QUEEN CITY ENGINEERING & DESIGN, PLLC

Quality Manual

Revision 03

06/23/23

Conforms to ISO 9001:2015

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1 Introduction

We are a manufacturer providing American made products and services to the Transportation Industry and others. Our capabilities include but are not limited to the design, manufacture and installation of custom and standard products. Our in-house engineering and manufacturing capabilities, located in the Charlotte, NC region, allow us to provide turn-key solutions to our customers throughout the United States.

2 Quality Policy

Rex Carriker has developed the following Quality Policy which governs day-to-day operations to ensure quality. The Quality Policy is communicated and implemented throughout the organization.

The Quality Policy of Queen City Engineering & Design is as follows:

Queen City Engineering & Design, PLLC, is committed to bringing value to our stakeholders by delivering the highest quality, American made products to the transportation industry and others by utilizing a Customer focused, Engineering Driven, Safety First approach to continuous improvement. We do this by maintaining a Quality Management System consistent with the requirements of the ISO 9001:2015 standard and Establishing a safe, inclusive, organized work environment for all of our team members.

3 Context of the Queen City Engineering & Design Organization

Queen City Engineering & Design has reviewed and analyzed key aspects of itself and its stakeholders to determine the strategic direction of the company. This requires understanding internal and external issues that are of concern to Queen City Engineering & Design and its interested parties.

Such issues are monitored and updated as appropriate, and discussed as part of management reviews.

The issues determined above are identified through an analysis of risks facing Queen City and its interested parties. “Interested parties” are those stakeholders who receive our Products and Services, or who may be impacted by them, or those parties who may otherwise have a significant interest in our company.

This information is then used by senior management to determine the company’s required actions/direction. This is defined in records of management review, and periodically updated as conditions and situations change.

4 Scope of the Queen City Quality Management System

Based on an analysis of the above issues of concern, interests of stakeholders, and in consideration of its products and services, Queen City has determined the scope of the management system as follows:

The Design, Manufacture, Sales and Installation of products for the Transportation industry and others.

The quality system applies to all processes, activities and employees within the company. The facility is located at:

51 Carpenter Court NW Suite A Concord, NC 28027

Phone: 704-918-5851
Web: https://www.queencityeng.com

The company claims no exclusions from the ISO 9001 standard.

5 QMS Processes

Queen City has adopted a process approach for its management system. By identifying the processes within the company, and then managing each of these processes reduces the potential for nonconforming Products and Services discovered during final processes or after delivery. Instead, nonconformities and risks are identified in real time, by actions taken within each of the top-level processes.

The sequence of interaction of these processes is illustrated in Appendix A.

Additional QMS documented procedures have been developed to support the QMS and its processes; these are listed in Appendix B. This list only provides some top-level procedures, and may not reflect the entirety of all QMS documentation.

The QMS is measured by the performance of the identified Quality Objectives and related targets. This information is analyzed by Senior Management at the Management Review Meeting so actions can be taken for the purpose of long-term continual improvement.

