

SMC Corporation of America Quality Manual

ISO9001:2008, revision 16

3/04/2016

Approved: Mark Miller, QA Manager

SMC Corporation of America
Quality Manual

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SMC Indianapolis Certificate of ISO9001:2008 Registration



CERTIFICATE OF APPROVAL

This is to Certify that the Quality Management System of:

SMC Corporation of America
10100 SMC Blvd
Noblesville, IN 46060

has been assessed and approved by Smithers Quality Assessments, Inc., to the following quality management system standards and requirements:

ISO 9001:2008 with Design

The Quality Management System is Applicable to:

The design, manufacture and distribution of pneumatic products and motion control products to specifications agreed upon with SMC sales branches.

Approval
Certificate Number: 02.308.5

Original Approval: November 04, 2002

Current Certificate: July 9, 2014

Certificate Expires: July 8, 2017



The use of the accreditation mark denotes accreditation in respect of those activities covered by the above certificate number.


on behalf of SQA - J. Michael Hochschwender, CEO

The approval is subject to the company maintaining its system to the required standards which will be monitored by Smithers Quality Assessments, Inc., 121 S. Main St. Suite 300, Akron, Ohio 44308, USA



SMC Corporation of America
Scope of the Quality Management System

The model for the SMC Quality Management System is ISO9001:2008 with design.

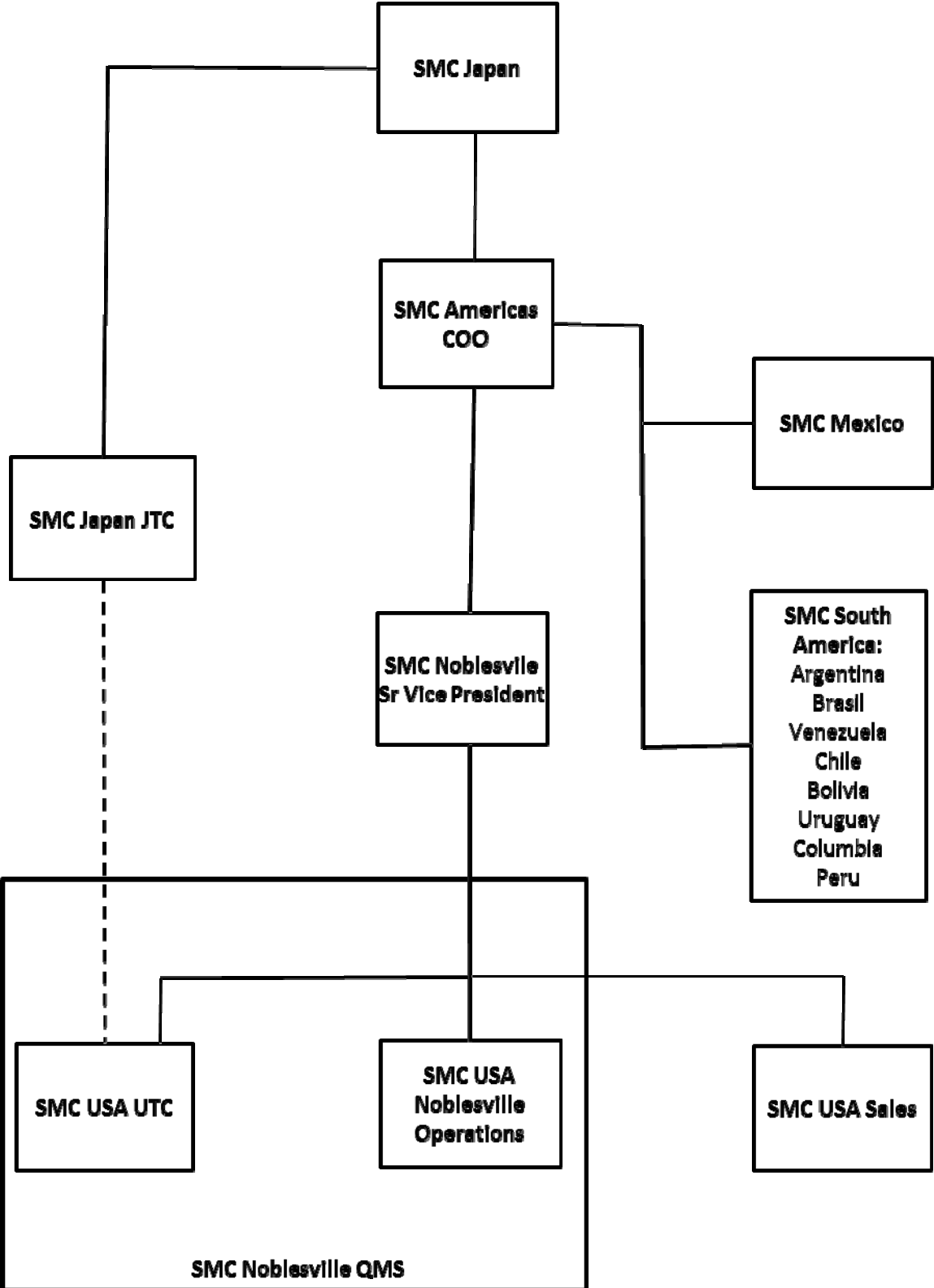
This Quality Management System includes activities that take place at the 10100 SMC Boulevard, Noblesville, Indiana location.

