INDEX.ISO Ideal Jacobs Corporation
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Management Responsibility

A-001/P PROCEDURES Manual

ISO9001-2000/14001 4.1.2, 4.2, OSHA Manual Page w

01. Purpose-Our Goals are

1.0.1 Proceduralize the various departments in our company, Ideal Jacobs ("IJ") to the simplest levels possible for all of our employees and vendors to learn about the philosophy and day to day operations of our company.

1.0.2 Make it easier to spot inherent inconsistencies in our way of doing business.

1.0.3 Become more efficient by following a regulated, consistent system that will save us time and money and create a better product with a goal of zero defects.

1.0.4 Be a better vendor for our customers by offering our ISO-9002 and 14001 acceptances as proof of our commitment to quality.

1.0.5 Continually try to improve all systems all the time.

1.0.6 To become an environmental advocate by continually monitoring and improving our EMS ("Environmental Management System").

1.0.7 We are committed to comply with all Environmental/OSHA regulations and to the reduction and prevention of pollution. Our objectives and targets to accomplish these goals will be defined, implemented and checked via the QEO ("Quality/Environmental/OSHA Management System") Quality Team during the Quarterly QEO Team meeting.

2.0 Scope-All IJ employees, customers and vendors

3.0 Reference Documents-none

4.0 Definitions

4.1 QMS refers to the Quality Management System.

4.2 EMS/OSHA refers to the Environmental/OSHA Management System.

4.3 QEO refers to the integrated Quality, Environmental and OSHA Management System.

5.0 Accountabilities and Procedures

5.1 The President or Vice President is in charge of the QEO system.

5.1.1 The President or VP's are in charge of the Procedures Manual and all additions and changes.

5.1.2 The President or VP's are in charge of the ISO-9002, 14001/OSHA Certification Process.

5.1.3 This Procedures Manual will remain in effect unless written additions and changes are incorporated by the President or Vice Presidents.

6.0 Changes from Previous Document: Reviewed and okay as is.

A-002/M Monitor QEO

ISO 9001-2000/14001 4.1.2, 4.6,4.5.4 OSHA Manual pg. 2

1.0 Purpose - to monitor the QEO for the company and make appropriate additions and changes.

2.0 Scope - All IJ operations including customer and vendor interactions.

3.0 References - none

4.0 Definitions - none

5.0 Accountabilities and Procedures -

5.0.1 The President, VPs and Managers will monitor the QEO.

5.0.2 The Vice-Presidents are in charge of the overall QEO and the Vice-President's are in charge of day-to-day operations.

5.0.3 The President or Vice-Presidents will make all changes and additions to the QEO Manuals.

5.0.4 The QEO will be reviewed quarterly by the Quality System Team comprised of at least the President and one VP with all full time employees invited. Written minutes will be kept on form IJ-56 kept of the meeting covering all relevant changes and additions that have been incorporated into the system and any new items that need to be discussed.

5.0.5 Our QEO will be interior audited at least once/year by an approved auditor who is not involved with the direct operation of the QEO.

6.0 Changes from Previous Document: Reviewed and okay as is.

A-003/N Procedures Review

ISO 9001-2000/140001 4.5,4.4.4

1.0 Purpose-How to change and monitor the QEO

2.0 Scope-This section will cover the periodic review and records needed to implement and maintain the QEO.

3.0 Reference Documents-none

4.0 Definitions-none

5.0 Accountabilities and Procedure

5.0.1 All procedures will be checked two years after their latest revision or incorporation into this manual to assure they still reflect the operations of the QEO, form IJ-14 will be generated to cover each procedure.

5.0.2 This review will be done by the President or VPs

5.0.3 Form IJ-14 will be generated if there is a change or deletion to an existing Procedure or add a new Procedure or an existing manual can be hand changed and that will serve as the record.

5.0.4 Possible Actions of the Review: No Change or changes required including additions/deletions and changes-The President or VPs will determine what is needed and incorporate into a revised Procedure which will then be forwarded to all Procedures Manual Controlled List personnel. When the review is completed and if any changes occur than the Index will be updated. The index will also be updated any time there is a Procedure modification.

5.0.5 Form IJ-14 or a handwritten changed manual will be saved for 2 years in the ISO Cabinet in the file marked Procedures Manual Review Forms.

6.0 Changes from previous document: Reviewed and okay as is.

A-004/N Quality Manual Update and Review

ISO 9001-2000/14001 4.5

1.0 Purpose- To keep our Quality Manual as up to date as possible using a prescribed method.

2.0 Scope- To cover the record keeping and periodic review of the manual to keep it current.

3.0 Reference Documents-Quality Manual

4.0 Definitions-none

5.0 Accountabilities and Procedures:

5.1 The President or VP will review the Quality Manual every year.

5.2 The President or VP will decide the following: No Changes, or Changes/Additions/Deletions are required-the President or VPs will hand-write on an existing manual and submit it to the President or VP. If approved the President or VP will re-write the area affected and incorporate them into the Quality Manual.

5.3 The index will be updated after the President or VP incorporates the changes into the Quality Manual.

5.4 Form IJ-16 or a hand-annotated manual will be held in the ISO cabinet in a file marked Quality Manual Review Forms for two years.

5.4 When any type of change is made, all previous documentation will be discarded so the Manual is updated.

5.5 New copies of the manual will be distributed as per Procedures B-003.

6.0 Changes from previous document: Reviewed and okay as is.

A-005/Q Quality/EMS/OSHAMS Management Review

ISO 9001-2000/14001-4.1,4.6

1.0 Purpose-Establish a QEO Review

2.0 Scope-Our companies QEO

3.0 Reference Documents-QMS/EMS Records

4.0 Definitions-none

5.0 Accountabilities and Procedures

5.0.1 The President, VP's and Mgr.(s) will conduct a Quarterly QEO Review. This meeting can be held as long as at least the President and or one or more Vice-Presidents are present.

5.0.2 The review will cover all action items from M-001 and any other items involving the QEO.

5.0.3 The management review shall address the possible need for changes to policy, objective and other elements of the environmental management system, in the light of the environmental management system audit results, changing circumstances and the commitment to continual improvement.

5.0.4 Minutes will be taken covering who attends and all discussions, agreements and decisions.

5.0.5 This team will determine, based on the results of the meeting, the effectiveness, suitability and adequateness of the QEO and will state if the system is effective and if not what modifications are needed and how they will be implemented and followed up on. The system will be reviewed formally at all QEO Quarterly Meetings and formally during yearly Interior Audits and over a two-year span via UL reviews.

5.0.6 Quarterly Meeting minutes will be kept for five years and kept in the ISO cabinet in a file marked Quarterly QEO Review, as well as full Interior Audit and formal UL reviews for three years. UL reviews will be kept in the ISO cabinet in a file marked UL reviews.

6.0 Changes from previous document: Reviewed and okay as is.

A-006/M Organizational Charts

ISO 9001-2000/14001 4.1

1.0 Purpose-To Define our Organizational Structure

2.0 Scope-To reflect all IJ Personnel

3.0 Reference Documents-none

4.0 Definitions-none

5.0 Accountabilities and Procedures:

5.0.1 See the QEO Manual page 2.

5.0.2 It is the responsibility of the President or VP's to keep this chart updated at all times.

5.0.3 The President or VP's will keep this in the ISO cabinet in a file marked-Organizational Structure-it is open to all employees.

6.0 Changes from previous document: Reviewed and okay as is.

A-007/M Good Idea QEO General Awards Program

ISO 9001-2000/14001 4.1,4.3

1.0 Purpose-To recognize IJ employees who have new innovations and or modifications to the QMS/EMS/OSHA or other areas of the company.

2.0 Scope-This applies to all related accomplishments.

3.0 Reference Documents-none

4.0 Definitions- Good Idea QEO General Awards Program -a program to recognize the ideas and suggestions of our employees to improve QEO policy, performance and/or effectiveness.

5.0 Accountabilities and Procedures

5.0.1 Any company employee or contractor can submit an idea for the Good Idea program.

5.0.2 The employee, President or a VP will write-up the idea and the President or a VP will submit it to the QEOS Team for review using form IJ-13 or a regular piece of paper.

5.0.3 Form IJ-13 will be kept in the ISO File Cabinet marked as “Good Idea Awards” for two years.

5.0.4 If accepted, the idea will be incorporated into the appropriate area of our QEO.

5.0.5 If accepted the QEO Team may elect to reward the originator in any means they feel appropriate.

6.0 Changes from previous document: Reviewed and okay as is.

A-008/K EMS System Aspects (interacts with the environment) **and Impacts**

ISO 9001-2000/14001 4.3.1.1

1.0 Purpose-to insure that all relevant EMS related materials are tracked, analyzed and incorporated into the ISO Systems

2.0 Scope: All EMS related exterior documents

3.0 Reference: None

4.0 Definitions: EMS = Environmental Management System

5.0Accountabilites and Procedures

5.0.1 The President and VP's are in charge of identifying aspects (interacts with the environment) and how they impact our company, employee, customers, suppliers, the surrounding community and the environment.

