

Helping industry succeed with every turn.

Quality System Manual of B&D Manufacturing

QM-01 Rev (8) February 2011

Ownership of this Manual

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Introduction

Founded in 1980, B&D Manufacturing is a dynamic, private Canadian company that designs, manufactures and distributes innovative products and technologies to increase production and improve safety for industries globally. Originally established as the manufacturer of the locally designed and now globally recognized line of portable align boring machines and accessories, our product line has expanded to include products designed to support mines & mills maintenance, open pit truck maintenance, open pit shovel maintenance and construction maintenance. In addition to our OEM product line, we continue to support a variety of clients with custom design fabrication and manufacturing.

B&D manufacturing also provides on-site repair and rebuild services through our Field Services Division. Our pool of talented customer-driven, skilled professional millwrights, machinists and welders provide our clients with precision work and quick turnarounds.

As our product and service lines have expanded so has the technical abilities of our company. We have parametric 3D solid modelling (AutoDesk Inventor) capabilities, EdgeCAM system, JobBOSS (production & workflow) and uniPoint (quality control) software, and in 2007 relocated to a state of the art 47,000 square foot facility, located in Chelmsford Ontario. The new facility was built with safety, innovation and the environment in mind.

Add in our commitment to customer satisfaction and you can see what makes B&D Manufacturing so exciting. Our customers trust us to provide quality products and a high level of service. As we continue to grow, we will maintain our focus on service, quality and safety. Our goal is to build customer relationships the same way we build products – for the long haul.

Scope of the QMS

The scope of the QMS covers the:

“Design, manufacture and assembly of precision align boring machines, hydraulic and pneumatic rock drill parts and drill repair; provision of custom design, machine and fabrication shop services for the industrial, mining and forestry industries.”

Management's Commitment to the QMS

Upper management has been actively involved in implementing the quality management system (QMS). It has provided the vision and strategic direction for the growth of the QMS, and established quality objectives and the quality policy.

Quality Policy and Objectives

It is the policy of B&D Manufacturing to continually improve our Quality Management System in order to provide high quality, defect free products and services, delivered on time, that meet the needs and expectations of our customers. Every B&D Manufacturing employee has the responsibility and authority to identify opportunities for increasing productivity and reducing costs regarding all aspects of business operations. The B&D Manufacturing management team is committed to the implementation and evaluation of specified, measurable quality objectives and to the regular review of the effectiveness of the Quality Management System to meet our objectives.

Quality Objectives

It is the objective of B&D Manufacturing that we:

1. Provide 100% on-time delivery.
2. Provide superior customer satisfaction & service.
3. Reduce internal scrap and rework.

Processes Supporting the QMS

B&D manufacturing has implemented and manages 20 core processes determined to be necessary in complying with the requirements of the ISO 9001:2008 standard, meeting the objectives of the company and satisfying the requirements of our customers. Upper Management has appointed the Quality Manager as the management representative, who ensures these processes are established, implemented and maintained. Using data analysis and internal auditing, the Quality Manager reports to Upper Management on the performance of the QMS and recommends any necessary improvements to it. Processes are established for communication within the organization. Methods of communicating the effectiveness of the QMS include department and management meetings, management review, posting of reports on company bulletin boards, and other routine business communication.

Quality System Management Processes

- Management Review QM-10
- Training QM-06
- Document Control QM-08, QM-08-1, QM-08-02

