

# **SMC Corporation of America Quality Manual**

**ISO9001:2008, revision 12**

**3/11/2008**

**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 Hochschwendner, 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.**

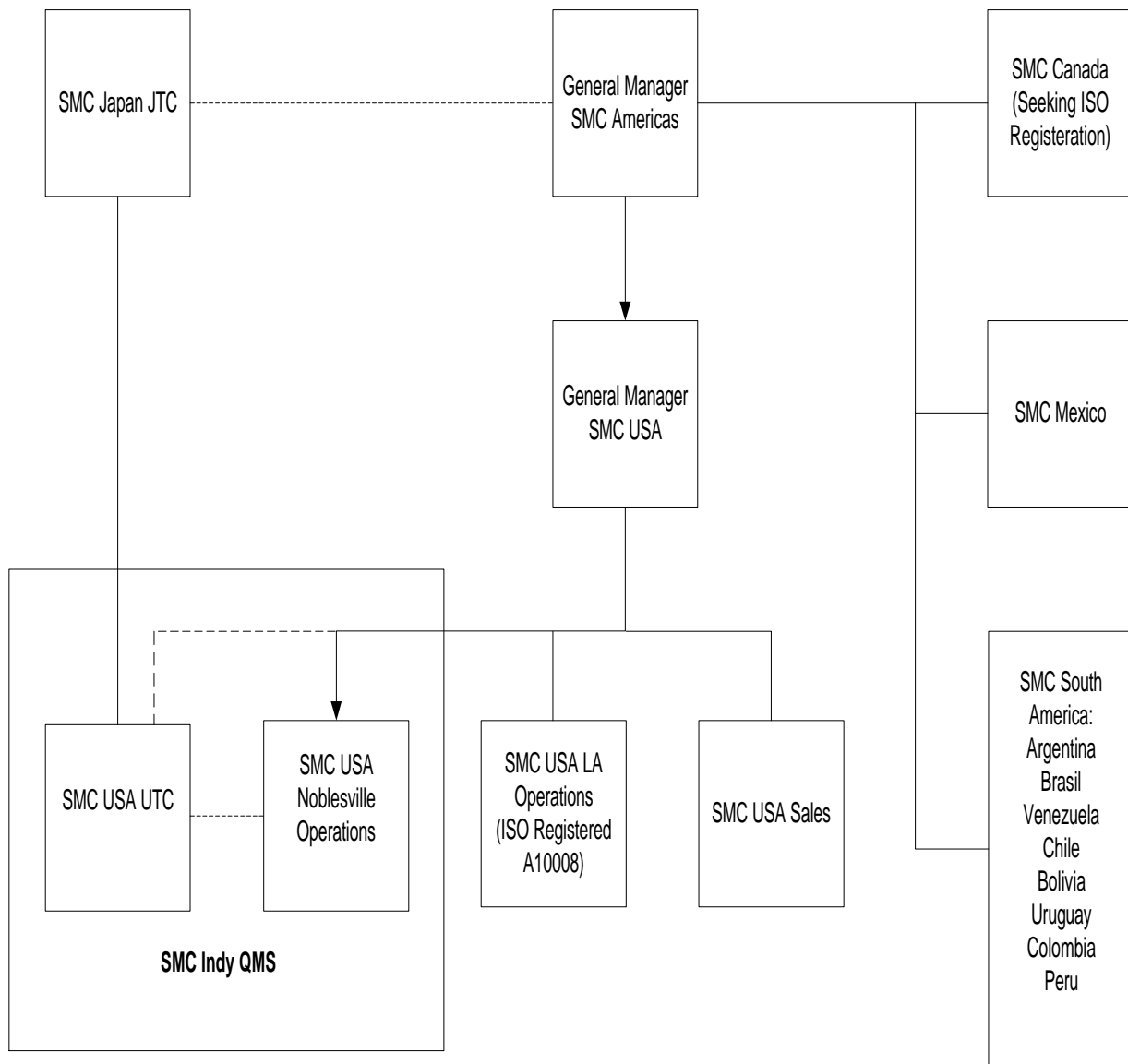
**This Quality Management System includes activities that take place at  
the 10100 SMC Boulevard, Noblesville, Indiana location.**

**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**

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.

