



The Peerless Pump Company Corporate Policies and Quality Manual ISO 9001:2008

4 Quality Management System

4.1 General Requirements

The Peerless Pump Quality Management System shall include:

- Documented statements of a quality policy and of quality objectives;
- A quality manual;
- Documented procedures required by ISO 9001;
- Documents needed by the company to ensure the effective planning, operation, and control of Peerless' processes, and;
- Records required by ISO 9001;

4.2 Documentation Requirements

4.2.1 General

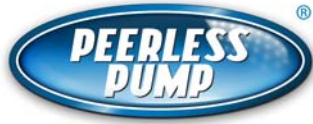
Peerless Pump shall:

- Determine the processes needed for the Quality Management System and their application throughout the organization;
- Determine the sequence and interaction of these processes;
- Determine criteria and methods needed to ensure that both the operation and control of these processes are effective;
- Ensure the availability of resources and information necessary to support the operation and monitoring of these processes;
- Monitor, measure where applicable, and analyze these processes, and;
- Implement actions necessary to achieve planned results and continual improvement of these processes.
- These processes shall be managed by Peerless Pump in accordance with the requirements of ISO 9001.
- If Peerless Pump chooses to outsource any process that affects product conformity with requirements, Peerless Pump shall ensure control over these processes. of the type and extent of control to be applied to these outsourced processes shall be defined within the Quality Management System.

4.2.2 Quality Manual

The scope of the Quality Management System is the design and development, manufacture, assembly, testing, certification, administration functions and service of fluid pumping systems, pumps, and pump parts.

The manual is the prime reference document for all quality related activities undertaken by the company and is used for the purposes of auditing the effectiveness of the Quality Management System and as a training document for company management.



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The manual is structured on and meets the requirements of ANSI/ISO 9001.

The information contained in this Quality System Manual is proprietary to the management of Peerless Pump. This manual is not to be copied in any form or part or communicated for the use of any other party.

The Peerless Pump Quality Manual shall establish and maintain a quality manual that includes:

- The scope of the quality management system, including details of and justification for any exclusions;
- The documented procedures established for the quality management system, or reference to them, and;
- A description of the interaction between the processes of the quality management system.

4.2.3 Control of Documents

Documents required by this Quality Management System shall be controlled.

A documented procedure shall be established to define the controls needed:

- To approve documents for adequacy prior to issue;
- To review and update as necessary and to re-approve documents;
- To ensure that changes to the current revision status of documents are identified;
- To ensure that relevant versions of applicable documents are available at points of use;
- To ensure that documents remain legible and readily identifiable;
- To ensure that documents of external origin are identified and their distribution controlled, and;
- To prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose.

4.2.4 Control of records

Records established to provide evidence of conformity to requirements and of the effective operation of the Quality Management System shall be controlled.

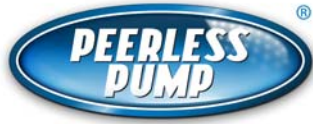
Records shall remain legible, readily identifiable, and retrievable.

Peerless Pump shall establish a documented procedure shall be established to define the controls needed for the identification, storage, protection, retrieval, retention time, and disposition of records.

5 Management Responsibility

5.1 Management Commitment

Peerless Pump senior management shall provide evidence of its commitment to the development and implementation of this Quality Management System and to continually improving its effectiveness by:



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- Communicating the importance of meeting customer, statutory, and regulatory requirements to the organization;
- Establishing the quality policy;
- Ensuring that quality objectives are established;
- Conducting management reviews, and;
- Ensuring the availability of required or needed resources.

5.2 Customer Focus

Peerless Pump senior management shall ensure that customer requirements are determined and are met with the purpose of improving customer satisfaction.

5.3 Quality Policy

Peerless Pump senior management shall ensure that the Quality Policy:

- Is appropriate to the purpose of the company;
- Includes a commitment to comply with requirements and continually improve the effectiveness of the Quality Management System;
- Provides a framework for establishing and reviewing quality objectives;
- Is communicated and understood within the company, and;
- Is reviewed for continuing suitability.

