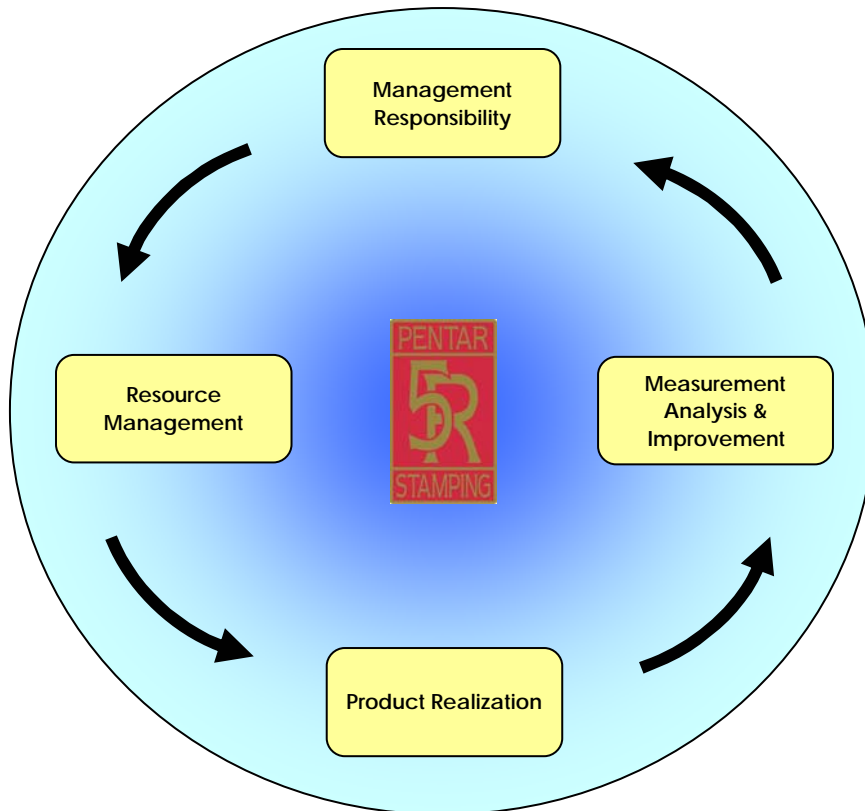




# Pentastamping, Inc.



## Quality Systems



## Quality Policy

Regimented commitment to quality using **Continuous Improvement** efforts and targeting **Zero Defects** is an ongoing and **Un-compromised** way of doing business at Pentastamping.

# Pentar Stamping, Inc.

# ISO 9001:2008



NSF International Strategic Registrations

789 North Dixboro Road, Ann Arbor, Michigan 48105  
(888) NSF-9000 | www.nsf-isr.org

## *Certificate of Registration*

This certifies that the Quality Management System of

## **Pentar Stamping, Inc.**

1821 Wildwood Avenue  
Jackson, Michigan, 49204, United States

has been assessed by NSF-ISR and found to be in conformance to the following standard(s):

## **ISO 9001:2008**

### **Scope of Registration:**

Production of metal stampings and assemblies.

**Exclusions:** 7.3



Certificate Number: 5Z551-IS3  
Certificate Issue Date: 20-JUN-2011  
Registration Date: 18-JUN-2011  
Expiration Date \*: 17-JUN-2014

William Niedzwiecki,  
President & General Manager,  
NSF-ISR, Ltd.

Authorized Registration and/or Accreditation Marks. This certificate is property of NSF-ISR and must be returned upon request. \*Company is audited for conformance at regular intervals. To verify registrations call (888) NSF-9000 or visit our web site at www.nsf-isr.org

Pentar Stamping, Inc became ISO certified in September of 2002. We are audited by NSF-ISR every 6 months and have received only 3 minors since.