5.0.2. Aspects will be determined by a combination of the following factors:

Does something affect the air around us?

Does something affect the water or other fluids around us.

Does something affect the physical surroundings?

An aspect is defined as anything that would change the normal ***environmental*** situation as we currently view it and would be considered an aspect that would have to be documented.

5.0.3 If something is determined to be an aspect then form ENV4 will be filled out by the President or a VP with the impact and the plan for control documented. The President and VP's will evaluate the aspect and determine whether or not it is significant (has or can have an environmental impact). The President and VP's will determine when a plan for control of the aspect will be initiated.

This form will be kept in the ISO file in the file marked ENV4 System Aspect and Impacts for 3 years.

5.0.4 All ENV4 forms filled out will be reviewed during the QEO Quarterly Meeting.

6.0 Changes from Previous Document: Reviewed and okay as is.

A-009/P EMS Aspects and Impact-Legal Requirements

ISO 9001-2000/14001 4.3.2,4.5.2

1.0 Purpose-to insure that all relevant documents are identified and assessable

2.0 Scope: All relevant EMS related legal documents

3.0 Reference: None

4.0 Definitions: None

5.0 Accountabilities and Procedures

5.0.1 The President and VP's are in charge of insuring that all relevant legislation and their updates are monitored and when relevant incorporated into the QMS/EMS.

5.0.2 Please see IJ Form ENV. 1 to identify what is applicable and evidence of our environmental compliance. Other evidence includes our membership in the EPA Performance Track Program, OSHA SHARP Program and ISO 14001.

5.0.3 New legislation and updates will be reflected in our system as of May 1st of each year by our use of the DEP company survey form which will be used as a basis for Env1.form.

5.0.4 Ideal Jacobs needs no licenses, permit or emissions agreements.

6.0 Changes from previous document: Reviewed and okay as is.

A-010/K
Establishment of the EMS/OSHAMS System

ISO 9001-2000/14001 4.3.4

1.0 Purpose-to create an EMS/OSHAMS System

2.0 Scope: The system to cover all IJ operations and monitor selected sub-contractors

3.0 Reference: None

4.0 Definitions: None

5.0 Accountabilities and Procedures

5.0.1 The President and VP's are in charge of establishing and maintaining the EMS/OSHAMS

5.0.2 The President and VP's will decide what personnel and how much money need be directed to establish and maintain the system.

5.0.3 The President and Vice President's will implement the system and any changes necessary for maintenance.

6.0 Changes from previous documents: Reviewed and OK as is.

A-0011/J Specific Objectives and Targets of the QMS/EMS

ISO 9001-2000/14001 4.3.3,4.5.1,4.3.4

1.0 Purpose: To identify objective and targets

2.0 Scope: Ideal Jacobs and selected subcontractors

3.0 Reference: None

4.0 Definitions: None

5.0 Accountabilities and Procedures

5.0.1 The President and or Vice Presidents are in charge of considering company policy when identifying specific objectives and creating, documenting and implementing target goals to insure legal compliance and measurable improvement within IJ. This will be done no less than annually (informally) and as of December 31st of each year.

5.0.2 Sub-contractors involved with any Objectives and Targets will be listed on ENV2 and followed up the same way as is done internally.

5.0.3 All current ENV2 forms will be reviewed at every QEO Quarterly meeting for discussion of new possible objectives, implementation in work and progress as to set goals.

6.0 Changes from previous document: Reviewed and okay as is.

A-0012/B OSHAMS Aspect and Impacts

1.0 Purpose-To insure that all relevant OSHA related materials are tracked, analyzed and incorporated into the ISO Systems.

2.0 Scope: All related exterior documents

3.1 References: none

4.0 Definitions: OSHA Occupational Safety and Hazards Administration

5.0 Accountabilities and Procedures

5.0.1 The President and VP's are in charge of identifying Aspects (how they relate to safety and health) and how they impact our company.

5.0.2 Aspects will be determined by a combination of the following factors:

Does something effect the safety of our location?

Does something affect the health of our employees.

5.0.3 If something is determined to be an Aspect then form OSHA4 will be filled out by the President and or VP's which will evaluate the aspect and determine if it is significant. The President and or VP's will determine when a plan for control of the aspect will be initiated. This form will be kept in the ISO file marked OSHA4 Aspects and Impacts and will be held for five years.

6.0 Changes from previous document: Reviewed and okay as is.

A-0013/B OSHAMS Aspects and Impacts-Legal Requirements

1.0 Purpose: to insure that all relevant documents are identified and assessable

2.0 Scope: All relevant OSHAMS material

3.0 Reference: None

4.0 Definitions: None

5.0 Accountabilities and Procedures

5.01 The President and or VP's are in charge of insuring that all relevant legislation and their updates are monitored and when relevant incorporated into the QEO.

5.0.2 Copies of all relevant legislation and documentation will be kept in the OSHA files in the ISO Cabinet or with individual employee manuals.

6.0 Changes from Previous Document: Reviewed and okay as is.

A-0014/B Establishment of the OSHAMS System

1.0 Purpose-to create and OSHA system

2.0 Scope: The system covers the IJ operation in Maplewood, NJ

3.0 Reference: None

4.0 Definition: None

5.0 Accountabilities and Procedures

5.01 The President and or VP's are in charge of establishing and maintaining the OSHAMS.

5.02 The President and or VP's will decide what personnel and how much money is needed to be directed to establish and maintain the system.

5.03 The President and or VP's will implement the system make any changes necessary for maintenance.

6.0 Changes from previous document: Reviewed and okay as is.

A-0015/B Specific Objectives and Targets of the OSHAMS

1.0 Purpose: To identify objectives and targets

2.0 Scope: Ideal Jacobs Maplewood facility

3.0 Reference: none

4.0 Definition: none

5.0 Accountabilities and Procedures

5.0.1 The President and or VP's are in charge of considering company policy when identifying specific objectives and creating, documenting and implementing target goals both to achieve legal compliance and measurable improvement.

6.0 Changes from previous document: Reviewed and okay as is.

A-0016/C OSHA Hazard Communication Program

1.0 Purpose: To maintain a written Hazard Communication Program

2.0 Scope: Ideal Jacobs Maplewood facility

3.0 Reference: 40 Hour Haz. Waste Material from Emilcott

4.0 Definition: none

5.0 Accountabilities and Procedures

5.0.1 The President and or VP's are in charge of maintaining a Hazard Communication Program.

5.0.1.1 The President and VP's are in charge of making sure that all appropriate labeling is completed, MSDS Sheets are current and available. They are also in charge of making sure that employees are trained to the Hazard Communication Standard. This will be checked quarterly at the QEO Meeting. All employee training will be informal until the next formal employee training review at the end of the year and then everyone will be formally certified.

6.0 Changes from previous document: Reviewed and okay as is.

B-001/P Administration

ISO 9001-2000/14001 4.5

1.0 Purpose- to create and approve procedures for the operation of IJ. A major part of this is to support our quest for continuous improvement.

2.0 Scope-Our current operation is reflected in the production and maintenance of the Procedure and QEO.

3.0 Reference Documents-none

4.0 Definitions-none

5.0 Accountabilities and Procedures

5.0.1 Any employee wanting to add, change or delete a Procedure or amend the QEO Manuals should submit a hand-annotated copy of or existing manual to the President or a VP.

5.0.2 The President or a VP is in charge of approving or deleting changes.

5.0.3 If the President or a VP approves the change, they will be add it to the Procedure or QEO Manual, change the Index and send updates to all relevant personnel.

5.0.5 Once approved, the hand-annotated copy or existing manual will be signed and dated by the President or a VP.

. 5.0.6 The hand-annotated copy or manual will be stored in the ISO cabinet in a file marked Procedure and QEO Manual Addition/Change forms for two years.

6.0 Changes from previous document: Reviewed and okay as is.

B-002/O Procedure Manual Control

ISO 90012000,14001 4.5

1.0 Purpose- to create a system to control copies of the Procedures Manual.

2.0 Scope- to control certain Procedure Manuals and make sure they are continually updated.

3.0 Reference Documents-none

4.0 Definitions-none

5.0 Accountabilities and Procedures-

- 5.0.1 The Controlled Procedures Manual List-Form IJ-15 will list who must have the most recent editions of the Procedures Manual-this list is controlled by the President.
- 5.0.2 The President will decide who is on the lists.
- 5.0.3 All changes will be sent by the President to those on the controlled list and the Data-base will have the most recent edition of the Procedures Manual.
- 5.0.4 A change in the index will only be generated by a change in the review date caused by a deletion, change or addition. A copy of the index will also be sent to all Controlled list members. No change will be made in the index if no changes are made to the Procedures.
- 5.0.5 Copies can be obtained from the President or VP's.
- 5.0.6 Form IJ-15 will be kept in a cabinet marked Procedures Manual Controlled List in the ISO Cabinet for two years.

