

SMC Corporation of America Quality Manual

QMS ISO9001:2008, revision 11

5/20/2008

Approved: Mark Miller, QA Manager

SMC Corporation of America
Quality Manual

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SMC Indianapolis Certificate of ISO9001:2008 Registration

Smithers Quality Assessments, Inc.

CERTIFICATE OF APPROVAL

This is to Certify that the Quality Management System of:

SMC CORPORATION OF AMERICA

10100 SMC Boulevard
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 4, 2002

Current Certificate: November 3, 2008

Certificate Expires: November 2, 2011




on behalf of SQA - J. Michael Hochschwendler, President

The use of the accreditation symbol indicates accreditation
in respect of those activities covered by The Accreditation
Certificate Number 02.308.5

The approval is subject to the company maintaining its system to the required standards which will be monitored by
Smithers Quality Assessments, Inc., 425 W. Market St., Akron, Ohio 44303-2099



SMC Corporation of America
Scope of the Quality Management System

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

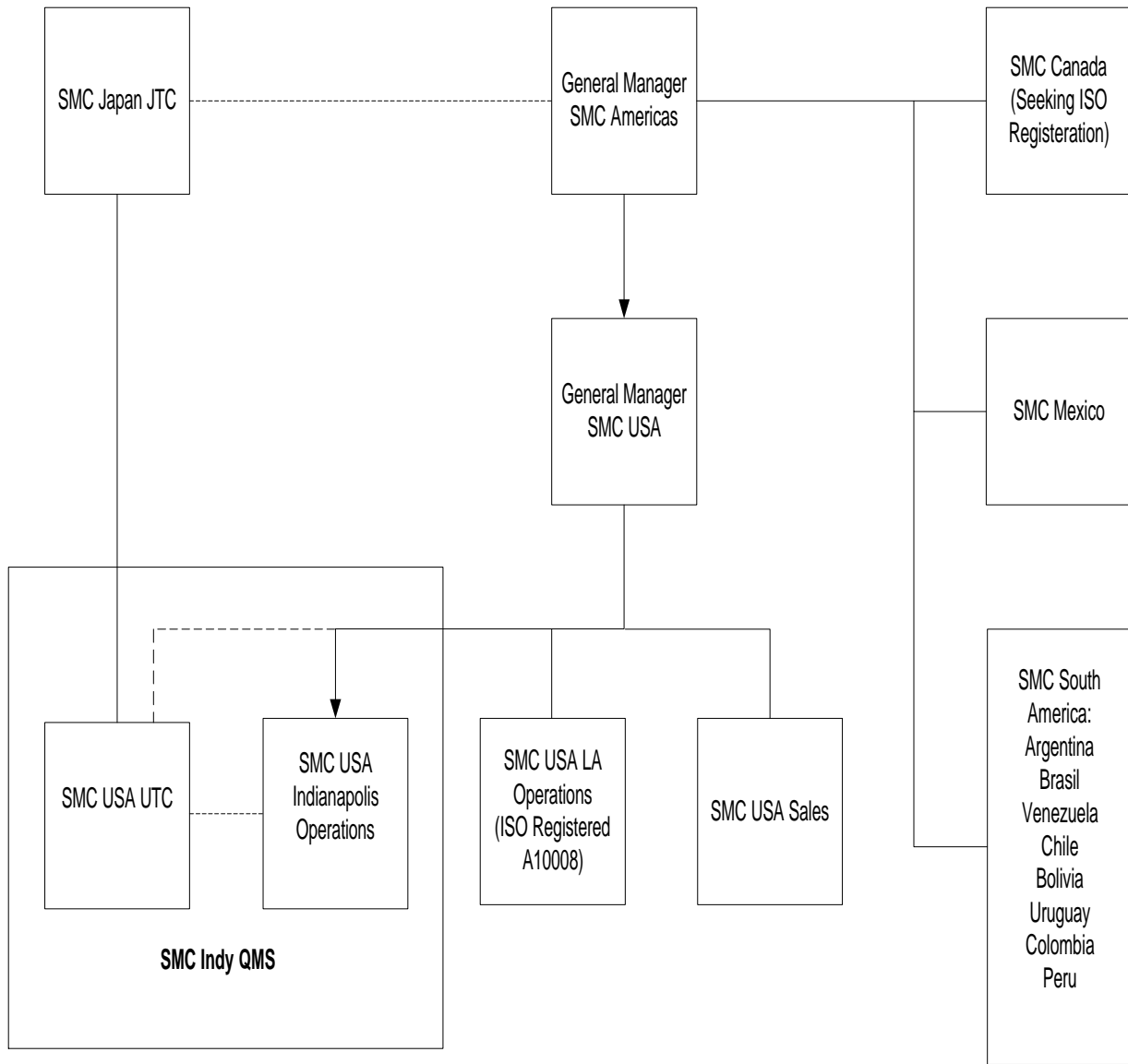
**This Quality Management System includes activities that take place at
the 3011 North Franklin Road, Indianapolis, Indiana location.**

