

WHAT IS
SCIENCE
WITHOUT
CARE?

ISO 9001:2015

QUALITY MANUAL

Revision C

Because we want you to achieve the highest levels of performance, KYZEN connects care with leading science to continuously improve, problem solve and create the most effective cleaning solutions to suit your specific needs.

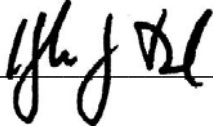
KYZEN is an ISO 9001:2015 certified company.

Document Approval

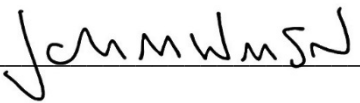
Title: Quality Management System Manual

Document No. Q-440

Approval of this document verifies that it has been thoroughly reviewed and all required changes implemented.

Department Manager: 

Date: 08-16-2016

MR / QSM: 

Date: 08-16-2016

Change Log

Revision	Affected Pages	Description/Reason	Issue Date
A	All	Initial Release	04-2011
B	All	Continuous Improvement Changes	08-2013
C	All	Conversion to ISO9001:2015 standaard	08-2016

SCOPE

This manual describes the quality management system used by KYZEN Corporation ("KYZEN"), a Tennessee corporation with its principal place of business at 430 Harding Industrial Drive, Nashville, Tennessee, 37211, USA, with international operation facilities in Europe, Malaysia and China:

- KYZEN BvBA, Vliegplein 14B, 9990 Maldegem, Belgium
- KYZEN Sdn. Bhd., Plot 47, Hilir Sungai Keluang 2, Bayan Lepas, 11900 Penang, Malaysia
- Shanghai KYZEN Cleaning Materials Co., Ltd., 4533 Baoqian Road, Building 3 (Plant F), Jiading, Shanghai China 201806

KYZEN participates in the research, development, manufacture and sales of precision cleaning chemistries, processes and related services for various electronics and industrial sectors worldwide. It is the intent of the Management Team ("MT") to establish a system that drives consistency, customer satisfaction and continual improvement. Documentation to support the system has been created and will continue to be improved upon as we strive to meet customer and organizational needs. KYZEN's quality management system is designed in accordance with the requirements defined in ISO 9001: 2015 and the MT ensures effectiveness of the system and compliance to the standard. In some sections of this manual, the word "includes" is used to indicate that KYZEN will meet the intent of the applicable "Shall" from ISO 9001:2015.

1.0 REFERENCE

1.1 Normative

1.1.1 The quality management system was established to meet the requirements of ISO 9001:2015 Quality Management Systems-Requirements, our customers, interested parties and the organization. The Quality Management System Manual and procedures retain a numbering scheme correlated directly to ISO 9001:2015.

1.2 References

1.2.1 Throughout this Business Management System Manual the following documents are used or referenced:

ISO 9001: 2015 Quality Management Systems-Requirements

P-715 Monitoring and Measuring Resources

P-720 Competence

P-753 Control of Documented Information

P-820 Requirements for Products and Services

P-830 Design and Development

P-840 Control of Externally Provided Processes, Products and Services

P-870 Control of Nonconforming Outputs

P-920 Internal Audit

P-102 Nonconformity and Corrective Action

Appendix A Process Flowchart

Appendix B Organization Chart

2.0 TERMS AND DEFINITIONS

The following terms, definitions and abbreviations are used throughout this quality manual:

- Organization KYZEN
- QMS KYZEN Quality Management System
- Supplier KYZEN Supplier
- MT KYZEN Management Team

4.0 CONTEXT OF THE ORGANIZATION

4.1 Understanding the Organization and its context

KYZEN has determined the external and internal issues that are relevant to our purpose, strategic direction and that affect the ability to achieve KYZEN's intended results of the QMS.

KYZEN monitors and reviews information about these external and internal issues.

4.2 Understanding the needs and expectation of interested parties

Due to the effect or potential effect on KYZEN's ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, KYZEN has determined:

- a) The interested parties that are relevant to the QMS on Appendix A, Process Flow.
- b) The requirements of KYZEN's interested parties that are relevant to our QMS.

KYZEN monitors and reviews information about these interested parties and their relevant requirements.

4.3 Determining the scope of the quality management system

KYZEN has determined the boundaries and applicability of our QMS to establish the scope.

When determining our scope, KYZEN considered:

- a) The external and internal issues referred to in section 4.1;
- b) The requirements of the relevant interested parties referred to 4.2;
- c) The products and services that KYZEN offers.

KYZEN has applied all the requirements of ISO 9001:2015 when the requirements are applicable to the determined scope of our QMS.

The scope of KYZEN is defined in section 1.0 of this manual. Our scope states the types of products and services covered, and provides justification for any requirement of ISO 9001:2015 that KYZEN has determined is not applicable to the scope of our QMS.