# Pentar Stamping, Inc.

## QOS

### Quality Operating System

#### Pentar Stamping QOS Tracking

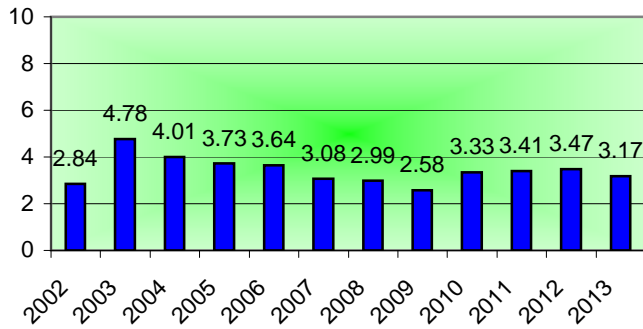
- ▶ Number Of Customer Concerns
- ▶ Number Of Customer Rejections
- ▶ Number Of Supplier Rejections
- ▶ Internal PPM's
- ▶ External PPM's
- ▶ Housekeeping
- ▶ Percent Of Conforming Dock Audits
- ▶ Number Of Hold Tags Written
- ▶ Percent On Time Delivery
- ▶ Average Die Change Times
- ▶ Inventory Turns
- ▶ Safety (Injuries)

Along With Defect Pareto Analysis

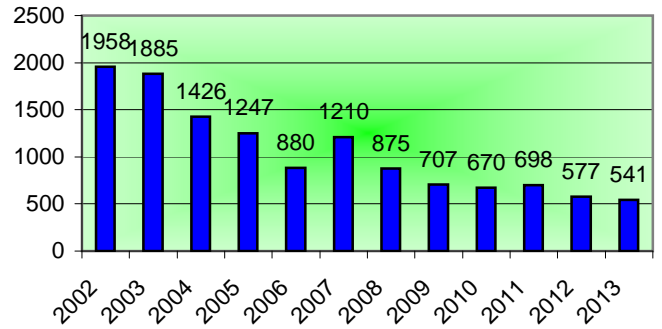
Pentar Stamping uses, External PPM's, On Time Delivery & the Dock Audits to determine customer satisfaction.