6.0 Changes from previous document: Revised 5/28/08 -- Deleted last sentence of 5.0.4

B-003/M Quality Manual Control

ISO 9001-2000,14001 4.5

1.0 Purpose-to create a system to control copies of the QEO Manual.

2.0 Scope-to control the QEO Manual and make sure it is continuously updated.

3.0 Reference Documents-none

4.0 Definitions-none

5.0 Accountabilities and Procedures-

5.0.1 The Controlled List Form IJ-17 will list who must have the most recent edition of the QEO Manual- this list is controlled by the President.

5.0.2 The President will decide who is on the controlled list.

5.0.3 All changes will be sent by the President to those on the Controlled List and the Database will have the most recent edition. Quality.env.

5.0.4 Non controlled copies can be obtained from the President.

5.0.5 Form IJ-17 will be kept in a file marked QEO Manual Controlled List for two years.

6.0 Changes from previous document: Reviewed and okay as is.

B-004/J Preparation for a New Product Plan

ISO 9001-2000,14000 4.2

1.0 Purpose- To list all of the available data concerning a new product, to see if it is worth pursuing, the necessary Quality Controls, the costs, selling price and distribution.

2.0 Scope- To cover any new type of product

3.0 References-none

4.0 Definitions-none

5.0 Accountabilities and Procedures

5.0.1 Any member of IJ can create a new product Plan with quality controls, cost estimates, selling price and distribution. See Form IJ-19 for the information needed.

5.0.2 Form IJ-19 will be completed by any employee and submitted to the VP for review by the QEO Team.

5.0.3 The VP will discuss with the originator the results of the review.

5.0.4 Implementation of the new Product will be undertaken by the Pres. and VP.

5.0.5 Form IJ-19 will be kept in the ISO Cabinet in a file marked New product Plan for two years.

6.0 Changes from previous document: Reviewed and okay as is.

Order Entry

C-001/S Contract Review

ISO 9001-2000/14001 4.3

1.0 Purpose-to Review all Contracts and make sure that all terms and conditions are acceptable to Ideal-Jacobs

2.0 Scope-All Contracts

3.0 Reference Documents-none

4.0 Definitions-Contract-Any type of agreement including Purchase or Blanket order

5.0 Accountabilities and Procedures-

5.0.1 Contracts are received by telephone, mail, e-mail, fax or EDI by the President, Vice-Presidents or Managers. Information needed to review includes, Ship to, Bill to, Part Identification, Quantity, Price, Terms and Delivery Date needed. If all of the requirements are acceptable to Ideal-Jacobs then the document is dated, initialed and stored in the relevant job tickets.

5.0.2 If the Terms of the Document are not acceptable by Ideal-Jacobs the President, VPs or managers, who have the authority and responsibility, will contact the Customer by telephone or in writing with agreed upon modifications with the customer and with customer approval will write them on the document, initial and date them. The document will then be handled as per 5.0.1.

5.0.3 If the customer calls in a verbal order or sends a purchase order that doesn't document: Ship To, Bill To:, Terms: if no business was done before, Item No., Quantity and delivery requirements than the Pres. VPs or Mgrs. will generate an acknowledgment (letter or copy of our invoice) confirming the order and our plans to fill it.

5.0.4 In the event that the customer part number is not the same as the Ideal Jacobs designated part number. The President or a VP will contact the customer by letter, fax, e-mail or telephone stating we believe our part number equals their part number and that we will fill the order based on that premise.

Continued on next page.

5.0.5 Delivery Dates for all orders will be checked by the President, or a VP and/or a Manager approximately every week will be considered a target date. If the customer considers a missed date a non-conformance then we will write it up as such, otherwise the date shipped is considered acceptable. If there is no written PO then the IJ acknowledgment or Verbal Communication will reflect the change in delivery date. If the customer does not agree to a change for a PO than a Non-Conformance Report will be generated. The customer PO does not have to be updated with the revised delivery date. The IJ production records is the formal document.

5.0.6 Changes to orders on hand will be approved by the Mgr., VP's or President and then the change is dated, OK'd and initialed.

5.0.7 Evidence of review to ensure capability to meet order requirements before acceptance is denoted by the initialed and dated PO.

6.0 Changes from previous document: Revised 5-28-2008-- changed wording in 5.0.5

C-002/R Order Entry Procedure

ISO 9001-2000/14001 4.9.1.

1.0 Purpose- To document how orders are received, processed and acknowledged.

2.0 Scope-To cover all orders into IJ.

3.0 Reference Documents-none

4.0 Definitions-

Job Ticket-The part of the printed Sales Order Record (form IJ-21) is inserted into a plastic envelope where all pertinent materials to the job are stored for three years.

5.0 Accountabilities and Procedures

5.0.1. Any employee can process orders.

5.0.2 Orders can be received via telephone, fax, EDI, Mail, e-mail, Air Express etc.

5.0.3 Orders will be acknowledged by telephone, e-mail, written document, EDI or any other way the customer dictates.

5.0.4 The order is then entered into the computer system and becomes the Sales Order Record. An internal Order# will be assigned to each Purchase Order processed. And a Job# will be assigned to each release for each part ordered. The Job Ticket will therefore be numbered by way of the Order-Job#. For example, Order-Job# 1-60000.

5.0.5 The Sales Order Record is printed for each Job and put into a clear envelope and kept in numerical order sorted first by the Order# then Job#. For example, Order-Job#s 1-60000, 2-60001 and 1-60002 will be filed in this order: 1-60000, 1-60002, 2-60001 etc.

5.0.6 The President, VP or Manager will check informally to make sure these records have been completed and no further action is needed on them. The Sales Order Record is inserted into a plastic envelope called the "JOB TICKET" and is put in numerical sequence (as per the Order-Job) in the “Live” Job Ticket file cabinet with the most recent number first. After completion the Job Tickets are stored in readily accessible File Cabinets in same numerical sequence and then, for older archives in the storage room in file cabinets. These records are kept for a minimum of three years.

6.0 Changes from previous document: Reviewed and okay as is.

C-003/L Missing, Wrong or Damaged Claims

ISO 9001-2000,14001 4.14

1.0 Purpose-to process missing, wrong or damaged claims.

2.0 Scope-To cover all product shipped.

3.0 Reference Documents-C-001

4.0 Definitions-none

5.0 Accountabilities and Procedures-

5.0.1 The President and the VPs are in charge of any missing, wrong or damaged claims.

5.0.2 Upon notification from the customer the VPs will create a new order using the procedures from C-001.

5.0.3 Customer returns will use this new IJ number for reference-returns will be noted on the production record.

6.0 Changes from previous document: Reviewed and okay as is.

Document Control

D-001/AA Document Control

ISO 9001-2000/14001 4.4.5,4.5,4.5.3

1.0 Purpose-Internal/External Documentation Control-QEO

2.0 Scope-Company Wide

3.0 Reference Documents-none

4.0 Definitions-none

5.0 Accountabilities and Procedures-

5.0.1 The President and VPs are in charge of overall Document Control.

5.0.2 Interior Documents covered include the QEO and Procedure Manual and all forms involved with the QEO.

5.0.3 Controlled, dated, signed copies of these interior documents are in the Document Control File along with a master forms list with the most correct revision dates see Form IJ41.

5.0.4 Changes to any Interior Controlled Documents will be made by the President, VPs or Mgrs. who is also responsible for any distribution.

5.0.5 The President, VPs or Managers will review and OK all changes and new interior documents and changes to existing procedures. They will date and initial the documents before they are put into use.

5.0.6 All new interior documents will be filed with the last edition and will be reviewed, signed and dated by the President or Managers. These documents will be stored in the Document file in the ISO Cabinet.

5.0.7 The President, Vice Presidents or Managers are in charge of creating, modifying or deleting all interior QEO Documents which will be reviewed every two years and kept in the ISO cabinet for at least two years. All electronic files will be stored in the IJ Database and be listed as per their revision numbers. All previous versions will be available and listed by their revision numbers.

5.0.8 The President or VPs will review all documents & change orders for purpose, effect and disposition on stock on hand. He/she will check for verification of compliance with applicable requirements. He/she will also review as to any new training needed to verify, where he thinks necessary that changes that are put into effect. He/she is authorized to make any decisions and take any actions and document as he sees necessary.

Continued on next page.

5.0.9 Exterior Controlled documents are controlled by the Pres., VPs and Mgrs. These documents are dated, signed and initialed.

5.0.10 The President or Vice Presidents are in charge of making sure all obsolete documents are destroyed except for those needed for research and traceability. Outdated documents will be traceable by their REV numbers and RED OUTDATED, OBSOLETE stamp or handwritten OUTDATED or OBSOLETE initialed by the President, a VP or Manager and dated. Disposition of all outdated or obsolete forms-will become trash, put into the trash and sent to the Essex County Co-Generation Plant along with all other solid waste of the company or shredded and used for packaging .