Conformity to ISO 9001:2015 is claimed because the requirements determined as not being applicable to KYZEN's QMS, do not affect our ability or responsibility to ensure the conformity of product/services and the enhancement of customer satisfaction.

4.4 Quality management system and its processes

4.4.1 KYZEN has established, implemented, maintained and continually improved the QMS, including the processes needed and their interactions (Appendix B) in accordance with the requirements of ISO 9001:2015.

KYZEN has determined the processes needed for the QMS and their application. KYZEN has:

- a) Determined the inputs required and the outputs expected from our processes;
- b) Determined the sequence and interaction of these processes;

- c) Determined and applied the criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation and control of these processes;
- d) Determined the resources needed for these processes and ensure their availability;
- e) Assigned the responsibilities and authorities for these processes;
- f) Addressed the risks and opportunities as determined in accordance with the requirements listed in section 6.1;
- g) Evaluated these processes and implement any changes needed to ensure that these processes achieve their intended results;
- h) Improved the processes and QMS.

4.4.2 To the extent necessary KYZEN has:

- a) Maintained documented information to support the operation of our processes;
- b) Retained documented information to have confidence that the processes are being carried out as planned.

5.0 LEADERSHIP

5.1 Leadership and commitment

5.1.1 General

The top management of KYZEN has demonstrated leadership and commitment with respect to the QMS by:

- a) Taking accountability for the effectiveness of the QMS;
- b) Ensuring that the quality policy and quality objectives are established for the QMS and are compatible with the context and strategic direction of KYZEN;
- c) Ensuring the integration of the QMS requirements into KYZEN's business processes;
- d) Promoting the use of the process approach and risk-based thinking;
- e) Ensuring that the resources needed for the QMS are available;
- f) Communicating the importance of effective quality management and of conforming to the QMS requirements;
- g) Ensuring the QMS achieves its intended results;
- h) Engaging, directing and supporting personnel to contribute to the effectiveness of the QMS;
- i) Promoting improvement;
- j) Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

5.1.2 Customer focus

Top management at KYZEN has demonstrated leadership and commitment with respect to customer focus by ensuring that:

- a) Customer and applicable statutory and regulatory requirements are determined, understood and consistently met;
- b) The risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;
- c) The focus on enhancing customer satisfaction is maintained.

5.2 POLICY

5.2.1 Establishing the quality policy

KYZEN top management has established, implemented and maintains a quality policy that:

- a) Is appropriate to the purpose and context of KYZEN and supports our strategic direction;
- b) Provides a framework for setting quality objectives;
- c) Includes a commitment to satisfy applicable requirements;
- d) Includes a commitment to continually improve the QMS.

The policy of KYZEN is:

KYZEN QUALITY POLICY STATEMENT

KYZEN Corporation manufactures high-quality products, exceeding customer expectations through on-time shipping, new product development and continuous improvement.

5.2.2 Communicating the quality policy

Our quality policy is:

- a) available as documented information;
- b) communicated, understood and applied within KYZEN;
- c) available to relevant interested parties, as appropriate

5.3 Organizational roles, responsibility and authorities

Top management shall ensure that the responsibilities and authorities for relevant roles are assigned, communicated and understood within the organization.

Top management shall assign the responsibility and authority for:

- a) ensuring that the quality management system conforms to the requirements of this International Standard;
- b) ensuring that the processes are delivering their intended outputs;
- c) reporting on the performance of the quality management system, on opportunities for improvement and on the need for change or innovation, and especially for reporting to top management;
- d) ensuring the promotion of customer focus throughout the organization;
- e) ensuring that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

Appendix B, the organizational chart, the manual, procedures, work instructions and job descriptions define KYZEN authorities and responsibilities.

6.0 PLANNING

6.1 Actions to address risks and opportunities

6.1.1 When planning for the quality management system, KYZEN considers the issues referred to in 4.1 and the requirements referred to in 4.2 and determine the risks and opportunities that need to be addressed to:

- a) give assurance that the quality management system can achieve its intended result(s);
- b) prevent, or reduce, undesired effects;
- c) achieve improvement.

6.1.2 KYZEN PLANS:

- a) actions to address these risks and opportunities;
- b) how to:
 - 1) integrate and implement the actions into its quality management system processes (see 4.4);
 - 2) evaluate the effectiveness of these actions.

Actions taken to address risks and opportunities shall be proportionate to the potential impact on the conformity of products and services.

6.2 Quality Objectives and planning to achieve them

6.2.1 KYZEN has established quality objectives at relevant functions, levels and processes.

The quality objectives are:

- CUSTOMER SATISFACTION;
- NEW PRODUCT DEVELOPMENT;
- ON-TIME SHIPPING
- CONTINUAL IMPROVEMENT

These objectives are:

- a) consistent with the quality policy,
- b) measurable;
- c) take into account applicable requirements;
- d) relevant to conformity of products and services and the enhancement of customer satisfaction;
- e) monitored;
- f) communicated;
- g) updated as appropriate.

