
PURPOSE

To establish policies and documented procedures for the responsibilities of Top Management to ensure customer satisfaction and the effectiveness of the established QMS.

SCOPE

All activities related to the role of Top Management in the development, implementation, monitoring and improvement of the QMS.

REFERENCES

Quality Manual (QM) procedures 4,6,7,8
ISO 9001 – Quality Management Systems - Requirements

DEFINITIONS

Organization: Georgia Gulf Sulfur Corporation, including Georgia Gulf Sulfur, Holly Industries, International Sulphur, Inc., and S.F. Sulfur
QMS: Quality Management System
MRC: Management Review Committee, the team that guides the QMS.
Top Management: CEO/Quality Manager and the President/ISO Management Representative

RESPONSIBILITY

All responsibilities related to this element are found in the Procedure section of this document

PROCEDURE**5.1 Management Commitment**

Top management provides evidence of its commitment to the development, implementation and continual improvement of the effectiveness of the QM system by:

5.1.1 Communication

The Top Management of the Organization, working as the Management Review Committee, ensures that all employees understand the importance of working as a team to meet customer, statutory and regulatory requirements.

5.1.2 Quality Policy

The Organization has established a Quality Policy that is communicated to all employees and is reviewed yearly for adequacy and suitability.

5.1.3 Quality Objectives

The MRC ensures that quality objectives are established, monitored and reviewed for effectiveness and improvement.

5.1.4 Management Reviews

The MRC meets bi-annually to review the QMS and analyze data in order to make informed decisions that affect the QMS and the Organization.

5.1.5 Availability of Resources

The MRC is committed to providing all resources needed to meet customer requirements. One output of Management Reviews will be the provision of resources.

5.2 Customer Focus

The MRC shall ensure that customer requirements are determined and are met with the aim of enhancing customer satisfaction.

5.3 Quality Policy

The MRC ensures that the Quality Policy:

- Is aligned with the purpose and ideals of the Organization
- Reflects the Organization's commitment to follow the ISO 9001 International Standard and to build and continually improve a highly effective QMS
- Ensures that quality objectives will be addressed appropriately
- Is understood by all employees
- And is reviewed yearly by the MRC to ensure its continued suitability.

THE QUALITY POLICY

The Organization is committed to satisfying its customers' needs, and will deliver materials on time and within specification as directed by those customers.

Following the guidelines of the ISO 9001 standard, we will strive for the continual improvement of our Quality Management System.

Each individual plant uses this Quality Policy by inserting the name of their local organization in place of the words "The Organization".

The Quality Policy is communicated to all new employees through a personal letter from the CEO/Quality Manager. The Quality Policy is prominently displayed on employee bulletin boards and in all management and supervisory offices.

5.4 Planning

5.4.1 Quality Objectives

The MRC ensures that quality objectives are established throughout the organization. Among these objectives are the following:

- Competitive services with outstanding customer satisfaction
- On time delivery
- Effective communication with suppliers, customers and employees
- State-of-the-art technology

The MRC measures, analyzes, reviews and makes decisions based upon the quality objectives.

5.4.2 Quality Management System Planning

Once a year during the annual corporate planning session, representatives of the MRC will meet for a quality planning session. This will consist of a summary review of the output of the management review committee meetings, review of documentation changes and corporate planning for the QMS.

The ISO Management Representative shall ensure that the planning of the QMS is carried out in order to meet the quality objectives and that the integrity of the QMS is maintained when changes to the QMS are planned and implemented.

5.5 Responsibility and Authority

Top management has defined the following responsibilities and authorities and ensures that this information is communicated within the Organization. Additionally, responsibilities and authorities for all jobs in the Organization are defined in job descriptions maintained by appropriate management in all locations and that they are communicated to relevant individuals.

CEO / Quality Manager

Responsible for providing all monetary, physical and human resources needed to execute business plans. As a member of the MRC, this position acts as Quality Manager. Responsibilities include documenting the overall Quality System, ensuring that the effectiveness of internal quality audits is monitored, and that training efforts are coordinated. The CEO/Quality Manager ensures that the documented quality system is implemented and periodically reports the performance of the quality system to MRC.

President / ISO Management Representative

Responsible for interfacing with customers through direct and indirect contact provided by Corporate Sales Force and Distributor Sales Force. Provides yearly demand forecast which is the starting point for operating budget. Provides necessary industry intelligence to remain current with customer needs. Sets product pricing to insure that we remain competitive yet profitable. This position reports to the CEO/Quality Manager and is a member of the MRC.

ISO Management Representative

Responsible for insuring that the quality system is established, implemented, and maintained in accordance with the documented quality system, under the direction of the CEO/Quality Manager. Acts as the primary contact regarding changes to the quality system. Reports on performance of the quality system during MRC meetings. Primary facilitator of the internal quality audit system. Secondary contact for external parties on matters relating to the quality system.