5.0.11 All IJ controlled documents will be reviewed informally every two years unless otherwise noted.

5.0.12 Regarding controlling external customer supplied drawings on the Graphics Inventory Websites. When external customer supplied drawings come into Ideal Jacobs Corp. they are re-named by our Art Department and placed on the separate art server by this new designation. This designation is a version number that denotes seniority in the system. Outdated documents are denoted by their outdated version numbers. The Graphics Inventory Websites are then updated by the Art Department to only show the approved version.

6.0 Changes from previous document: Revised 5-28-2008 - Added the shredded document usage in 5.0.10

D-002/K Filing Control

ISO 9001-2000/140001 4.1,4.5.3

1.0 Purpose-Filing for all Non-Quality Systems Documents

2.0 Scope-All non-Quality System Documents

3.0 Reference Documents-none

4.0 Definitions-none

5.0 Accountabilities and Procedures

5.0.1 The President or VP is in charge of all filing techniques.

5.0.2 All IJ Forms are placed in sequence by date in the respective files.

5.0.3 All IJ forms are placed in the job tickets which are filed in numerical sequence.

6.0 Changes from previous document: Reviewed and okay as is.

D-003/G EMS Documentation

ISO 9001-2000, 14001 4.4.4, 4.5.3

1.0 Purpose-control EMS Documents/Records

2.0 Scope-all EMS Documents

3.0 Reference: None

4.0 Definitions: None

5.0 Accountabilities and Procedures

5.0.1 The EMS system is an addition to the overall ISO-9001-2000 operation system, all EMS documents/records are controlled in the same manner and all core elements are contained within the ISO 9001-2000/14001 system

6.0 Changes from previous document: Reviewed and okay as is.

D-004/D OSHA Documentation

1.0 Purpose-control OSHA Documents/Records

2.0 Scope: All OSHA documents

3.0 Reference: None

4.0 Definitions: None

5.0 Accountabilities and Procedures

5.0.1 The OSHAMS is an addition to our overall ISO operation, all OSHAMS document/records are controlled in the same manner and all core elements are contained within the ISO 9001-2000/14001 system.

6.0 Changes to previous document: Reviewed and okay as is.

Purchasing

E-001/Q MAINTENANCE of Vendor List

ISO 9001-2000/14001 4.6.1,2

1.0 Purpose-To create and maintain list of vendors

2.0 Scope- This process applies to all I vendors.

3.0 Reference Documents- None

4.0 Definitions- none

5.0 Accountabilities and Procedures-

5.0.1 All production vendors (printers, die-cutting etc.) are treated the same whether they are new or not. All incoming product is inspected using form IJ-1. Their performance is tracked using form IJ-55. Both forms are kept for at least three years and IJ-40 is used as the vendor list.

5.0.2 All Calibration vendors are treated the same whether new or not. Certification forms will be obtained from the vendor for our files to insure the needed compliance to specified standards by IJ PO. Their performance will be tracked using form IJ-55.

5.0.3 All Transportation vendors are treated in the same whether new or not. Their performance will be tracked using form IJ-55.

5.1 See form IJ-55 to show vendor performance stemming from Non-conformance and Corrected Action Reports. The QEO Team will review this form quarterly to determine if IJ should stop doing business with a vendor and remove the vendor from the list because of poor quality or performance.

5.2 All new vendors can be selected by the President, VP or manager with no previous criteria necessary for the choice.

Auditor Note: All product is checked here before or soon after it is shipped or put into stock so there is no standard needed for vendors. All new and current vendors are judged on "can they do the work?" and "can they do it on time?" Any notes for a new or current vendor(s) are considered unofficial evaluation and are kept in the appropriate job tickets but are not needed to give a vendor business or place them on the Approved Vendor List.

5.3 A copy of all Vendors whom we purchased from since the beginning of the year into the file- Approved Vendor List

6.0 Changes from previous document: Reviewed and okay as is.

E-002/U Purchasing Policies

ISO 9001-2000/14001 4.6

1.0 Purpose-Define the process and procedures for buying materials and work done to create final products to sell to our customers, and for buying material and work for the consumption of IJ.

2.0 Scope-this system is company wide covering all purchases and all personnel

3.0 Reference documents-none

4.0 Definitions-none

5.0 Accountabilities and Procedures-

5.0.1 The Pres., VP's and Mgr.'s and clerks can purchase goods and services.

5.0.2 Most goods and services, except office supplies, must be bought using a written purchase order generated from the computer using the Purchase Order Form (see form IJ-22). This form must be reviewed either by the Pres., VP's or Mgr's. for adequacy of specific requirements.

5.0.3 Vendors are responsible to try and deliver all goods by the date entered in the "Due Date" section of the Purchase Order. Since Ideal Jacobs is a business based on fast-changing events these dates are viewed as targets rather than concrete promises. If non-conformance reports from our customers are due to late delivery of product or poor product quality, then the vendors involved will be checked to find out the reason. If a vendor is involved in multiple late deliveries than this could be grounds for removal from the approved vendor list as decided by the President or VP's.

5.0.4 Date promised dates on IJ Sales Order Record Form IJ-21 are delivered dates unless otherwise specified.

5.0.5 It is up to the purchaser to determine the best vendor for the material or service and to check other sources when applicable for a price comparison. All personnel are to remember the primary concerns when purchasing are to get the highest caliber product possible, in the shortest time span with cost being the third but still important element.

5.0.6 If at any time the IJ purchaser notes that the goods and services being bought cost more the price being charged for, then the Purchaser will check with either the President or VP's for an informal okay.

5.0.7 The overall Purchasing system is controlled by the President or VP's.

5.0.8 Purchasing history-from our Database Computer Files-regarding vendor volume will be done informally by the President on a yearly basis and be reviewed by the President and Vice President. This report will be kept for two years.

6.0 Changes from previous document: Modified 5.0.2. for newer vendor PO procedure 12-7-09

E-003/M Purchasing Procedures

ISO 9001-2000,14001 4.6

1.0 Purpose-To Define the procedure to buy goods and services

2.0 Scope-To have a systematic way to purchase goods and services in the most efficient and quality controlled manner.

3.0 Reference Documents-none

4.0 Definitions-None

5.0 Accountabilities and Procedures

- 5.0.1 Only the President, VPs and Managers can purchase and only after a production record is generated to record the action except for office supplies.
- 5.0.2 No purchase order is valid nor should it be sent without IJ emloyee's name.
- 5.0.3 All Ideal Jacobs purchase orders to vendors can be called in by telephone but then should be confirmed in writing.
- 5.0.4 All invoices from vendors should have a copy of an IJ P.O. with them in order to be paid.
- 5.0.5 See form IJ-22 for standard orders regarding packing, size etc. regarding shipments to IJ.
- 5.0.6 Any change to an IJ P.O. may be called in verbally but then must be confirmed in writing, except for office supplies and packaging

6.0 Changes from previous document: Reviewed and okay as is.

F-001/M Customer Supplied Product and Responsibility

ISO 9001-2000,14001 4.7

1.0 Purpose-To define the procedures of accepting, working on and returning Customer supplied product.

2.0 Scope-to cover all involvement of customer supplied product.

3.0 Reference Documents-None

4.0 Definitions: Customer Supplied Product-any type of unit that can be painted, imprinted, die-cut or modified that was supplied by the customer for specified (via Customer Purchase Order) operations.

5.0 Accountabilities and Procedures-

5.0.1 All customer supplied product is kept in the NON-INSPECTED area until it is sent to the appropriate vendor, upon return it is kept in the same separate section until packed and shipped. The supplied product is to be examined informally upon receipt to check the quantity received, verify its identity, condition and acceptability for use and the status is indicated on form IJ-21. Any work on those parts by Ideal Jacobs or our vendors (with a signed purchase order and including any necessary other documents to accurately complete the order) constitutes acceptance by Ideal Jacobs of the parts.

5.0.2 The product is counted after it has been worked on by the appropriate vendor. If there is non-usable product the customer is advised and we are told whether to ship back the non-usable product, destroy it or try to fix it and must be noted on the production record.

5.0.3 Lost product is our financial responsibility.

5.0.4 Product broken or unusable after being re-worked is not our responsibility because of the inherent risk of some spoilage while performing various work operations.

6.0 Changes from previous document: Reviewed and okay as is.

G-001/M Product Tracking

ISO 9001-2000/14001 4.6.4, 4.8

1.0 Purpose-to be able to find the original production run of any item.

2.0 Scope-all products sold by IJ.

3.0 Reference Documents-none

4.0 Definitions: none

5.0 Accountabilities and Procedures-

5.0.1 All completed product bought by Ideal Jacobs must be traceable using our Purchase Orders to the vendors, samples or copies of the product in our possession and vendor documentation showing production information.

