

## **Ontario Plastics, Inc.**

Founded in 1946 by Richard L. Hayes in Rochester, NY to serve local custom injection molding needs, Ontario Plastics has grown to serve an international customer base from diverse industries. Ontario Plastics has expanded to include not only the molding of product but the engineering, project management, and support services that results in an exceptional product as well as value added operations to product after it is molded.

The intent of Ontario Plastic's Quality Management System (QMS) is intended to not only fully comply with the ISO 9001 standard, but continually improve with our customers' needs. The scope of the Quality Management System, per our ISO 9001 registration, is:

***The manufacture and assembly of custom injection molded products (excludes design).***

Toward this end:

The site scope for our 2503 Dewey Avenue address is to meet all facets of the Quality Management System.

The site scope for our 150 Bennington Rd address has logistic and packaging requirements.

The Quality Management System being a basic framework by which Ontario Plastics does business, this quality manual represents the scope of the QMS. Illustrating the QMS itself as a process, the quality manual:

1. Identifies 'Customer Requirements' as the key business input
2. Identifies 'Customer Satisfaction' as the key business output
3. References critical processes established
4. Illustrates the relationships/interaction between those processes

Committed to principles of excellence, growth, and customer satisfaction, Ontario Plastics adopted and lives by the following Quality Policy:

### ***Quality Policy Statement***

***Ontario Plastics is committed to:***

***'Bending Over Backwards'***

***For our customers and each other.***

***Striving to continually improve in the eyes  
Of our customers, our employees, and owners.***

***Monitoring and measuring our effectiveness through:***

***EMPLOYEE EXCELLENCE***

***CUSTOMER SATISFACTION***

***OPERATIONAL EXCELLENCE.***

This quality policy is supported by goals and objectives which are documented in the 'Ontario Plastics Strategic Framework'. The strategic framework is reviewed and evaluated, at minimum, on an annual basis. Revisions are made as necessary.

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### Quality Management System: Process Diagram