The Corporate Quality Policy:

“Provide products and services which meet our customer’s requirements and are achieved through the support of the company’s core beliefs (in order of priority):

Safety	-	Maintain a safe work environment
Quality	-	Develop and sustain a quality culture
Schedule	-	Be on-time to our customer, both internal & external
Cost	-	Foster a passion for continuous improvement & cost efficiency

Establish, implement and maintain a documented quality system.
Continually invest in the development of our associates and suppliers.”

5.4 Planning

5.4.1 Quality Objectives

Peerless Pump senior management shall ensure that quality objectives, including those needed to meet requirements for product are:

- Established at relevant functions and levels within the company and;



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- Measurable and consistent with the Quality Policy.

The Corporate Quality Objectives:

“Maintain a safe work environment.
Develop and sustain a quality culture.
Be on-time to our customer.
Foster a passion for continuous improvement & cost efficiency.”

5.4.2 Quality Management System Planning

Senior management shall ensure that:

- The planning of the Quality Management System is carried out in order to meet the requirements of this international standard, as well as, the quality objectives and;
- The integrity of the Quality Management System is maintained when changes to the system are planned and implemented.

5.5 Responsibility, Authority, and Communication

5.5.1 Responsibility and Authority

Senior management shall ensure that responsibilities and authorities are defined and communicated within the organization.

Quality Control / Assurance vs. Production activities report to separate managers as to ensure impartiality and the highest quality standards.

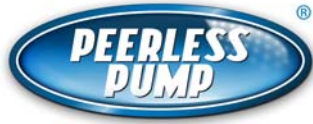
Senior management shall communicate roles and responsibilities via the organizational chart located on MyPeerless.com / Info / Org Charts.

5.5.2 Management Representative

Peerless Pump senior management has appointed the ISO Manager, as the Management Representative. Irrespective of other responsibilities, he shall have responsibility and authority that includes:

- Ensuring that processes needed for the Quality Management System are established, implemented, and maintained;
- Reporting to senior management on the performance of the Quality Management System and any need for improvement, and;
- Ensuring the promotion of awareness of customer requirements throughout the organization.

5.5.3 Internal communication



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Peerless Pump senior management shall ensure that appropriate communication processes are established within the company and that communication takes place regarding the effectiveness of the Quality Management System.

5.6 Management Review

5.6.1 General

Peerless Pump senior management shall review the Quality Management System at planned intervals. These reviews shall ensure that the Quality Management System continues to be suitable, adequate, and effective. These reviews shall include at least an assessment of opportunities for improvement and the need for changes to the Quality Management System, including the Quality Policy and quality objectives. Management review records shall be maintained.

5.6.2 Review Input

The input to management review shall include information on:

- Audit results;
- Customer feedback;
- Process performance and product conformity;
- Status of preventive and corrective actions;
- Follow-up actions from previous management reviews;
- Changes that could affect the Quality Management System, and;
- Recommendations for improvement.

5.6.3 Review Output

The output from management review shall include any decisions and actions related to:

- Improvement of the effectiveness of the Quality Management System and its processes;
- Improvement of product related to customer requirements, and;
- Resource needs.

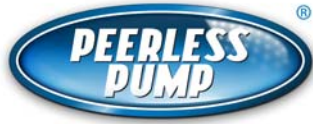
6 Resource Management

6.1 Provision of Resources

Peerless Pump shall determine and provide the resources needed to:

- Implement and maintain the Quality Management System and to continually improve its effectiveness, and;
- Enhance customer satisfaction by meeting customer requirements.

6.2 Human Resources



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6.2.1 General

Personnel performing work affecting conformity to product requirements shall be competent on the basis of appropriate education, training, skills, and experience.

