



Railroad Friction Products Corporation

Our Quality Philosophy:

"At Railroad Friction Products Corporation we will consistently provide products that meet and exceed customer and regulatory requirements and will continually improve our quality system to enhance customer satisfaction."

Our Scope of ISO and AAR Registration:

"Design and manufacture of brake shoes, disc pads and other composition material products."

This manual is a controlled document. Copies distributed to customers and employees are considered to be "Uncontrolled". For the most current update, contact the company's Quality Department.

Quality Manual	Last Revision Date 6/10/2014	Revision Number 21
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Welcome to the Quality Manual



Railroad Friction Products Corporation

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Approved & Released Quality Manual

Quality Management System Authorization Signatures

See procedure ADM - 1000 Approval	



Quality Manual Authorized Copy Holders

The controlled version of the quality manual is electronic and resides in Railroad Friction Products' Quality Management System QSI database. The following personnel have been issued a controlled copy of the Quality Manual for easy reference. All other copies of the Quality Manual are to be considered "Uncontrolled Copies".

<u>Adam Johnson</u>	
Title: Quality Engineer (Management Representative)	



Railroad Friction Products Corporation Quality Policy

The Goal of Railroad Friction Products Corporation is Total Customer Satisfaction.

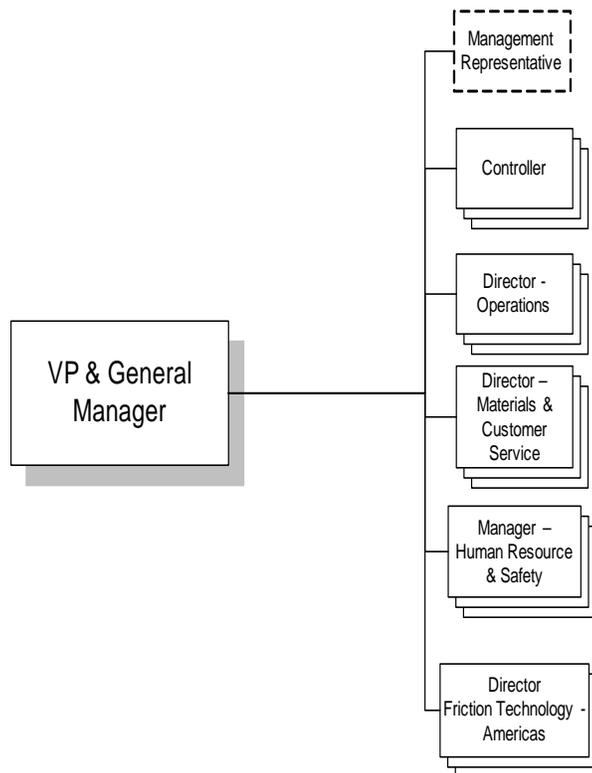
We are committed to a World - Class Quality Management System that delivers products which meet or exceed Customer Requirements.

The RFPC Quality Management System is based upon defect prevention and unending improvement in everything we do. Each person has the specific responsibility and authority to produce a quality product.



Railroad Friction Products Corporation Organization Chart

STAFF – TOP MANAGEMENT



The above chart (from QAP 0100A-001) represents the RFPC:

- a. "Top Management" as used in ISO 9001-2008.
- b. "Management holding executive responsibility" as used in Association of American Railroads Specification for Quality Assurance, Specification M-1003.



4.0 Quality Management System Policy

POLICY:

Railroad Friction Products Corporation's Quality Management System - Sequence and Interaction of processes.

PURPOSE:

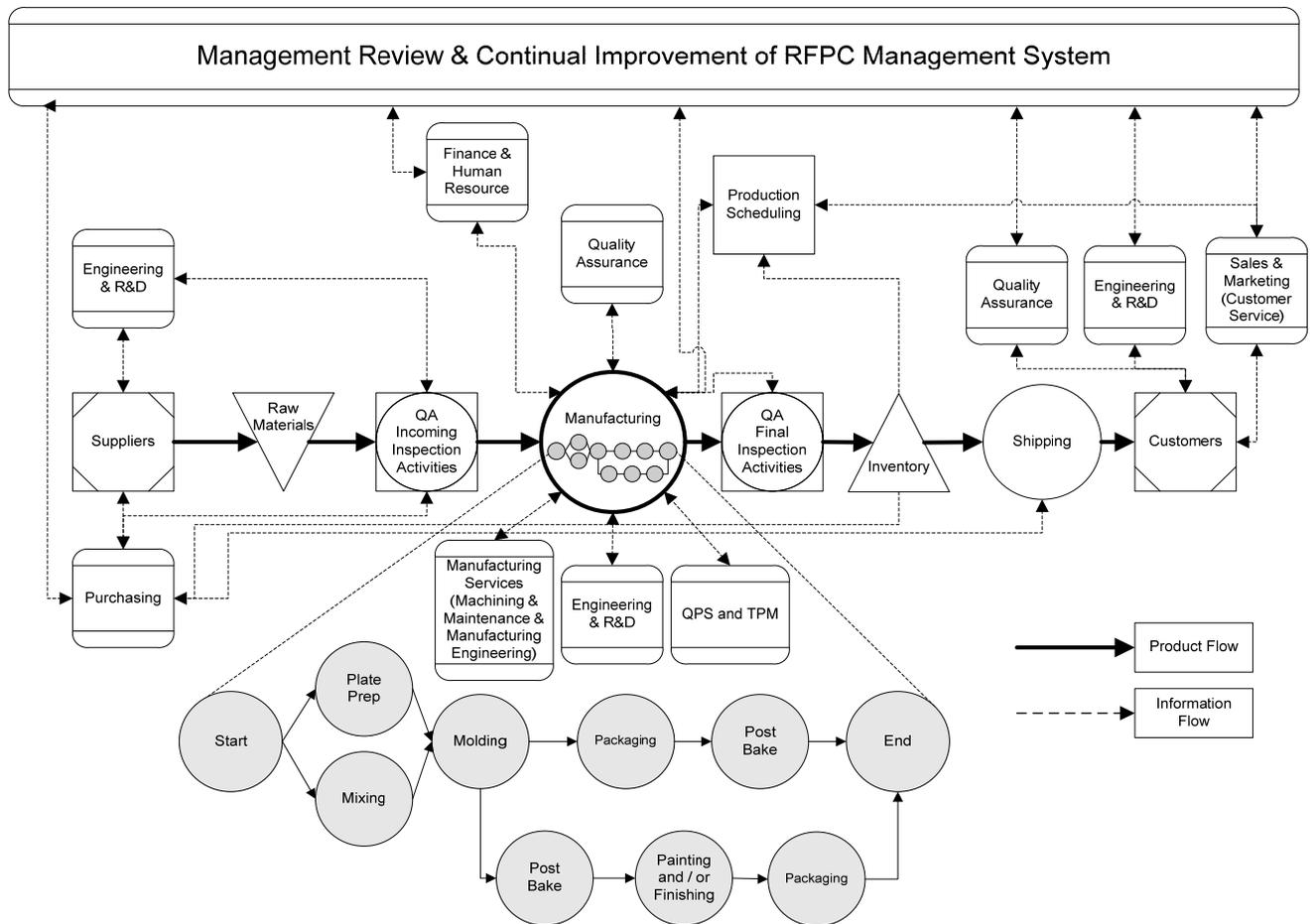
To define the policy regarding Railroad Friction Products Corporation's Quality Management System elements, sequence and interaction covering ISO 9001-2008, Section 4 and Association of American Railroads Specification for Quality Assurance, Specification M-1003 parts or all of Sections 2.1, 2.2, 2.3, 2.7, 2.17 and 2.19.

RESPONSIBILITIES:

Top Management has the responsibility to establish, document, implement, maintain and continually improve the effectiveness of Railroad Friction Products Corporation's Quality Management System.

DESCRIPTION:

The following model identifies the elements of Railroad Friction Products Corporation's (RFPC) Quality Management System, their application, sequence and interaction throughout RFPC.



4.1 Railroad Friction Products Corporation's Quality Management System has established processes and procedures to :

- A. Ensure that the operation and control of these processes are effective.
- B. Ensure the availability of resources and information necessary to support the operation and monitoring of these processes.
- C. Monitor, measure where applicable analyze these processes.
- D. Implement actions necessary to achieve planned results.
- E. Continually improve these processes.

These processes are managed in accordance with the requirements of the International Standard ISO 9001-2008 and Association of American Railroads Specification for Quality Assurance, Specification M-1003 Original publication 1985 reissued August 2011.

Note: Any processes outsourced by RFPC that affects product conformance to requirements are included in the RFPC Quality Management System and shall be handled according to RFPC procedures especially procedure # MAT 0600.

4.2 Railroad Friction Products Corporation's Quality Management System has established the following quality management system documentation:

- A. A quality policy and quality objectives
- B. A quality manual.
- C. Detailed procedures required by the Standards
- D. Documents including records needed to ensure effective planning, operation and control of RFPC's operations and
- E. Records required by ISO 9001-2008 and AAR Specification M-1003, Section 2.17.

Railroad Friction Products Corporation's documents are controlled, approved, reviewed and updated in accordance with RFPC QAP 0500 procedure. The document control procedures ensure that documents are approved prior to use, updated as necessary and re-approved. Changes and the current revision status are identified and documents are available to the user, legible and readily identifiable. The document control procedures also ensure that documents of external origin determined by RFPC to be necessary for the planning and operation of the Quality Management System are identified and their distribution controlled. The control of documents is such that unintended use of obsolete documents is prevented and suitable identification is applied to them if retained for any purpose.

A documented procedure has been established to define the controls needed to ensure that records are established and maintained to provide evidence of conformity to requirements and the effective operation of the Quality Management System. A procedure has been established to define the controls needed for the identification, storage, protection , retrieval, retention time and disposition of records. Records are legible, readily identifiable and retrievable.

