



Nordson Corporation CORPORATE QUALITY POLICY

SUBJECT: **Quality Policy Index**
SECTION NO.:
REVISION NO.: **Q**
APPROVAL: **Edward Campbell**

NCINDEX

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Nordson Corporation CORPORATE QUALITY POLICY

SUBJECT: Corporate Quality Policy
SECTION NO.:
REVISION NO.: D
APPROVAL: Edward Campbell

NCPOLICY

Nordson's philosophy for continuing progress in Quality and Productivity is stated as follows:

1. Quality is to be defined in customer terms. Nordson Corporation is dedicated to continuing progress in quality and productivity to ensure that goods and services meet customer's needs and expectations. The customer is not limited to only those who buy our goods. To differing degrees, all Nordson employees are customers of each other with high expectations for performance. We are committed to outstanding performance at each level of the overall team in order to maximize the satisfaction of the final customers who purchase our goods and services.
2. We will continue to improve on product design and quality, product availability and performance, and customer service and support. All parts of the process, whether they are operating or management processes, can be changed in order to improve the quality of our goods and services as defined in item #1.
3. We recognize and believe that empowering people is a key element in planning for quality and productivity. We will maximize their capabilities through a process of education and training in the fundamentals of teamwork and quality assurance.

4. REVISION HISTORY

Revision	Revision History
B	Removed in 2. "retain a leadership role in our markets".
C	11/07/01 Approved by CEO instead of VP of Manufacturing.
D	10/14/2002 Changed item 2 to provide clear description of our ability to change all processes. Deleted reference to "each day ...better than the prior day."



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CORPORATE QUALITY POLICY

SUBJECT: **Manual Structure, Status, and Definitions**
SECTION NO.:
REVISION NO.: **D**
APPROVAL: **Edward Campbell**

NCMANUL

1.0 THE QUALITY POLICY MANUAL

This manual describes the Quality Assurance Management System in operation at the Nordson Corporation. It is the primary reference document within the Corporation for all quality related activities and is used for the purposes of auditing the effectiveness of the Quality Management System; where appropriate, more detail is provided in the Registration Unit and Support Staff operating procedures which are in turn supplemented by instructions.

1.1 DISTRIBUTION

The Quality Policy Manual is authorized by the Chief Executive Officer upon release. Manuals are used as Controlled and Uncontrolled copies; The controlled version is provided by electronic means. Policies, Procedures and Instructions on the Wide Area Network will be secured from unauthorized revision. Each Registration Unit shall ensure the availability and access of Policies, Procedures and Instructions to their personnel.

1.2 CHANGE CONTROL

The Chief Executive Officer shall assign responsibility for maintenance of the Nordson Corporation Corporate Quality Policy. Each Registration Unit will specify who is responsible for making and issuing changes to their procedures and instructions. Uncontrolled copies are not maintained but are current at the time they are copied from the Wide Area Network. Where possible, policies, procedures and instructions are reviewed and approved by the same functions/organizations that performed the original review and approval. Revisions to policies, procedures and instructions are noted by alphabetic notation (i.e., A, B, C, etc.). Policy, procedure and instruction revisions will be recorded in the Revision History section of the affected document.



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NCMANUL

1.3 REVISION HISTORY

Revision	Revision History
D	11/07/01 - Policy Manual maintenance responsibility was Manufacturing Vice President. Eliminated reference to manual or paper controlled Policies. Requirement for "Bolding" of document text revisions was eliminated.



Nordson Corporation

CORPORATE QUALITY POLICY

SUBJECT: Management Responsibility
SECTION NO.: 1.0
REVISION NO.: K
APPROVAL: Edward Campbell

NC010000

1.0 PURPOSE

This Policy describes the means by which the company acknowledges its responsibility for quality by providing a Quality Policy, establishing individual management responsibilities, including a management representative, and conducting quality systems reviews.

1.1 RESPONSIBILITY

1.1.1 Quality Objectives

Each Registration Unit documents its quality objectives in its Fiscal Year Operating Plan.

1.1.2 Responsibility and Authority

Each Registration Unit will define the responsibility, authority and the interrelation of all personnel who manage, perform, and verify work affecting quality through an Organization Chart. The responsibilities and authorities of these employees are specified in Job Descriptions maintained by Human Resources. Specifically these employees are those who need the freedom and authority to:

- 1.1.2.1 Initiate action to prevent the occurrence of nonconformities relating to product, process and the Quality System;
- 1.1.2.2 Identify and record problems relating to the product, process, and quality system;
- 1.1.2.3 Initiate, recommend, or provide solutions to the organization;
- 1.1.2.4 Verify the implementation of solutions;
- 1.1.2.5 Control further processing of nonconforming product until deficiencies have been corrected.

1.2 OPERATION

1.2.1 Quality Policy

The Quality Policy defines the company's commitment to quality, shall be understood at all levels in the company, and is prominently displayed throughout the work place.

1.2.2 Organization

Each Registration Unit will identify resource requirements, provide adequate



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resources, and assign trained personnel for management, performance of work, and verification activities, including internal quality audits.