6.2.2 Competence, Training and Awareness

Peerless Pump shall:

- Determine the necessary competence for personnel performing work affecting conformity to product requirements;
- Where applicable provide training or take other actions to achieve the necessary competence;
- Evaluate the effectiveness of the action taken;
- Ensure that its personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives, and;
- Maintain appropriate records of education, training, skills, and experience.

6.3 Infrastructure

Peerless Pump shall determine, provide, and maintain the infrastructure needed to achieve conformity to product requirements. Infrastructure includes as applicable:

- Buildings, workspace and associated utilities;
- Process equipment (both hardware and software), and;
- Supporting services (such as transport communication or information systems).

6.4 Work Environment

Peerless Pump shall determine and manage the work environment needed to achieve conformity to product requirements.

7 Product Realization

7.1 Planning of Product Realization

Planning and development of the processes needed for product realization shall be completed. This planning shall be consistent with other requirements of this Quality Management System.

The following shall be determined, as appropriate, when planning for product realization:

- Quality objectives and requirements for the product;
- The need to establish processes and documents, and to provide resources specific to the product;
- Required verification, validation, monitoring measurement, inspection, and test activities specific to the product and the criteria for product acceptance;
- Records needed to provide evidence that the realization processes and resulting product meet requirements.



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7.2 Customer Related Processes

7.2.1 Determination of Requirements Related to the Product

Product related requirements shall be determined. These requirements include:

- Customer specified requirements, including delivery activities and Post delivery activities;
- When known, any requirements not specified by the customer, but necessary for specified or intended use;
- All related statutory and regulatory requirements applicable to the product, and;
- Any additional requirements as considered necessary by Peerless Pump.

7.2.2 Review of Requirements Related to the Product

Peerless Pump shall review product related requirements.

This review shall ensure that:

- Product requirements are defined;
- Any differences of the contract or order differing from previously expressed requirements have been resolved, and;
- Peerless Pump has the ability to meet the defined requirements.

7.2.3 Customer Communication

Peerless Pump shall establish and implement effective systems for communicating with customers in relation to:

- Product information;
- Inquiries, contract or order handling (including amendments), and;
- Customer feedback, including customer complaints.

7.3 Design and Development

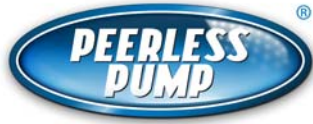
7.3.1 Design and Development Planning

Peerless Pump shall plan and control the design and development of product.

7.3.2 Design and Development Inputs

Inputs relating to product requirements shall be determined and records of these inputs shall be maintained. Inputs shall be reviewed for adequacy. Requirements shall be complete, unambiguous, and not in conflict with each other.

7.3.3 Design and Development Outputs



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Outputs shall be in a form that enables verification against inputs and shall be approved before release.

7.3.4 Design and Development Review

At appropriate stages, systematic reviews of design and development shall be performed.

7.3.5 Design and Development Verification

Verification shall be performed according to the planned arrangements to ensure that outputs have met the input requirements. Records of the results of verification, and of any necessary actions shall be maintained.

7.3.6 Design and Development Validation

Validation shall be performed to ensure that the resulting product is capable of meeting the requirements for the specified application or intended use (where known). When practical, validation shall be completed prior to the delivery or implementation of the product. Records of the results of validation, and of any necessary actions shall be maintained.

7.3.7 Control of Design and Development Changes

Design and development changes shall be identified and records of these changes shall be maintained. Changes shall be reviewed, verified, and validated as appropriate. Changes shall be approved before implementation. Review of changes shall include an evaluation of the effect of the changes on constituent parts and product already delivered. Records of the results of change reviews, and of any necessary actions shall be maintained.

7.4 Purchasing

7.4.1 Purchasing Process

Peerless Pump shall ensure that purchased product conforms to specified purchase requirements. The type and extend of control applied to suppliers and to purchased product shall be dependent upon the effect of the purchased product on subsequent product realization or on the final product. Suppliers shall be evaluated and selected based on their ability to supply product in accordance with Peerless Pump requirements. Criteria for selection, evaluation, and re-evaluation shall be established. Records of the results of supplier evaluations and any necessary actions shall be maintained.