KYZEN retains documented information on the quality objectives.

6.2.2

When planning how to achieve its quality objectives, KYZEN determines:

- a) what will be done;
- b) what resources will be required;
- c) who will be responsible;
- d) when it will be completed;

- e) how the results will be evaluated.

6.3 Planning of Changes

When KYZEN determines the need for change to the quality management system (see 4.4) the change shall be carried out in a planned and systematic manner.

KYZEN considers:

- a) the purpose of the change and any of its potential consequences;
- b) the integrity of the quality management system;
- c) the availability of resources;
- d) The allocation or reallocation of responsibilities and authorities.

7 SUPPORT

7.1 Resources

7.1.1 General

The organization shall determine and provide the resources needed for the establishment, implementation, maintenance and continual improvement of the quality management system. The organization shall consider:

- a) the capabilities of, and constraints on, existing internal resources;
- b) What needs to be obtained from external providers.

7.1.2 People

To ensure that the organization can consistently meet customer and applicable statutory and regulatory requirements, the organization shall provide the persons necessary for the effective operation of the quality management system, including the processes needed.

7.1.3 Infrastructure

The organization shall determine, provide and maintain the infrastructure for the operation of its processes to achieve conformity of products and services.

7.1.4 Environment for the operation of processes

The organization shall determine, provide and maintain the environment necessary for the operation of its processes and to achieve conformity of products and services.

7.1.5 Monitoring and measuring resources

7.1.5.1 General

Where monitoring or measuring is used for evidence of conformity of products and services to specified requirements KYZEN determines the resources needed to ensure valid and reliable monitoring and measuring results.

The organization shall ensure that the resources provided:

- a) are suitable for the specific type of monitoring and measurement activities being undertaken;
- b) Are maintained to ensure their continued fitness for their purpose.

The organization shall retain appropriate documented information as evidence of fitness for purpose of monitoring and measurement resources.

7.1.5.2 Measurement Traceability

Where measurement traceability is: a statutory or regulatory requirement; a customer or relevant interested party expectation; or considered by the organization to be an essential part of providing confidence in the validity of measurement results; measuring instruments shall be:

- a) verified or calibrated at specified intervals or prior to use against measurement standards traceable to international or national measurement standards. Where no such standards exist, the basis used for calibration or verification shall be retained as documented information;
- b) identified in order to determine their calibration status;
- c) Safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results.

The organization shall determine if the validity of previous measurement results has been adversely affected when an instrument is found to be defective during its planned verification or calibration, or during its use, and take appropriate corrective action as necessary. This process is defined in P-715, Monitoring and Measuring Resources and P-102, Nonconformity and Corrective Action.

7.1.6 Organizational Knowledge

The organization shall determine the knowledge necessary for the operation of its processes and to achieve conformity of products and services.

This knowledge shall be maintained, and made available to the extent necessary.

When addressing changing needs and trends, the organization shall consider its current knowledge and determine how to acquire or access the necessary additional knowledge and required updates.

7.2 Competence

The organization shall:

- a) determine the necessary competence of person(s) doing work under its control that affects its quality performance;
- b) ensure that these persons are competent on the basis of appropriate education, training, or experience;
- c) where applicable, take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken;
- d) Retain appropriate documented information as evidence of competence.

This process is performed per P-720, Competence.

7.3 Awareness

Persons doing work under the organization's control shall be aware of:

- a) the quality policy;
- b) relevant quality objectives;
- c) their contribution to the effectiveness of the quality management system, including the benefits of improved quality performance;
- d) The implications of not conforming with the quality management system requirements.

7.4 Communication

The organization shall determine the internal and external communications relevant to the quality management system including:

- a) on what it will communicate;
- b) when to communicate;
- c) with whom to communicate;
- d) How to communicate.

7.5 Documented Information

7.5.1 General

The organization's quality management system shall include:

- a) documented information required by this International Standard;
- b) Documented information determined by the organization as being necessary for the effectiveness of the quality management system. The QMS documentation and records are controlled per P-753, Control of Documented Information and the Master Index and Record Matrix.

7.5.2 Creating and Updating

When creating and updating documented information the organization shall ensure appropriate:

- a) identification and description (e.g. a title, date, author, or reference number);
- b) Format (e.g. Language, software version, graphics) and media (e.g. Paper, electronic);
- c) review and approval for suitability and adequacy.

7.5.3 Control of Documented Information

7.5.3.1 Documented information required by the quality management system and by this International Standard shall be controlled to ensure:

- a) it is available and suitable for use, where and when it is needed;
- b) It is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).

