

# Business Management Manual

Number: POL- 0005

Version: 2

Effective Date: 3/2/2018

## 1.0 QUALITY POLICY

Sentry Equipment is dedicated to exceeding the expected requirements of all interested parties. Through strategic planning, methodical monitoring, and continuous improvement, top management sets objectives, ensures executables are delivered, tracks results, and takes appropriate action in an effort to satisfy all stakeholders.

## 2.0 SCOPE

Sentry Equipment's design, manufacture, sales, installation, and service of manual and automatic sampling products, steam and water analysis systems, and sample conditioning and corrosion monitoring products.

Sentry Equipment's solutions are applicable in any market, but primarily serves the power, petrochemical and refining, oil and gas, cement, mining, food and beverage, and pharmaceutical markets with solutions for gases, liquids, slurries, solids, powders, steam, and water.

ASME BPVC Section VIII Division 1, "U" Stamp (ASME Code) requirements are established for applicable products and are under the surveillance an Authorized Inspector (ASME AI) as required by the ASME Code. The applicable location is Sentry Equipment Corp., 966 Blue Ribbon Circle North, Oconomowoc, WI 53066.

## 3.0 CONTEXT OF THE ORGANIZATION

Internal Issues	Monitoring Method
Process failures	Enterprise risk assessment Management team meetings
Legal failures	Enterprise risk assessment Management team meetings
Control failures	Enterprise risk assessment Management team meetings
Personnel changes	Enterprise risk assessment Management team meetings Succession planning
Information technology failures	Enterprise risk assessment Management team meetings
Knowledge loss	Enterprise risk assessment Management team meetings Succession planning
Financial loss	Enterprise risk assessment Management team meetings Monthly financial reports
Credit loss	Enterprise risk assessment Management team meetings
Culture changes	Workplace dynamics survey Management team meetings
Shifts in employee-owner value	Workplace dynamics survey Management team meetings

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External Issues	Monitoring Method
Economic variations and trends	Enterprise risk assessment Commercial review
Political & policy changes	Enterprise risk assessment Commercial review
Competitive and pricing shifts	Enterprise risk assessment Commercial review
Supplier changes	Supplier scorecard
Technological advances	Enterprise risk assessment Commercial review
Market shifts	Enterprise risk assessment Commercial review
Customer value/perception changes	Commercial review
Regulatory changes	ASME joint review Press releases Document control

## 4.0 INTERESTED PARTIES

Interested Party	Requirement(s)	Risk(s)	Monitoring Method
Employee owners	Safe workplace Job security Transparency Recognition/Reward	Employee loss	Injury reports Performance reports Commercial review Wage comparisons Workplace dynamics
Customers	Quality Price Delivery	Loss of business to competitors	Commercial reviews
Suppliers	Mutual benefit Continuity	Shortage of parts	Supplier performance
Regulatory bodies	Compliance	Loss of approval	Audit results
Rep and sales channels	Mutual benefit Continuity	Loss of business	Sales performance
Strategic partners	Mutual benefit Continuity	Loss of business	Sales performance Commercial review
Society	Environmental safety Ethical behavior Statutory compliance	Financial loss (fine) Loss of respect Loss of business	Enterprise risk assessment
Competitors	N/A	Loss of business to competitors	Commercial reviews
Creditors	Financial stability	Credit challenges	Monthly financial reports

**5.0 STATEMENT OF AUTHORITY AND RESPONSIBILITIES**

- 5.1 Sentry’s Quality Manager shall have the authority and responsibility established by Sentry’s President to implement, maintain, identify problems within, and improve the systems required by the applicable ASME Code. The Quality Manager has the authority to inspect, approve product, and halt production within the scope of the ASME Code.
- 5.2 In the event of an interdepartmental conflict, it shall be the responsibility of Sentry’s President to resolve the matter within the requirements of the ASME Code, customer specifications, and the quality management system.
- 5.3 The Engineering Manager shall review the new ASME Code editions for any required changes to this program, any required changes shall be approved by the quality manager and accepted by the ASME AI prior to the mandatory effective date. The quality manager shall document this review by initials and date on the cover page of each ASME Code book.

**6.0 REFERENCES AND RELATED INFORMATION**

Document Number	Document Title
ISO 9001-2015	Quality Management Systems – Requirements
ASME BPVC VIII-2017	Mandatory Appendix 10 Quality Control System
NB-57	The National Board Guide
BPV-GUI-01	Guide for ASME Review Teams for Review of Applicants ASME Certificates of Authorization

**7.0 SUPPORTING INFORMATION**

Document Number	Document Title
	Corporate process map

**8.0 ACRONYMS AND DEFINITIONS**

Acronym/Term	Definition
ASME Code	ASME BPVC Section VIII Division 1, “U” Stamp
ASME AI	ASME Code Authorized Inspector
Sentry / Sentry Equipment	Sentry Equipment Corp.