5.0.2 Components bought by Ideal Jacobs must have Ideal Jacobs Purchase Orders. Shipping receipts from our material vendors will be stored in the appropriate job tickets. These components are stored by our vendors with the oldest stock being used first.

5.0.3 Products produced by vendors for Ideal Jacobs must supply documentation regarding, product identification date and quantity. The material used by these vendors are already documented using IJ purchase orders.

5.0.4 Product coming into Ideal Jacobs is to be placed in the non-inspected area or shipping area floor until it can be inspected. Approved extra product is put into the stockroom and dated and can be tracked using the appropriate production record.

5.0.5 Approved items are in stored in marked approved areas.

6.0 Changes from previous document: Reviewed and okay as is.

Process Control, EMS Monitor and Measure

ISO 9001-2000/14001 4.10, 4.5.1

H-001/T Inspection Instructions

1.0 Purpose-All incoming finished product made for IJ customers should be inspected before shipping/stocking.

2.0 Scope-To cover all products.

3.0 Reference Documents-None

4.0 Definitions- Inspection/Re-inspection Form see form IJ-1

5.0 Accountabilities and Procedures

5.1.0 All materials coming into Ideal Jacobs with the exclusion of office supplies, packaging materials or promotional materials must be inspected by IJ personnel using the Inspect/Re-inspect form IJ-1.The Manager will make sure that whoever is inspecting this form is familiar with how to use the various test equipment needed, how to fill out form IJ-1 what to do with the product after it is inspected. After this form is completed 1 copy goes into the job ticket and if there is stock then one copy of the form goes into the stock box. This form is kept for three years.

5.1.2 Solid and Hazardous waste will be tracked using the same formulas as for the former Performance Track Application. Solid waste is defined as all non-hazardous waste produce within Ideal Jacobs, hazardous waste is defined as per the Performance Track Application (chemicals are listed).Those numbers will be calculated by the President and or Vice President and will be listed on the QEO Quarterly Minutes form-IJ-56 and be track yearly.

6.0 Changes from previous document: Revised 5-28-2008 – Removed 5.1.3 & 5.1.4

Rework Inspections

H-002/S Rework Inspections

ISO 9002,14001 4.13

1.0 Purpose-How to handle product when it has been rejected via use of the Inspection/Re-inspection Form.

2.0 Scope-This covers all incoming product.

3.0 Reference Documents-Form IJ-1

4.0 Definitions-none

5.0 Accountabilities and Procedures-

5.1 After a customer has rejected a product than the following happens:

5.0.1. The IJ inspector immediately notifies the President or a VP who will determine the course necessary and will fill out form IJ-2.

5.0.2. The President or VPs will then decide on the listed course of action on Form IJ-2 and take the appropriate action.

5.0.3. The original form IJ-1, the form IJ-1 Re-inspection form and form IJ-2. Non-Conforming Inspection forms must be filed in the appropriate job ticket with one copy of IJ-2 put into the Non-Conformance Inspection File and kept for three years.

5.0.4 All actions taken must be listed on the appropriate Production.

6.0 Changes from previous document: Reviewed and okay as is.

H-003/L Technical Bulletins

ISO 9002/140001 4.18

1.0 Purpose-to alert all personnel of new advancements in technical areas or possible hazards involving areas that the company is currently involved.

2.0 Scope-To all personnel covering all relevant areas.

3.0 Reference Documents-none

4.0 Definitions-none

5.0 Accountabilities and Procedures-It is the responsibility of all personnel to monitor all technical bulletins in any area of concern to the company and to alert the VP who will makes copies of the bulletins and will give copies to all personnel, or post them on the company bulletin board.

5.1 All Bulletins will be kept for a period of one year.

6.0 Changes from previous document: Reviewed and okay as is.

H-004/K Workmanship Standards

ISO 9002/140001 4.1

1.0 Purpose-to insure the highest levels of workmanship possible for all employees to try to produce zero level defects in outgoing product.

2.0 Scope-all IJ personnel

3.0 Reference Documents-none

4.0 Definitions-none

5.0 Accountabilities and Procedures-

Let it be plainly stated here. The objective of Ideal Jacobs is to produce the highest quality goods possible in the shortest amount of time under the safest working conditions possible.

This will be accomplished by:

5.0.1. All employees being familiar with all aspects of the QEO and Procedures Manuals.

5.0.2 All employees to be in the best shape mentally and physically at all times to produce their best and most efficient work.

5.0.3 To never say-it is not my job or responsibility when a problems occurs.

5.0.4 To never work under unsafe or unhealthy working conditions.

5.0.5 No matter what the rush-never do anything that is unsafe.

5.0.6 To keep using our minds to think of better ways to do things.

5.0.7 To stay open to new ideas.

5.0.8 To continue to work under the standards required with our Underwriters Laboratories and Canadian Standards Acceptances.

5.0.9 To have a good time at work and keep moving toward building a more efficient, more profitable company.

5.0.10 To view all action with the environment in mind both here and at our vendors to ensure our overall compliance level raises.

5.0.11 To not do a job unless you feel that you have been adequately trained

6.0 Changes from previous document: Reviewed and okay as is.

H-005/L New Product Introduction

ISO 9002,14001 4.2

1.0 Purpose-New Product Introduction

2.0 Scope-Any new product for the company

3.0 Reference Documents-IJ-32

4.0 Definitions-none

5.0 Accountabilities and Procedures:

5.1 Any new product will be developed, tracked and documented via Form IJ-21. The President, VP and Mgr. can all create new products.

6.0 Changes from previous document: Reviewed and okay as is.

H-006/O Quality Reporting

ISO 9002,14001 4.1.3, 4.2, 4.16

1.0 Purpose-To make sure our quality program is working and is continuing to improve.

2.0 Scope-An overall view of our quality network via analysis of generated forms.

3.0 Reference Documents-none

4.0 Definitions-none

5.0 Accountabilities and Procedures:

5.1 On a quarterly basis our Quality Reporting will be denoted by the following

5.0.1 Tracking will be kept on Form IJ-2 regarding our vendors performances.

5.0.2 Tracking will be kept on customer complaints and how they were resolved via form IJ-1 & IJ-2.

5.0.3 The QEO Team, consisting of the Pres., VP's and Mgrs.'s will meet every quarter to discuss the system in general and the minutes of the meeting, items discussed and recommendations will be stored in the ISO cabinet in the file marked QEO Quarterly meeting. These forms will be kept for two years.

5.0.4 Vendor performance will be checked quarterly via customer generated non-conformance reports, to see if certain vendors should be dropped or the amount of business increased or decreased.

5.0.5 IJ performance via non-conformance reports from our customers will determine our responsiveness and ability to increase our performance via Quality.

5.0.6 Continuous improvement in our company is paramount and must continue to be strived for by using our current systems and continually improving them.

6.0 Changes from previous document: Reviewed and OK as is

Inspection and Testing

I-001/R Outside Test Resources

ISO 9002,14001 4.6, 4.12

1.0 Purpose-To define the steps needed to have outside testing for calibration of our instruments

2.0 Scope- To cover all necessary measuring devices

3.0 Reference Documents-none

4.0 Definitions-none

5.0 Accountabilities and Procedures

5.0.1 The President or a VP is in charge of procuring outside test sources for calibration.

5.0.2 The President, a VP or Mgr. will generate form IJ-24 to go with the instrument.

5.0.3 Upon return of the instrument the certified form is put into the ISO cabinet in the file marked In house/Outside Testing file and kept for three years.

5.0.4 Each item will have a label form IJ-25 or equivalent which will remain on the item until the next inspection.

6.0 Changes from previous document: Reviewed and okay as is.

I-002/T Sample for Inspection

ISO 9002,14001 4.9, 4.10, 4.12

1.0 Purpose-to achieve zero defects to our customer

2.0 Scope-All products

3.0 Reference documents-K-001

4.0 Definitions-none

5.0 Accountabilities and Procedures-

5.0.1 The Vice Presidents are in charge of overall sampling.

5.0.2 The Mgrs. are in charge of day to day sampling see form IJ-1, a job is considered not acceptable if the rejection rate is higher than listed on IJ-1. The item is then considered non-conforming and see K-001. The President or VPs will write on the form IJ-2 what changes the vendor or IJ representative will make to fix the problem. If there is not enough product to fill the order on hand than the job will be re-printed at that time and noted on the production record.

5.0.3 Production vendors are required to send back shipping memos of some type, to confirm the amount of product they have produced, if they don't then Ideal Jacobs will generate it for them. Shipping memos will be compared to the amount ordered on the IJ PO, by the worker when filling out the back of the production record. These shipping memos are acceptable if they are within 20% of the amount ordered. A percentage higher or lower than 20% will trigger a non-conformance report by the VP unless not all of the job was run, and held for the future as per verbal and or written instruction by the president, VP's or Mgrs. For IJ in-house production the formal certification will serve as the interior shipping memo for IJ production.