7.5.3.2 For the control of documented information, the organization shall address the following activities, as applicable:

- a) distribution, access, retrieval and use;
- b) storage and preservation, including preservation of legibility;
- c) control of changes (e.g. version control);
- d) Retention and disposition.

Documented information of external origin determined by the organization to be necessary for the planning and operation of the quality management system shall be identified as appropriate, and controlled.

Documented information retained as evidence of conformity shall be protected from unintended alterations.

8 OPERATION

8.1 Operational Planning and Control

The organization shall plan, implement and control the processes, as outlined in 4.4, needed to meet requirements for the provision of products and services and to implement the actions determined in 6.1, by:

- a) determining requirements for the product and services;
- b) establishing criteria for the processes and for the acceptance of products and services;
- c) determining the resources needed to achieve conformity to product and service requirements;
- d) implementing control of the processes in accordance with the criteria;
- e) retaining documented information to the extent necessary to have confidence that the processes have been carried out as planned and to demonstrate conformity of products and services to requirements.

The output of this planning shall be suitable for the organization's operations.

The organization shall control planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.

The organization shall ensure that outsourced processes are controlled in accordance with 8.4.

8.2 Requirements for Products and Services

8.2.1 Customer Communication

KYZEN communications with customers includes:

- a) information relating to products and services;
- b) enquiries, contracts or order handling, including changes;
- c) obtaining customer views and perceptions, including customer complaints;
- d) the handling or controlling of customer property, if applicable;
- e) specific requirements for contingency actions, when relevant.

8.2.2 Determining the requirements for Products and Services

When determining the requirements for the products and services to be offered to our customers, KYZEN follows P-820, Requirements for Products and Services and ensures that:

- a) the requirements for the product and service is defined, including:
 - 1) any applicable statutory and regulatory requirements;
 - 2) those considered necessary by KYZEN.
- b) KYZEN can meet the claims for the products and services we offer.

8.2.3 Review of the Requirements for Products and Services

8.2.3.1 KYZEN ensures that it has the ability to meet the requirements for products and services to be offered to our customers. KYZEN conducts a review before committing to supply products and services to a customer and this review includes, but is not limited to:

- a) requirements specified by our customers, including the requirements for delivery and post-delivery activities;
- b) requirements not stated by the customer, but necessary for the specified or intended use, when known;
- c) requirements specified by KYZEN

- d) statutory and regulatory requirements applicable to the products and services;
- e) contract or order requirements differing from those previously expressed.

KYZEN ensures that contract or order requirements differing from those previously defined are resolved.

Customer requirements are confirmed by KYZEN before acceptance, when our customer does not provide a documented statement of their requirements.

8.2.3.2 KYZEN retains documented information, as applicable on the results of the review and on any new requirements for the product or service.

8.2.4 Changes to Requirements for Products and Services

KYZEN ensures that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.

8.3 Design and Development of Products and Services

8.3.1 General

KYZEN has established, implemented and maintained a design and development process that is appropriate to ensure the subsequent provision of products and services per P-830, Design and Development.

8.3.2 Design and development planning

In determining the stages and controls for design and development, KYZEN has considered:

- a) the nature, duration and complexity of the design and development activities;
- b) the required process stages, including applicable design and development reviews;
- c) the required design and development verification and validation activities;
- d) the responsibilities and authorities involved in the design and development process;
- e) the internal and external resource needs for the design and development of products and services;
- f) the need to control interfaces between persons involved in the design and development process;
- g) the need for involvement of customers and users in the design and development process;
- h) the requirements for subsequent provision of products and services;
- i) the level of control expected for the design and development process by customers and other relevant interested parties;
- j) the documented information needed to demonstrate that design and development requirements have been met.

8.3.3 Design and development inputs

KYZEN determines the requirements essential for the specific types of products and services to be designed and developed.

KYZEN considers:

- a) functional and performance requirements;
- b) information derived from previous similar design and development activities;
- c) statutory and regulatory requirements;
- d) standards or codes of practice that the organization has committed to implement;
- e) potential consequences of failure due to the nature of the products and services.

Inputs shall be adequate for design and development purposes, complete and unambiguous.

Conflicting design and development inputs shall be resolved.

KYZEN retains documented information on design and development inputs.

8.3.4 Design and development controls

KYZEN applies controls to the design and development process to ensure that:

- a) the results to be achieved are defined;
- b) reviews are conducted to evaluate the ability of the results of design and development to meet requirements;
- c) verification activities are conducted to ensure that the design and development outputs meet the input requirements;
- d) validation activities are conducted to ensure that the resulting products and services meet the requirements for the specified application or intended use;
- e) any necessary actions are taken on problems determined during the reviews, or verification and validation activities;
- f) documented information of these activities is retained.

