



**PTI**

**BUSINESS SYSTEM**

**MANUAL**

## 1.0 INTRODUCTION

PTI was formed in 1988 by Paul Troder to become the region's manufacturing choice for custom molding operations. Our full-service molding operation includes expertise in compression and injection molding utilizing thermoset and thermoplastic materials. We are pleased to provide our customers with a superior product at a competitive price. Our unrelenting focus on service, delivery, value, innovation and technology in everything we make and do, has made us who we are today.

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## 2.0 SCOPE and EXCLUSIONS

The ISO 9001:2015 Quality Management System Standard applies to PTI, located in Point Pleasant, WV. Our full-service molding operation includes expertise in compression and injection molding utilizing thermoset and thermoplastic materials.

Scope: Manufacture of injection and compression molded plastic components and secondary assembly.

Allied Moulded Products (India) and Allied Moulded Products (Ohio) are excluded from the scope of this manual.

Exclusions:

Section 8.3: There is no design work done at PTI.

Section 8.5.2: There are no traceability requirements.

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## 3.0 STRATEGIC DIRECTION

Our full-service molding operation includes expertise in compression and injection molding utilizing thermoset and thermoplastic materials. Utilizing a modern automated assembly process, we are pleased to provide our customers with a superior product at a competitive price. Our unrelenting focus on service, delivery, value, innovation and technology in everything we make and do, has made us who we are today.

The context of the company is continually evaluated via Senior Staff meetings, among others, to ensure the strategic direction of the company remains focused and unwavering. Internal as well as external issues that affect the Company are also being reviewed and actions taken where needed.

## 4.0 POLICY and OBJECTIVES

### Business System Policy

PTI will provide products, services, and processes that not only meet but also *exceed* customer requirements in a timely manner and is fully committed to total customer satisfaction.

Achievement of this policy involves all employees, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all.

### Business System Objectives

Objectives are established by management and are reviewed within management review meetings.

The BSO are:

1. Scrap
2. Customer Satisfaction

Aaron Herman  
President & CEO  
May 1, 2016

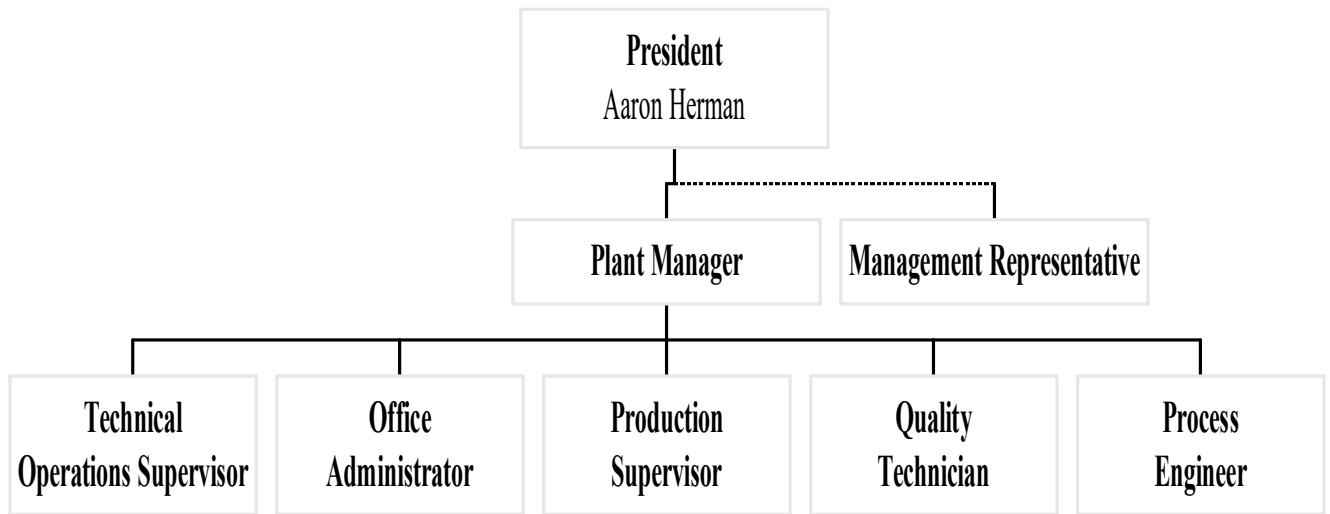
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## 5.0 DEFINITIONS

The terms and descriptions used in this manual are generally defined within ISO 9001 - Quality Systems.