5.0.5 The VPs can authorize concessions which are indicated on the relevant form IJ-2.

6.0 Changes from previous document: Reviewed and okay as is.

I-003/N Inspection Forms

ISO 9002, 14001 4.10, 4.12

1.0 Purpose-to make sure all stock and shipments have form IJ-1 to insure they have been inspected.

2.0 Scope-all product

3.0 Reference Documents-K-001

4.0 Definitions-none

5.0 Accountabilities and Procedures-

5.0.1 The Mgrs. are in charge of making sure that after all product is inspected it has a copy of Form IJ-1 with it until it is shipped completely.

5.0.2 If a product is marked not approved refer to K-001.

5.0.3 For keeping track of some purged/reduced inventory use form IJ-99. The forms will be kept in the last relevant job ticket and held for3 years.

5.0.4 Form IJ-22B will be used to confirm unofficial checking for production at all appropriate areas.

6.0 Changes from previous document: Reviewed and okay as is.

Calibration of Test Equipment

J-001/N Calibration of test Equipment

ISO 9002,14001 4.11

1.0 Purpose-to insure that all IJ test equipment is calibrated at pre-determined intervals and give accurate results.

2.0 Scope-All IJ test equipment

3.0 Reference Documents-none

4.0 Definitions-none

5.0 Accountabilities and Procedures-

5.0.1 The Mgr. is in charge of calibration of our test equipment.

5.0.2 Form IJ-24 will be generated as per the manufacturer's guidelines for each piece of equipment and will be tested at the appropriate intervals and stored for three years. All test equipment will either be tested against more precise equipment, sent back to the manufacturer when applicable for re-calibration, sent to a "testing" company, or tested against new equipment still under the original calibration warranty.

5.0.3 All calipers and micrometers will be zeroed before each measurement to check for accuracy.

5.0.4 Records will be kept of all periodic equipment checks and kept in the ISO Cabinet in the file marked Measuring Equipment and held for five years.

5.0.5 If the equipment fails its calibration test the VPs are contacted-form IJ-2 is created. The VP will assess the degree of failure and decide if past product needs to be re-inspected, how far back to go and the total number of products that need to be checked. The equipment cannot be used again and a red non-conforming product label must be placed on it until it can be repaired and re-inspected okay. Form IJ-2 will be filed in the ISO Cabinet in the non-conformance file. All records of failed calibration will also be kept in the In-house testing file for three years.

5.0.6 Measurement Design data if desired by the customer will be supplied by the instrument manufacturer.

5.0.7 If a new measurement requirement is needed and there is no equipment yet available to make that measurement, then the President or a VP will insure enough time is given to create the capability to make the needed measurement.

6.0 Changes from previous document: Reviewed and okay as is.

J-002/O Maintenance and Storage of Test Equipment

ISO 9002,14001 4.11

1.Purpose-to insure all test equipment is calibrated at the correct times, the frequency is noted on the unit and the units are stored in a secure place.

2.0 Scope-Cover all IJ test equipment

3.0 Reference Documents-none

4.0 Definitions-none

5.0 Accountabilities and procedures-

5.0.1 The President, VPs or Mgrs. are responsible for making sure all test equipment is labeled see form IJ-25 to show last inspection and when the next inspection is due and will be stored for three years.

5.0.2 The President, VPs or Mgrs. are responsible for securing all test equipment immediately after its use and putting it into the drawer marked measuring equipment so it is stored safely.

5.0.3 All test equipment shall be stored and used in normal office temperature and conditions.

6.0 Changes from previous document: Reviewed and okay as is.

Control of Non-Conforming Product

K-001/R Control of Non-Conforming product

ISO 9002,4.13

1.0 Purpose-to make sure no rejected stock gets to the customer.

2.0 Scope-all products.

3.0 Reference Documents-IJ-2

4.0 Definitions-none

5.0 Accountabilities and Procedures-

5.0.1 See I-002, if the rejection rate of a product during an inspection is higher then allowed then form IJ-2 is generated by a VP or President. All rejected stock if less then the allowable rate is discarded from stock by IJ.

5.0.2 Form IJ-2 will be generated when we receive a nonconformance report at the discretion of the VP and or President.

5.0.3 Any results of form IJ-2 must be recorded on the production record.

5.0.4 All copies of form IJ-1 & 2 must go in the relevant job ticket and IJ-2 must go into the Non-conformance inspection file. Customer documentation goes into either the job ticket or the non-conformance inspection file.

6.0 Changes from previous document: Reviewed and okay as is.

Non-Conforming Product

L-001/X Non-Conforming Product-Purge, Re-Test and Disposition From Vendors to IJ and IJ to customers

ISO 9001-2000,14001 4.13,14

1.0 Purpose: To process non-conforming product.

2.0 Scope: All products

3.0 Reference Documents-none

4.0 Definitions-none

5.0 Accountabilities and Procedures-

5.0.1 The President or a Vice-president has the authority and responsibility for the review and disposition of non-conforming product. See form IJ-2.

5.0.2 Following receipt of a Customer non-conforming product report the whole production run of the item must be removed from the stock area and placed in the holding area with filled out red non-conforming label(s) applied. It is to be re-inspected by the President, Vice-president(s) or Manager(s) and appropriate action is to be taken and the results of the inspection and action taken noted on form IJ-2.

5.0.3 If supplied product to IJ (from a vendor) or produced within IJ has a rate greater than allowed on form IJ 1 then form IJ-2 is generated by the President or a Vice-president.

5.0.4 The production record must show the disposition of form IJ-2 and will also indicate if new production must be done.

5.0.5 All customer-rejected product that is to be destroyed must noted on the IJ-2 form.

5.0.6 All product that has been re-worked must be re-inspected before being allowed to ship and go into stock.

5.0.7 If the product non-conformity is OK'd by either IJ or the customer then it must be noted on the production record and form IJ-2.

5.0.8 All corrective action must be taken within four weeks

5.0.9 All form IJ-2 will be kept in their respective job tickets and in the ISO cabinet in the file marked Non-conforming Inspection for five years.

6.0 Changes from previous document: Reviewed and okay as is.

L-002/N Damaged, Missing Material

ISO 9001-2000, 14001 4.13,4.14

1.0 Purpose-to dispose of damaged or missing material

2.0 Scope-all missing or damaged product

3.0 Reference Documents-none

4.0 Definitions-none

5.0 Accountabilities and Procedures-

5.0.1 The President or a Vice President is in charge of all damaged or missing product.

5.0.2 Upon notification of damage or missing product from the customer a new production Record must be generated and new stock will be sent to the customer.

5.0.3 The president or a VP will then try to determine who is responsible for the damaged or missing product but if there is a question will not blame the customer. He or she will try to determine if a carrier was involved and if so take steps to get compensation. The new production record will reflect all efforts made and the final disposition.

5.0.4 The notification form from the customer will be stored in the new job ticket and held for three years.

6.0 Changes from previous document: Reviewed and okay as is.

L-003/H Environmental Non Conformance

ISO 9001-2000,14001 4.4.3,4.5.2

1.0 Purpose-Document and fix any Environmental problems

2.0 Scope-the World

3.0 Reference Documents-none

4.0 Definitions-none

5.0 Accountabilities and Procedure

5.0.1 In the event of any environmental incident like spills, fumes etc. or complaints from internal or external parties then the President or a VP will write-up form Env3.form. Action taken will be noted on this form and will then be followed up during the Quarterly QEO Meeting or sooner if needed. Env3.form will be stored in the ISO cabinet for 3 years.

5.0.2 Internal and external audits will be reviewed and evaluated during the quarterly QEO Meeting or sooner if the President or a VP deem it appropriate.

6.0 Changes from previous documents: Reviewed and okay as is.

L-004/D IJ Employee Complaint Procedure

1.0 Purpose: Give employees a forum to complain about safety and health issues

2.0 Scope: Ideal Jacobs manufacturing location

3.0 Reference Documents: none

4.0 Definition: none

5.0 Accountabilities and Procedures

5.0.1 Any employee part-time or full time who has a complaint regarding the IJ safety or health system simply has to to write out the complaint on a Ideal Jacobs letterhead. Then submit the complaint to the President who will create a company non-conformance which will then be treated as any other non-conformance with action taken and followed-up to confirm that it is dealt.

6.0 Changes from previous document: Reviewed and okay as is.

Corrective Action

M-001/QCorrective Action Request-for interior IJ and Vendors

ISO 9001-2000,14001 4.14,4.5.3

1.0 Purpose-A formal request for corrective action within IJ or to our vendors demanding a written reply.

2.0 Scope-To fix process, manufacturing or environmental defects causing product rejections or other types of problems.

3.0 Reference Documents-None

4.0 Definitions-none

5.0 Accountabilities and Procedures-

5.0.1 The President or a VP is in charge of generating Corrective Action Requests form IJ-26 within IJ and for our vendors.