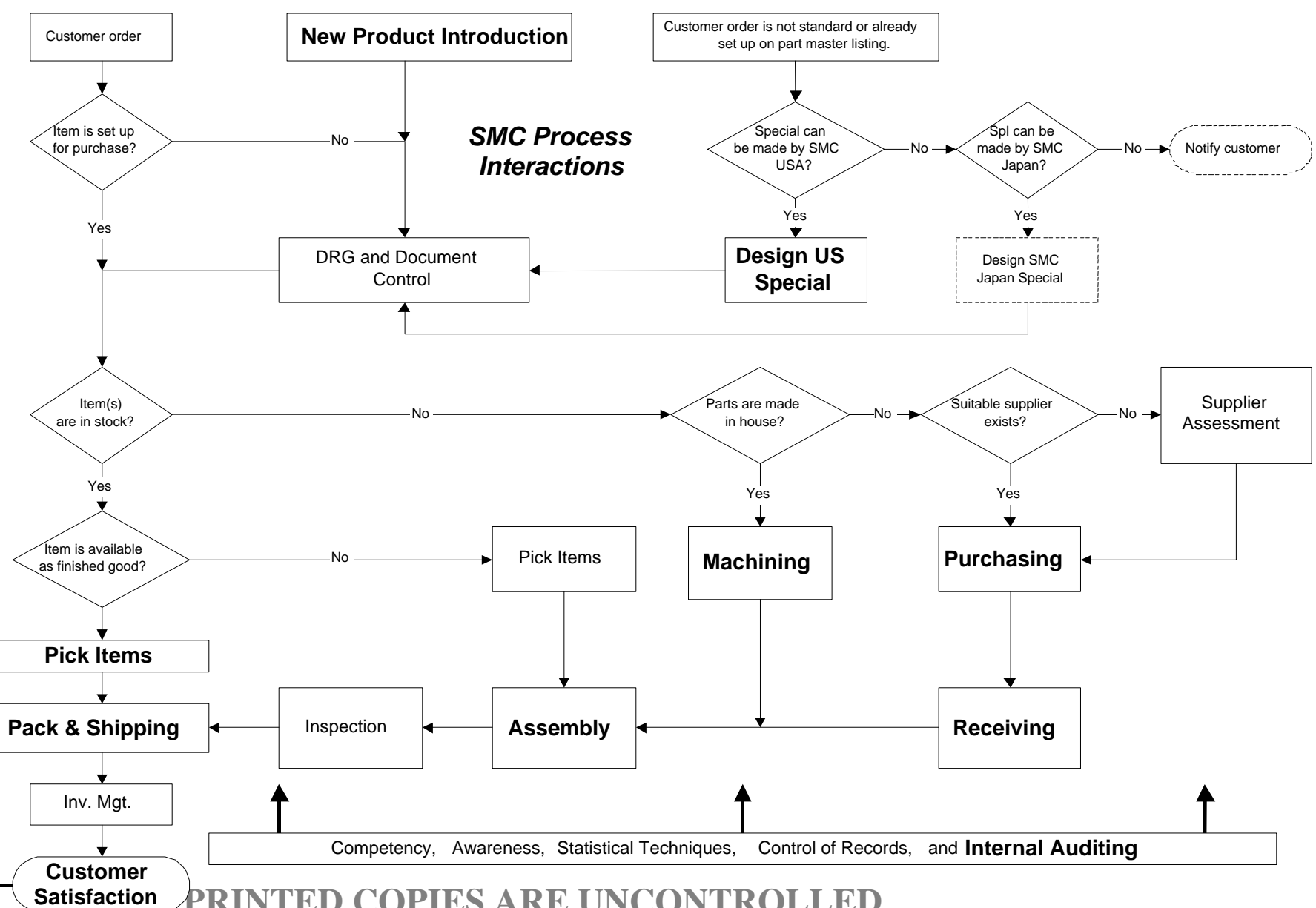
**SMC Corporation of America**  
**Quality Objectives, established October, 2006**

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**



**PRINTED COPIES ARE UNCONTROLLED**




**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.

  
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Yoshiki Takada  
President  
SMC Corporation of America

3/28/02  
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Date

## Revision History

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