1.2.3 Management Representative

The Management Representative will be appointed by executive management. The Management Representative has the authority and responsibility to:

- 1.2.3.1 ensure that the requirements of the applicable Quality System Requirements Standard are established, implemented and maintained.
- 1.2.3.2 reporting on the performance of the quality system to management for their review as a basis for improving the quality system;
- 1.2.3.3 act as management's liaison, on matters relating to the quality system, to the accredited registration company.

An organizational chart within each registration unit specifies the management representative.

1.2.4 Management Review

The Quality Management System is to be reviewed a minimum of once annually to evaluate its effectiveness and identify changes required to meet current and future needs. The Management Representative and/or Vice President of the Registration Unit are responsible for scheduling and conducting this review. The Management Review process is to review all elements of the entire quality system, with emphasis on the following:

- 1.2.4.1 Results of Internal Quality Audits
- 1.2.4.2 Continual Improvement Activities, including, but not limited to Preventive and Corrective Actions:
- 1.2.4.3 Quality Objectives
- 1.2.4.4 Resource Requirements
- 1.2.4.5 Customer Satisfaction Measurements



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When required by Product Approval Agencies, the appropriate Approvals Administrator will attend management reviews.

1.3 REFERENCES

None.

1.4 REVISION HISTORY

Revision	Revision History
J	11/07/01 - Paragraph 1.2.3.1 was ISO 9000. 1.2.4 changed to include all elements of applicable quality system. Added Corrective to 1.2.4.2. Exhibit A Organizational Chart deleted.
K	10/14/2002 – 1.2.4 changed to include requirements to review Continual Improvement and Customer Satisfaction measurements at the annual management review.



Nordson Corporation

CORPORATE QUALITY POLICY

SUBJECT: **Quality System**
SECTION NO.: **2.0**
REVISION NO.: **H**
APPROVAL: **Edward Campbell**

NC020000

2.0 PURPOSE

This Policy outlines the way in which Nordson's Quality Management System is formulated, documented, and maintained.

2.1 RESPONSIBILITY

Each Quality System Management Representative is authorized by the Chief Executive Officer for the establishment, documentation and publishing of the Nordson Corporation Quality Management Systems. Departmental managers within each Registration Unit are responsible for identifying all applicable procedures and instructions necessary to implement the Corporate Policies and produce an acceptable product in a timely and cost effective manner.

2.2 OPERATION

2.2.1 Document Structure

Policies, procedures and instructions are documented and implemented to satisfy the quality requirements specified by the applicable Quality System Requirement Standard and Nordson's customers, and are structured on four levels:

- Level 1 Nordson Corporation Quality Policies
- Level 2 Registration Unit Quality Procedures
- Level 3 Registration Unit Instructions & Quality Plans
- Level 4 Registration Unit Records

2.2.2 ISO Documentation

The Chief Executive Officer assigns responsibility for the maintenance of the Nordson Corporation Corporate Quality Policy. Policy, procedures and instructions are available to each Registration Unit over the Wide Area Network.

2.2.3 Quality Planning

The requirements for quality are to be met as defined in the procedures and instructions for each Registration Unit, the Fiscal Year Operating Plan Quality Objectives, and all defined Quality Plans.



Nordson Corporation CORPORATE QUALITY POLICY

SUBJECT: **Quality System**
SECTION NO.: **2.0**
REVISION NO.: **H**
APPROVAL: **Edward Campbell**

NC020000

2.3 REVISION HISTORY

Revision	Revision History
F	2.2.2 Removed PPA Focused Factories and North American Division. Added Georgia and Alabama to PPA Business, Georgia to Nonwovens, 1 to 1PROINDX and &Calibration Lab.
H	<u>11/07/01</u> Added Quality System Management Representative to 2.1, 2.2.1, 2.2.1. Deleted identification of Registration Unit and Index File. Revised 2.2.



Nordson Corporation CORPORATE QUALITY POLICY

SUBJECT: **Contract Review**
SECTION NO.: **3.0**
REVISION NO.: **F**
APPROVAL: **Edward Campbell**

NC030000

3.0 PURPOSE

This Policy describes the way in which an inquiry or order is assessed upon receipt to ensure that the customer's requirements can be fully met.

3.1 RESPONSIBILITY

Each Registration Unit will have the responsibility for establishing and maintaining procedures for Contract Review and for the coordination of these activities.

3.2 OPERATION

3.2.1 Before submission of a tender (quote) and prior to the acceptance of a customer order, the quote or order is reviewed to confirm the following:

- 3.2.1.1 Customer requirements are adequately defined and documented;
- 3.2.1.2 Nordson has the capability to meet contractual requirements;
- 3.2.1.3 Customer requirements differing from what was quoted have been resolved.

3.2.2 Amendments to contracts are documented and communicated to the concerned functions.

3.3.3 Records of contract reviews are maintained.

3.3 REVISION HISTORY

Revision	Revision History
F	11/07/01 In Purpose changed section to Policy.



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CORPORATE QUALITY POLICY

SUBJECT: **Design Control**
SECTION NO.: **4.0**
REVISION NO.: **G**
APPROVAL: **Edward Campbell**

NC040000

4.0 **PURPOSE**

This Policy describes the Corporate Procedure used to verify the design of products to assure that they meet the specified requirements.