REFERENCE DOCUMENTATION:

QAP-0205F-001 -- Correspondence Between ISO 9001-2008 and AAR M-1003 Section J and RFPC Documents



5.0 Management Responsibility Policy

POLICY:

Railroad Friction Products Corporation's Quality Management System - Management Responsibility

PURPOSE:

To define Railroad Friction Products Corporation's policy regarding the development, implementation and continual improvement of the effectiveness of RFPC's quality management system covering ISO 9001-2008, Section 5 and Association of American Railroads Specification for Quality Assurance, Specification M-1003 parts or all of Sections 2.1, 2.2, 2.4, 2.19.

RESPONSIBILITIES:

Top Management (see: Organizational Chart "Top Management") is responsible for this policy.

DESCRIPTION:

Railroad Friction Products Corporation's top management has developed, implemented and is continually improving the effectiveness of its quality management system by:

5.1 Management Commitment

Evidence of top management's commitment includes among other things:

- A. Communicating to the organization the importance of meeting customer as well as statutory and regulatory requirements.
- B. Establishing a quality policy.
- C. Setting priority deployment quality objectives.
- D. Conducting management reviews.
- E. Ensuring the availability of resources.

5.2 Customer Focus

Top Management ensures that customer requirements are determined and are met with the aim of enhancing customer satisfaction.

5.3 Quality Policy

Top Management ensures that the quality policy:

- A. Is appropriate to RFPC's purpose.
- B. Includes a commitment to comply with customer requirements and continually improve the effectiveness of the quality management system.
- C. Provides the framework for establishing and reviewing quality objectives.
- D. Is communicated and understood within RFPC.
- E. Is reviewed for continuing suitability.

5.4 Planning

Top Management ensures that:

- A. Quality objectives, including those needed to meet requirements for the product, are established at relevant levels and are measurable and consistent with the quality policy.
- B. The integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

5.5 Responsibility, Authority and Communication

Top Management ensures that responsibilities and authorities are defined and communicated within the organization. Included are:

- A. The appointment of a member of management as a Management Representative who, irrespective of other duties has responsibility and authority to:

1. Ensure that processes needed for the quality management system are established, implemented and maintained.

2. Report to Top Management on the performance of the quality management system and any need for improvement.

3. Ensure the promotion of awareness of customer requirements throughout the organization.

B. Appropriate communication processes are established and that communication takes place regarding the effectiveness of the quality management system.

5.6 Management Review

Top Management reviews the quality management system annually, at a minimum, to ensure its continued suitability, adequacy and effectiveness. This review includes assessing opportunities for improvement and the need for changes to the quality management system including the quality policy and quality objectives. Records of management reviews are maintained.

A. The input to Management Review includes information on:

1. Results of audits,
2. Customer feedback,
3. Process performance and product conformity,
4. Status of preventive and corrective actions,
5. Follow up actions from previous management reviews,
6. Changes that could affect the quality management system, and
7. Recommendations for improvement.

B. The output from the management review includes any decisions and actions related to:

1. Improvement of the effectiveness of the quality management system,
2. Improvement of the product related to customer requirements, and
3. Resource needs.

REFERENCE DOCUMENTATION:

QAP-0205F-001 -- Correspondence Between ISO 9001-2008 and AAR M-1003 Section J and RFPC Documents



6.0 Resource Management Policy

POLICY:

Railroad Friction Products Corporation's Quality Management System - Resource Management

PURPOSE:

To define Railroad Friction Products Corporation's policy regarding the provision of resources including human resources, infrastructure and work environment covering ISO 9001-2008, Section 6 and Association of American Railroads Specification for Quality Assurance, Specification M-1003 parts or all of Sections 2.4 and 2.22.

RESPONSIBILITIES:

Department Managers have the responsibility to determine and provide needed resources.

DESCRIPTION:

6.1 Provision of Resources

Railroad Friction Products Corporation will determine and provide the resources needed to:

- A. Implement and maintain the quality management system and continually improve its effectiveness
- B. Enhance customer satisfaction by meeting customer requirements.

6.2 Human Resources

Railroad Friction Products Corporation will:

- A. Ensure that personnel performing work affecting conformance to product requirements are competent on the basis of appropriate education, training, skills and experience.
- B. Determine the necessary competence for personnel performing work affecting conformance to product requirements.

C. Provide training where applicable or other actions to achieve the necessary competence.

D. Evaluate the effectiveness of the actions taken.

E. Ensure that its personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives.

F. Maintain appropriate records of education, training, skills and experience.

6.3 Infrastructure

Railroad Friction Products Corporation will determine, provide and maintain the infrastructure needed to achieve conformity to product requirements. Infrastructure includes, as applicable:

A. Buildings, workspace and associated utilities.

B. Process equipment (both hardware and software)

C. Supporting services (such as transport or communication)

6.4 Work Environment

Railroad Friction Products Corporation will determine and manage the work environment needed to achieve conformity to product requirements.

