QUALITY MANAGEMENT SYSTEM

HILLARY
PRODUCTION MACHINING LTD

QUALITY MANUAL

Revision & Approval Record

Revisions are made only to the electronic copy in accordance with the Control of Documents and Records Procedure.

Submit corrections, additions, or updates to the Quality Manager.

Rev #	YYYY-MM-DD	Revision Notes	Revised By	Approved By
1	2025-12-23	Original Release	Jochen Dimigen	RD

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1. Organizational Context

1.1. About Us

Hillary Production Machining Ltd., established in 1985, we have been committed to delivering top-notch manufacturing solutions. Based in Winnipeg, our machine shop is equipped for both high and low volume production, ensuring we can meet diverse client needs. Additionally, we offer exceptional repair and maintenance services, prioritizing high quality and precision.

Hillary is proudly owned and operated by three dedicated business partners: Claude Saelens, Ross Dyck, and Shane Dickson. With our combined expertise in machining and welding, we specialize in crafting precision-machined components and premium fabricated products. Our commitment to excellence in quality assurance is unwavering, as we strive to exceed industry standards and client expectations.

Started Manufacturer Services in 1985
Since 1985, Hillary Production Machining Ltd. has specialized in high and low volume manufacturing, along with exceptional repair and maintenance services, based in Winnipeg.

Skilled Leadership
Lead by dedicated management which brings a wealth of experience in machining and welding to deliver precision-machined components and premium fabricated products.

Commitment to Quality
Strong focus on excellence in quality assurance, ensuring that all products and services exceed industry standards and client expectations.

1.2. Interested Parties and Relevant Issues

Clients, consultants, personnel, and regulators are identified along with their needs and expectations. Internal and external issues affecting the QMS are monitored and reviewed. These considerations are used to establish quality objectives and guide the implementation of the quality policy.

Refer to QP-001 Context of the Organization Procedure.

2. Leadership

2.1. Quality Policy Statement

Hillary Production Machining Ltd., a leader in the precision-machined components and premium fabricated products is committed to achieving the highest standards in quality, compliance and continuous improvement by:

- Meeting or exceeding customer expectations to ensure satisfaction
- Continually improving processes to achieve operational excellence
- Complying with and exceeding applicable regulatory requirements
- Maintaining a safe and healthy work environment
- Supporting employee development to achieve quality objectives and business growth.

Name:Ross Dyck	Title:President	Date:01/01/2026

2.2. Framework for Quality Objectives

The quality policy provides the framework for establishing, monitoring, and reviewing quality objectives to ensure alignment with organizational goals and client expectations.

2.3. Communication and Review

The quality policy is documented in this manual and communicated to personnel by posting in common areas, such as the staff kitchen. It is available to interested parties upon request and reviewed annually by management to ensure its continued suitability and effectiveness.

3. Quality Management System (QMS)

3.1. ISO 9001:2015 Standard and Principles

The international standard ISO 9001:2015 provides a framework for establishing and maintaining an effective management system. It enables management of processes, measurement of performance, and assurance of consistent quality.

This standard promotes a systematic approach to ensure effectiveness, meet customer requirements, and support continual improvement.

The QMS is guided by the following principles:

1. Customer focus
2. Leadership
3. Engagement of people
4. Process approach
5. Improvement
6. Evidence-based decision making
7. Relationship management
8. System approach to management

3.2. Scope

The QMS applies to all products and services provided.

Refer to QP-001 Context of the Organization Procedure.

3.3. Definitions

Terms and abbreviations are defined when first used.

3.4. Exclusions

Clause 8.3 Design and development and all of its sub-sections are excluded from the QMS:
At this time the Hillary Machining is not involved in design and development activities.

3.5. Documentation

The terms “documents” and “records” are used in place of “documented information” as referenced in ISO 9001.

Term	Definition
Document	Written information used to describe how an activity is performed.
Record	Captured evidence of a completed activity.

The documented QMS includes:

- Quality Manual
- Quality Procedures
- Work Instructions
- Job Descriptions

QMS documents are approved with a revision number and date and available to those who need them. Records must be legible, retrievable, and stored securely to ensure protection and accessibility. Retention periods for paper and electronic records are monitored to meet requirements.

Refer to QP-006 Control of Documents And Records Procedure.

4. Management Commitment

4.1. Management Responsibility

Management ensures the QMS is implemented across the organization, demonstrating commitment to quality, with responsibilities defined in established procedures.

The quality policy and objectives are set by management and shared throughout the organization. Objectives are specific, measurable, action-oriented, realistic, and time-based (SMART).

The Quality Manager oversees implementation, monitoring, maintenance, and communication of the QMS and reports performance to management.

Management and the Quality Manager have authority to:

- Initiate actions to prevent nonconformity
- Identify and record quality issues
- Implement or recommend corrective actions
- Verify that corrective actions are effective
- Prevent further processing or delivery of nonconformity until deficiencies are corrected

Management ensures employees have the resources and training needed to perform duties effectively. Employees perform inspections, verifications, and routine process monitoring as part of their QMS responsibilities.