7.4.2 Purchasing Information

Purchasing information shall describe the product to be purchased, including where appropriate: Requirements for approval of product, procedures, processes and equipment; Requirements for qualification of personnel, and; Quality Management System requirements. Peerless Pump



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shall ensure the adequacy of specified purchase requirements before they are communicated to suppliers.

7.4.3 Verification of Purchased Product

Peerless Pump shall establish and implement processes, including inspection and other activities, needed to ensure that purchased product meets specified purchase requirements. If Peerless Pump or its customer intends to perform verification at the supplier's premises, the arrangements for such verification, and the method(s) for product release, shall be stated in the purchasing information.

7.5 Production and Service Provision

7.5.1 Control of Production and Service Provision

Peerless Pump shall plan and carry out production and provision of service under controlled conditions.

7.5.2 Validation of Processes for Production and Service Provision

Peerless Pump shall validate production and provision of service processes when subsequent monitoring or measurement cannot verify the process output.

7.5.3 Identification and Traceability

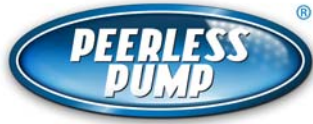
Peerless Pump shall identify, as needed, the product using suitable means throughout product realization. Peerless Pump shall identify the product status with respect to monitoring and measurement requirements. When traceability is required, Peerless Pump shall control the unique identification of the product and maintain records.

7.5.4 Customer Property

Peerless Pump shall exercise care with customer property while it is under Peerless Pump control or being used by Peerless. Peerless Pump shall identify, verify, protect, and safeguard customer's property (*includes intellectual and personal data*) provided for use or incorporation into the product. If customer property is lost, damaged, or otherwise found to be unsuitable for use, Peerless Pump shall report this to the customer and shall maintain records.

7.5.5 Preservation of Product

Peerless Pump shall preserve the conformity of product during internal processing and delivery to the intended destination in order to maintain conformity to requirements. As applicable this preservation shall include identification, handling, packaging, storage, and protection. Preservation shall apply to constituent parts of a product as well as to the product itself.



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7.6 Control of Monitoring and Measuring Equipment

Peerless Pump shall determine the monitoring and measurement to be undertaken and the monitoring and measurement equipment needed to provide evidence of conformity of the product to determined requirements. These devices shall be calibrated, verified or both according to established procedures.

Records of the results of calibration and verification shall be maintained.

8 Measurement, Analysis, and Improvement

8.1 General

Peerless Pump shall plan and implement the monitoring, measurement, analysis, and improvement processes needed to demonstrate conformity to product requirements; ensure conformity of the quality management system, and; continually improve the effectiveness of the quality management system.

8.2 Monitoring and Measurement

8.2.1 Customer Satisfaction

Peerless Pump shall monitor information relating to customer perception of whether Peerless Pump has met customer expectations.

8.2.2 Internal Audits

Peerless Pump shall conduct internal audits at planned intervals. The audit program shall be planned considering the status and importance of the processes and areas to be audited and the results of previous audits.

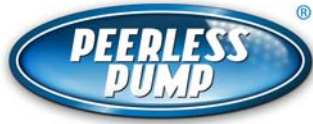
The audit criteria, scope, frequency, and methods shall be defined. When possible, audits shall be performed using the Process Audit Technique.

Selection of auditors and conduct of audits shall ensure objectivity and impartiality of the audit process. Auditors shall not audit their own work.

8.2.3 Monitoring and Measurement of Processes

Peerless Pump shall employ suitable methods for monitoring and, if applicable, measurement of the quality management system processes. These methods shall demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, correction and corrective action shall be taken, as appropriate, to ensure conformity of the product.