REFERENCE DOCUMENTATION:

QAP-0205F-001 -- Correspondence Between ISO 9001-2008 and AAR M-1003 Section J and RFPC Documents



7.0 Product Realization Policy

POLICY:

Railroad Friction Products Corporation's Quality Management System - Product Realization

PURPOSE:

To describe the Railroad Friction Products Corporation policy regarding product realization covering ISO 9001-2008, Section 7 and Association of American Railroads Specification for Quality Assurance, Specification M-1003 parts or all of Sections 2.5, 2.8, 2.9, 2.10, 2.11, 2.12, 2.13, 2.14, 2.15, 2.16, 2.23 and 2.24.

RESPONSIBILITIES:

All Railroad Friction Products Corporation departments are responsible for providing direct or indirect support to the "Design and manufacture of brake shoes, disc pads and other composition material products."

DESCRIPTION:

7.1 Planning of Product Realization

A. Railroad Friction Products Corporation will plan and develop the processes needed for product realization. Planning of product realization will be consistent with the requirements of the other processes of the quality management system.

The planning processes of product realization are described by MKT 0300 series documents and RFPC's Product Development System (PDS) as described in ENG 0400 procedure.

B. In planning product realization RFPC will determine the following, as appropriate:

1. Quality objectives and requirements for the product;
2. The need to establish processes and documents, and to provide resources specific to the product;
3. Required verification, validation, monitoring and measuring, inspection and test activities specific to the product and the criteria for product acceptance;
4. Records needed to provide evidence that the realization processes and resulting product meet requirements.

5. The output of this planning process is presented in a suitable form.

7.2 Customer-Related Processes (RFPC does not provide Post Delivery Service Activities)

A. Railroad Friction Products Corporation will determine:

1. Requirements specified by the customer, including the requirements for delivery.

2. Requirements not stated by the customer but necessary for specified or intended use, when known.

3. Statutory and regulatory requirements applicable to the product.

4. Any additional requirements considered necessary by the organization.

B. Railroad Friction Products Corporation will review the requirements related to the product. This review shall be conducted prior to RFPC's commitment to supply a product to the customer and ensures that product requirements are defined, contract or order requirements differing from those previously expressed are resolved, and RFPC has the ability to meet the defined requirements. Where the customer provides no documented statement of requirement, the customer requirements will be confirmed by the organization before acceptance. Where the product requirements are changed, RFPC will ensure that relevant documents are amended and that personnel are made aware of the changed requirements. Records of the results of these reviews and actions will be maintained.

C. Railroad Friction Products Corporation will determine and implement effective arrangements for communicating with customers in relation to product information, enquiries, contracts or order handling, including amendments, and customer feedback, including customer complaints.

7.3 Design and Development

A. Railroad Friction Products Corporation will plan and control the design and development of its products. During the design and development planning, RFPC will determine the design and development stages, the review, verification and validation that are appropriate to each design and development stage and the responsibilities and authorities for design and development. RFPC will manage the interfaces between different groups involved in design and development to ensure effective communication and clear assignment of responsibility. Planning output will be updated, as appropriate as the design and development progresses.

B. Inputs relating to product requirements will be determined and records maintained. These inputs will include functional and performance requirements, applicable statutory and regulatory requirements, information derived from previous similar designs, and other requirements essential for design and development. These inputs will be reviewed for adequacy. Requirements will be complete, unambiguous and not in conflict with each other.

C. The outputs of design and development will be provided in a form that enables verification against the design and development input and will be approved prior to release. Design and development outputs will meet the input requirements for design and development, provide appropriate information for purchasing and production, contain or reference product acceptance criteria, and specify the characteristics of the product that are essential for its safe and proper use.

D. At suitable stages, systematic reviews of design and development will be performed in accordance with planned arrangements to evaluate the ability of the results of design and development to meet requirements, and to identify any problems and propose necessary actions. Participants in such review will include representatives of functions concerned with the design and development stage(s) being reviewed. Records of the results of these reviews and actions will be maintained.

E. Verification will be performed in accordance with planned arrangements to ensure that the design and development outputs have met the design and development input requirements. Records of the results of the verification and any necessary actions are maintained.

F. Design and development validation will be performed in accordance with planned arrangements to ensure that the resulting product is capable of meeting the requirements for the specified application or intended use. When practicable validation will be completed prior to the delivery or implementation of the product. Records of the results of the validation and any necessary actions are maintained.

G. Design and development changes will be identified and records maintained. The changes will be reviewed, verified, validated, as appropriate, and approved before implementation. The review of design and development changes will include evaluation of the effect of the changes on constituent parts and product already delivered. Records of the results of the changes and any necessary actions are maintained.

7.4 Purchasing

A. Railroad Friction Products Corporation will ensure that purchased product conforms to specified purchase requirements. RFPC will define the type and extent of control applied to the supplier and the purchased product. This control will be dependent upon the effect of the purchased product on subsequent product realization or the final product. RFPC will evaluate and select suppliers based on their ability to supply product in accordance with RFPC's requirements. The criteria for selection, evaluation and re-evaluation will be established. Records of the results of evaluations and any necessary actions arising from the evaluation will be maintained.