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## 6.0 ORGANIZATION CHART PTI Products, Inc.



## 7.0 AUTHORITY & RESPONSIBILITIES

### 7.1 Authority

7.1.1 All staff share the authority and responsibility of identifying noncompliance and/or possible improvements, and recording these instances such that corrective action can be taken, both to rectify the immediate situation and to prevent recurrence.

7.1.2 The Plant Manager continually reviews the company's resources to ensure that adequate staff, equipment, and materials are available to meet customer requirements.

7.1.3 All staff are given the authority to perform their assigned responsibilities. The following provides a summary of the principal responsibilities of each job role, and these are clarified in detail within the Operating Procedures.

### 7.2 Responsibilities

#### 7.2.1 Plant Manager

- Finance – AMP Supported
- Production, Planning, and Scheduling
- Quality, Customer Focus
- Maintenance
- Purchasing/Supplier Control
- HR – AMP Supported
- Training
- IT – AMP Supported
- Management & Coordination of Sales and Support Functions
- Contract Management & Control – AMP Supported
- Contract Review and Order Processing
- Quotations

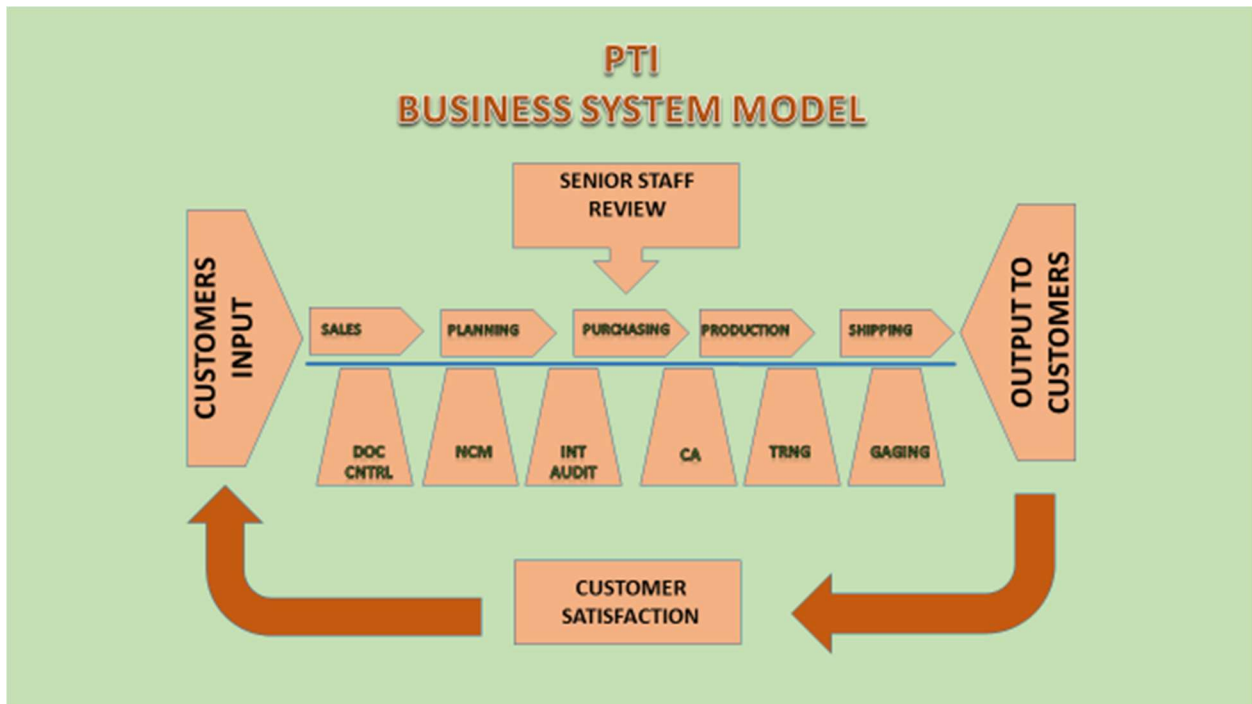
#### 7.2.2 Director of ISO Compliance

- Corporate compliance of all ISO 9001 requirements
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## 8.0 BUSINESS SYSTEM MODEL

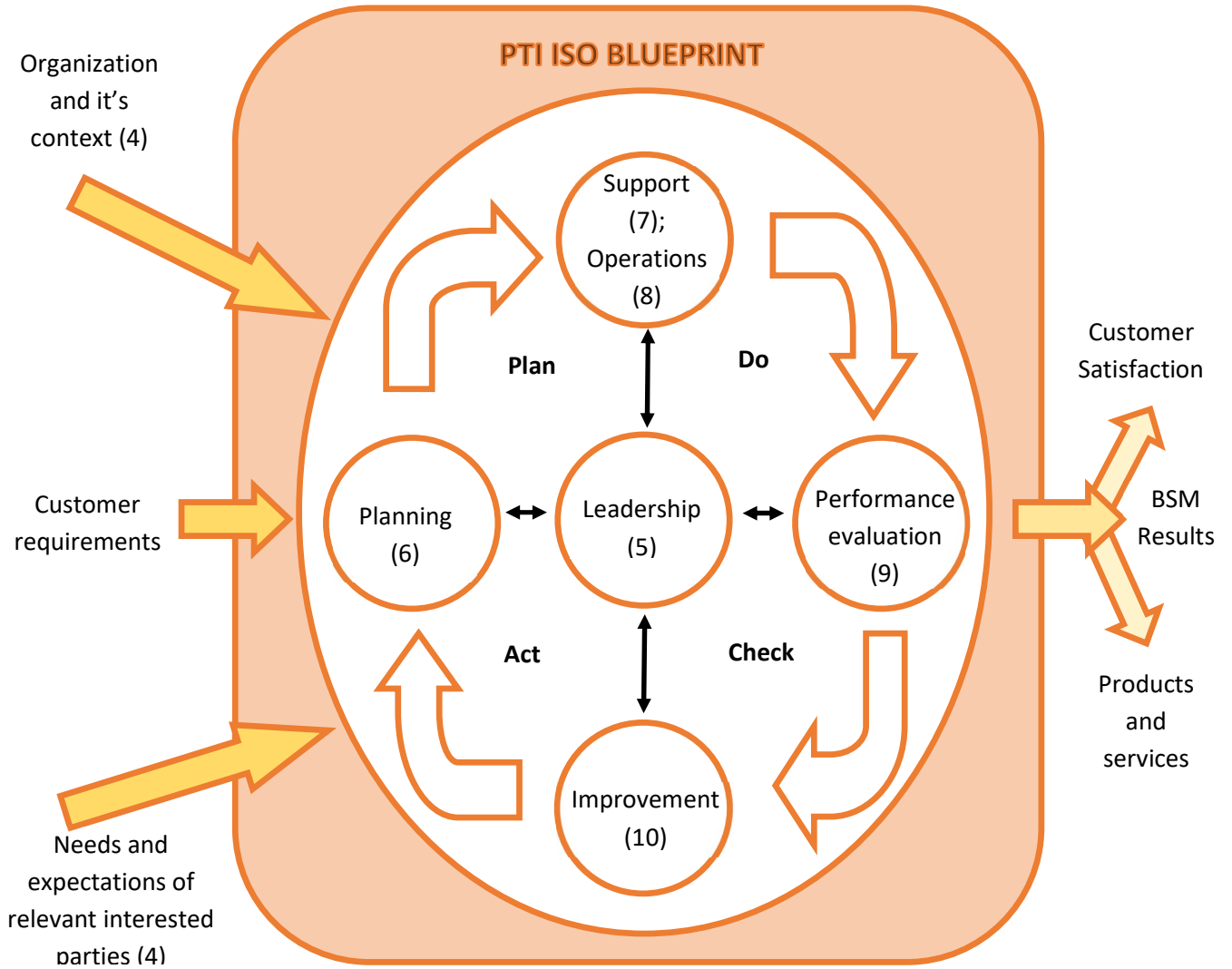
8.1 The Business System Model (BSM) applies to all activities of the Company within the scope of ISO 9001:2015 Quality Management System Standard and is shown below.

