Corporate Quality System Manual

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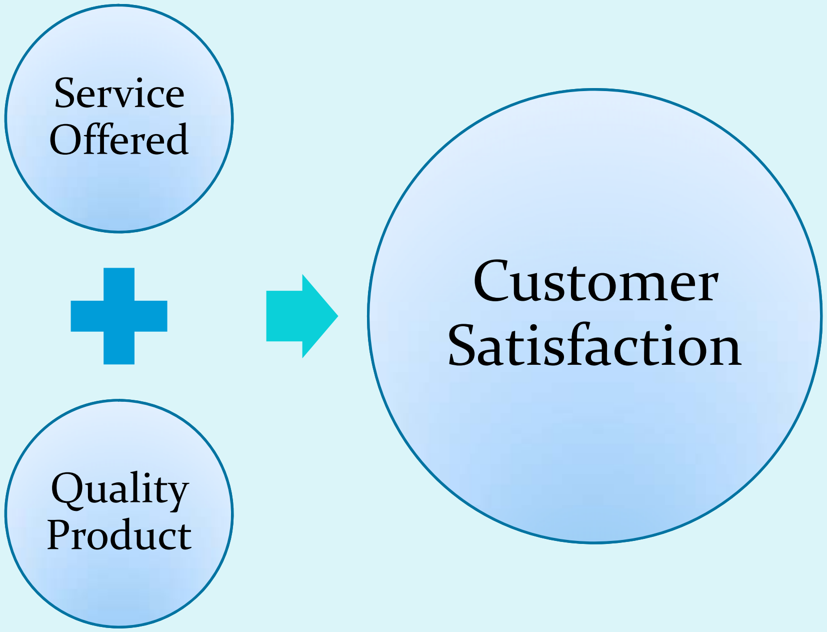
1.1 Introduction

The purpose of this quality manual is to define HD Heights Inc, Inc. quality management system and policies.

This manual acts as a foundation of HD Heights Inc quality management system which is based upon and complies with the international standards AS 9100 and ISO 9001.



1.2 Corporate Profile

HD Heights Inc. recognizes its responsibility as a provider of quality products/services. HD Heights Inc has developed and documented a quality management system. The quality system complies with the international standard. Quality management systems-Requirements. This manual provides comprehensive evidence to all customers, suppliers and employees of what specific controls are implemented to ensure product/service quality.

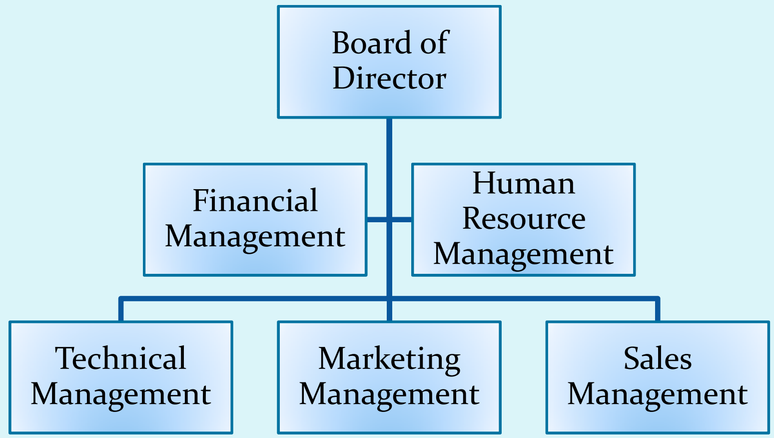
This manual also governs the creation of quality related documents. It will be revised, as necessary, to reflect the quality system currently in use. It is issued on a controlled copy basis to all internal functions affected by the quality system and on an uncontrolled copy basis to customers and suppliers.

HD Heights Inc. specializing in Global sourcing and procurement of equipment, spare parts and consumables to Oil and Gas , Steel, Aluminum, Fertilizer's, Cement , Power generation and distribution companies across the globe. Management team has expertise to handle such requirement for Global customers including logistics and distribution. Competitive pricing and on time delivery are the essence of this business as the customer needs the supplies to be made as per their specification.

