



# Quality Manual

QUALITY MANUAL

Plane Mfg

DBA Mountainside Design

Revision: 1.0

Date: 2025-07-01

Prepared by: Jeff Little

## 1. Company Overview

Company Name: Plane MFG DBA Mountainside Design

Scope of QMS: Precision CNC machining and manufacturing services by a single-owner operator.

## 2. Quality Policy

Committed to high-quality machined parts, automation, skilled craftsmanship, and excellent customer service.

## 3. Quality Objectives

- 100% on-time delivery
- 95%+ customer satisfaction
- <2% non-conformances per quarter
- One automation improvement/year

## 4. QMS Scope

Applies to all machining and business processes. Design and Development excluded.

## 5. Context of the Organization

Internal: One-man operation, lean.

External: Customer demands for speed and precision.

## 6. Leadership

Owner manages the QMS and promotes continual improvement.

## 7. Planning

Risks: Downtime, single point of failure.

Opportunities: Automation, direct communication.

## 8. Support

Resources: CNC milling machine, CNC plasma table, tools, software. Annual calibration.

Documents stored digitally and backed up.

## 9. Operation

Job traveler/checklist used. Customer drawings reviewed. Inspections performed. Nonconforming parts segregated.

## 10. Performance Evaluation

Monitor on-time delivery, non-conformances. Annual internal audit and management review.

## 11. Improvement

Corrective actions tracked. Continual improvement based on feedback and automation.

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## Document Control Table

Document	Owner	Revision	Date	
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