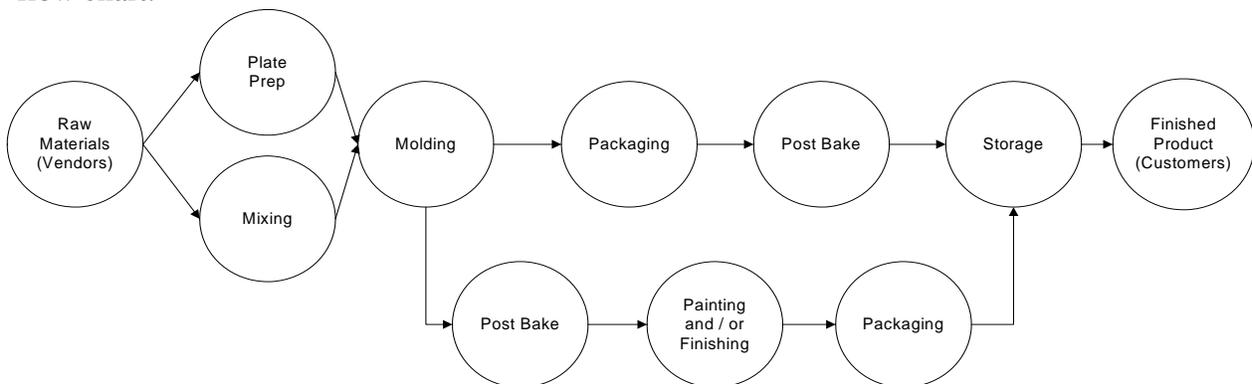
B. Purchasing information will clearly describe the product to be purchased including where appropriate requirements for approval of product, procedures, processes and equipment, requirements for qualification of personnel, and QMS requirements. RFPC will ensure the adequacy of specified purchase requirements prior to their communication to the supplier.

C. Railroad Friction Products Corporation will establish and implement the inspection or other activities necessary for ensuring that purchased product meets specified purchase requirements. Where RFPC or its customer intends to perform verification at the supplier's premises, RFPC will state the intended verification arrangements and method of product release in the purchasing information.

7.5 Production Provision (RFPC does not provide Post Delivery Service Activities)

A. Railroad Friction Products Corporation will plan and carry out production processes under controlled conditions. These control conditions include the availability of information that describes the characteristics of the product, the availability of work instructions, as necessary, the use of suitable equipment, the availability and use of monitoring and measuring equipment, the implementation of monitoring and measurement, and the implementation of product release and delivery activities.

The sequence and interaction of the manufacturing processes are described by the following flow chart:



B. Railroad Friction Products Corporation will validate any processes for production where the resulting output cannot be verified by subsequent monitoring or measurement and as a consequence, deficiencies become apparent only after the product is in use. At the present time RFPC has no special processes. Validation will demonstrate the ability of these processes to achieve planned results. RFPC will establish arrangements for these processes including, as applicable defined criteria for review and approval of the processes, approval of equipment and qualification of personnel, use of specific methods and procedures, requirements for records and revalidation.

C. Railroad Friction Products Corporation will identify the product by suitable means throughout product realization and identify the product status with respect to monitoring and measurement requirements. Where traceability is a requirement, RFPC will control and record the unique identification of the product.

D. Railroad Friction Products Corporation will exercise due care with customer property while it is under RFPC's control. RFPC will identify, verify, protect and safeguard the customer's property and if lost, damaged or otherwise found to be unsuitable for use, will report this to the customer. Proper records will be maintained.

E. Railroad Friction Products Corporation will preserve the conformity of product during internal processing and delivery to the intended destination in order to maintain conformity to requirements. This preservation will include identification, handling, packaging, storage and protection and also applies to constituents parts of a product.

7.6 Control of Monitoring and Measuring Devices

A. Railroad Friction Products Corporation will determine the monitoring and measurement to be undertaken and the monitoring and measuring devices needed to provide evidence of conformity of product to determined requirements.

B. Railroad Friction Products Corporation will establish processes to ensure that monitoring and measurement can be carried out and are carried out in a manner that is consistent with the monitoring and measurement requirements. Monitoring and measuring equipment will be:

1. Calibrated, verified or both at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; where no such standards exist, the basis used for calibration or verification will be recorded.
2. Adjusted or re-adjusted as necessary
3. Identified to enable the calibration status to be determined
4. Safeguarded from adjustments that would invalidate the measurement result
5. Protected from damage and deterioration during handling, maintenance and storage.

In addition, RFPC will assess and record the validity of the previous measuring results when the equipment is found not to conform to requirements, RFPC will take appropriate action on the equipment and any product affected. Records of the results of calibration and verification will be maintained.

When used in the monitoring and measurement of specified requirements, the ability of computer software to satisfy the intended application will be confirmed. This will be undertaken prior to initial use and reconfirmed as necessary.

REFERENCE DOCUMENTATION:

QAP-0205F-001 -- Correspondence Between ISO 9001-2008 and AAR M-1003 Section J and RFPC Documents



8.0 Measurement, Analysis and Improvement Policy

POLICY:

Railroad Friction Products Corporation's Quality Management System - Measurement, Analysis and Improvement process.