4.1 **RESPONSIBILITY**

Each Registration Unit is responsible for documenting and implementing procedures to control and verify the design of the product.

4.2 **OPERATION**

4.2.1 DESIGN PLAN - A Design Plan is developed, documented, and updated for each design and development activity. As a minimum, the plan shall include the following elements:

- 4.2.1.1 the assignment of qualified personnel;
- 4.2.1.2 identification of responsibilities;
- 4.2.1.3 resource requirements;
- 4.2.1.4 identification of organizational and technical interfaces between groups which input to the design process;
- 4.2.1.5 Documented information requirements;
- 4.2.1.6 Program review requirements;

4.2.2 DESIGN INPUT - Product design input requirements (i.e., size, weight, color, flow rate, operating temperature, etc.), including applicable statutory and regulatory requirements, are identified, documented, and reviewed for adequacy. The design process shall utilize computer-aided design tools, engineering and analysis as determined by each Registration Unit.

4.2.3 DESIGN REVIEW - At the appropriate stages of design, formal documented reviews of the design are conducted. Participants include representatives of all functions concerned at the particular design stage. Records of these reviews are maintained.



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SUBJECT: **Design Control**
SECTION NO.: **4.0**
REVISION NO.: **G**
APPROVAL: **Edward Campbell**

NC040000

4.2.4 DESIGN OUTPUT - Design Output is documented and expressed in terms of requirements that can be verified. Design output will also:

- 4.2.4.1 meet design input requirements;
- 4.2.4.2 contain or reference acceptance criteria;
- 4.2.4.3 conform to Regulatory Requirements where they are applicable;
- 4.2.4.4 identify those characteristics of the design that are crucial to the safe and proper functioning of the product;
- 4.2.4.5 be documented for review prior to release.

4.2.5 DESIGN VERIFICATION - At the appropriate stages of design, Design Verification is performed to ensure design output meets design input requirements. Records of Design Verification measures are maintained. Design verification measures such as the following can be utilized:

- 4.2.5.1 performing alternative calculations;
- 4.2.5.2 comparing new and older similar designs;
- 4.2.5.3 qualification testing;
- 4.2.5.4 reviewing design stage documents prior to release.

4.2.5 DESIGN VALIDATION - Design Validation is performed to ensure that product performs to customer needs and/or requirements. Records of Design Validation are maintained.

4.2.6 DESIGN CHANGES - Procedures are to be documented and maintained for identifying, documenting, and reviewing and approving all design changes.



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SECTION NO.: **4.0**
REVISION NO.: **G**
APPROVAL: **Edward Campbell**

NC040000

4.3 REVISION HISTORY

Revision	Revision History
G	<u>11/07/01</u> 4.2.2 added shall utilized computer aided design tools, engineering and analysis as determined by each Registration Unit.



Nordson Corporation

CORPORATE QUALITY POLICY

SUBJECT: **Document and Data Control**
SECTION NO.: **5.0**
REVISION NO.: **G**
APPROVAL: **Edward Campbell**

NC050000

5.0 **PURPOSE**

This Policy describes the control of all documents and data required for achieving product quality and effective operation of the Nordson Corporation Quality Management System.

5.1 **RESPONSIBILITY**

Each Registration Unit has the responsibility for establishing and maintaining documented procedures to control all documents and data that relate to the requirements of the applicable Quality System Requirements Standard. Support Staff Departments (i.e., Quality Assurance, Distribution, Purchasing, Engineering Services, etc.) for the Registration Units are responsible for establishing and maintaining documented procedures for their functions. These procedures are followed by each Registration Unit.

5.2 **OPERATION**

5.2.1 Documentation required for achieving service and product quality includes (but is not limited to) drawings, specifications, routings, quality plans, purchase orders, inspection and test data, work instructions, calibration data and external product standards.

5.2.2 Documentation required for the effective operation of the Quality Management System includes (but is not limited to) the Quality Policy Manual, Business Group Procedures and Instructions, and Quality Plans.

5.2.3 Policies, procedures, and instructions will be reviewed and approved by the same function/organizations that perform original review and approval.

5.2.3.1 Corporate policies are numbered with the prefix NC followed by the applicable Quality System Requirements Standard element number and four zeros (i.e., NC050000, NC120000, etc.).

5.2.4 Each Registration Unit will ensure that all current issues of documents and data that relate to the applicable Quality System Requirement Standards are:

5.2.4.1 reviewed and approved for adequacy by authorized personnel prior to use;

5.2.4.2 available at all locations requiring such documents and a master list of the current status of all documents is maintained and readily available;

5.2.4.3 reviewed for changes whenever possible by the originator with relevant background information available to and used by the originator in reviewing and approving changes and changes are identified on the document;

5.2.4.4 identified and removed or protected from unintended use when they become



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invalid and/or obsolete.

SUBJECT: **Document and Data Control**
SECTION NO.: **5.0**
REVISION NO.: **G**
APPROVAL: **Edward Campbell**

NC050000

5.2.5 Obsolete documents which are retained for legal and/or for the preservation of knowledge are suitably identified.

5.3 REVISION HISTORY

Revision	Revision History
G	<u>11/07/01</u> In Purpose changed section to Policy. Modified 5.1, 5.2.3, 5.2.3.1, and 5.2.4 to include all Quality Systems Requirements Standards.



