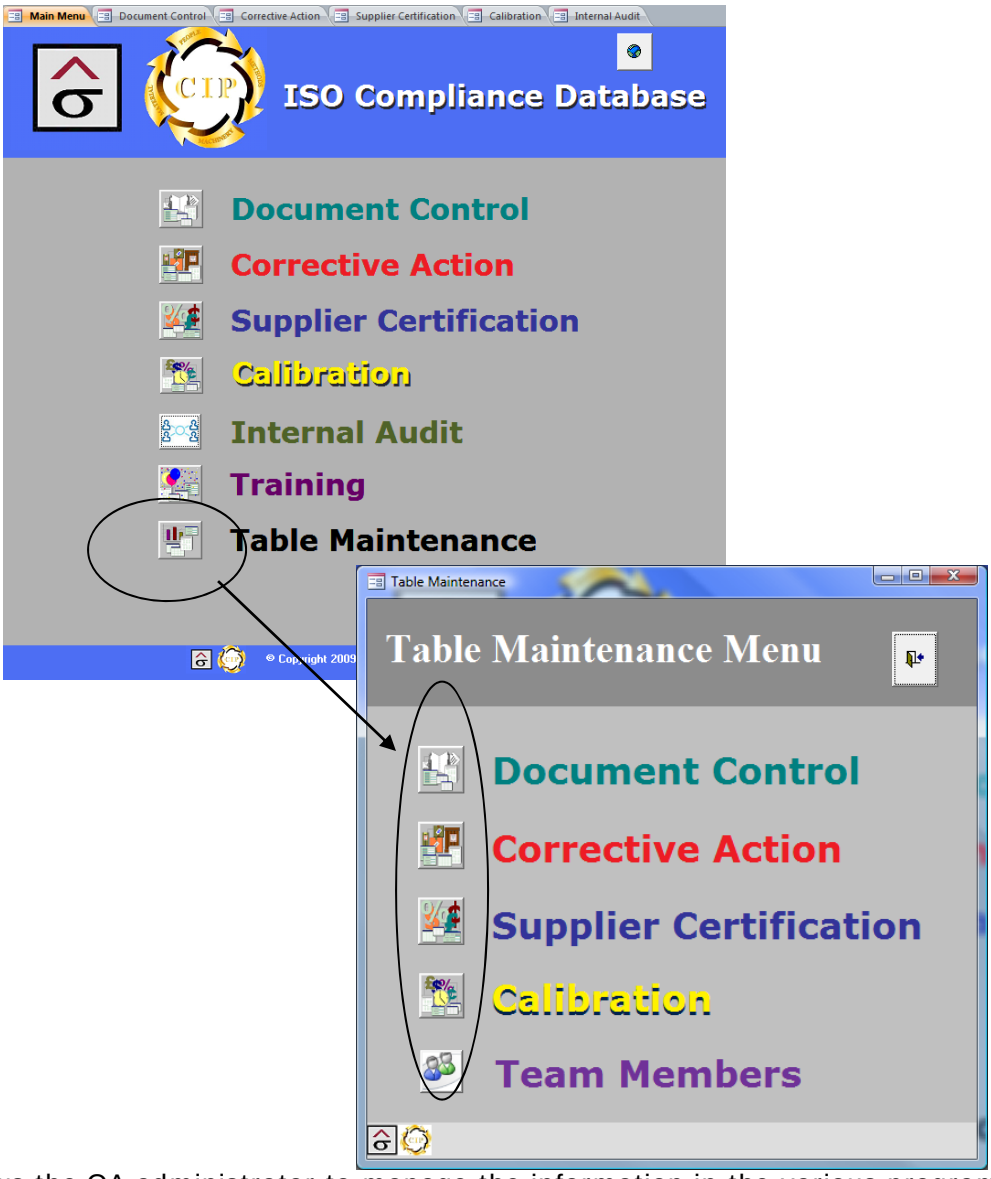


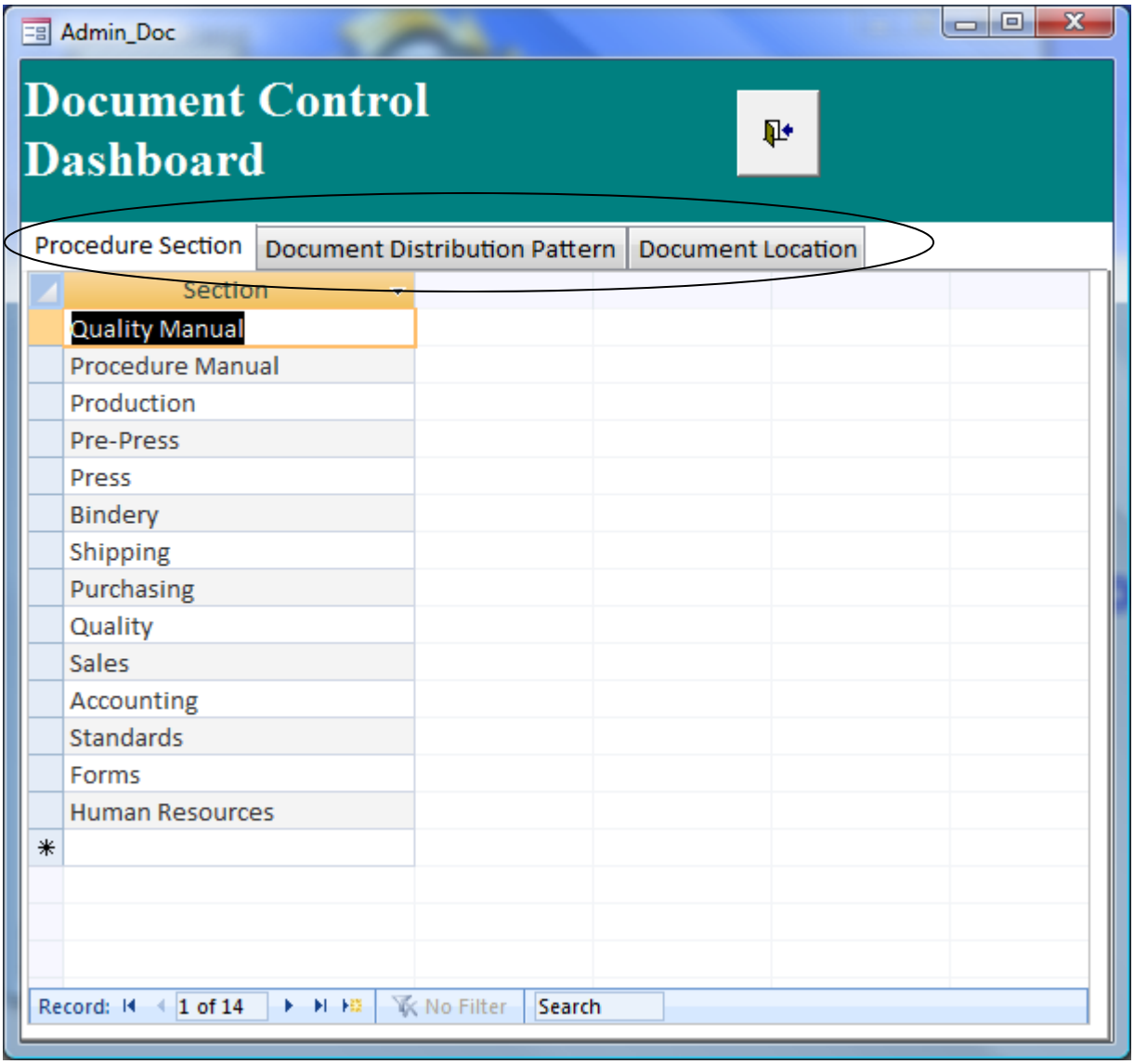
Table Maintenance allows the QA administrator to manage the information in the various program tables. Clicking the Table Maintenance button activates the maintenance popup screen.