Corporate Profile

Our procurement service teams primarily focus on managing the large volume of low and high value component and consumables purchases your organization handles each day. Our Customer can avail following benefits from us

- Dependability - Meeting deadlines
- Competitive pricing.
- Commitment to Safety, Quality and Environment.
- Stability.
- Response Time
- Long term commitment and reliability.
- Latest Information Technology



1.3 *Management*

Senior Management: Senior Management has the overall responsibility for ensuring HD Heights Inc implements and maintains a quality management system that meets the needs of our customers. They are responsible for defining the quality policy and objectives of the company and ensuring these are communicated and implemented throughout the organization.

The Quality Management is reviewed by senior management at planned intervals to ensure it is effective in achieving HD Heights Inc., objectives. During this reviews the senior management team will review at minimum the following criteria:

- Customer feedback
- Any changes or potential changes that could impact the quality management system
- The Quality Policy
- Recommendations for changes to the quality policy or quality management system
- Material Delivery Rejected (MDR) cases

1.4 Quality

Policy

HD Heights Inc accepts responsibility for the complete satisfaction of its customers. We exercise this responsibility through adequate training of our employees, adherence to proven procedures, and total commitment to meeting and exceeding customer requirements, and to maintaining an organizational culture that fosters continuous improvement.

Quality Objectives

The management of HD Heights Inc. *establishes annual key initiatives, which include quality objectives. The objectives are established via the Management Review Procedure and communicated to all levels of the organization for use in establishing each function's and employees annual key objectives. Quality objectives are measurable, include business performance indicators reflecting requirements for products/services, and are consistent with the quality policy including the commitment to continuous improvement.*

Quality Management Systems Planning

The management of HD Heights Inc *ensures that the resources needed to achieve the quality objectives are identified and planned. All quality plans are documented and include: the required resources; the processes of the quality system, permissible exclusions; continuous improvement of the quality system.*

1.5 Inspection Procedure

Receiving Inspection

- Upon receipt of products, receiving personnel verify the quantity of delivered units, check marking and identification of packages, and inspect all packages for any signs of tampering or damage. If all these checks and inspections are satisfactory, receiving personnel signs the delivery receipt. If not, any shortages or damages are noted on all copies of the delivery receipts
- The received containers are then moved to the designated inspection area, a copy of the purchase order is retrieved, and the packing slips are removed from the containers. Upon opening the containers, the goods are verified against the purchase order and the packing slip, and are examined visually for any signs of damage. The purchase order is stamped "RECEIVED" and is signed and dated
- On critical parts and components, as determined by the Quality Manager, a precision inspection is performed. This type of inspection includes

  Review of material certificates, supplier inspection records, compliance certificates, and any other relevant documentation delivered with the product

  Visual inspection to detect any damage or other visible problems

  Where it is not practical to perform receiving inspection upon receipt, provisions are made to perform source inspection at the supplier's facility
- Upon acceptance, products are identified with an "ACCEPT" tag and moved to further shipping

Nonconforming Material/Products

- All material/products that are found to be nonconforming are identified and returned to the supplier per the Control of Nonconforming Product.

1.6 Measurements, Analysis & Improvement

General

- *HD Heights Inc. has established and maintains a documented Continuous Improvement Procedure to define, plan and implement the measurement and monitoring activities needed to assure conformity and achieve improvement. This includes the determination of the need for, and use of, applicable methodologies including statistical methods.*

Monitoring & Measurement of Process

- *HD Heights Inc. applies suitable methods for measurement and monitoring of those realization processes necessary to meet customer requirements. These methods confirm the continuing ability of each process to satisfy the intended purpose.*

Monitoring & Measurement of Product

- *HD Heights Inc. measures and monitors the characteristics of the product/service to verify that requirements for the product/service are met. This is carried out at appropriate stages of the product/service realization process. Evidence of conformity with the acceptance criteria is documented. Records include the authority responsible for release of the product/service.*

1.7 Responsibility in General

Quality Task	Responsibility			
	1	2	3	4
Implementation of the quality management system	D	A	A	A
Documentation of the quality management system	D	E	I	E
Establishment of the Quality Manual	D	E	E	E
Control of documents	D	E	E	E
Control of records	D	E	E	E

1	Management
2	Financial/Human Department
3	Technical Department
4	Marketing/Sales Department

D	Decide
E	Execute
A	Advise
I	Inform

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