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CORPORATE QUALITY POLICY

SUBJECT: **Purchasing**
SECTION NO.: **6.0**
REVISION NO.: **G**
APPROVAL: **Edward Campbell**

NC060000

6.0 **PURPOSE**

This Policy describes the way in which suppliers of products and services are selected and approved, purchasing documents are reviewed, and, if specified in the contract, the provision for verification of purchased product by customers.

6.1 **RESPONSIBILITY**

The I Purchasing Departments are responsible for documenting and implementing procedures for assuring that purchased product conforms to specified requirements. Each Registration Unit operates in accordance with these procedures.

6.2 **OPERATION**

- 6.2.1 Suppliers are selected on the basis of their ability to meet contract requirements including the applicable Quality System Requirements Standard of the affected Nordson Registration Units.
- 6.2.2 The type and the degree of control exercised over suppliers is dependent upon the product complexity, supplier performance, and, where applicable, customer requirements.
- 6.2.3 Records of acceptable suppliers and their demonstrated performance are maintained.
- 6.2.4 Purchasing documents will contain a clear description of the product or service ordered and include, where applicable, part number, description, references, process requirements, special instructions, data requirements, approvals or qualification requirements, process equipment, quality standards, and any other relevant data.
- 6.2.5 All purchasing documents will be reviewed for adequacy and approved prior to release to the supplier.
- 6.2.6 If Nordson requires that product is to be verified at the suppliers premises, Nordson will specify the verification arrangements and method of product release in the supplier's contract.
- 6.2.7 If specified in the contract, the customer is allowed to verify the acceptability of the product at the source or upon receipt. The customer's verification that product conforms to specified requirements will not be used by Nordson as evidence the supplier's quality system controls are effective and does not absolve Nordson of the responsibility to provide acceptable product.



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SUBJECT: **Purchasing**
SECTION NO.: **6.0**
REVISION NO.: **G**
APPROVAL: **Edward Campbell**

NC060000

6.2.8 Any Product Approval Agency Quality System Requirements, which are not included in ISO, are covered by a Purchasing Procedure.

6.3 REVISION HISTORY

Revision	Revision History
F	6.2.8 Removed ISO 9001 and 9002 and replaced with ISO 9000.
G	<u>11/07/01</u> In Purpose removed the word section and replaced with Policy 6.2.3 In 6.1 removed Central, 6.21. revised to reflect Standard, 6.2.8 made grammar revision.



Nordson Corporation CORPORATE QUALITY POLICY

SUBJECT: **Control of Customer-Supplied Product**
SECTION NO.: **7.0**
REVISION NO.: **D**
APPROVAL: **Edward Campbell**

NC070000

7.0 PURPOSE

This Policy describes the way in which any product, provided by Nordson's customers and incorporated into Nordson products or related activities, is reviewed for acceptability prior to use.

7.2 RESPONSIBILITY

Each Registration Unit has the responsibility for establishing and maintaining procedures to meet the requirements of this section.

7.3 OPERATION

7.3.1 Procedures are documented for the control of verification, storage, and maintenance of customer-supplied product which is incorporated into Nordson products.

7.3.2 Any customer-supplied product, which is lost, damaged, or otherwise unsuitable for use, is recorded and reported to the customer.

7.4 REVISION HISTORY

Revision	Revision History
C	7.2 Deleted "The Nonwovens" and changed to "Each".
D	<u>11/07/01</u> In purpose changed section to Policy. In 7.2 added each registration unit.



Nordson Corporation CORPORATE QUALITY POLICY

SUBJECT: **Product Identification and Traceability**
SECTION NO.: **8.0**
REVISION NO.: **E**
APPROVAL: **Edward Campbell**

NC080000

8.0 PURPOSE

This Policy describes the way in which product is identified from receipt and during all stages of production, delivery, and installation and how traceability is provided.

Note: This section applies where it is appropriate to maintain procedures for identifying product from drawings, specifications, or other documents, during all stages of production, delivery, installation and if necessary throughout warranty servicing.

8.1 RESPONSIBILITY

Each Registration Unit has the responsibility for establishing and maintaining procedures for identifying and tracing product during production, delivery, and installation.

8.2 OPERATION

8.2.1 All product is identified upon receipt.

8.2.2 Identification is maintained throughout production and delivery stages and during installation.

8.2.4 Where traceability is a specified requirement, individual products or lots will have a unique identification.

8.3 REVISION HISTORY

Revision	Revision History
E	11/07/01 In Purpose, changed section to Policy. Removed 8.2.3. In 8.2.4 removed customer.



Nordson Corporation

CORPORATE QUALITY POLICY

SUBJECT: **Process Control**
SECTION NO.: **9.0**
REVISION NO.: **H**
APPROVAL: **Edward Campbell**

NC090000

9.0 **PURPOSE**

This policy describes the way in which production, installation and servicing processes are identified, planned and controlled, and "special processes" are identified, monitored, and controlled.