Table Maintenance is divide series of dash board popups representing the various modules. Each dashboard uses tabs to bring up the tables associated with the module and is access by clicking on the icon to the left of the module title. Additions to the records are made by using the record navigation bar located at the bottom of each tab page

Document Control Dashboard

Tables controlled are:

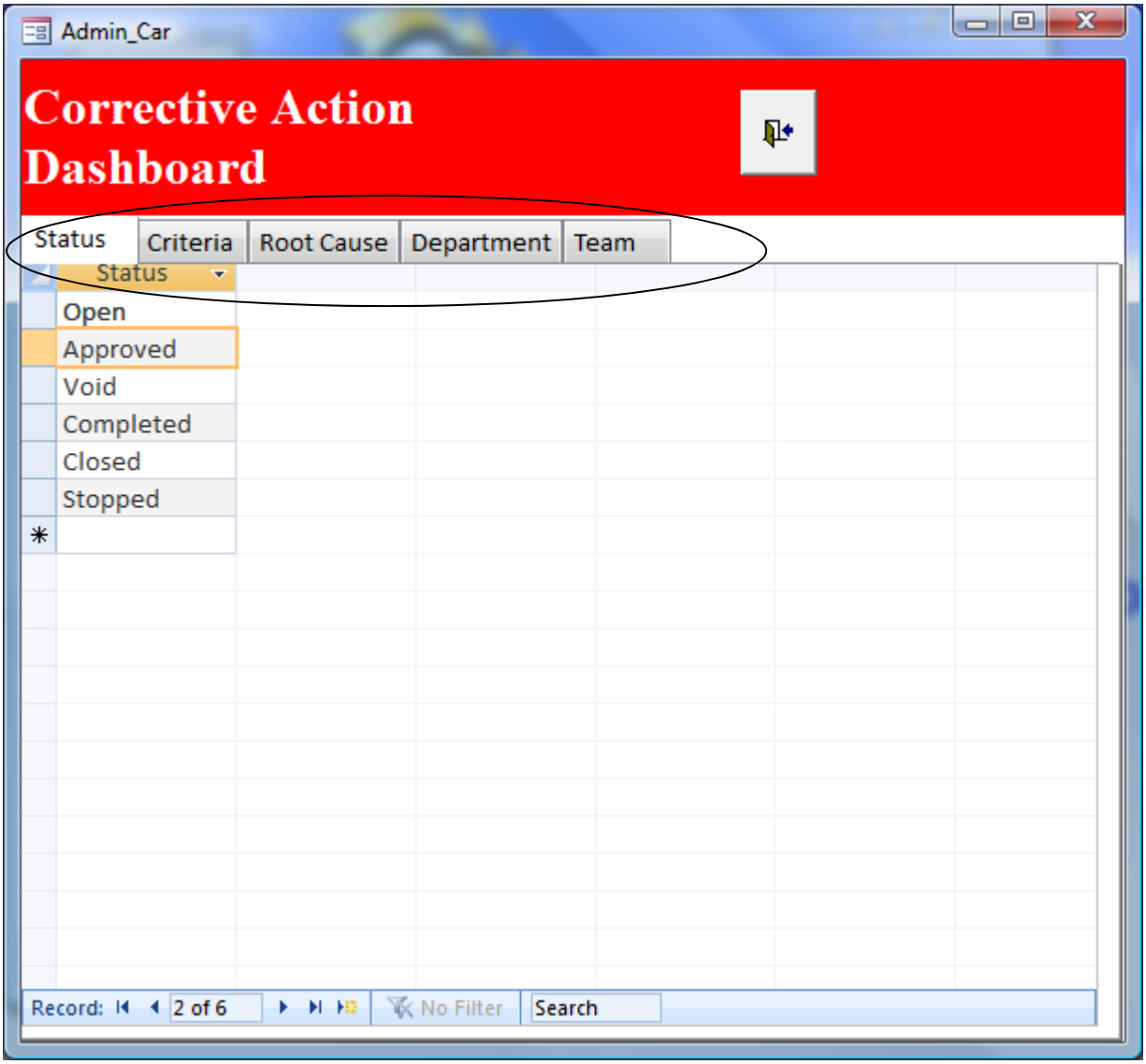
- **Procedure Sections –** Where is the document assigned to the quality manual
- **Document Distribution Pattern -** Where is this document going to be displayed.
- **Document Location –** Locations for a document as it is being approved.