PURPOSE:

To define Railroad Friction Products Corporation's policy regarding the monitoring, measurement, analysis and improvement processes covering ISO 9001-2008, Section 8 and Association of American Railroads Specification for Quality Assurance, Specification M-1003 parts or all of Sections 2.10, 2.11, 2.12, 2.18, 2.19, 2.20 and 2.21.

RESPONSIBILITIES:

Department Managers are responsible for the planning and implementation of the monitoring, measurement, analysis and improvement processes.

DESCRIPTION:

8.1 Monitoring and Measurement

RFPC will plan and implement the monitoring, measurement, analysis and improvement processes needed to demonstrate conformity to product requirements, ensure conformity of the quality management system, and continually improve the effectiveness of the quality management system. This includes determination of applicable methods, including statistical techniques, and the extent of their use.

A. Railroad Friction Products Corporation will monitor information relating to customer perception as to whether the organization has met customer requirements. Methods to obtain and use this information will be determined.

B. Railroad Friction Products Corporation will apply suitable methods for monitoring and measurement of the quality management system processes. These methods will demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, correction and corrective action will be taken to ensure conformity of the product.

C. Railroad Friction Products Corporation will monitor and measure the characteristics of the product to verify that product requirements have been met. This will be carried out at appropriate stages of the product realization process in accordance with the planned arrangements. Evidence of conformity with the acceptance criteria and records indicating the persons authorizing the release of product will be maintained. Product release will not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, where applicable by the customer.

8.2 Internal Audit

A. Railroad Friction Products Corporation will conduct internal audits at planned intervals to determine whether the quality management system:

1. Conforms to the planned arrangement, requirements of the International Standard and to the quality management system requirement established by RFPC. The audit planning takes into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits. The audit criteria, scope, frequency and method are defined. All elements of the ISO 9001-2008 and AAR M-1003 standards are audited at least annually. The selection of auditors and performance of audits are defined to ensure objectivity and impartiality of the audit process (auditors do not audit their own work). The responsibilities and requirements for planning, conducting audits, reporting results and establishing records will be defined and documented. The department management responsible for the area being audited will ensure that any necessary corrections and corrective actions are taken without undue delay to eliminate detected nonconformities and their causes. Follow-up activities including verification of the actions taken and reporting of verification results will be conducted.

2. Is effectively implemented and maintained.

8.3 Control of Nonconforming Product

Railroad Friction Products Corporation will ensure that product, which does not conform to product requirements, is identified and controlled to prevent its unintended use or delivery. The controls and related responsibilities and authorities for dealing with nonconforming product are defined in a documented procedure.

Nonconforming material will be handled in one of the following ways:

A. By taking action to eliminate the detected nonconformity

B. By authorizing its use, release or acceptance under concession by a relevant authority and, where applicable, by the customer

C. By taking action to preclude its original intended use or application.

Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained, will be maintained.

When nonconforming product is corrected it will be subject to re-verification to demonstrate conformity to the requirements. When nonconforming product is detected after delivery or use has started, RFPC will take action appropriate to the effects, or potential effects, of the nonconformity. Records of the nature of the nonconformities and any subsequent actions taken will be maintained.

8.4 Analysis of Data

Railroad Friction Products Corporation will determine, collect and analyze appropriate data to demonstrate the suitability and effectiveness of the quality management system and to evaluate where continual improvement of the effectiveness of the quality management system can be made. This will include data generated as a result of monitoring and measurement and from other relevant sources. This analysis provides information relating to customer satisfaction, conformity of product requirements, characteristics and trends of processes and products (including opportunities for preventive action) and suppliers.

8.5 Improvement

A. Railroad Friction Products Corporation will continually improve the effectiveness of the quality management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management review.

B. Railroad Friction Products Corporation will take action to eliminate the causes of nonconformities in order to prevent recurrence. Corrective actions will be appropriate to the effects of the nonconformities encountered. A documented procedure has been established to define requirements for Corrective Actions. This procedure (QAP 1400) describes the requirements for reviewing nonconformities (including customer complaints), determining the causes of nonconformities, evaluating the need for action to prevent nonconformities from reoccurrence, determining and implementing action needed, record the results of action taken, and reviewing the effectiveness of corrective action taken.

C. Railroad Friction Products Corporation will determine the actions necessary to eliminate the causes of potential nonconformities in order to prevent their reoccurrence. Preventive actions will be appropriate to the effects of their potential problems. A documented procedure has been established to define requirements for Preventive Actions. This procedure (QAP 1400) describes the requirements for determining potential nonconformities and their causes, evaluating the need for action to prevent occurrence of nonconformities, determining and implementing action needed, records of results of action taken and reviewing the effectiveness of preventive action taken.

REFERENCE DOCUMENTATION:

QAP-0205F-001 -- Correspondence Between ISO 9001-2008 and AAR M-1003 Section J and RFPC Documents



9.0 Document Correspondence of ISO 9001-2008 to AAR M-1003 Section J and RFPC Documents

POLICY:

RFPC will maintain a record of the correspondence between ISO 9001-2008 and AAR M-1003 and RFPC documents.