9.1 **RESPONSIBILITY**

Each Registration Unit has the responsibility for identifying and planning production processes, and installation and servicing process where applicable, which directly affect quality.

9.2 **OPERATION**

9.2.1 Processes which directly affect quality are planned and carried out under controlled conditions which include the following:

- 9.2.1.1 documented procedures for process, where their absence could adversely affect quality;
- 9.2.1.2 use of suitable process equipment and a suitable working environment;
- 9.2.1.3 compliance with reference standards/codes, quality plans, and documented procedures;
- 9.2.1.4 monitor and control of process parameters and product characteristics;
- 9.2.1.5 as appropriate, approval of processes and equipment;
- 9.2.1.6 workmanship criteria are specified in written form, by means of representative samples, or illustrations;
- 9.2.1.7 suitable maintenance of equipment to ensure continuing process capability, and preventive maintenance for key process equipment identified by each Registration Unit;
- 9.2.1.8 contingency plans to reasonably protect the customer's supply of product in the event of an emergency, excluding natural disaster and acts of God.



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SUBJECT: Process Control
SECTION NO.: 9.0
REVISION NO.: H
APPROVAL: Edward Campbell

NC090000

9.3 REVISION HISTORY

Revision	Revision History
H	11/07/01 Policy modified to reflect QS-9000 w/TE requirements, and to account for installation and servicing for Registration Units providing these services.



Nordson Corporation

CORPORATE QUALITY POLICY

SUBJECT: **Inspection and Testing**
SECTION NO.: **10.0**
REVISION NO.: **E**
APPROVAL: **Edward Campbell**

NC100000

10.0 **PURPOSE**

This Policy describes the way in which product is inspected and tested throughout all stages of production.

10.1 **RESPONSIBILITY**

Each Registration Unit has the responsibility for preparing documented procedures for inspection and testing activities. The required inspection and testing and the required records are documented in a quality plan, procedure or instruction.

10.2 **OPERATION**

10.2.1 Receiving Inspection and Testing - the amount and nature of receiving inspection shall be based on the amount of control exercised at the supplier's premises and the recorded evidence of conformance. If a Registration Unit specifies an inspection requirement for incoming product, the product is not to be used until it has been verified as conforming to the requirements of the quality plan, procedure, or instruction. In the event of urgent production circumstances, product released without verification is identified and recorded to allow for recall and replacement.

10.2.2 In-Process Inspection and Testing - all product is inspected, tested and identified at defined stages of the process (routings) and will comply with the quality plan, procedures, or instructions. Product is not to be moved until the required inspections and tests have been completed. Non-conforming product is identified and action taken as defined in written procedures or instructions. Process activities shall be directed toward defect prevention methods such as mistake proofing or visual controls, rather than defect detection.

10.2.3 Final Inspection and Testing - all finished product is inspected and tested in accordance with a quality plan, procedures, or instructions which define test methods and acceptance criteria and require that all inspections and tests have been carried out. No product is to be released to finished goods inventory until the required inspections and tests have been satisfactorily completed and test results are available and authorized. Final product audits shall be conducted at an appropriate frequency determined by each Registration Unit.



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SUBJECT: **Inspection and Testing**
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REVISION NO.: **E**
APPROVAL: **Edward Campbell**

NC100000

10.2.4 Inspection and Test Records - records, which provide evidence that the product passed inspections and tests to defined acceptance criteria, are established and maintained. These records indicate the employee performing the final tests and release of the product to distribution.

10.2.5 Laboratories – Nordson laboratories shall have a defined scope. The laboratories shall document all systems, programs, procedures, instructions and findings which enable the laboratory to assure the quality of the test or calibration results it generates within the scope.



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SECTION NO.: **10.0**
REVISION NO.: **E**
APPROVAL: **Edward Campbell**

NC100000

10.3 REVISION HISTORY

Revision	Revision History
E	<u>11/07/01</u> In Purpose, changed section to Policy. Modified 10.2.1, 10.2.2, and 10.2.3 so it is applicable to all Registration Units. Added 10.2.5



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CORPORATE QUALITY POLICY

SUBJECT: **Control of Inspection, Test, and Measuring Equipment** **NC110000**
SECTION NO.: **11.0**
REVISION NO.: **G**
APPROVAL: **Edward Campbell**

11.0 **PURPOSE**

This Policy describes the way in which adequate inspection, measuring, and test equipment are provided to ensure conformance to the specified requirements and how this equipment is controlled, calibrated, and maintained.

11.1 **RESPONSIBILITY**

The Quality Assurance Department has the responsibility for establishing and maintaining documented procedures to control, calibrate, and maintain inspection, measuring, and test equipment (including test software). Each Registration unit will utilize these documented procedures.