8.2.4 Monitoring and Measurement of Product



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Peerless Pump shall monitor and measure product characteristics to verify that product requirements have been met. These actions shall be carried out at appropriate stages of the product realization process. Evidence of conformity with acceptance criteria shall be maintained. Records shall indicate the person(s) authorizing release of product for delivery to the customer.

8.3 Control of Non-conforming Product

Peerless Pump shall ensure that product which does not conform to product requirement is identified and controlled to prevent its unintended use or delivery. Records shall be maintained and shall include at least the following: the nature of nonconformities and; subsequent actions taken including concessions obtained. When nonconforming product is corrected, it shall be re-verified to demonstrate conformity to the requirements.

If nonconforming product is detected after delivery or use has started, Peerless Pump shall take action appropriate to the effects, or potential effects, of the nonconformity.

8.4 Analysis of Data

Peerless Pump shall collect and analyze data to demonstrate the suitability and effectiveness of this Quality Management System and evaluate where continual improvements of the effectiveness of the Quality Management System can be made.

8.5 Improvement

8.5.1 Continual Improvement

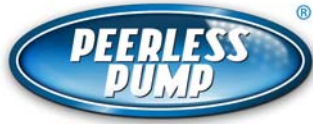
Peerless Pump shall continually improve the effectiveness of the Quality Management System using at least the following: The Quality Policy; Quality Objectives; Audit results; Analysis of data; Corrective and Preventive actions, and; Management review.

8.5.2 Corrective Action

Peerless Pump shall take action to eliminate the causes of nonconformities in order to prevent recurrence. Corrective actions shall be appropriate to the effects of the nonconformities encountered.

8.5.3 Preventive Action

Peerless Pump shall take action to eliminate the causes of potential nonconformities in order to prevent their occurrence. Preventive actions shall be appropriate to the effect of the potential problem.



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Revision Record

Rev.	Date	Changed By	Approved By	Description of Change
0	8-1-2003			Initial Release of the ISO 9001: 2000 Manual
1	9-29-2003	Amy Mahoney	Dean Douglas	Revision Change for QS 5.6
2	1-9-2004	Amy Mahoney	Dean Douglas	Added Quality Objectives to the documentation numbering system as Q 3.0 and Revision Change for Q 4.0 & Q 5.0
3	6-25-2004	Amy Mahoney	Dean Douglas	Revision Change to QS 5.2
4	7-8-2004	Amy Mahoney	Dean Douglas	Revision Change to Q 3.0
5	7-23-2004	Amy Mahoney	Dean Douglas	Revision Change to Q 5.0
6	1-5-2005	Jim Longshore	Dean Douglas	Revision Change to QS 7.3
7	5-25-2005	Amy Mahoney	Dean Douglas	Revision Change to Q 5.0
8	10-19-2005	Amy Mahoney	Dean Douglas	Revision Change to QS 5.1
9	11-9-2005	Amy Mahoney	Dean Douglas	Revision Change to Q 5.0
10	4-10-2006	Amy Mahoney	Dean Douglas	Rev Change to Q 5.0
11	11-2-2006	Amy Mahoney	Dean Douglas	Rev Change to Q 5.0
12	1-15-2007	Amy Mahoney	Dean Douglas	Rev Change to Q 5.0
13	2-26-2008	Amy Mahoney; ISO Manager	Dean Douglas; President/CEO	Obsoleted Q 4.0 Company Profile; Rev Change to Q 5.0
14	4-23-2008	Amy Mahoney; ISO Manager	Dean Douglas; President/CEO	Rev Change to Q 5.0
15	6-18-2008	Tim Hughes ISO Manager	Dean Douglas; President/CEO	Rev Change to Q 5.0
16	1-22-2009	Tim Hughes; ISO Manager	Dean Douglas; President/CEO	Complete overhaul to combine all individual policy documents into one Policies Manual.
17	3-9-2009	Tim Hughes Quality Manager	Dean Douglas; President/CEO	Update language for 2008 revision
18	5-5-2010	Amy Mahoney; ISO Rep	Andrew Warrington; President	Had it re-approved by new president.