Corrective Action Dashboard

The Department table used in the Corrective Action module and is shared in other areas of the program. The tables under control are:

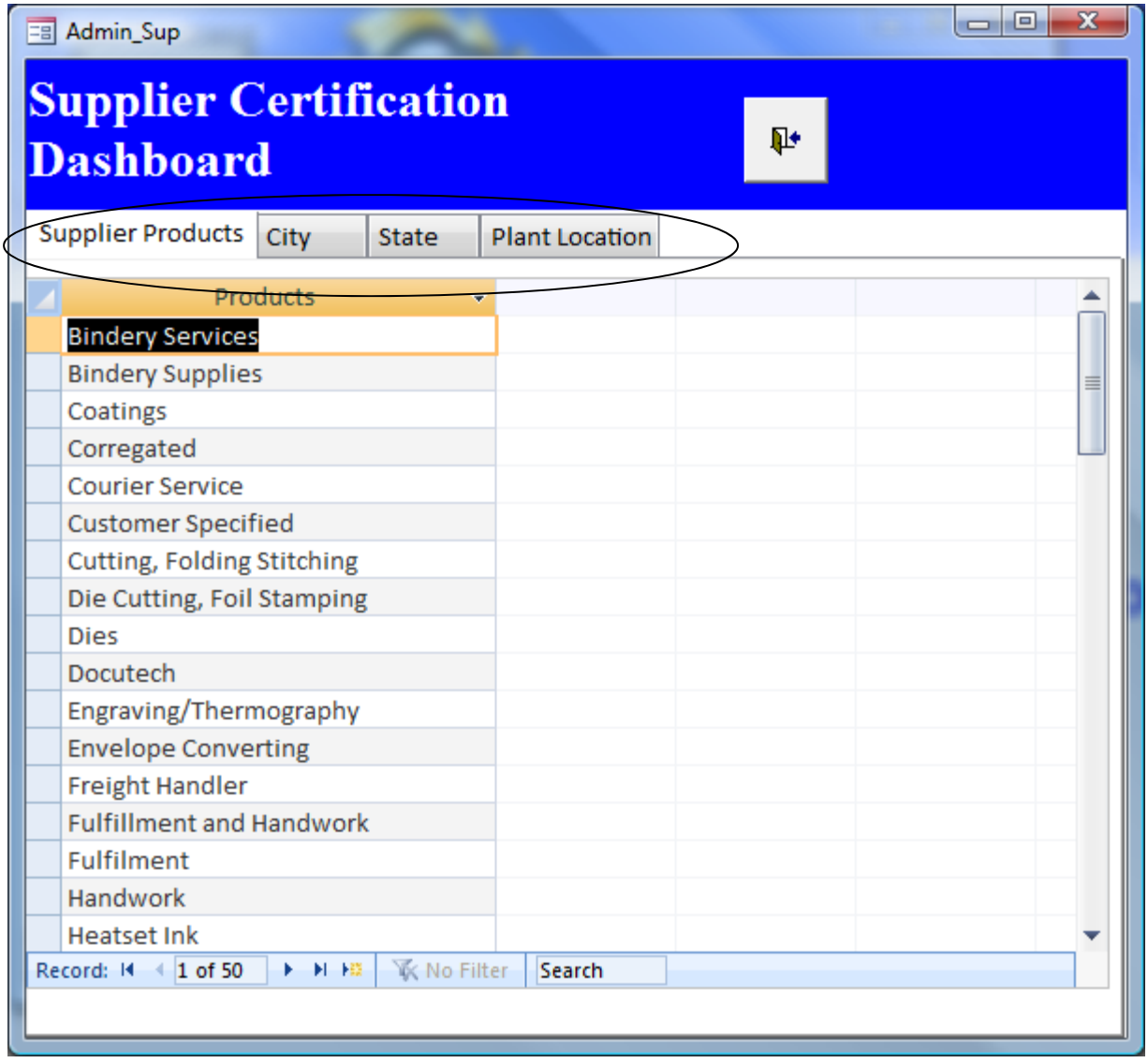
- **Status –** Used by the CAR to designate its stage in the process.
- **Criteria –** Used in a CAR initiation to define why the CAR was started
- **Root Cause–** Used in a CAR investigation to define why a non-conformance occurred.
- **Department –** Names of the various department in the organization. Used in the CAR to assign where the non-conformance occurred.
- **Team –** Used as a subdivision within a department as to where the CAR originated. Examples are Customer Service teams, department shifts or sections in a department (small press, large press, etc.).



