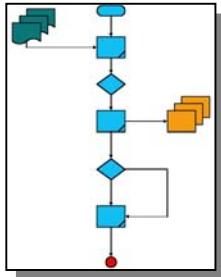


Productivity Improvement Network Inc.

Quality Manual Documents:

A typical company set of documents includes statements for each of the core elements of the business. Each core element has the following:



1. A Simple high level company **POLICY** statement for that activity
2. A **Process Chart** diagramming the key steps and indicating who does what. These charts qualify as full procedures within ISO 9001. References to other company documents are included.
3. Simple supporting instructions, guidelines or forms that help describe the details of that activity.



The complete set of policy statements, charts, procedures, supporting guidelines and forms are organized into a “Quality System Manual”.

In a Productivity Improvement Network project the complete set of documents would fit into one 2-inch 3-ring binder.

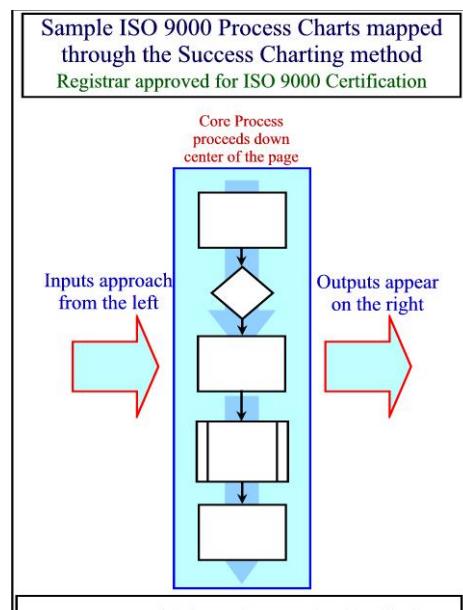
All of these can also exist in electronic form on the company LAN or Intranet.



When created on the LAN or Intranet, a series of individual electronic ‘hot-links’ can be created on each page to automatically guide a user from one document to another and back again. Say...to go from the instruction to the form and back again. Personnel may ‘navigate’ around the system just like a web page.

Sample Flow Diagrams are shown on the following pages.

This diagram illustrates how the information on each chart is organized.

