



Quality & Environmental Manual

Uncontrolled Format

This quality and environmental manual defines the structure and scope of the quality and environmental system used by Shaw Development. The manual is designed to meet all of the required elements of ISO 9001:2008 and ISO 14001:2004. The Critical Process Flow Chart shows the various processes in the quality and environmental system and how they interrelate with each other. Quality and Environmental System Procedures are referenced on the Process Flow Chart and throughout the manual. These procedures describe the processes, and may make reference to work instructions for specific detailed tasks.

QUALITY & ENVIRONMENTAL MANAGEMENT SYSTEM SCOPE:

Design, Development, Qualify and Manufacture various Diesel Exhaust Fluid Systems, Caps, Adapters, Expandable Rubber Plugs, Tools and Injection Molded Products for Commercial and Military Applications in an environmentally responsible manner.

QUALITY POLICY:

Shaw Development is committed to:

- **customer satisfaction**
- **continual improvement** of our business processes
- **compliance with** all customer and regulatory **requirements**

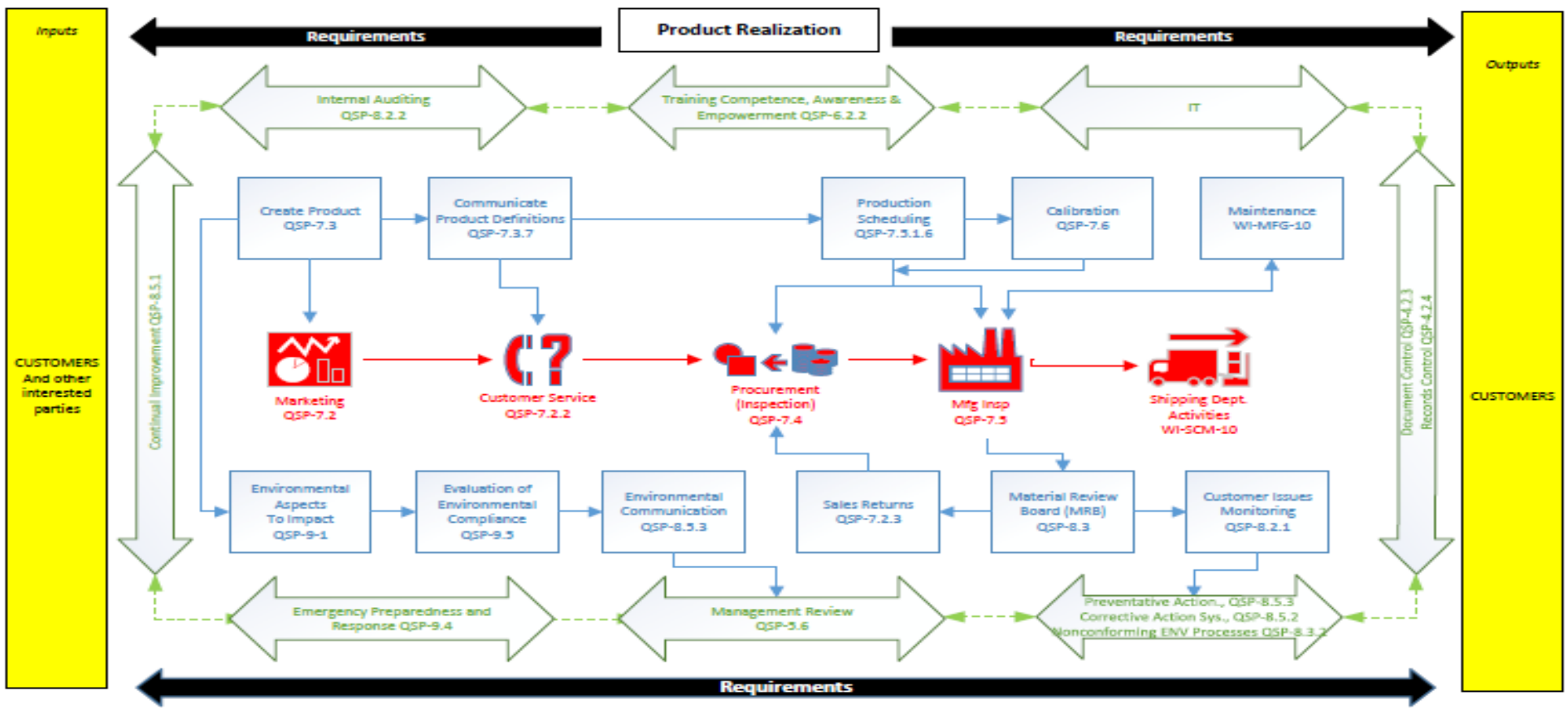
QUALITY & ENVIRONMENTAL OBJECTIVES:

Top management has determined top quality & environmental objectives at relevant functions and levels of Shaw Development. They are measurable and consistent with the Quality and Environmental Policies.

ENVIRONMENTAL POLICY: Shaw Development has defined our Environmental Policy to be appropriate for the nature, scale and environmental concerns for our business.

Serving the World, Protecting the Environment

- Shaw Development is committed to protecting the environment as a part of its business practice.
 - Compliance
 - We will comply with all applicable laws, regulations and permits and will implement procedures to assure compliance.
 - Prevention
 - We will employ procedures and systems designed to prevent activities or conditions that pose threats to the environment. We will minimize risk and protect our employees and the community in which we operate.
 - Communication
 - We will communicate our commitment to environmental protection to our employees, all persons working on behalf of the company and the public. We will ask for our employees help in meeting our goals.
 - Continuous Improvement
 - We will continuously seek opportunities to improve our understanding and adherence to these principles.



Core Product Realization	Direct Support	General Support
<ul style="list-style-type: none"> ➤ QSP-7.3 Marketing ➤ QSP-7.2.2 Customer Service ➤ QSP-7.4 Procurement (Inspection) ➤ QSP-7.5 Manufacturing (Inspection) ➤ WI-SCM-10 Shipping Activities 	<ul style="list-style-type: none"> ➤ QSP-7.3 Create Products ➤ QSP-7.3.7 Comm. Product Definition ➤ QSP-7.5.1.6 Production Scheduling ➤ QSP-7.6 Calibration ➤ WI-MFG-10 Preventative Maintenance ➤ QSP-9.1 ENV. Aspects & Impacts ➤ QSP-9.5 Evaluation of ENV Compliance ➤ QSP-7.2.3 Sales Returns ➤ QSP-8.2.1, Customer Issues Monitoring ➤ QSP-8.3 Material Review Board 	<ul style="list-style-type: none"> ➤ QSP-8.2.2 Internal Auditing ➤ QSP-6.2.2 Training Competence Awareness & Empowerment ➤ IT ➤ QSP-4.2.3 Document Control ➤ QSP-4.2.4 Records ➤ QSP-9.4 Emergency Preparedness and Response ➤ QSP-5.6 Management Review ➤ QSP-8.5.3 Preventive Action ➤ QSP-8.5.2 Corrective Action ➤ QSP-8.3.2 Nonconforming ENV. Processes