PURPOSE:

To relate the ISO 9001-2008 Standard sections to the AAR M-1003 Section J Standards and the RFPC documents that apply.

RESPONSIBILITIES:

The RFPC Quality Engineer or his representative is responsible for this policy.

DESCRIPTION:

A matrix of ISO 9001-2008 Standard elements and their relationship between AAR M-1003 Section J and RFPC Documents can be found by referencing QAP-0205F-001 - Correspondence between ISO 9001-2008 to AAR M-1003 Section J and RFPC Documents.

REFERENCE DOCUMENTATION:

QAP-0205F-001 -- Correspondence Between ISO 9001-2008 and AAR M-1003 Section J and RFPC Documents



Railroad Friction Products Corporation Certificate of Registration

Railroad Friction Products current ISO and AAR M-1003 certificates may be obtained by contacting the RFPC Quality Engineer or RFPC Customer Service



Quality Manual Revision History

6	9.0 Document Correspondence of ISO 9001-2000 to ISO 9001-1994 to RFPC Documents	25	To eliminate the correspondence table from this document and create QAP-0205F-001 as a form control document to store the actual information.	7/22/04	Thomas Andry
Manual Revision	Document, Section, Paragraph Changed	Page	Change Made	Date	Editor
1	All Policy Manual Documents	All	Initial Issue of Document	04/16/02	Thomas Andry
2	4.0 Quality Management System Policy, Sect. 4.2 - QMS Documentation	10	Additions in Italics: <i>"documents are approved prior to use, updated as necessary and re-approved,"</i> <i>"and suitable identification is applied to them if retained for any purpose"</i>	05/06/02	Thomas Andry
	8.0 Measurement, Analysis and Improvement Policy, Sect. 8.3 - Control of Nonconforming Product	23	Deleted the statement: "This procedure (QAP 1301) describes the ways in which nonconforming material will be handled" Additions in Italics: <i>"Nonconforming material is handled in one of the following ways:</i> <i>A. By taking action to eliminate the detected nonconformity</i> <i>B. By authorizing its use, release or acceptance under concession by a relevant authority and, where applicable, by the customer</i> <i>C. By taking action to preclude its intended use or application.</i> <i>Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained, will be maintained.</i>	05/06/02	Thomas Andry
	7.0 Product Realization Policy	16	Formatting of Title only	5/14/02	Thomas Andry
3		5	To include "Transportation Technology Center, Inc" as an authorized Quality Manual holder.	1/27/03	Thomas Andry
4	Quality Policy	6	To change Quality Policy as a result of "Suitability, Adequacy and Effectiveness" meeting of 4/23/03	4/29/03	Thomas Andry
5	9.0 Document Correspondence of ISO 9001-2000 to ISO 9001-1994 to RFPC Documents	25	To eliminate QAP 0501, QAP 0502, QAP 0503, and QAP 0504. These documents were combined into QAP 0500	6/30/03	Thomas Andry
	Registration Certificates	27 & 28	To add copies of new registration certificates	6/30/03	Thomas Andry
6	9.0 Document Correspondence of ISO 9001-2000 to ISO 9001-1994 to RFPC Documents	25	To eliminate the correspondence table from this document and create QAP-0205F-001 as a form control document to store the actual information.	7/22/04	Thomas Andry

Manual Revision	Document, Section, Paragraph Changed	Page	Change Made	Date	Editor
7	Authorized Copy Holders 4.0 Quality Management System Policy 7.0 Product Realization Policy 7.0 Product Realization Policy 4.0, 5.0, 6.0, 7.0, 8.0 Policies	5 9 17 20 10, 13, 15, 21, and 24	To drop QSR as Controlled copy holder - no longer required by QSR. To drop QAP 1900 from referenced documents in chart and add reference to MAT 0600 to better describe how outsourced processes are controlled. To add "(RFPC does not provide Post Delivery Service Activities)" to Section 7.2 To change title of section 7.5 from "(RFPC does not provide Service functions)" to "(RFPC does not provide Post Delivery Service Activities)" To reference QAP 0205 F001 "Document Correspondence of ISO 9001-2000 to ISO 9001-1994 to RFPC Documents" rather than individual documents.	1/14/05	Thomas Andry
8	9.0 Registration Certificates	26 & 27	Attached current Registration Certificates	3/16/06	Thomas Andry
9	Authorization Signatures Organization Chart 7.0 Product Realization Policy	4 7 17	Update to include new staff members as approvers Update Organization Chart for new organization structure Update PDS chart to reflect new PDS process	6/8/06	Thomas Andry
10	Authorization Signatures Organization Chart 7.0 Product Realization Policy	4 7 17 20	Update to include new staff member as approver Update Organization Chart for additional staff member In section 7.2 A.1. - Remove the words "and post delivery activities" In section 7.5 A - Remove the words "and post delivery activities", updated chart of manufacturing processes to include Finishing operations	11/20/06	Thomas Andry
11	7.0 Product Realization Policy	16 & 17	Eliminate "The sequence and interactions of the PDS process is described by the following chart:" and the chart. Replace with " The planning process of product realization is driven by RFPC's Product Development System (PDS) as described in ENG-0400. Chart will be relocated to ENG-0400 procedure to allow easier maintenance of this procedure as changes occur.	06/23/08	Thomas Andry
12	Cover Page and Table of Contents	1	Correct revision # and Date	07/25/08	Thomas Andry