# The Charts

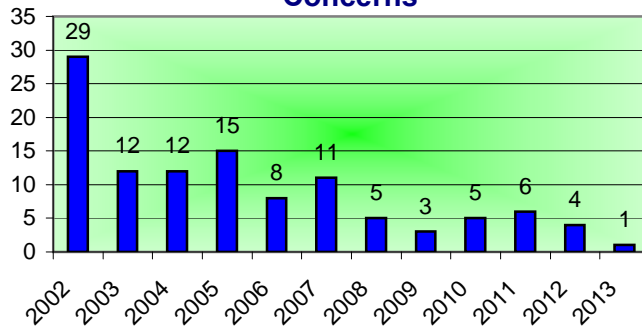
**Pentar Stamping - External PPM**



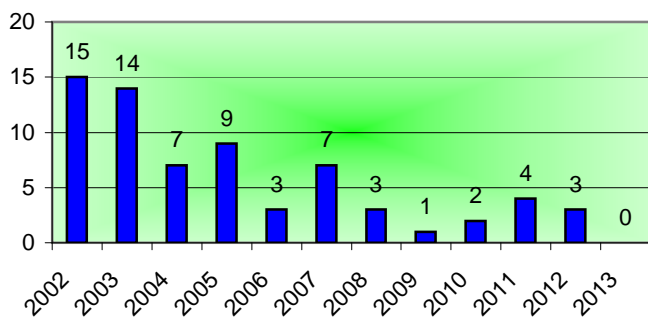
**Pentar Stamping - Internal PPM**



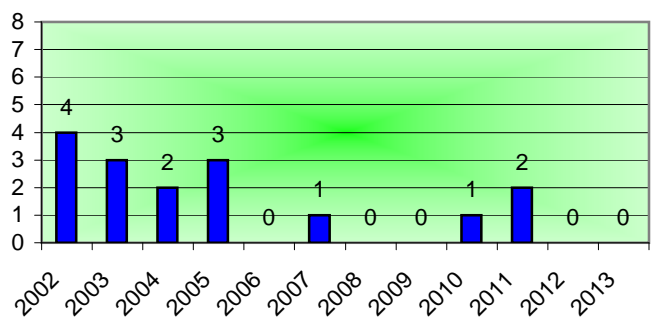
**Pentar Stamping - Customer Concerns**



**Pentar Stamping - Customer Rejections**

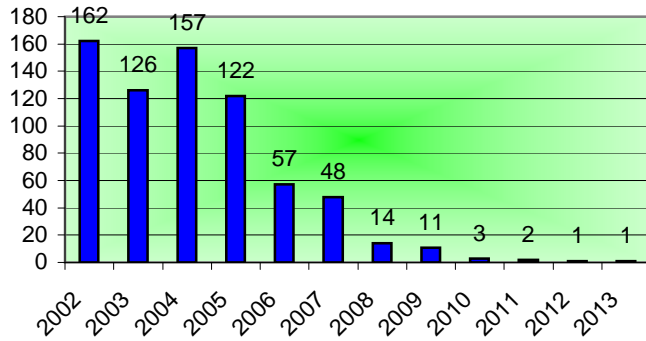


**Pentar Stamping - Supplier Rejections**

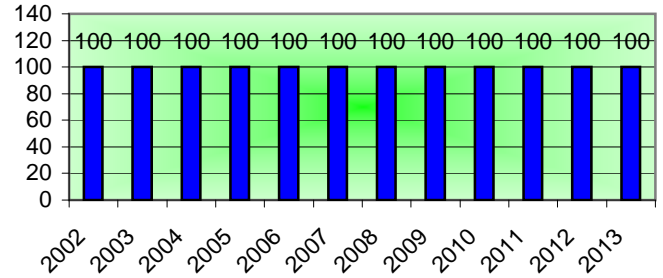


# The Charts

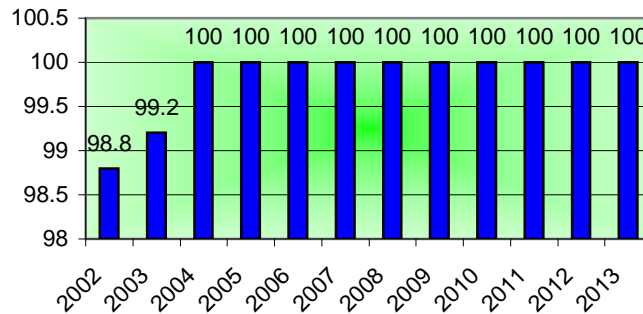
**Pentar Stamping - Hold Tags Written**



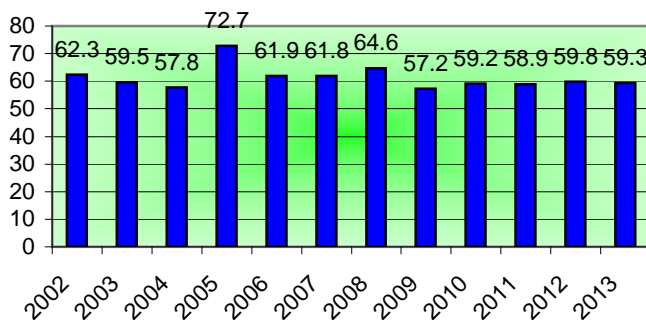
**Pentar Stamping - % Conforming Dock Audits**



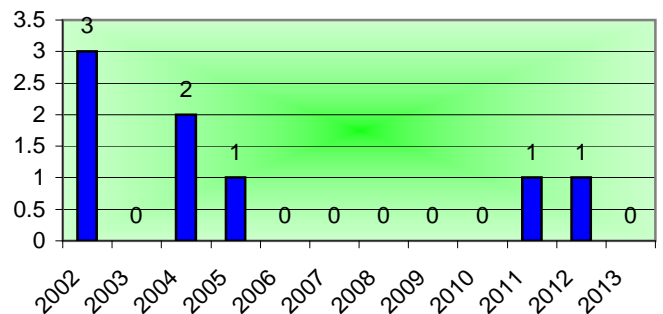
**Pentar Stamping - On Time Delivery**



**Pentar Stamping - Average Die Change**



**Pentar Stamping - Safety Injuries**



# Pentar Stamping, Inc.

## Metrology



**Controlled lab  
with a Mitutoyo  
Bright M CCM  
with a  
measurement  
area of 28" x 28"  
x 24"**



**10X Optical  
Comparator and  
Micro-Vu with a  
measurement  
area of 12" x 6"**



**Complete  
contact  
measurement  
capabilities.**



**Destruct testing equipment includes, 10 ton Drake  
push tester, 70 ton arbor press & torque testing.**

# Quality Services Performed

## For Our Internal & External Customers

- ▶ PPAP & PSW
- ▶ Control Plan
- ▶ PFMEA
- ▶ Gage Analysis & Studies
- ▶ Layout Inspection
- ▶ In-process Inspection
- ▶ 8-D & Team Problem Solving
- ▶ Process Optimization
- ▶ Internal ISO Audits
- ▶ Dock Audits
- ▶ SPC
- ▶ DOE
- ▶ Process Capability
- ▶ Controlled Studies