11.2 **OPERATION**

- 11.2.1 The calibration work instructions identify the measurements to be made, the accuracy required, and the appropriate test and measurement equipment to be used.
- 11.2.2 All inspection, measuring, and test equipment, that can affect product quality, is identified, calibrated and adjusted at prescribed intervals against a standard or standards which has/having a known valid relationship to a recognized standard (national or international or if this does not exist, the basis used for calibration must be documented).
- 11.2.3 The process employed for the calibration of inspection, measuring, and test equipment is defined. It includes the details of equipment type, ID number, location, frequency of checks, check method, acceptance criteria, and the action to be taken when results are unsatisfactory.
- 11.2.4 The calibration program ensures that test and measuring equipment is properly maintained and calibrated and capable of the accuracy and precision necessary.
- 11.2.5 Inspection, measuring, and test equipment is identified with a suitable indicator or identification record to show the calibration status.
- 11.2.6 Calibration records are maintained for all calibrated inspection, measuring, and test equipment.
- 11.2.7 When equipment is found to be out of calibration, the validity of previous inspection and test results are assessed and documented.



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CORPORATE QUALITY POLICY

SUBJECT: **Inspection, Test, and Measuring Equipment**
 SECTION NO.: **11.0**
 REVISION NO.: **F**
 APPROVAL: **Edward Campbell**

NC110000

- 11.2.8 Suitable environmental conditions are maintained for calibrations.
- 11.2.9 Handling, preservation, and storage are sufficient to preserve the accuracy and fitness for use of inspection, measuring and test equipment.
- 11.2.10 Inspection, measuring, and test facilities, test hardware and software, is safeguarded from adjustments which would invalidate calibration settings.
- 11.2.11 Test hardware used as a comparative reference (jigs, fixtures, templates, patterns) and test software used as a form of inspection is checked, prior to release to production, to verify its acceptability. This hardware and software is also included in the Calibration Program, which establishes the extent and frequency of checks and specifies the records to be maintained. The manager of the affected area has the responsibility to see that the calibration activity is carried-out.
- 11.2.12 Any Quality System requirements that are outside the scope of ISO 9000, are documented in appropriate procedures.
- 11.2.13 Measurement uncertainty is determined and will be consistent with the required measurement capability.

11.3 REVISION HISTORY

Revision	Revision History
F	Removed ISO 9001 and 9002 and replaced with ISO 9000.
G	11/07/01 In Purpose changed section to Policy. Modified 11.2.12 so the policy is applicable to all Nordson registration Units.



Nordson Corporation CORPORATE QUALITY POLICY

SUBJECT: **Inspection and Test Status**
SECTION NO.: **12.0**
REVISION NO.: **F**
APPROVAL: **Edward Campbell**

NC120000

12.0 PURPOSE

This Policy describes the way in which the inspection and test status of products is identified.

12.1 RESPONSIBILITY

Each Registration Unit has the responsibility for identifying the inspection and test status of all products.

12.2 OPERATION

12.2.1 The inspection and test status, indicating the conformance or nonconformance to the product specifications, is identified as necessary throughout the production and installation of the product.

12.2.2 The identification of inspection and test status is maintained, as defined in the quality plan, and/or documented procedures, throughout production, installation and servicing of product.

12.2.3 Additional customer verification/identification requirements shall be met when specified in contractual agreements.

12.3 REVISION HISTORY

Revision	Revision History
F	<u>11/07/01</u> In the Purpose deleted the "Service applicability Note" and changed section to Policy. 12.2.2 modified to reflect Quality Standard. Added 12.2.3. to meet QS9000 Quality System Requirements.



Nordson Corporation

CORPORATE QUALITY POLICY

SUBJECT: **Control of Nonconforming Product**
SECTION NO.: **13.0**
REVISION NO.: **F**
APPROVAL: **Edward Campbell**

NC130000

13.0 PURPOSE

This Policy describes the means taken to ensure that suspect or nonconforming material and product is properly controlled and is prevented from inadvertent use or installation.

13.1 RESPONSIBILITY

Each Registration Unit will establish and maintain documented procedures to control nonconforming material.

13.2 OPERATION

- 13.2.1 All nonconforming product is identified and segregated, where practical, from production areas and conforming product.
- 13.2.2 The details of nonconforming product are documented and will include; part number, part description, date, defect description, quantity rejected and name of rejector.
- 13.2.3 The details of the nonconformance are forwarded to the function responsible.
- 13.2.4 Nonconforming product will be identified, reviewed, and dispositioned in accordance with a written procedure. This procedure will specify the responsibilities for identification and review and the authority for dispositioning the nonconforming product.
- 13.2.5 Repaired and/or reworked product shall be reinspected in accordance with the quality plan and/or documented procedure.
- 13.2.6 Records of nonconforming product are maintained.
- 13.2.7 Factory management shall review computerized information on nonconforming materials at appropriate intervals, the focus of the review shall be on reducing and preventing the production of nonconforming product.



Nordson Corporation CORPORATE QUALITY POLICY

SUBJECT: Control of Nonconforming Product
SECTION NO.: 13.0
REVISION NO.: F
APPROVAL: Edward Campbell

NC130000

13.3 REVISION HISTORY

Revision	Revision History
F	<u>11/07/01</u> Changed section to Policy, added suspect material to PURPOSE. Reinspection of repaired/reworked product and Factory management reduction/prevention activity added.



Nordson Corporation

CORPORATE QUALITY POLICY

SUBJECT: **Corrective Action and Preventive Action**
SECTION NO.: **14.0**
REVISION NO.: **E**
APPROVAL: **Edward Campbell**

NC140000

14.0 **PURPOSE**

This Policy describes the way in which the causes of actual or potential nonconformities are investigated and corrective and preventive actions are implemented.

