

Reference Document



Flexcon Inc.  
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<b>Flexcon: Customer Survey Request Response</b>
<b><u>MANAGEMENT</u></b>
<b>EXECUTIVE CHAIRMAN:</b> Neil McDonough
<b>CEO OF Flexcon GLOBAL:</b> Nick Tucci
<b>Director Of Regional Sales:</b> Kevin Haughey
<b>CHIEF OPERATIONS OFFICER:</b> Morgan Ebin
<b>DIRECTOR OF QUALITY:</b> Julie Beaudry
<b><u>CUSTOMER SUPPORT:</u></b> <b>SENIOR VP TECH SOLUTIONS GROUP- 44 Maple Street:</b> William Sullivan <b>DIRECTOR OF CUSTOMER EXPERIENCE:</b> Joe Diaz
<b><u>GENERAL INFORMATION</u></b>
<b>Manufacturer of Pressure Sensitive Adhesive Coated Films</b>
<b>Years in Business:</b> Since 1956 Company is privately owned
<b>ISO 9001:2015 Certified</b> – Registrar, <b>DNV</b>
All North America sites, including manufacturing and distribution use work instruction and process flows controlled by Corporate Headquarters. The Sites include Spencer, MA, Columbus NE, and Chino CA.
<b>Flexcon has 3 shifts operating 24 hours M-TH day, Fri- Sun 6AM – 6PM</b>

**Reference Document**

<b>Flexcon: Customer Survey Request Response</b> Quality System Criteria (ISO 9001:2015)		
<b>Criteria</b>	<b><u>YES</u></b>	<b><u>NO</u></b>
<b><u>QUALITY MANAGEMENT</u></b>		
1.0 There is a quality management system and a quality policy to support consistently providing products and services that meet customer requirements, and to enhance customer satisfaction.	√	
4.3 The scope of the organization's quality management system is maintained as documented information.	√	
4.4 The organization has procedures in place to maintain and continually improve a quality management system, including the processes needed and their interactions, in accordance with the ISO 9001:2015 standard including assigning the responsibilities and authorities for processes.	√	
<b><u>QUALITY SYSTEM</u></b>		
4.1 The organization determines external and internal issues that are relevant to its purpose and its strategic direction, and that affect its ability to achieve the intended result(s) of its quality management system. The organization shall monitor and review information about these external and internal issues.  <b>The organization's Quality System is certified to ISO 9001:2015.</b>	√	
4.4.2 The organization maintains documented information to support the operation of its processes and retains documented information to have confidence that the processes are being carried out as planned.	√	
<b><u>CONTRACT REVIEW</u></b>		
8.2.3 The organization has processes in place to ensure it has the ability to meet requirements for products and services to be offered to customers. The organization conducts a review of requirements.	√	
8.2.3.2 The organization retains documented information, as applicable, on the review of requirements for products and services.	√	
<b><u>DESIGN CONTROL</u></b>		
8.3.1 The organization maintains a design and development process that is appropriate to ensure the subsequent provisions of products and services.	√	
8.5.6 The organization reviews and controls changes to the extent necessary to ensure continuing conformity with requirements.	√	

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<b>Criteria</b>	<b><u>YES</u></b>	<b><u>NO</u></b>
<b><u>DOCUMENT CONTROL</u></b>		
7.5.2 When creating and updating documented information, the organization has a process to ensure appropriate identification, description, and format, as well as review and approval for suitability and adequacy.	√	
<b><u>PURCHASING</u></b>		
8.4 The organization has a process to ensure externally provided processes, products and services conform to requirements.	√	
8.4.1 The organization has a process to determine and apply criteria for the evaluation, selection, monitoring of performance and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements.	√	
<b><u>PURCHASER SUPPLIED PRODUCT</u></b>		
8.4.3 The organization has a process to ensure the adequacy of requirements prior to their communication to external providers. The organization communicates to external providers its requirements for the processes, products, and services to be provided.	√	
<b><u>PRODUCT IDENTIFICATION AND TRACEABILITY</u></b>		
8.5.2 The organization has a system to identify the outputs (products) where necessary to ensure conformity of products and services. The organization's system controls unique identification of the outputs (products) where traceability is a requirement and retains the documented information necessary to ensure traceability.	√	
<b><u>PROCESS CONTROL</u></b>		
7.2 The organization has a system to ensure that the persons doing work under its control that affects the performance and effectiveness of the quality management system are competent based on education, training or experience and retains appropriate documented information as evidence of competence.	√	
9.1 The organization has procedures for establishing what needs to be monitored and measured. Procedures for the monitoring, measuring, analysis and evaluation of products, and processes are also included within the quality management system.	√	
<b><u>INSPECTION AND TESTING</u></b>		
8.4.1 The organization has procedures in place to ensure externally provided processes, products and services conform to requirements.	√	