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## 9.0 ISO 9001:2015 INTERACTION MATRIX

4. Context of the Organization																	
4.1 Understanding the organization and its context		P															
4.2 Understanding the needs and expectations of interested parties		P															
4.3 Determining the scope of the quality management system		P															
4.4 Quality management system and its processes		P	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
5. Leadership																	
5.1 Leadership and commitment		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
5.1.1 General		P											S				
5.1.2 Customer focus		P	S	S	S	S	S	S		S	S	S	S	S	S		
5.2 Policy		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
5.2.1 Establishing the quality policy		P															
5.2.2 Communicating the quality policy		P															
5.3 Organizational roles, responsibilities and authorities		P															
6 Planning																	
6.1 Actions to address risks and opportunities		P											S				
6.2 Quality objectives and planning to achieve them		P		S	S	S	S	S	S	S	S	S	S	S	S		
6.3 Planning of changes		P		S	S	S	S	S	S	S	S	S	S	S	S		
7 Support																	
7.1 Resources		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
7.1.1 General		P	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S

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7.1.2 People		P	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
7.1.3 Infrastructure		P	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
7.1.4 Environment for the operation of processes		P	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
7.1.5 Monitoring and measuring resources		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
7.1.5.1 General												S	P					
7.1.5.2 Measurement traceability												S	P					
7.1.6 Organizational knowledge		P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
7.2 Competence		P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
7.3 Awareness		P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
7.4 Communication		P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
7.5 Documented Information	18—09209A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
7.5.1 General													P					
7.5.2 Creating and updating				P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
7.5.3 Control of documented information				P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
<b>8 Operation</b>																		
8.1 Operational planning and control			P	S	P	S	P	P	S	P	P		P	P	P			
8.2 Requirements for products and services		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
8.2.1 Customer communication				P	P	P	P	P						P	P			
8.2.2 Determining the requirements for products and services			P		P		P	P										
8.2.3 Review of the requirements for products and services					P	P	P	P	S	S	S		S	P	P			
8.2.4 Changes to requirements for products and services					P	P	P	P	S	S	S		S	P	P			
8.3 Design and development of products and services		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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8.3.1 General							P	P									P
8.3.2 Design and development planning							P	P									
8.3.3 Design and development inputs			P		P		P	P									P
8.3.4 Design and development controls			S		S		P	P				S	P				P
8.3.5 Design and development outputs			S		S		P	P			P		P				
8.3.6 Design and development changes							P	P									
8.4 Control of externally provided processes, products and services		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
8.4.1 General										P	P		P				
8.4.2 Type and extent of control										P			P				
8.4.3 Information for external providers								P		P	P		P				
8.5 Production and service provision		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
8.5.1 Control of production and service provision		P						P			P	S	P				P
8.5.2 Identification and traceability								S		P	S	S	P				
8.5.3 Property belonging to customers and external providers										P		S	P				P
8.5.4 Preservation										P		S					
8.5.5 Post-delivery activities														P			P
8.5.6 Control of changes							P	P		P	P	S	P				
8.6 Release of products and services					P		P					S	P				P
8.7 Control of nonconforming outputs								S		S	S	S	P				P
<b>9 Performance Evaluation</b>																	
9.1 Monitoring, measurement, analysis and evaluation		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
9.1.1 General		P															

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9.1.2 Customer satisfaction		P		S	S	S							S	S	S		
9.1.3 Analysis and evaluation		P		P	P					P			P		P		
9.2 Internal audit													P				
9.3 Management review		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
9.3.1 General		P											S				
9.3.2 Management review inputs		P											S				
9.3.3 Management review outputs		P											S				
<b>10 Improvement</b>																	
10.1 General		P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
10.2 Nonconformity and corrective action					S	S	S	S	S	S	S	S	P	S	S		
10.3 Continual improvement		P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P

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## 10.0 ASME INTERACTION MATRIX

10-1 General	Business Mgt. Man. 2.0	P															
10-1 General	Business Mgt. Man. 2.0	P											S				
10-2 Outline of features included in the written quality control system	Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10-3 Authority and responsibility	Business Mgt. Man. 5.0, 22-09210A							S					P				
10-4 Organization	22-09209A															P	
10-5a Drawings, design calculations, and specification control	22-09208A							P					S				
10-5b Drawings, design calculations, and specification control	Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10-6 Material control	22-09207A									P			S				
10-7 Examination and Inspection program	22-09205A							S					P				
10-8 Correction of nonconformities	22-09202A							S		S			P				
10-9 Welding	22-09201A							P		S	S	S	S				
10-10 Nondestructive examination	22-09205A							S					P				
10-11 Heat treatment	22-09203A							P		S	S	S	S				
10-12 Calibration of measurement and test equipment	22-09204A											S	P				
10-13a Records retention	22-09206A												P				
10-13b Records retention	22-09206A							P					P				
10-13c Records retention	Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10-14 Sample forms	Included in applicable procedures												P				
10-15a Inspection of vessels and vessel parts	Business Mgt. Man. 5.2												P				
10-15b Inspection of vessels and vessel parts	Business Mgt. Man. 5.2												P				

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10-15c Inspection of vessels and vessel parts	Business Mgt. Man. 5.2												P				
10-15d Inspection of vessels and vessel parts	Business Mgt. Man. 5.2												P				
10-16a Inspection of pressure relief valves	Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10-16b Inspection of pressure relief valves	Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10-16c Inspection of pressure relief valves	Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10-16d Inspection of pressure relief valves	Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10-17a Certifications													P				
10-17b Certifications													P				

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