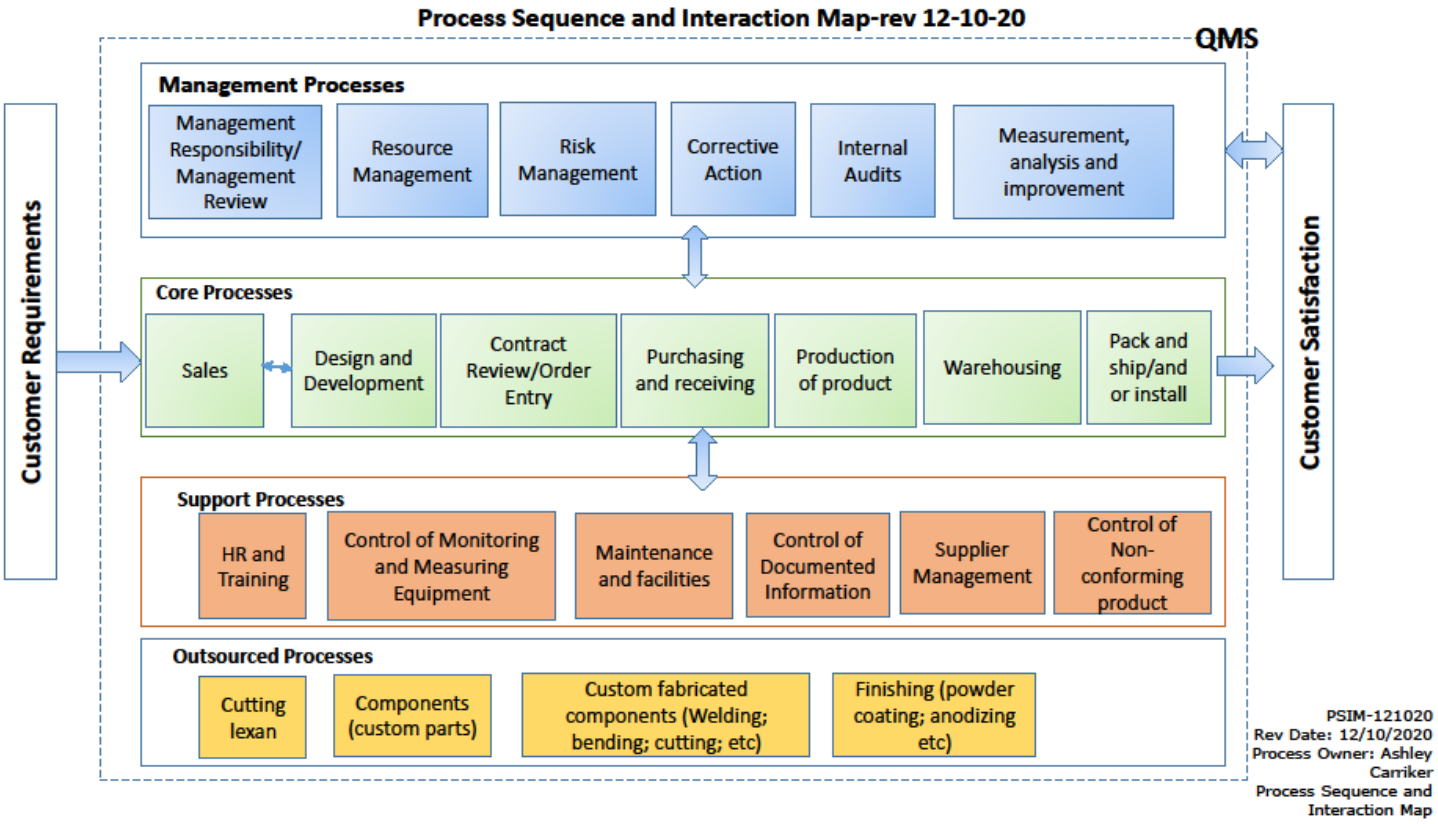
The plant level quality objectives are defined in the applicable Process Diagrams.

Metrics, along with current standings and goals for each objective, are recorded in records of management review and Monthly Metric Summaries.