Supplier Certification Dashboard

The tables under control are:

- **Supplier Products** – A list of goods and services that supplier provide to the organization. When used in conjunction with the Supplier Level field, these categories will determine the suppliers ranking within the product category.
- **City** – City used in the Supplier's address
- **State** – State used in the Suppliers address. All United States abbreviations have been entered.
- **Plant Locations** – List of cities where suppliers have manufacturing plants. Used to identify where a product originates from. If the product could come from multiple plants, select the main manufacturing location.



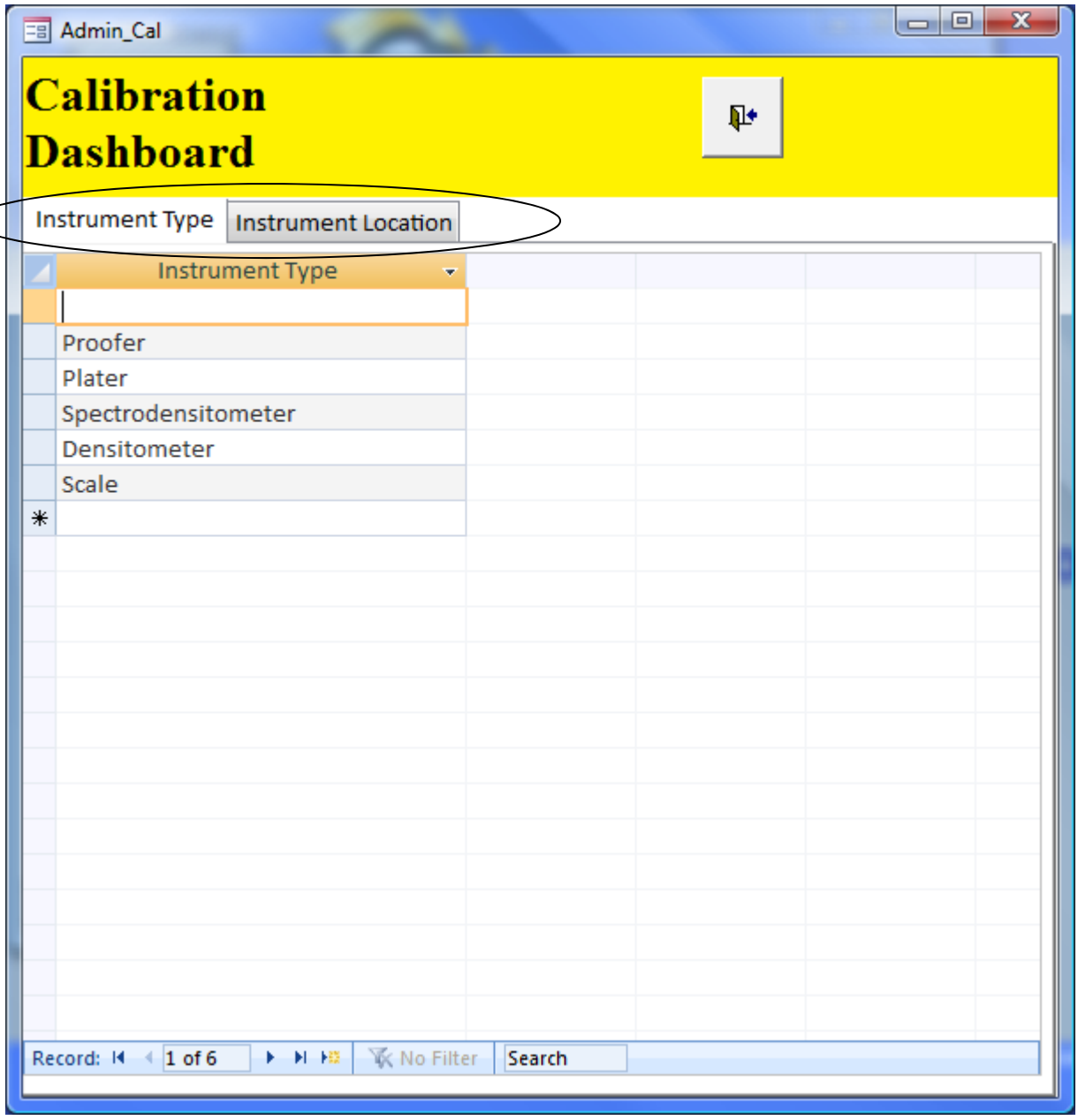
Calibration Dashboard

The tables under control are:

- **Instrument Type** – Type of devices used by the plant.