8.3.5 Design and development outputs

KYZEN ensures that design and development outputs:

- a) meet the input requirements;
- b) are adequate for the subsequent processes for the provision of products and services;
- c) include or reference monitoring and measuring requirements, as appropriate, and acceptance criteria;
- d) specify the characteristics of the products and services that are essential for their intended purpose and their safe and proper provision.

KYZEN retains documented information on design and development outputs.

8.3.6 Design and development changes

KYZEN identifies, reviews and controls changes made during, or subsequent to, the design and development of products and services, to the extent necessary to ensure that there is no adverse impact on conformity to requirements.

KYZEN retains documented information on:

- a) design and development changes;
- b) the results of reviews;
- c) the authorization of the changes;
- d) the actions taken to prevent adverse impacts.

8.4 Control of Externally provided Processes, Products and Services

8.4.1 General

The organization shall ensure that externally provided processes, products, and services conform to specified requirements.

The organization shall apply the specified requirements for the control of externally provided products and services when:

- a) products and services are provided by external providers for incorporation into the organization's own products and services;
- b) products and services are provided directly to the customer(s) by external providers on behalf of the organization;
- c) A process or part of a process is provided by an external provider as a result of a decision by the organization to outsource a process or function.

KYZEN has established and applied criteria for the evaluation, selection, monitoring of performance and re-evaluation of external providers based on their ability to provide processes or products and services in accordance with our specified requirements.

The organization shall retain appropriate documented information of the results of the evaluations, monitoring of the performance and reevaluations of the external providers.

8.4.2 Type and Extent of Control

KYZEN ensures that externally provided processes, products and services do not adversely affect KYZEN's ability to consistently deliver conforming products and services to our customers.

KYZEN ensures that externally provided processes remain within the control of our QMS. KYZEN defines both the controls that it intends to apply to our external provider and those it intends to apply to the resulting output.

KYZEN takes into consideration the potential impact of the externally provided process, product and service on our ability to consistently meet customer and applicable statutory and regulatory requirements. In addition KYZEN monitors the effectiveness of the controls applied by our external providers.

KYZEN has determined the verification or other activities necessary to ensure that the externally provided process, product or service meets requirements. This control is done per P-840, Control of Externally Provided Processes, Products, and Services.

8.4.3 Information for External Providers

KYZEN ensures the adequacy of requirements prior to their communication to our external provider.

KYZEN communicates to external providers its requirements for the processes, products and services to be provided. The approval of products and services, methods, processes and equipment, the

release of products and services. Competence, including any required qualification of persons, the external providers' interactions with KYZEN. The control and monitoring of the external providers performance to be applied by KYZEN. If applicable, the verification or validation activities that KYZEN or our customer intend to perform at the external providers premises. This interaction is performed per P-840, Control of Externally Provided Processes, Products, and Services. Records of the control of external providers are maintained per P-753, Control of Documentation and the Master Index and Records Matrix.

8.5 Production and Service Provision

8.5.1 Control of Production and Service Provision

KYZEN has implemented controlled conditions for production and service provision. Controlled conditions include as applicable:

- a) the availability of documented information that defines the characteristics of the products and services;
- b) the availability of documented information that defines the activities to be performed and the results to be achieved;
- c) monitoring and measurement resources and activities at appropriate stages to verify that criteria for control of processes and process outputs, and acceptance criteria for products and services, have been met.
- d) the use, and control of suitable infrastructure and process environment;
- e) the implementation of actions to prevent human error when possible.
- f) the competence and, where applicable, required qualification of persons;
- g) the validation, and periodic revalidation, of the ability to achieve planned results of any process for production and service provision where the resulting output cannot be verified by subsequent monitoring or measurement;
- h) The implementation of release, delivery and post-delivery activities.

8.5.2 Identification and Traceability

Where necessary to ensure conformity of products and services, KYZEN uses suitable means to identify process outputs.

KYZEN identifies the status of process outputs with respect to monitoring and measurement requirements throughout production and service provision.

Where traceability is a requirement, the organization shall control the unique identification of the process outputs, and retain any documented information necessary to maintain traceability.

8.5.3 Property belonging to Customers or External Providers

KYZEN exercises care with property belonging to our customers or external providers while it is under the control or being used by KYZEN. Our QMS provides for the identification, verification, protection and safeguarding the customer's or external provider's property provided for use or incorporation into the products and services.

When property of the customer or external provider is incorrectly used, lost, damaged or otherwise found to be unsuitable for use, KYZEN will report this to the customer or external provider.

8.5.4 Preservation

The organization shall ensure preservation of process outputs during production and service provision, to the extent necessary to maintain conformity to requirements.

8.5.5 Post-delivery Activities

In determining the extent of post-delivery activities that are required, KYZEN has considered:

- a) statutory and regulatory requirements
- b) the risks associated with the products and services;
- c) the nature, use and intended lifetime of the products and services;
- d) customer requirements;
- e) customer feedback.