5.0.2 This form is a result of either a direct problem with a product, a general procedure or environmental problem that is adding to the defect level or inhibiting a rise in the general quality level.

5.0.3 This form may suggest modifications to alleviate the problem and or ask for suggestions to make changes in production.

5.0.4 The request and answer will be kept in the ISO Cabinet in the file marked Customer/IJ/Vendor Action for five years.

5.0.5 The QEO Quarterly Meeting there will be a review of non-conformance reports and corrective action requests. See form IJ-56.

5.0.6 All corrective action reports will have a section at the bottom to show verification the action was taken, signed by the President or a VP and that follow-up checks will take place for one year to confirm continuing compliance and the root problem as been eradicated.

5.0.7 All corrective action reports will have a section at the bottom to show scheduled follow-ups that will be dated and initialed by the President or a VP after completion. This will show the root cause of the problem has been addressed and corrected over a scheduled period of time.

6.0 Changes from previous documents: Reviewed and okay as is.

M-002/P Customer Corrective Action Request

ISO-9001-2000, 14001 4.13 A-E, 4.14, 4.5.3*

1.0 Purpose-to correct any defects in our operation shown by a customer corrective action request.

2.0 Scope-covering requests from all customers.

3.0 Reference Documents-none

4.0 Definitions-none

5.0 Accountabilities and Procedure-

5.0.1 The President or a Vice President is in charge of all customer initiated corrective action requests.

5.0.2 If deemed warranted by the President or VPs a production record will be generated for each request and form IJ-2 and or IJ-26 filled out.

5.0.3 The President or a VP will call the customer to discuss the problem and the corrective action needed. This will be reflected on form IJ-2 and the production record.

5.0.4 A written reply, if warranted will be made to the request from the President or a VP and with form IJ-2 will be stored in the Job Ticket and in the ISO Cabinet in the file Customer/IJ/Vendor Action file for five years.

5.0.5 This item will be reviewed at the Quarterly QEO Meeting.

6.0 Changes from previous document: Reviewed and okay as is.

Preventative Action Request

M-003/N Preventative Action Request-for internal IJ and Vendors

ISO 9001-2000/14001 4.14.3

1.0 Purpose-A formal request for preventative action with IJ or to our vendors demanding a written reply.

2.0 Scope-To prevent breakdown in the QEO

3.0 Reference Documents-None

4.0 Definitions-None

5.0 Accountabilities and Procedures-

5.0.1 The President or VP is in charge of generating Preventative Action Request-form IJ-33 within IJ and for our vendors.

5.0.2 This form will be generated from Quarterly QEO Reviews and Internal Audit Reports. This form is seen as a proactive approach to potential non-productive or sub-quality situations.

5.0.3 This form is a direct result of either a potential problem or trend relating from IJ QEO documents.

5.0.4 This form may suggest modifications to prevent potential problems or demand procedural changes within IJ or at a vendor.

5.0.5 The President or a VP will be in charge of distributing this form where necessary and following up with written confirmation that the potential problem has been eliminated. This action will be checked after 3 months for continued conformance.

6.1.1 Preventive action reports will be reviewed during the Quarterly QEO Meeting.

6.0 Changes from previous documents: Reviewed and OK as is

M-004/I Vendor EMS Action

ISO 9001-2000/14001 4.5

1.0 Purpose: To monitor vendor base

2.0 Scope-All selected sub contractors

3.0 Reference- None

4.0 Definition-None

5.0 Accountabilities and Procedures

5.0.1 The key environmental factors involved in our operation reside with our new Maplewood Facility as of 4/1/01. Therefore the monitoring and improvement of our environmental performance is the primary responsibility of our EMS System.

5.0.2 That monitoring is achieved through the use of form IJ-Env1.form, completed annually which will be compared to past years with the information is utilized by the President, VP's and Quarterly QEO team who will determine what further actions should be made to monitor and follow-up.

5.0.4 At the discretion of the President or a Vice-President, on-site audits of vendors facilities may be scheduled with individual sub-contractors. These audits are intended to enhance the familiarity of IJ with the vendor's operations and provide direct communication between IJ and the vendor regarding environmental awareness, concerns and remedies or improvements.

6.0 Changes from previous document: Reviewed and okay as is.

Handling, Storage, Packaging and Delivery

N-001/T Handling, Storage, Packaging check and Delivery

ISO 9001-2000,14001 4.1, 4.15

1.0 Purpose-Document the procedure for Handling, Storage and Delivery

2.0 Scope-All products.

3.0 Reference Documents-IJ-27.form

4.0 Definitions-none

5.0 Accountabilities and Procedures-

- 5.0.1 The President or VP or Mgr. is in charge of all handling, storage and delivery of all products.
- 5.0.2 All products produced outside or those manufactured within IJ are stored in the Non-Inspected Area or Shipping Area Floor. Once it has been inspected using form IJ-1 then it is shipped or held for stock with it's form IJ-1. See IJ-27.form.
- 5.0.3 Product in the stockroom ships before any new product, and oldest product in the stock area ships first.
- 5.0.4 When packages are emptied in the stock-room their form IJ-1 stays in the box to help with product tracking when necessary.
- 5.0.5 All products will be packaged to be able to ship safely anywhere in the world.
- 5.0.6 All packages must display shipping information that was called out by the customer purchase order. Bar Code labels, when possible are used for all shipments. All Bar Codes must include Ship To, Form Number, Quantity, Customer PO number, description, no. of packages, weight and the IJ return Address.
- 5.0.6 Shipping method is based on the Delivery Date needed, see the Pres., VPs or Mgrs. who makes the decision on an order by order basis.
- 5.0.8 As of 1/1/94 all stocking bags should have dates of certification.
- 5.0.9 All Items manufactured for Ideal-Jacobs can be stored safely in any inside condition.
- 5.0.10 All product more than two years old or has the possibility of damage and deterioration will be checked informally before shipping. The check will be noted in the remarks section of IJ-1.

6.0 Changes from previous document: Reviewed and okay as is.

QMS/EMS Records

O-001/O QMS/EMS Records and Performance System

ISO 9001-2000/14001 4.18, 4.5.4

1.0 Purpose-establish a system to keep records covering performance.

2.0 Scope-Our QEO

3.0 Reference Documents-none

4.0 Definitions-none

5.0 Accountabilities and Procedures-

5.0.1 The President and/or VPs are in charge of making sure that QEO records are generated and reviewed. See form IJ-41 for form storage location and storage time.

6.0 Changes from previous document: Reviewed and okay as is.

Internal QMS/EMS Audits

P-001/BB Internal Quality Audits

ISO 9001-2000, 14001 4.17,4.5.5

1.0 Purpose-The Ideal-Jacobs internal audit is a central and independent function to evaluate, for company management, the unit's quality program against ISO-9002, ISO-14001 & OSHA, company policy, company procedures and customer requirements.

2.0 Scope-Everything

3.0 References-none

4.0 Definitions-none

5.0 Accountabilities and Procedures-

5.0.1 The designated auditor (anyone who has completed an ISO auditing course or has authored an approved ISO-9001-2000 and or 14001 QMS/EMS) is in charge of the Internal QMS/EMS Audit to be conducted at least once per year for the entire system. Audits can be scheduled at any time by the President, VP's or Mgrs. when they feel it necessary based on the status and importance of the activities being audited. The auditor will use form IJ-30 attached in front of the form IJ-57 for the ISO9002 Audit and Env5.form for the ISO 14001 Audit and form IJ-OSHA-2 for the OSHA audit and will report all final comments and recommendation(s), if any on that form. There is no special certification needed to be an OSHA auditor.

5.0.2 Recommendations from the audit will be given to all relevant IJ personnel as per the President.

5.0.3 The report and the president's reply, if one is necessary, will be stored in the ISO Cabinet in the Audit file and kept for three years.

5.0.4 The President or a VP will audit the Audit Function of the Internal QMS. See Form IJ-29 and Env6.form.

5.0.5 The Internal QMS/EMS/OSHAMS Audit will go to the President or a VP who will generate any needed Non-Conformance Reports or Corrective Action Requests and respond within thirty days.

5.0.6 Training requirements for an interior auditor is attendance at a recognized 1, 2 or 3-day auditing seminar or authoring or co-authoring an approved ISO-9001-2000, 14001 QMS/EMS or OSHAMS system or partially running the QEO for at least 12 months.

5.0.7 Form IJ-44 shows a list of Approved Internal Auditors and is stored for three years in the ISO Cabinet.

6.0 Changes from previous document: Reviewed and okay as is.

Training

Q-001/Q Employee Orientation

ISO 9001-2000/14001 4.18

1.0 Purpose-to insure all IJ personnel are familiar with the IJ QMS and work within it's guidelines and improving it.

2.0 Scope-all IJ Personnel.

3.0 References-none

4.0 Definitions-none

5.0 Accountabilities and Procedures

5.0.1 The President or VP is in charge of training.

5.0.2 The President, VPs or Mgrs will be deemed suitable to train after they have been working with and/or in charge of the QEO in a capacity as either a manager or VP for at least 6 months.

