

BLAZE PRODUCTS

DESCRIPTION OF QUALITY SYSTEM FEATURES AND BENEFITS

FEATURES	BENEFITS
1. ISO-9001:2008 Registered Company	Quality System established & maintained. System audited every 6 months by a third party registrar. System audited monthly by 1 st party internal auditors. Quality System includes Good Manufacturing Practices. Corrective and Preventive controlled procedures for returns, concerns & product nonconformances
2. Controlled Standard Operating Procedures	Documented and controlled procedures for all quality areas. Up to date procedures reviewed on a regular basis.
3. ERP (Enterprise Resource Planning)	Method to effectively plan all the resources in the business enterprise. Every one working from one plan & better long range planning. Accurate inventories. Better budgeting process. Employee accountability. Measure process performance/look for root cause/improve processes. (less rework & scrap) Timely raw material deliveries. Better employee morale. Employee understanding of company. Better utilization of warehouse space (Inventory Reduction). Total employee involvement.
4. In compliance with FDA, TTB, EPA, OSHA & DOT regulations	Highly regulated in these areas and we seek their advice by scheduling regular audits. Traceability & identification are requirements. Packaging tested to meet DOT regulations. Our facility has "Kosher" certification inspections.
5. Consultant who is a retired Kentucky Fire Marshal	The consultant works closely with our Safety Supervisor. They conduct weekly Safety inspections and are active participants in weekly Safety Committee meetings.
6. Total Quality Management Program we call "Visions"	Employees go through a Total Quality Program Training. Employees are trained on problem solving & functioning in a team oriented environment. Employees are involved in cross-functional project interest teams that meet weekly.
7. Teams set up to address five major Quality objectives	Customer Focus – Teams track returns, develop customer newsletters & surveys, analyze customer surveys, and keep customer related information up to date. Operational Focus – Several teams review SOP's within assigned departments to ensure they mirror the task and make recommendations for improving tasks. Developing training binders for the department to use as a tool for training new employees. Employee Development – Teams address developing or improving employee training from the orientation level to the special skilled areas. New Product Development – Teams address improving existing products or creating new products. Planning & Organization – Teams evaluate the production process in each department in an effort to reduce downtime, scrap & product nonconformance to improve product quality.
8. Management Review Meetings	The Management Team meets weekly to review & follow up on: Customer concerns, monthly internal audit reports, quarterly repeated concerns, returns, nonconformances, team presentations, yearly company & customer surveys, team objectives & goals, project implementation, team selection, review resources and training.
9. Training Programs for new employees	All employees participate in: <ol style="list-style-type: none"> 1. Two-week hands on orientation training, working in each department of the company. 2. Hands on training set up by department to include all task areas within that department. 3. Training on all new & revised standard operating procedures. 4. Problem solving training, a five-day course, performed annually by an outside consultant for all new employees. 5. Safety training. 6. One-day training course on leading & facilitating teams. Internal audit training.