Manual Revision	Document, Section, Paragraph Changed	Page	Change Made	Date	Editor
13	Organization Chart	7	Update title of Director - R&D Europe to Director - R&D - New Markets	07/29/08	Thomas Andry
	4.0 Quality Management System Policy	9	To update the chart depicting the Railroad Friction Corporation Quality Management System Processes, their application, sequence and interaction throughout RFPC.		
14	Cover Page	1	Update revision # and date	3/30/09	Thomas Andry
	Organization Chart	7	Change ISO 9001-2000 to ISO 9001-2008		
		9, 10, 12, 14, 15, 16, 17, 19, 20, 22, 23, 24, 25, 29	Wording changes to match ISO 9001-2008 standard revision		
15	Cover Page	1	Update revision # and date	7/16/09	Thomas Andry
	4.0 Quality Management System Policy	8	Format only		
	Quality Manual Authorized Copy Holders	5	Remove Transportation Technology Center Inc. - TTCL does not require a copy		
	Registration Certificates	26 & 27	To add copies of new registration certificates		
16	Organization Chart	7	Update to match new organization structure	10/21/09	Thomas Andry
17	Registration Certificate	26	Add latest version of QSR Registration Certificate	11/20/09	Thomas Andry
18	Cobra Logo	2	Logo not in conformance with Cobra trademark	10/10/2011	Thomas Andry
	Table of contents	3	To correspond with current changes		
	Authorized Signature page	4	To add Mike Fye as approver		
	Organization Chart	7	To add Operations Manager		
	7.0 - Product Realization Policy	16	Add " and MKT 0300 series Procedures" to better describe the planning of product realization.		
	Registration Certificate	26	Removed copies actual certificates and entered comment to contact RFPC Quality Manager or RFPC Customer Service for actual copies. This reduces the number revisions to the quality manual		
	Quality Manual Revision History	29	Include above changes and revise revision history rev number from 15 to 17 to match the rev level that is automatically generated.		

Manual Revision	Document, Section, Paragraph Changed	Page	Change Made	Date	Editor
19	Cover Page Policy 7.0	1 16	Added / Changed scope of registration statement changing from "Design and manufacture of brake shoes, disc pads and other composition material products for the railroad and rail transit industry " to "Design and manufacture of brake shoes, disc pads and other composition material products."	07/02/2012	Thomas Andry
	Cobra Logo	2	Removed wording under Cobra logo		
	Table of contents	3	To correspond with current changes		
	Authorized Signature page	4	To correspond with new organizational changes		
	Quality Manual Authorized copy holders	5	Revised wording to read: The controlled version of the quality manual is electronic and resides in Railroad Friction Products' Quality Management System QSI database. The following personnel have been issued a controlled copy of the Quality Manual for easy reference		
	Organization Chart	7	To correspond with new organizational changes. Add note b: "Management holding executive responsibility" as used in Association of American Railroads Specification for Quality Assurance, Specification M-1003.		
	Policy 4.0 Policy 5.0 Policy 6.0 Policy 7.0 Policy 8.0	8 11 14 16 21	Add to Purpose of each Policy documents the following: "...covering ISO 9001-2008, Section (related section) and Association of American Railroads Specification for Quality Assurance, Specification M-1003 parts or all of Sections (related sections)" Removed "(Business)" from each Policy Section		
	Quality Management System Policy Section 4.1	9	Added "and Association of American Railroads Specification for Quality Assurance, Specification M-1003 Original publication 1985 reissued August 2011."		
	Product Realization Policy Section 7.1 A	16	Changed: The planning processes of product realization is driven by RFPC's Product Development System (PDS) as described in ENG-0400 and MKT 0300 series Procedures. To: The planning processes of product realization are described by MKT 0300 series documents and RFPC's Product Development System (PDS) as described in ENG 0400 procedure		
	20	Cover Page	1		
Table of Contents		3	Updated to page 30		

	Quality Manual Authorized Copy Holders	5	Changed from Thomas Andry Quality Manager to Adam Johnson Quality Engineer		
	Organization Chart	7	Added new chart as a result of Organizational changes		
	9.0 Document Correspondence of ISO 9001-2008 to AAR M-1003 Section J and RFPC Documents	24	Changed responsibility from Quality Manager to Quality Engineer		
	Railroad Friction Products Corporation Certificate of Registration	25	Changed Quality Manager to Quality Engineer		
21	Cover Page	1	Update revision level from 20 to 21	6/14	Adam Johnson
	Organization Chart	7	Updated Organizational Chart.		
	All reference document locations.	10 13 15 21 24	Removed reference documents rev levels		