5.03 New employees will not begin training until thirty days after they begin full-time employment except for OSHA training which will begin immediately.

5.04 All employees will be made familiar with the QEO and Procedures Manuals. The President, VP or manager will meet with the employee as many times as necessary to go over the QEO Manual and Procedures Manuals and various quality documents. The employee will be checked for the ability to calibrate and correctly use inside test equipment. The employees will also be checked for certifying incoming product by performing the necessary quality check using form IJ-3 for five jobs over a period of 4 weeks. The employee will also be checked to insure they are familiar with all safety and health areas of the OSHA system covered by forms OSHA 5,6,7,8&9 . Full or part-time employees can also be "partially" approved for only product certification and ISO related work, which can be done at any time after they are hired and it will be so noted on their training form.

5.05 After the President or VP feels the employee has a good working knowledge of the QEO systems then form IJ-5 will be generated and kept for two years after the termination of the employee in the employee training file in the ISO Cabinet.

5.06 IJ-37 shows a list of Fully Trained only employees that is in the ISO Cabinet in the Training file.

5.0.7 All IJ personnel will be re-certified every year.

6.0 Changes from previous document: Reviewed and okay as is.

Q-002/N EMS Training, Awareness, Competence and Maintenance

ISO 9001-2000/14001 4.4.1,4.4.2

1.0 Purpose-To train all IJ Staff regarding the implementation and maintenance of the EMS.

2.0 Scope- IJ

3.0 Reference-None

4.0 Definition-None

5.0 Accountabilities and Procedures

5.0.1 The President and Vice President are in charge of EMS Training to make sure that all employees understand the EMS System. All QEO training Records IJ-5.form will be kept for 3 years.

5.0.2 The ISO 9001/2000 and EMS will be audited at least once per year.

5.0.3 The President and Vice President will make sure that the EMS system will have all of the resources necessary to maintain and control the system.

5.0.4 The President and Vice President are in charge of insuring that the EMS requirements are established, implemented and maintained in accordance with ISO-14001 criteria along with any other Company requirements.

5.0.5 All employees will conform with the environmental policy and procedures for the well being and betterment of our company and the planet. In addition, to stress the importance that management places on this conformance, any non-conformance with the system will be written up on form Env3.form. Two write-ups in any one 12 month period are grounds for immediate firing. Active Objectives are located in folder ENV2 in the ISO Cabinet. Active significant environmental aspects are located in folder Env4.form in the ISO Cabinet.

5.0.6 The President is in charge of all emergency preparedness, response and drills and other OSHA related areas. Two OSHAMS related write-ups in any one twelve month period are grounds for immediate firing.

5.0.7 Operating Criteria for recycling: This is now taken care of by our waste collector who takes care of recycling and sends waste to the county co-generation plant. We are also shredding some office paper waste to use for shipping package padding.

5.0.8 All QEO Records will be kept for at least 2 years.

(Continued on next page)

5.0.9 For all non-IJ employees performing tasks for Ideal Jacobs or on it's behalf that have the potential to cause a significant environmental impact identified by Ideal Jacobs as competent on the basis of education, training or experience will be monitored. We shall retain those records, please see IJ-56 for information. The target group identified are truckers. Their impact could be a spill. We will control it by posting a sign that says if you cause a spill please contact an Ideal Jacobs employee immediately. The record will be the acknowledgment on form IJ-56 quarterly by a manager, VP or President that the truckers are being informally monitored to make sure no spills occur and if they do they are identified and dealt with.

6.0 Changes from previous document: Reviewed and okay as is.

Q-003/K EMS Training and Maintenance

ISO 9002,14001 4.4.2,4.5.1

1.0 Purpose To insure that all employees are trained

2.0 Scope: IJ

3.0 Reference: None

4.0 Definition: None

5.0 Accountabilities and Procedures:

5.0.1 Training for the President and VP's for the EMS will be conducted by the following:

5.0.1.1.They will create the EMS, which, when approved by Underwriters Laboratories will then define that they are trained by virtue of having created an approved system.

5.0.1.2. They will review relevant current and new legislation and changes to existing legislation to keep them current on new areas and what has to be modified within the EMS. Non controlled records to be kept for 3 years.

5.0.1.3 They will be kept up to date via information from UL and the bi-yearly audits of the QEO. Non-controlled records to be kept for 3 years

5.0.1.4 Training for OSHA will be conducted by the President and Plant VP who by virtue of the approval of the system can train each other and the other employees.

5.0.1.5 The President and VP's will re-certify their training approximately twelve months and note it on IJ-5.form and they will be kept for 3 years.

5.0.2 All employees will be trained by the President and Vice President regarding their role in the system and noted on form IJ-5. Once training is completed the employee will sign form IJ-5 and it will be kept for 3 years.

5.0.3 All employees will be re-checked and re-certified approximately every twelve months by the President and/or Vice-President(s) using form IJ-5 starting in 1999.

6. Changes from previous document: Reviewed and okay as is.

Q-004/L Standard, Environmental and OSHA Communications

ISO 9001-2000/14001 4.4.3

1.0 Purpose- To insure that all employees and management can talk to each other

2.0 Scope: IJ

3.0 Reference: None

4.0 Definition: None

5.0 Accountabilities and Procedures:

5.0.1 The President is in charge of receiving, documenting and responding to any relevant communications from outside the company including all EMS related materials. Any relevant action from these documents will be created by the President and VP's and will be followed up as per documented procedures.

5.0.2 The President or VP's when relevant will speak to outside interested parties regarding the overall system or specific significant aspects, records, decisions and/or policies. The system is available on our Website and the President is willing to send copies of our system to the general public; talk over the telephone and give pre-arranged tours.

5.0.3 All relevant QEO external communication will be declared as such on the file, declared non-controlled and kept for 1 year.

6.0 Change to previous document: Reviewed and okay as is.

Statistical Techniques

R-001/M Quality Measurements IJ and Vendors

ISO 9001-2000,14001 4.20

1.0 Purpose- to Track, via Non-conformance and Corrective Action request how our vendors and our company are performing and IJ performance and effectiveness by IJ-98.

2.0 Scope- Track the negative performances of Ideal-Jacobs and it's vendors

3.0 References- Form IJ-4

4.0 Definitions-none

5.0 Accountabilities and Procedures

5.0.1 See form IJ-55, all Corrective Action and Non-conformance reports will be tracked on this form to track the negative performance of Ideal Jacobs and it's vendors.

5.0.2 See form IJ-55, Percentage chart for tracking rates of Non-conformance and Corrective Action for Ideal-Jacobs and it's vendors.

5.0.3 See IJ-98 for tracking IJ performance and effectiveness.

5.0.4 Records of proof of external communication-non controlled are held for 2 years.

6.0 Changes from previous document: Reviewed and OK as is

S-001/K Operation Control

ISO 9001-2000/14001 4.4.6

1.0 Purpose To monitor Ideal Jacobs and our sub contractors for continued improvement

2.0 Scope: None

3.0 reference: None

4.0 Definitions: None

5.0 Accountabilities and Procedures

5.0.1 Ideal Jacobs will be manufacturing products as of 5/14/01and most environmental aspects, targets and objectives will lie within Ideal Jacobs, in special cases, where vendors are involved then they will be listed separately.

5.0.1 Ideal Jacobs is required to complete Form IJ-Env1. This form will be reviewed by the President or VP's and if needed will then be reviewed by the Quarterly QEO Team. That review(s) will highlight those areas where they feel the IJ systems can be improved to be in line with our goal to decrease overall pollution and increase overall environmental responsibility for our actions. Significant Aspects taken from IJ-Env1 will also be checked at that meeting.

5.0.2 Responses from the Ideal Jacobs analysis, if any, will be kept with the survey and any additional information will be checked during the Quarterly QEO Team meeting. If no other information is received then the next survey will be issued twelve months later with the same review process. Every year the survey will be given to Ideal Jacobs.

5.0.3 Active significant environmental aspects are located in folder Env4.form in the ISO Cabinet.

6.0. Changes from previous documents: Reviewed and okay as is.

S-002/K Preparedness

ISO-9001-2000 4.4.7

1.0 Purpose a plan for our people in case of Emergency

2.0 Scope: None

3.0 Reference: None

4.0 Definitions: None

5.0 Accountabilities and Procedures

5.0.1 See OSHA3 & 5 form information

5.0.2 The above forms will be reviewed quarterly at the QEO Quarterly meeting to determine their relevancy, adequate frequency and their usefulness or if needed.

6.0 Changes from previous document: Reviewed and okay as is.