The following activities do not apply to the SMC Noblesville Quality Management System:

- **SMC Sales Organization**
- **Contractual arrangements with customers to perform service**

SMC Corporation of America in Noblesville designs, builds and distributes actuation, directional control and air line products for industrial use.

SMC Americas Organization



SMC Corporation of America

Reference to Documented Quality Management System Procedures

- **QP 4.2.3 - Control of Documents**
- **QP 4.2.4 - Control of Quality Records**
- **QP 5 - Management Responsibility**
- **QP 6.2.2 - Training and Competency**
- **QP 7.3 - Design and Development**
- **QP 8.2.2 - Internal Quality Audits**
- **QP 8.3 - Control of Nonconforming Product**
- **QP 8.5.2 - Corrective Action**
- **QP 8.5.3 - Preventive Action**

SMC Corporation of America

Quality Policy

SMC is committed to comply with applicable requirements and continually improve by bringing together the wisdom of all of SMC's employees and by having the ideas of Customer First and Quality First as our core business structure.

1. **Customer First:** Strive to respond promptly to customer demand and provide service that satisfies the customer.
2. **Plan Initiative:** Each employee shall be devoted to "Quality First" and shall execute the PDCA methodology to improve quality in their areas of responsibility.
3. **Source Control:** In order to establish a quality assurance system using source control, strive to discover and understand problems in the early stages so that they can be resolved quickly.
4. **Full Participation:** Every employee must recognize his/her own responsibility to produce the quality that customers expect. All employees shall act to improve quality.

To achieve these quality policies, establish, maintain and continually improve a quality management system on which all related employees can act. Strive to continually improve these quality policies by maintaining and promoting this system.

SMC Corporation of America
Quality Objectives, established October, 2006


Continuous Improvement in:

- Customer Satisfaction
- Product and Process Quality
- On Time Delivery

SMC Corporation of America
Delegation of Management Representative

Top management of SMC Corporation of America hereby delegates to the local Quality Assurance Manager responsibility and authority that includes:

- Ensuring that processes needed for the quality management system are established implemented and maintained.
- Reporting to top 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


Yoshiki Takada
President/Chief Operating Officer
SMC Corporation of America

9/8/2014
Date

Revision History

Revision #	Revised by:	Reason
0	Redmond	New revision based on the ISO9001:2000 standard
1	Redmond	Change scope and SMC Americas Org Chart
2	Redmond	Improved Quality Objectives
3	Redmond	Update with new ISO certificate
4	Redmond	New interaction chart and Certificate scan.
5	Redmond	Correct Corporate diagram for current state
6	Mondy	<ol style="list-style-type: none"> 1. Corrected corporate diagram – Design Engineering changed to JTC and UTC. Uruguay, Colombia and Peru added to South America operations 2. Interaction chart updated to correct spelling errors and change “Process Operator-are in stock?” decision point to read “Item(s) are in stock?”
7	Miller	Updated to new ISO certificate
8	Miller	Update to new quality policy/objectives
9	Miller	Reviewed manual. Updated ISO9001 certificate. Updated org chart.
10	Miller	Clarified scope (sales description) to match org. chart
11	Miller	Updated ISO9001 certificate, ISO9001 references
12	Miller	Updated address and all references to the Indianapolis facility
13	Miller	Updated delegation of authority letter
14	Miller	Updated to new ISO certificate
15	Miller	Updated Corporate Org chart, updated delegation of authority letter, added customer service to interactions diagram.

16	Miller	Updated ISO9001:2008 certificate—address change of Registrar. Updated quality policy due to wording changes.
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