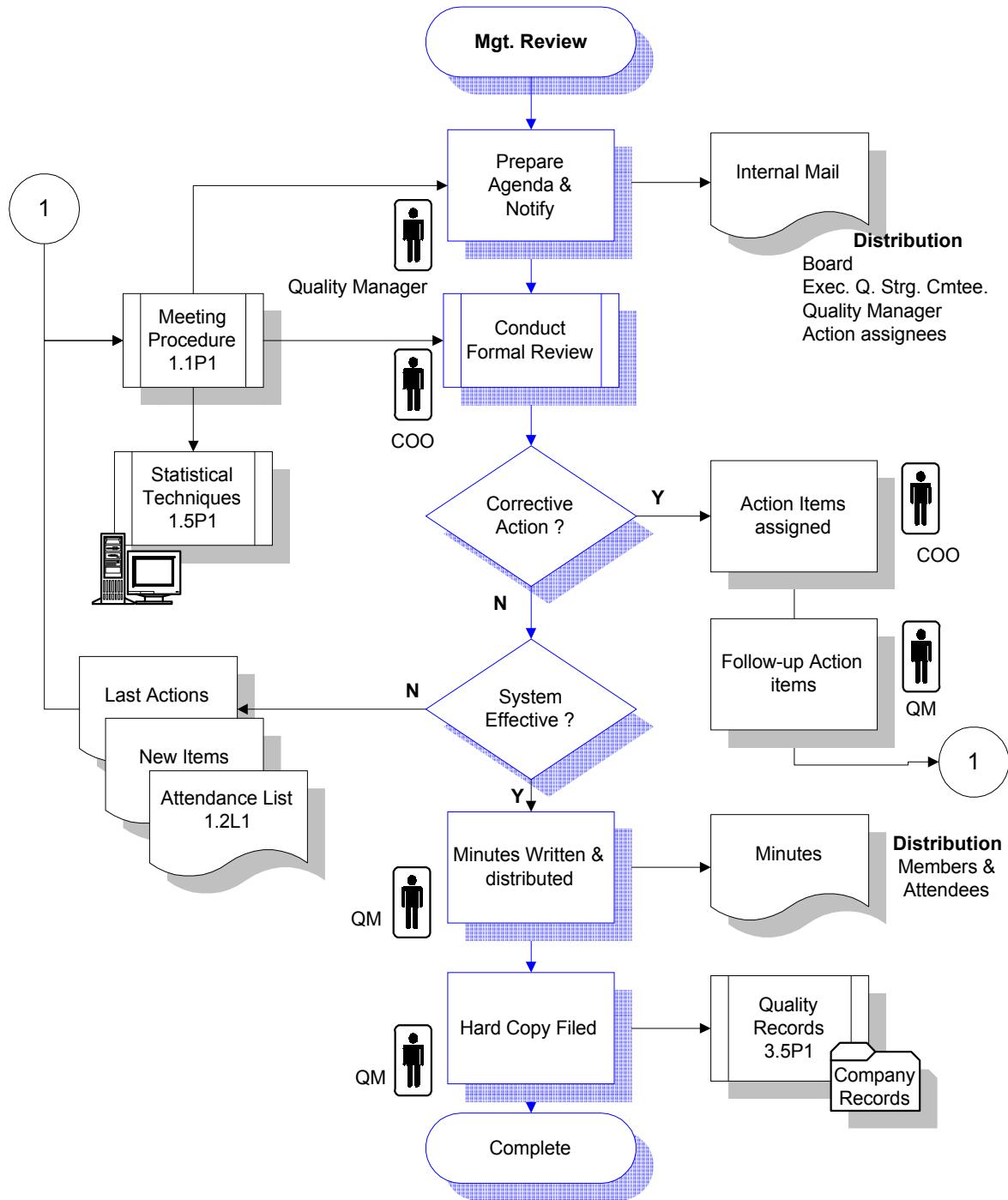


These charts define: -

- a) The purpose, scope and flow of steps,
- b) Who is responsible to perform each step
- c) The reference documents, forms or guidance notes that support the process.

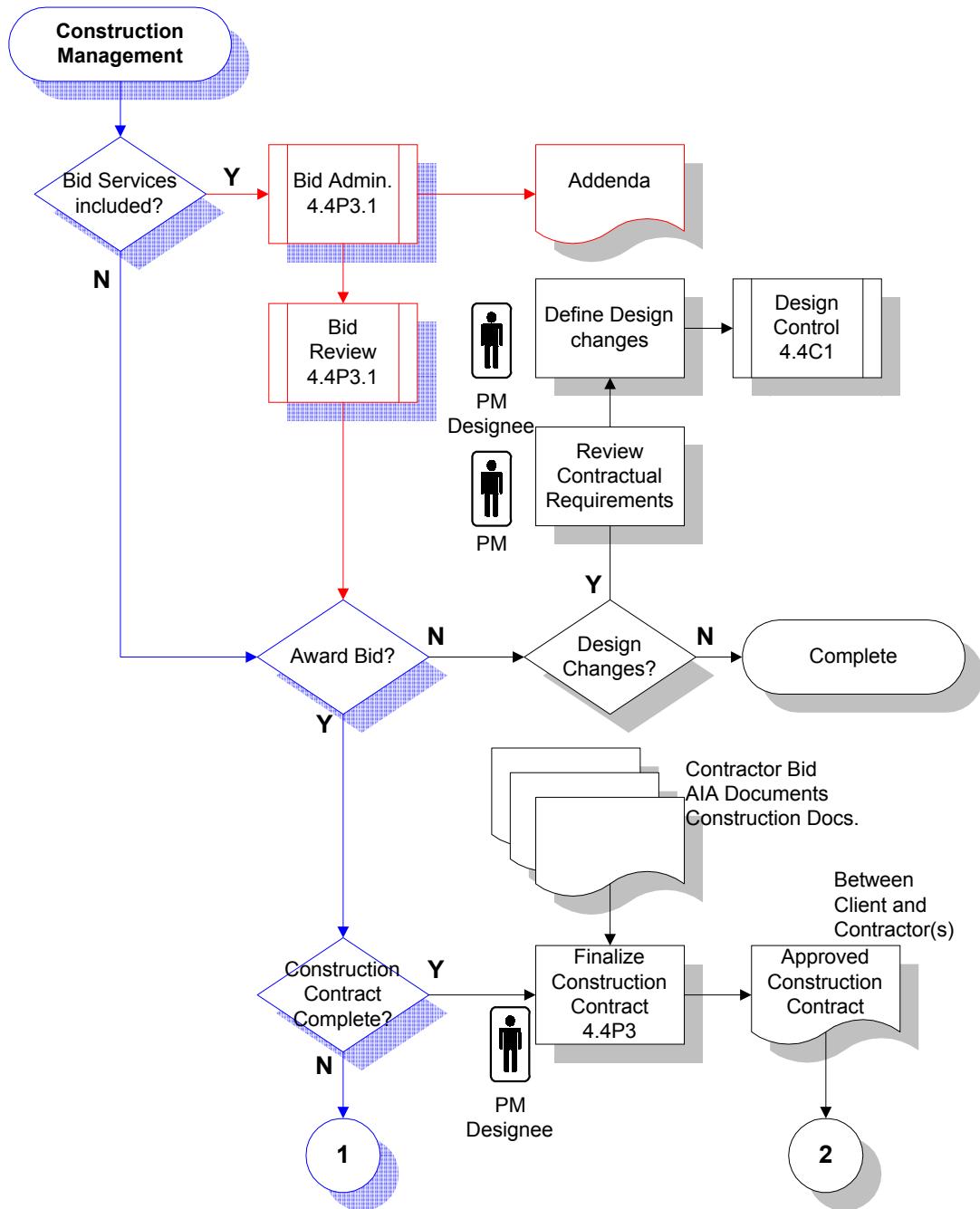
Reminder comments are shown as side notes.

The title/control footer box also identifies the “Process Owner” or company champion for the overall process.



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page 1 of 1	Management Review Process owner: Russ Bullock



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page 1 of 2	Construction Management Process owner: Curt Helman	Doc: MP - 4C2 Rev: 1 Date: 02/15/99
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