ISO Coordinator / Administrative Assistant

Reports to and supports the ISO Management Representative. Writes ISO documentation, manages the document control activities, keeps records, communicates ISO information to all divisions and assists the ISO Management Representative in performing all other delegated tasks related to the QMS. Prepares and provides statistical input to MRC meetings and coordinates QMS activities throughout the Organization.

Administrative Assistant

Processes Accounts Payable for Georgia Gulf Sulfur, S. F. Sulfur, Holly Industries, International Sulphur, and Bainbridge Chemical Corporations. Produces operating budget and maintains manuals for each company each year. Handles any and all correspondence, communication, and customer files. Gathers, sorts and analyzes

SPC data from plants. Prepares and provides the necessary charts and histograms as requested by customers on a quarterly basis. Reports to the CEO/Quality Manager.

Vice President of Manufacturing / Plant Manager

Responsible for effectively planning all aspects of manufacturing to make the best use of time, material, equipment and personnel without sacrificing quality. As a member of the MRC, this position has the overall responsibility to insure that plant production meets or exceeds customer expectations and assures product tests are conducted and data is gathered. This position reports to the CEO / Quality Manager and is responsible for training in all manufacturing facilities.

CFO

Responsible for providing control systems to gather data that allow for the generation of timely financial records and operating budgets. Provides for the safekeeping of financial assets and historical records. This position reports to the CEO/Quality Manager.

Design Committee

Responsible for the gathering of customer product specifications and performance characteristics, the translation of these requirements into a written specification and manufacturing batch sheet, the production and delivery of a prototype sample to the customer, and the acceptance of the sample and specification sheet by the customer in his/her manufacturing environment. It is recognized that the cycle could be repeated several times to satisfy the customer's needs. Consists of the CEO/Quality Manager, President/ISO Management Representative, and Vice President of Manufacturing/Plant Manager.

Vice President Process Development and Plant Design

Responsible for designing and implementing a preventive maintenance plan to insure the continued operation of all plant manufacturing and processing equipment, to allow for the timely and economical production of products. The VPPD will also play a key role in designing process changes to improve and expand production and produce cost savings. The VPPD will personally ensure that all gauges and lab equipment are checked, calibrated and adjusted according to the prescribed schedule. This position reports to the CEO and is a key member of the production team.

Director of Quality Assurance

Responsible for assisting the Quality Manager in implementing the overall quality program and provides input for any changes to the quality system. Assists the ISO Coordinator in writing and implementing changes to the quality system.

National Sales Manager / Product Supervisor

Promotes sales through customer contact and account maintenance. Responsible for promotion of products, price quotes to customers (with assistance from President), and assistance with product usage at customers request.

The relationship between these positions is defined by the Corporate Organizational Chart (Doc 3).

5.5.2 Management Representative

Top management has appointed the President as the Corporate ISO Management Representative who, irrespective of other responsibilities, has the responsibility and authority to:

- Ensure that the QMS is established, implemented and maintained in an effective manner with continual improvement throughout the entire organization.
- Report on the condition of the QMS during the annual Corporate MRC meeting and ensure that each individual plant implements the QMS.
- Ensure the promotion of awareness of customer requirements throughout all divisions of the Organization.
- Act as liaison with external customers and suppliers in all matters related to the QMS.

5.5.3 Internal Communication

The MRC has ensured that appropriate communication processes are established within the Organization in order to communicate the effectiveness of the QMS to meet quality objectives and show continual improvement.

The CEO/Quality Manager and the ISO Coordinator communicate the statistical data and analysis using SQC charts to all plant managers on a quarterly basis. The plant managers, in turn, communicate this information to all employees.

5.6 Management Review**5.6.1 General**

The MRC shall review the QMS bi-annually in order to ensure its continuing suitability, adequacy and effectiveness. Opportunities for improvement and the need for changes to the QMS will be assessed during these reviews. The quality policy will be reviewed yearly and the quality objectives will be reviewed at each meeting.

Minutes of MRC meetings will be written and maintained using the Management Review Committee Minutes (Form 2).

5.6.2 Review Input

The input to management review shall include information on:

- Follow up actions from previous management reviews
- Results of audits
- Customer feedback
- Process performance
- Product conformity
- Status of preventive and corrective actions
- Changes that could affect the QMS
- Recommendations for improvement

5.6.3 Review Output

The output of MRC meetings is documented in the Management Review Committee Minutes (Form 2) and include:

- Opportunities for improvement of the effectiveness of the QMS
- Customer and product related improvements
- Decisions for providing needed resources to support the QMS

RECORDS

Form # 2 The ISO Coordinator retains Management Review Committee Minutes (Form 2) for one year in the corporate office.