Operational Processes

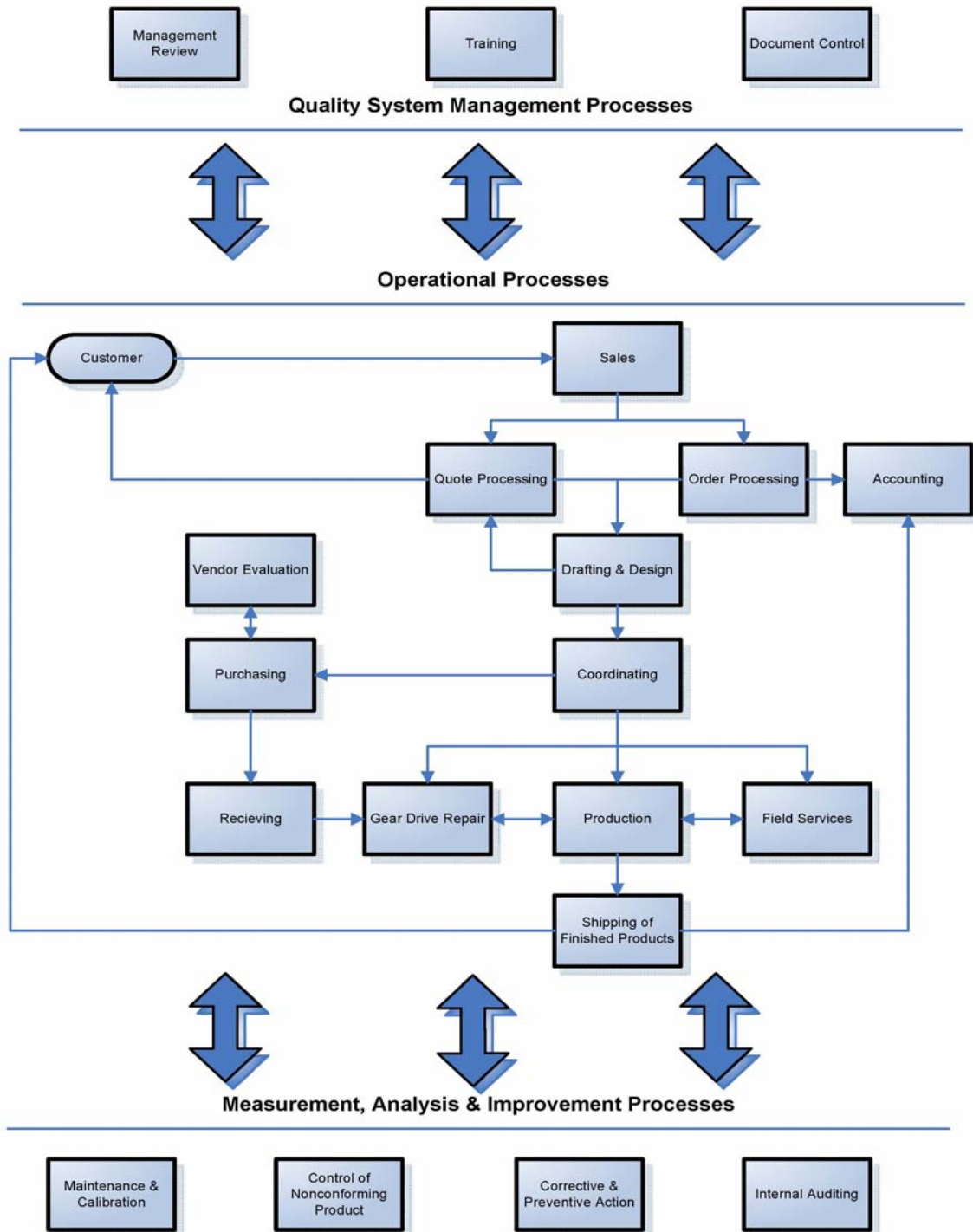
- Sales QM-54
- Quote Processing QM-51
- Order Processing QM-24
- Coordinating QM-53
- Drafting & Design QM-35
- Purchasing QM-22
- Vendor Evaluation QM-
- Receiving QM-21
- Production QM-55
- Gear Drive Repair QM-14, QM-15, QM-16
- Field Services QM-20
- Final Inspection QM-26
- Shipping Finished Products QM-23

Measurement, Analysis & Improvement Processes

- Maintenance & Calibration QM-11
- Control of Nonconforming Product QM-37
- Corrective & Preventive Action QM-12
- Internal Auditing QM-09

Note: QM refers to B&D Manufacturing approved & controlled process documents. These processes may be linked to other sub-processes not referenced in this manual.

The Interaction of the Processes in the QMS



Approval

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