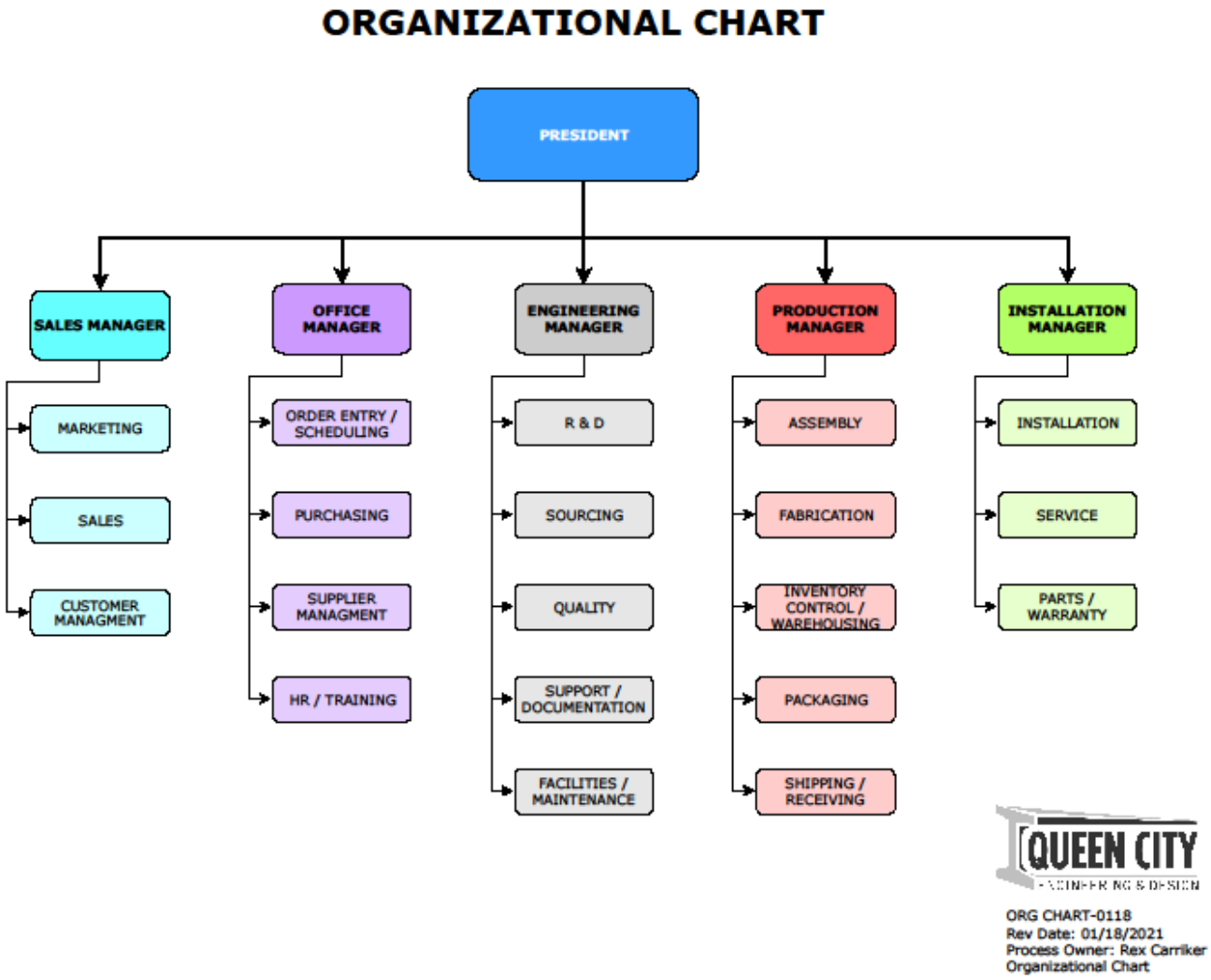
When a process does not meet a goal, or an unexpected problem is encountered with a process, the corrective and preventive action process is implemented to research and resolve the issue. In addition, opportunities for improvement are sought and implemented, for the identified processes.

Any process performed by a third party is considered an “outsourced process” and must be controlled, as well. The company’s outsourced processes, and the control methods implemented for each, are defined in ***the Process Sequence and Interaction Map. (appendix A)***.

Appendix A: Overall Process Sequence & Interaction



Appendix B: Organizational Chart



Appendix C: QMS Procedures

- CON-NCP-PROC-0323 - Control of Nonconforming Part Procedure
- DC-PROC-0219 - Document Control Procedure
- DES-PROC-0415 - Design Procedure
- IA-PROC-0415 - Internal Audit Procedure
- MR-PROC-0415 - Management Review Procedure
- PRO-TEMP-0222 - Procedure Template
- PURCH-PROC-0305 - Purchasing Procedure
- REC-PROC-0315 - Receiving Procedure

6 Management Review

The management system will be reviewed on a regular basis to verify its effectiveness through formal and informal discussions and meetings. Activities can include but are not limited to reviews of performance metrics, discussion of improvement activities, and process documentation review. Management Review Meeting (MRM) are held yearly to review quality performance. Records of the review meetings will be documented and maintained. Topics that will be reviewed will include but are not limited to:

- Audit results
- Customer feedback
- Review of Risk Registry
- Review of SWOT
- Process performance and conformance- Metric Scorecard
- Follow up activities from previous MRM
- Changes that could impact the management system
- Recommendations for improvement

Revision History and Approval

Rev.	Nature of changes	Approval	Date
00	Original release.	Rex Carriker	03/30/2021
01	Updated per Stage 1 Audit OFI	Ashley Carriker	07/12/2021
02	Updated Address	Ashley Carriker	05/10/2022
03	Updated as part of continuous improvement	Ashley Carriker	06/23/2023