**CONTROLLED DOCUMENT**

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<b>Criteria</b>	<b><u>YES</u></b>	<b><u>NO</u></b>
8.5.1 The organization has processes under controlled conditions that include documented information that defines the characteristics of the products produced, services provided, the results to be achieved. Procedures define the implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs (products), and acceptance criteria for products and services have been met.	√	
9.1 The organization has procedures for the monitoring, measuring, analysis and evaluation of products, and processes within the quality management system. Appropriate documented information as evidence of the results is retained.	√	
9.1.3 The organization has procedures to analyze and evaluate data and information from monitoring and measuring to evaluate conformity of products and services.	√	
<b><u>INSPECTION, MEASURING AND TEST EQUIPMENT</u></b>		
7.1.5.1 The organization has procedures to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements. The organization retains appropriate documented information as evidence of fitness for purpose of the monitoring and measuring resources.	√	
7.1.5.2 Procedures are in place to calibrate or verify measuring equipment against measurement standards traceable to international or national measurement standards where applicable.	√	
<b><u>INSPECTION AND TEST STATUS</u></b>		
8.6 The organization has a process to verify at appropriate stages, that the product and service requirements have been met. The organization retains documented information on the release of products and services, traceable to the person(s) authorizing the release.	√	
9.1 The organization has procedures for the monitoring, measuring, analysis and evaluation of products, and processes within the Quality Management System.	√	
<b><u>CONTROL OF NONCONFORMING PRODUCT</u></b>		
8.5.6 The organization has planned arrangements, at appropriate stages, to verify that the product and service requirements have been met. Procedures are in place such that the release of product and service to the customer shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer.	√	
8.7 The organization has a system in place to ensure that outputs (products) that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.	√	

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<b>Criteria</b>	<b><u>YES</u></b>	<b><u>NO</u></b>
8.7.2 The organization retains documented information that describes nonconformities, actions taken, concessions obtained and identifies the authority deciding actions in respect to the nonconformity.	√	
<b><u>CORRECTIVE ACTION</u></b>		
9.1.2 The organization has systems in place to analyze and evaluate the conformity of products and services, the effectiveness of actions taken to prevent risk and the need for improvements to the quality management system.	√	
9.3.2 The organization has a management review which takes into consideration nonconformities and corrective actions and the effectiveness of actions taken to address risks.	√	
10.2.1 When a non-conformity occurs, there is a process in place to react to the nonconformity and, as applicable, take action to control and correct it, including implementing any corrective actions appropriate to the effects of the nonconformity.	√	
<b><u>HANDLING, STORAGE, PACKAGING AND DELIVERY</u></b>		
8.5.1 The organization has production and service provisions under controlled conditions that include, the implementation of delivery, as applicable.	√	
8.5.2 The organization has a system to identify the outputs (products) where necessary to ensure conformity of products and services. The organization's system controls unique identification of the outputs (products) where traceability is a requirement and retains the documented information necessary to ensure traceability.	√	
8.5.4 The organization has procedures in place to preserve the outputs (product) to ensure conformity to requirements.	√	
<b><u>QUALITY RECORDS</u></b>		
7.5.3.1 Documented information required by the quality management system is controlled to ensure it is available and suitable for use, where and when it is needed, and it is adequately protected.	√	

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<b>Criteria</b>	<b><u>YES</u></b>	<b><u>NO</u></b>
<b><u>INTERNAL QUALITY AUDITS</u></b>		
9.2.1 The organization conducts internal audits at planned intervals to provide information on whether the quality management system conforms to the organizations own requirements for its quality management system and with the requirements of ISO 9001:2015.	√	
<b><u>TRAINING</u></b>		
7.2 The organization has procedures in place to ensure that persons are competent on the basis of appropriate education, training or experience. Appropriate documented information is retained as evidence of competence.	√	
<b><u>STATISTICAL TECHNIQUES</u></b>		
9.1.3 The organization analyzes and evaluates appropriate data and information to evaluate conformity of products using methods including statistical techniques.	√	