

1.0 Scope

This Quality Manual provides specifics on the policies and procedures used by TriMark Corporation to meet general requirements of ISO 9001:2008 and application of *TS 16949:2009 Quality Management System Requirements for North American Heavy Truck Market*, to demonstrate the ability to consistently design and manufacture vehicle hardware products for windows, doors, enclosures and related products, to meet the customer specifications, TriMark's specifications and applicable regulatory requirements and to address customer satisfaction including continual improvement and the prevention of nonconformance, in an environmental manner.

2.0 Permissible Exclusions

None

3.0 Terms and Definitions

The term "Supplier" and "Vendor" are synonymous and refer to the external source used to acquire purchased products, or materials and/or services by the organization.

The term "Organization" refers to TriMark Corporation internal organization.

The term "Customer" used in this quality manual refers to External Customer.

4.0 Quality Management System

4.1 General Requirements

TriMark has a documented quality management system in accordance with the requirements of the International Organization for Standardization (ISO) 9001:2008 and emphasis of *ISO/TS 16949:2009 (identified in italic lettering)*. The processes identified throughout the quality management system will be reviewed to ensure its effectiveness and to continually improve upon those processes.

The organization does:

- identify the processes needed and application of quality management system throughout the organization;
- determine the sequence and interaction of these processes;
- determine criteria and methods needed for ensuring the operation and control of processes are effective;
- ensure the availability of resources and information necessary to support the operation and monitoring of the processes;
- monitor, measure and analyze the processes;
- implement actions necessary to achieve planned results and continual improvement of the processes.

4.1.1 General Requirements-Supplemental

Ensuring control over outsourced processes does not absolve the organization of the responsibility of conformity to all customer requirements.

Hospital Quality Policy Manual

Katrin Zwirglmaier



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