14.1 **RESPONSIBILITY**

Each Registration unit has the responsibility to document, maintain and enforce procedures for corrective and preventive action.

14.2 **OPERATION**

Corrective action procedures include the following;

- 14.2.1 The investigation, analysis, and resolution of customer complaints, warranty claims, and other reports of product nonconformities;
- 14.2.2 the investigation of the causes of nonconformities relating to product, process and quality system, and recording the results of the investigation;
- 14.2.3 the determination of the corrective action needed to eliminate the cause of nonconformities;
- 14.2.4 that corrective actions are reviewed to ensure that they have been properly implemented and are effective;
- 14.2.5 that changes to existing procedures required by corrective action are recorded and communicated to the appropriate function;
- 14.2.6 application of disciplined problem solving methods when a nonconformance to specification or requirement occurs;

Preventive Action procedures include the following:

- 14.2.7 The review of nonconformities which includes analyzing such sources of information as processes and work operations, audit results, quality records, service call reports, customer complaints, detection and elimination of the potential causes on nonconformities



Nordson Corporation CORPORATE QUALITY POLICY

SUBJECT: **Corrective Action and Preventive Action**
SECTION NO.: **14.0**
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APPROVAL: **Edward Campbell**

NC140000

14.2.8 the determination of the steps needed to deal with any problems requiring preventive action.

14.2.9 the initiation of preventive action and the application of controls to ensure that it is effective.

14.2.10 Management Review of the actions taken for preventive action.

Mistake Proofing

14.2.11 Mistake proofing methodology shall be considered during the corrective and preventive action process to a degree appropriate to the magnitude of the problem and commensurate with the risk encountered.

14.3 REVISION HISTORY

Revision	Revision History
E	<u>11/07/01</u> Purpose modified.; section was changed to Policy. Modified 14.2.7 and added disciplined problem solving and mistake proofing methodology.



Nordson Corporation CORPORATE QUALITY POLICY

SUBJECT: **Handling, Storage, Packaging, Preservation,
and Delivery**
SECTION NO.: **15.0**
REVISION NO.: **F**
APPROVAL: **Edward Campbell**

NC150000

15.0 PURPOSE

This section describes the Nordson Corporation Policy ensuring product quality is maintained during handling, storage, packaging and delivery.

15.1 RESPONSIBILITY

Each Registration Unit has the responsibility to establish and maintain documented procedures for handling, storage, packaging, preservation, and delivery of products.

15.2 OPERATION

15.2.1 HANDLING - All product is handled in a manner so as to prevent damage or deterioration.

15.2.2 STORAGE - Designated storage areas are provided for products to prevent damage or deterioration prior to use; receipt and issue of product from inventory will be performed in accordance with written instructions; in order to detect deterioration, the condition of inventory is assessed at defined intervals; and product with limited shelf life is identified with an expiration date and stored in climate controlled conditions.

15.2.3 PACKAGING - Product approved for delivery is packaged in a manner that provides adequate protection from damage during storage, transit, and subsequent delivery; the use and configuration of packaging material is defined in written specifications or in accordance with customer requirements; and packaged product is appropriately identified.

15.2.4 PRESERVATION - Appropriate methods for preservation and segregation of product are applied.

15.2.5 DELIVERY - Shipping documentation will identify the product, customer, and destination. All shipping, unless otherwise specified in the contract, is FOB source. A goal of 100% on-time shipment to meet customer requirements is established.

15.2.6 INVENTORY – An inventory management system is utilized that optimizes inventory turns, assures stock rotation and minimizes inventory.



Nordson Corporation
CORPORATE QUALITY POLICY

SUBJECT: **Handling, Storage, Packaging, Preservation,
and Delivery**

NC150000

SECTION NO.: **15.0**

REVISION NO.: **F**

APPROVAL: **Edward Campbell**

REVISION HISTORY

Revision	Revision History
F	11/07/01 Upgraded Quality Policy to meet QS-9000 w/TE Quality System Requirements.



Nordson Corporation CORPORATE QUALITY POLICY

SUBJECT: Control of Quality Records
SECTION NO.: 16.0
REVISION NO.: E
APPROVAL: Edward Campbell

NC160000

16.0 PURPOSE

This Policy describes the way in which records used in the Quality Management System are identified, stored, and maintained.

16.1 RESPONSIBILITY

Each Registration Unit has the responsibility for establishing and maintaining documented procedures for the identification, collection, indexing, access, filing, storage, maintenance and disposition of quality records.

16.2 OPERATION

16.2.1 Quality Records include, but are not limited to, inspection reports, test data, SPC charts, tooling, purchase orders and amendments, supplier surveys, supplier survey reports, final test reports, Quality Notifications (QN's), Corrective Action Requests (CARS), calibration results, training records, Internal audit reports and management review meeting minutes.

16.2.2 Quality records are legible and identifiable.

16.2.3 Quality records are stored and maintained in a manner that provides ready access, minimizes deterioration or damage, and prevents loss.