To ensure ongoing compliance and effectiveness of the QMS, internal audits are scheduled annually or as needed and conducted by competent, impartial auditors.

4.2. Roles and Responsibilities

Roles and responsibilities under the QMS are defined in the relevant procedures.

When responsibility for a quality document is assigned to a specific position, it applies to the individual occupying that position.

4.3. Quality Objectives

Objectives are established to support the quality policy, are measurable, and address product and service conformity. Objectives consider the needs and expectations of interested parties and are monitored, communicated, and updated as needed.

QMS performance is analyzed based on objectives to identify trends and opportunities for improvement. Objectives are reviewed and updated at least annually and are maintained separately from the Quality Manual.

Refer to QP-002 Quality Objectives, Measurement, and Analysis Procedure.

5. Risk Management

Risk management focuses on reducing the likelihood and severity of potential issues while enhancing the likelihood and benefits of opportunities. When risks and opportunities intersect, the most suitable approach for managing both is selected.

Key risks associated with each process are identified, evaluated, and mitigated, and risk reviews ensure that preventive actions are implemented to minimize exposure.

Refer to QP-003 Risk Management Procedure.

6. Resource Management

To deliver quality products and services, the organization provides a productive work environment, allocates necessary resources, and maintains adequate infrastructure, including trained personnel, qualified equipment, and other essentials.

Training needs, equipment assignments, and additional resources are identified during management review meetings and provided as needed.

Refer to QP-004 Resource Management Procedure.

7. Operation

7.1. Customer Related Processes

When determining requirements:

- Identify requirements as described in the QP-007 Customer Related Processes Procedure.
- Outline contractual obligations and resolve any unclear or conflicting requirements.
- Plan the product and service provision process to meet customer requirements.

Before making a commitment:

- Verify the ability to meet contract requirements, including technical expertise, resources, schedule, and pricing.
- Confirm that any contract changes are agreed to by all parties and communicated to everyone involved. Communication with the customer may include support lines, personal interactions, site visits, reports, or the website.

Refer to QP-003 Risk Management Procedure

7.2. Purchasing

The terms “suppliers” and “contractors” are used in place of “external providers” as referenced in ISO 9001.

A process is established to evaluate and manage suppliers and contractors that directly affect product and service quality. The process ensures assessment of their ability to meet specified requirements and delivery of products and services that conform those requirements.

Refer to QP-008 Purchasing Procedure.

7.3. Design and Development

Design and development has been excluded from the scope of the QMS. Refer to Scope section.

7.4. Product and Service Provision

The production, delivery, and quality control of products and services follow the processes established in the QP-009 Product Realization Procedure and its sub-procedures.

7.5. Identification and Traceability

Records related to products and services are identified, controlled, and maintained to ensure they remain retrievable and accessible.

Refer to QP-006 Control of Documents and Records Procedure.
Refer to QP-009 Product Realization Procedure for traceability management.

7.6. Control of Nonconforming Products and Services

Processes for measuring and monitoring product and service delivery are conducted to ensure appropriate inspections are performed. Nonconforming products and services are identified, documented, and controlled, and corrective actions are implemented. A Nonconforming Report (NCR) is completed to document and verify corrective actions.

Refer to QP-010 Control of Nonconforming Products Procedure.

7.7. Third-Party Property

Third-party property includes assets provided by suppliers or contractors, such as intellectual property, engineering drawings, and installation instructions. These assets are protected with the same safeguards and controls as organization property to prevent accidental damage or loss. When specified in a contract, third-party handling instructions take precedence over organization procedures, provided they comply with regulatory requirements.

Refer to the QP-006 Control of Documents and Records Procedure and the QP-009 Product Realization Procedure.

8. Performance Evaluation

8.1. Measurement and Analysis

Data is collected and analyzed to evaluate the effectiveness of the QMS. This includes assessing product and service conformance, customer satisfaction, and supplier or contractor performance. Actions are taken based on the results of this analysis.

Refer to QP-002 Quality Objectives, Measurement and Analysis Procedure.

8.2. Internal Auditing

To ensure ongoing compliance and effectiveness of the QMS, internal audits are scheduled annually or as needed and conducted by competent, impartial auditors. Audits are carried out to:

- Verify communication of QMS requirements
- Identify strengths and weaknesses
- Assess compliance with procedures
- Evaluate system effectiveness
- Identify opportunities for improvement

Refer to QP-011 Internal Audit Procedure.

8.3. Management Review

Management review meetings are held at least annually to evaluate the QMS and its effectiveness in achieving objectives. Review items include documentation, objectives, corrective actions, audit results, statistics, customer feedback, and other relevant information.

Refer to QP-012 Management Review Procedure.

9. Improvement

Processes are monitored, and outcomes are compared to established objectives. Corrective actions address the root causes of nonconformities and implement measures to prevent recurrence, supporting continuous improvement of the QMS.

Refer to QP-013 Improvement Procedure.