8.5.6 Control of Changes

KYZEN reviews and controls changes for production or service provision to extent necessary to ensure continuing conformity with requirements.

KYZEN retains documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising for the review.

8.6 Release of Products and Services

KYZEN has implemented the planned arrangements at appropriate stages to verify that product and service requirements have been met. Evidence of conformity with the acceptance criteria is retained.

The release of products and services to the customer does not proceed until the planned arrangements for verification of conformity have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer. Documented information shall provide traceability to the person(s) authorizing release of products and services for delivery to the customer. Records are maintained per P-753, Control of Documented Information and the Master Index and Records Matrix.

8.7 Control of Nonconforming Outputs

8.7.1 KYZEN ensures process outputs, products and services that do not conform to requirements are identified and controlled to prevent their unintended use or delivery per P-870, Control of Nonconforming Outputs.

KYZEN takes appropriate corrective actions based on the nature of the nonconformity and its impact on the conformity of products and services we provide. This applies also to nonconforming products and services detected after delivery of the products or during the provision of the service.

As applicable, KYZEN deals with nonconforming process outputs, products and services in one or more of the following ways:

- a) correction;
- b) segregation, containment, return or suspension of provision of products and services;
- c) informing the customer;
- d) obtaining authorization for:
 - use "as-is";
 - release, continuation or re-provision of the products and services acceptance under concession.

Where nonconforming process outputs, products and services are corrected, conformity to the requirements are verified by KYZEN.

8.7.2 KYZEN retains documented information that describes the nonconformity, actions taken on nonconforming process outputs, products and services, including on any concessions obtained and on the person or authority that made the decision regarding dealing with the nonconformity. The process and records of actions regarding Nonconforming is performed per P-870, Control of Nonconforming Outputs, P-753, Control of Documented Information and the Master Index and Record Matrix.

9 PERFORMANCE EVALUATION

9.1 Monitoring, Measurement, Analysis and Evaluation

9.1.1 General

KYZEN has determined:

- a) what needs to be monitored and measured;
- b) the methods for monitoring, measurement, analysis and evaluation, as applicable, to ensure valid results;
- c) when the monitoring and measuring shall be performed;
- d) When the results from monitoring and measurement shall be reviewed and evaluated.

During Management Review activities the QMS is evaluated for performance and effectiveness.

KYZEN ensures that monitoring and measurement activities are implemented in accordance with the determined requirements and in our QMS we retain appropriate documented information as evidence of the results.

9.1.2 Customer Satisfaction

We monitor customer perceptions of the degree to which their needs and expectations have been fulfilled. This may include, but is not limited to: Customer Surveys, Customers communications and/or feedback, market share analysis, compliments, warranty claims and dealer reports.

9.1.3 Analysis and Evaluation

KYZEN reviews and evaluates appropriate data and information arising from monitoring, measurement and other sources, this is primarily done during Management Reviews and as needed.

The output of analysis and evaluation is used to:

- a) demonstrate conformity of products and services to requirements;
- b) assess and enhance customer satisfaction;
- c) ensure conformity and effectiveness of the quality management system;
- d) demonstrate that planning has been successfully implemented;
- e) assess the effectiveness of actions taken to address risks and opportunities;
- f) assess the performance of external provider(s);
- g) Determine the need or opportunities for improvements within the quality management system.

9.2 Internal Audit

9.2.1 KYZEN conducts internal audits at planned intervals to provide information on whether the QMS;

a) conforms to:

- 1) our requirements for its quality management system;
- 2) the requirements of ISO 9001:2015;

b) is effectively implemented and maintained.

9.2.2 P-920, Internal Audit defines the controls for the following:

- a) To plan, establish, implement and maintain an audit program(s) including the frequency, methods, responsibilities, planning requirements and reporting, which shall take into consideration the quality objectives, the importance of the processes concerned, customer feedback, changes impacting on the organization, and the results of previous audits;
- b) define the audit criteria and scope for each audit;
- c) select auditors and conduct audits to ensure objectivity and the impartiality of the audit process;
- d) ensure that the results of the audits are reported to relevant management;
- e) take necessary correction and corrective actions without undue delay;
- f) Retain documented information as evidence of the implementation of the audit program and the audit results.

9.3 Management Review

9.3.1 General

KYZEN top management shall reviews the QMS, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of KYZEN.

9.3.2 Management Review Inputs

The management review is planned and carried out taking into consideration:

- a) the status of actions from previous management reviews;
- b) changes in external and internal issues that are relevant to the quality management system including its strategic direction;
- c) information on the quality performance, including trends and indicators for:
- d) nonconformities and corrective actions;
- e) monitoring and measurement results;
- f) audit results;
- g) customer satisfaction;
- h) issues concerning external providers and other relevant interested parties;
- i) adequacy of resources required for maintaining an effective quality management system;
- j) process performance and conformity of products and services;
- k) the effectiveness of actions taken to address risks and opportunities (see clause 6.1);
- l) new potential opportunities for continual improvement.