16.2.4 Retention times for quality records are established and recorded.

16.2.5 When specified in the contract, quality records are made available to the customer.

16.3 REVISION HISTORY

Revision	Revision History
E	<u>11/07/01</u> To meet the Quality Standard Requirement, added tooling, purchase orders and amendments to 16.2.1. Changed DMT's to QN's.



Nordson Corporation CORPORATE QUALITY POLICY

SUBJECT: **Internal Quality Audits**
SECTION NO.: **17.0**
REVISION NO.: **F**
APPROVAL: **Edward Campbell**

NC170000

17.0 PURPOSE

This Policy describes how all aspects of the Quality Management System are audited at regular intervals to verify whether quality activities and related results comply with objectives and to determine the effectiveness of the quality system.

17.1 RESPONSIBILITY

The Management Representative of each Registration Unit is responsible for establishing and maintaining documented procedures for planning and implementing internal quality audits.

17.2 OPERATION

- 17.2.1 An audit schedule is maintained whose scope ensures that all aspects of the quality management system are audited.
- 17.2.2 The frequency of the audits is determined by the results of previous audits and the importance of individual system activities, but not less than once per year shall cover all shifts.
- 17.2.3 Audits include an evaluation of activities, processes, work areas, services being performed, practices, systems, procedures and instructions, and any other documentation.
- 17.2.4 Audits are performed by qualified employees who are independent of those having responsibility for the activity audited and in compliance with written procedures that identify key audit elements and all findings are documented and reported.
- 17.2.5 The auditor responsible for the activity audited reviews audit results with the auditor/s and agrees upon the corrective action required to correct deficiencies identified during the audit; deficient areas are re-audited to verify and record the implementation and effectiveness of the corrective action
- 17.2.6 Internal audit reports are used by the Registration Unit to review the continued effectiveness of the quality management system.
- 17.2.7 When required by Product Approval Agencies, internal Quality Audits will address the system's effectiveness with respect to certified products.



Nordson Corporation CORPORATE QUALITY POLICY

SUBJECT: Internal Quality Audits
SECTION NO.: 17.0
REVISION NO.: F
APPROVAL: Edward Campbell

NC170000

17.3 REVISION HISTORY

Revision	Revision History
F	<u>11/07/01</u> In Purpose, changed section to Policy. Added all shifts to 17.2.2.



Nordson Corporation CORPORATE QUALITY POLICY

SUBJECT: **Training**
SECTION NO.: **18.0**
REVISION NO.: **G**
APPROVAL: **Edward Campbell**

NC180000

18.0 PURPOSE

This Policy describes the way in which training requirements are identified, developed, implemented, and monitored.

18.1 RESPONSIBILITY

Each Registration Unit has the responsibility for establishing and maintaining documented procedures for identifying and providing training needs.

18.2 OPERATION

18.2.1 All employees within each Registration Unit receives instruction in the operation of the Quality Management System and the management principles embodied in the Quality Policy. This requirement extends to temporary employees

18.2.2 All job functions that need acquired skills, and the lack of these skills would adversely affect quality, are identified and documented.

18.2.3 Each Registration Unit manager is responsible for reviewing the level of competence within his own area and identifying where training is required. Training effectiveness shall be periodically reviewed as determined by each Registration Unit.

18.2.4 Employees performing work can be qualified on the basis of education, training, and experience. Documented evidence of their qualification is maintained.

Appropriate records of training are maintained.

18.3 REVISION HISTORY

Revision	Revision History
G	<u>11/07/01</u> Added permanent and temporary employees to 18.2.1. Modified 18.2.3 so each Registration Unit may determine effectiveness requirements.



Nordson Corporation CORPORATE QUALITY POLICY

SUBJECT: **Servicing**
SECTION NO.: **19.0**
REVISION NO.: **G**
APPROVAL: **Edward Campbell**

NC190000

19.0 **PURPOSE**

Provide for a system and instructions which ensure that service, service performance, repair, verification, and reporting conform to specified requirements as determined by each Registration Unit.

19.1 **RESPONSIBILITY**

It is the responsibility of each of the business groups to determine if servicing is within the scope of their registration.

19.2 **OPERATION**

The managers within each Registration Unit are responsible for establishing and implementing systems for reporting and verifying communication data from servicing function to manufacturing, engineering, and design activity

19.3 **REVISION HISTORY**

Revision	Revision History
F	Removed "This section does not apply to any Nordson defined registration unit". Added requirements when servicing is within the scope of a registration.
G	<u>11/07/01</u> Revised Purpose and Operation.



Nordson Corporation CORPORATE QUALITY POLICY

SUBJECT: **Statistical Techniques**
SECTION NO.: **20.0**
REVISION NO. **E**
APPROVAL: **Edward Campbell**

NC200000

20.0 **PURPOSE**

This Policy describes the way in which statistical techniques are utilized within the Quality Management System.

20.1 **RESPONSIBILITY**

Each Registration Unit is responsible for complying with this policy.

20.2 **OPERATION**

20.2.1 The need for statistical techniques is identified.

20.2.2 Documented procedures are established and maintained to implement and control the application of the techniques identified.

20.3 **REVISION HISTORY**

Revision	Revision History
E	11/07/01 In Purpose changed section to Policy.