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

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

**SMC Corporation of America in Indianapolis 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

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

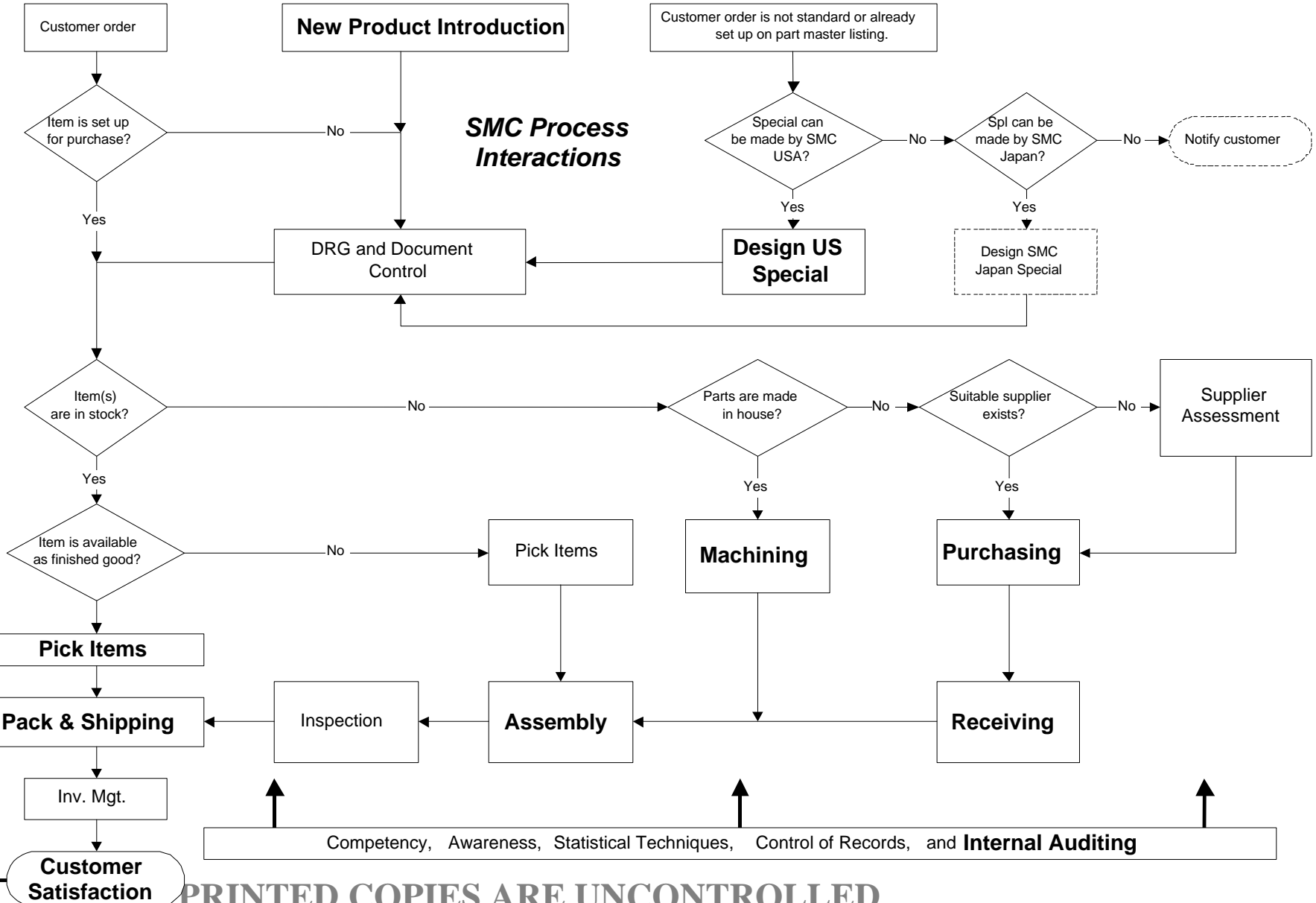
SMC Corporation of America
Quality Objectives, established October, 2006

Continuous Improvement in:

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

Management Review, KOGO Policy, Control of Documents, Corrective and Preventive Action

SMC Process Interactions




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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
SMC Corporation of America

3/28/02

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