Note: *Leave the first record blank to serve as the default.*

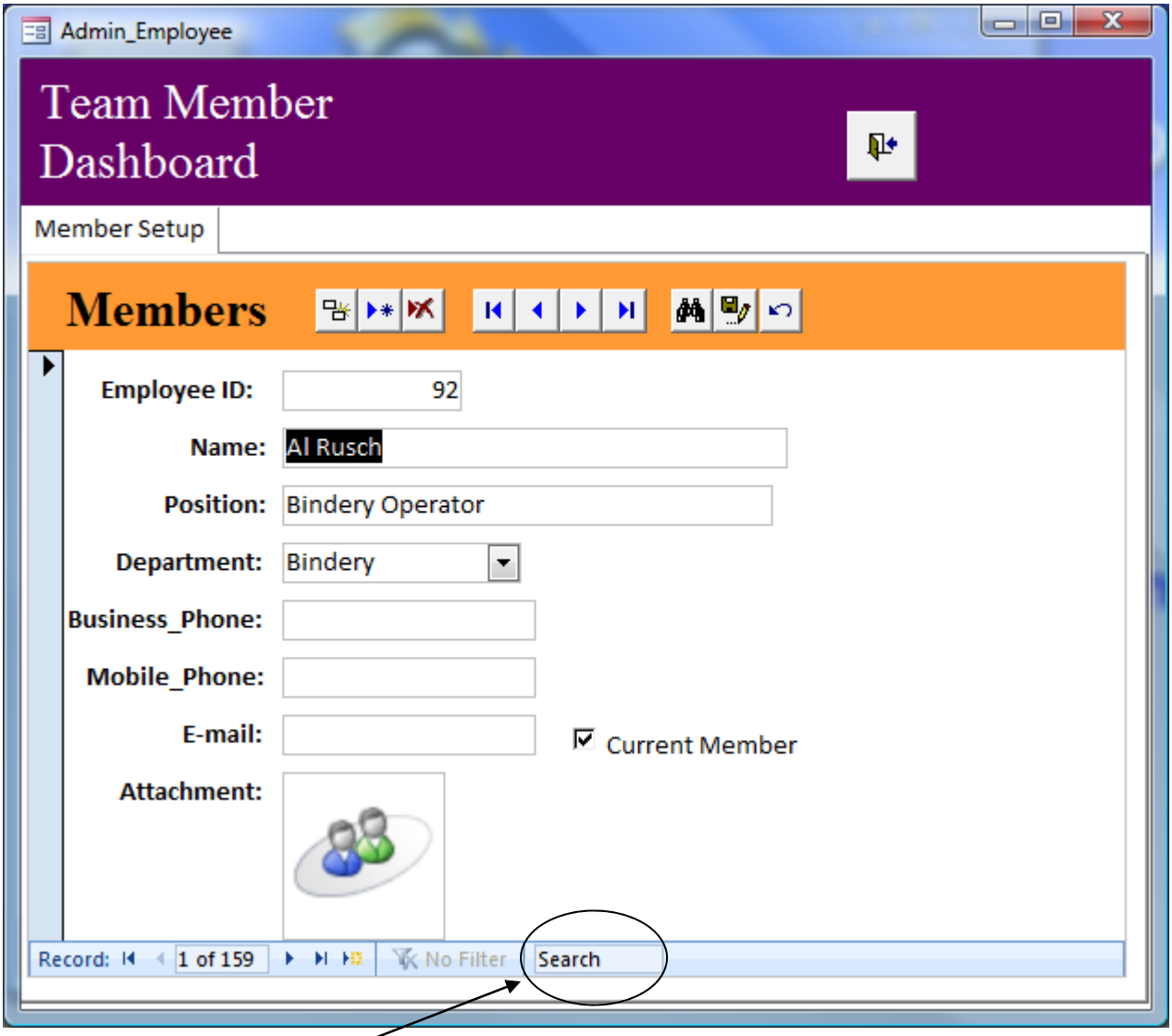
- **Instrument Location** – Areas in the plant where the devices are used.



Team Member Dashboard

The Team member table is shared by all other modules. The table under control is:

- **Member-** Basic contact information about individuals who will be listed in the different modules. The attachment field can be used to store images of the individual.



The **Search** field located in the records bar is used to quickly locate a record