F-920001, the Management Review form provides the requirements for all inputs into the review of the QMS

9.3.3 Management Review Outputs

The outputs of the management reviews include decisions and actions related to:

- a) continual improvement opportunities;
- b) any need for changes to the quality management system, including resource needs.

KYZEN retains documented information as evidence of the results of management reviews per P-753, Control of Documented Information and the Master Index and Records Matrix.

10 IMPROVEMENT

10.1 General

KYZEN determines and selects opportunities for improvement and implements necessary actions to meet customer requirements and enhance our customer's satisfaction. These include

- a) improving products and services to meet requirements as well as to address future needs and expectations;
- b) correcting, preventing or reducing undesired effects;
improving the performance of our QMS.

10.2 Nonconformity and Corrective Action

10.2.1 When a nonconformity occurs, including those arising from complaints, KYZEN performs Corrective Actions per P-102, Nonconformity and Corrective Action, our process is to:

- a) react to the nonconformity, and as applicable:
 - 1) take action to control and correct it;
 - 2) deal with the consequences;
- b) evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:
 - 1) reviewing and analyzing the nonconformity;
 - 2) determining the causes of the nonconformity;
 - 3) determining if similar nonconformities exist, or could potentially occur;
 - c) implement any action needed;
 - d) review the effectiveness of any corrective action taken;
 - e) update risks and opportunities determined during planning, if necessary;
 - f) make changes to the quality management system, if necessary.

Corrective actions are appropriate to the effects of the nonconformities encountered.

10.2.2 KYZEN retains documented information as evidence of:

- a) the nature of the nonconformities and any subsequent actions taken;
- b) the results of any corrective action.

10.3 Continual Improvement

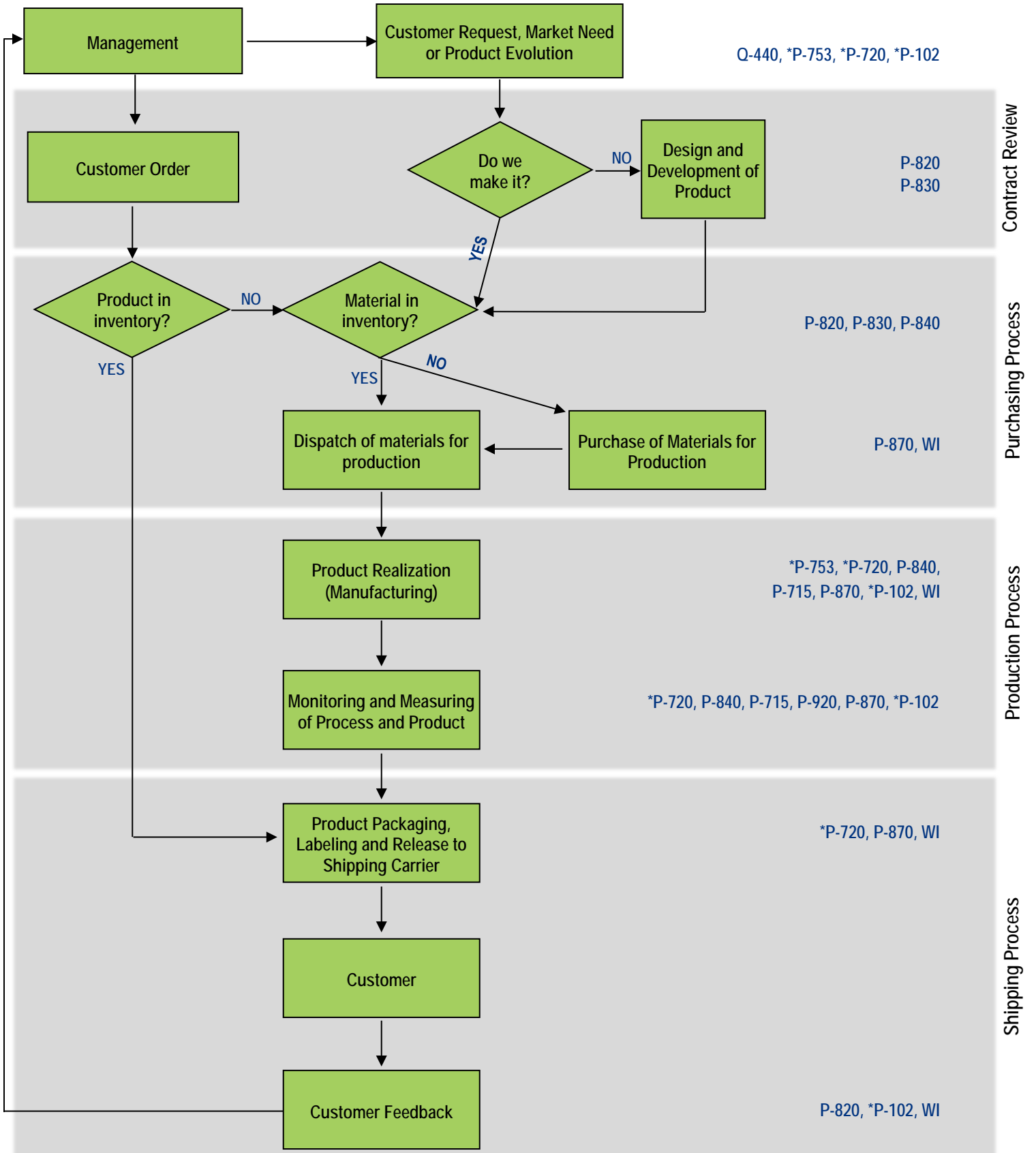
KYZEN continually improves the suitability, adequacy and effectiveness of the QMS.