Figure 1. PTI Business System Model (Procedures and Processes)



8.2 The Business System Model (BSM) operates within the ISO Blueprint within the scope of ISO 9001:2015 shown below.

Figure 2. PTI ISO Blueprint



## 9.0 CENTRAL PROCESSES

### 9.1 Sales

- A. Sales is accomplished by the Plant Manager and is supported by sales professionals located at Allied Moulded, Bryan, Ohio. This includes website support as well.
- B. Request For Quote (RFQ)
  - 1. All customer RFQs are completed and submitted to the customer by the Plant Manager IAW the Quoting and Order Acceptance Procedure.
- C. Purchase Order (Contract) Review
  - 1. All Purchase Orders and Contracts are reviewed as directed in Purchasing Procedure.
- D. Customer Satisfaction
  - 1. Customer Satisfaction will be assessed at least annually and the Customer Satisfaction Report shall be used to report the outcomes of the survey.

### 9.2 Planning

- A. Planning for Manufacturing
  - 1. All planning actions are completed as defined in the Quoting and Order, Purchasing, Manufacturing, and Shipping Procedures.

### 9.3 Purchasing -

- A. Purchasing is comprised of the following areas per the Purchasing Procedure:
  - 1. Vendor Purchase Orders
  - 2. Vendor Selection and Approval
  - 3. Vendor Performance
  - 4. Vendor Issues
  - 5. Verification of Purchased Product (Receiving Inspection)



#### 9.4 **Production**

- A. Production is accomplished as directed in the Manufacturing Processes Procedure.
- B. Preventative and Predictive Maintenance
  - 1. The Company will utilize a preventative maintenance system, which includes planned maintenance activities per the Maintenance Procedure.

#### 9.5 **Shipping**

- A. Shipping the finished product to the final customer is governed by the procedures contained in the document titled Shipping.

### 10.0 CENTRAL PROCEDURES

#### 10.1 **Records**

- A. Records are governed by the procedures contained in the document titled Records.

#### 10.2 **Internal Audits**

- A. Internal audits are governed by the procedures contained in the document titled Internal Audits.

#### 10.3 **Control of Nonconforming Product**

- A. Control of nonconforming product is governed by the procedures contained in the document titled Control of nonconforming product.

#### 10.4 **Corrective Action**

- A. Corrective Action is governed by the procedures contained in the document titled Corrective Action.

#### 10.5 **Training**

- A. Training is governed by the procedures contained in the document titled Training.

#### 10.6 **Calibration**

- A. Calibration is governed by the procedures contained in the document titled Calibration.

### 11.0 APPROVALS AND REVISION HISTORY:

11.1 In the revision history portion of the document the Revision Date, Revision Level, and Changes are associated and recorded. This allows for future reference to the reason and authority for changes by date and level.

Date	Revision	Description of Change	Approval (s):
July 27, 2020	010	Annual Management Review. Addition of 11.0. Revision to 6.0 Org Chart: Management Representative.	Jake Sayre