The results of analysis/evaluation, and the outputs from our Management Reviews are used to determine if there are needs or opportunities that shall be addressed as part of continual improvement.

Continual Records are maintained per P-753, Control of Documented Information and the Master Index and Records Matrix.

APPENDIX A: PROCESS FLOW

Overall Process Flow with Associated Documentation



* These procedures apply for all processes | WI- Work Instructions

ISO Elements	Process	IDENTIFICATION OF RISK(S)	Risk Management	Interested Parties	Inputs	Outputs	Effectiveness Measurement
5.1.2, 8.1, 8.2, 9.1.2, 10.2	Contract Review Sub-Processes: Quoting, Order handling, Amendment to contract, Customer communication, Design and Development		Detailed review of customer requirements, Order Acknowledgement, Customer Communication	Owner, Employees, Customers, Vendors, Community	Customer Requirements, Customer RFQ's, Customer's Purchase Orders, Customer Drawings, P-820, Statutory and Regulatory requirements. GTC requirements	Quotes, Correct Customer Order, defined Customer Requirements	Customer Feedback for trends, Log for trends, Customer Surveys for goal of above average, On-Time Delivery Records, Corrective Actions for trends, Quality Objective data, Profitability data.
8.2, 8.4., 8.6., 8.7, 9.1.3, 10.2	Purchasing Sub-Processes: Supplier selection, evaluation and re-evaluation, Purchase Order placement, Verification of Purchased Product		Vendor Evaluation, Purchasing Information, Incoming Inspection, P-870, P-102	Owner, Employees, Customers, Vendors, Community	Customer Requirements, Customer Drawings, P-820, P-840, Incoming Inspection,	Correct Material, Correct outside process, product or service.	In-Coming Inspection Records for trends, Supplier Evaluation Records for quality and delivery, In-Process Inspection Records for trends, Supplier Corrective Actions for trends, On-Time Delivery, Quality Objective data
7.5.3, 7.2, 7.1.3, 8.1, 8.2, 8.4, 8.5, 7.1.5, 9.1.2, 8.6, 8.7, 10	Production Sub-Processes: Inventory Management, Production Planning, Production (blending), Inspection, Calibration, Equipment Maintenance		Incoming Inspection, Controlled Job Traveler/Inspection Requirements, Calibrated Equipment, P-870, P-102	Owner, Employees, Customers, Community	Customer Requirements, P-753, P-720, P-820, P-715, P-870, P-102, Customer defined Work instructions, KYZEN defined Work Instructions, Correct Material, Trained Employee(s) Maintained Equipement, Calibrated Measuring Equipment,	Correct Finished Product, Product Quality data, Scrap data, Calibration records, Training records,	Customer Feedback for trends, Customer Feedback Log for trends, Quality Objective Graphs for goals, Customer Surveys for goal of above average, On-Time Delivery Records, Inspection Records for trends, Nonconforming Product Records for trends, Corrective Actions for trends
7.5.3, 8.5.4, 9.1.2, 8.6, 10.2	Shipping Sub-Processes: Inventory Management, Packaging, Labeling, Shipping		Training, Packaging/Shipping Requirements, P-870, P-102	Owner, Employees, Customers	Inspection and Traceability Records, Finished Product, Shipping records, Controlled information, Trained Employee(s)	Shipping Records, Finished Product Ready to Ship	Customer Feedback for trends, Customer Feedback Log for trends, Customer Surveys for goal of above average, On-Time Delivery Records Corrective Actions for trends, Quality Objective data

In cases where XXX is listed, it indicates that there are multiple documents or records with this prefix numbering.

