

# Quality Management System (QMS) Manual

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## **TURNSTILES.us, Inc.**

Title: Quality Management System Manual

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### **1.0 Purpose**

This Quality Management System (QMS) Manual defines the QMS adopted by TURNSTILES.us, Inc. It is designed to ensure that all products and services meet or exceed customer requirements, regulatory standards, and internal quality benchmarks. This document provides a framework for implementing a consistent, process-driven approach to quality.

### **2.0 Scope**

This QMS applies to all departments, employees, and subcontractors involved in the design, engineering, assembly, installation, and support of physical access control systems, including turnstiles, gates, and integrated security solutions.

### **3.0 Quality Policy**

TURNSTILES.us, Inc. is committed to providing reliable, secure, and innovative access control solutions. We aim for continuous improvement in every process and strive for complete customer satisfaction by delivering high-quality products and professional service.

### **4.0 Objectives**

- Ensure 100% customer satisfaction
- Achieve zero-defect production and installation
- Maintain compliance with all applicable codes and regulations
- Continuously improve business processes and employee training

## 5.0 Organizational Roles & Responsibilities

**\*\*President/CEO:\*\*** Oversees the QMS implementation and ensures alignment with company strategy.

**\*\*Quality Manager:\*\*** Maintains and audits the QMS. Reports on quality performance and improvement areas.

**\*\*Project Managers:\*\*** Ensure that project execution aligns with quality standards.

**\*\*Technicians/Installers:\*\*** Perform quality workmanship and follow procedural guidelines.

## 6.0 Process Overview

**\*\*Design & Engineering:\*\***

- Initiate with customer requirements
- Conduct design reviews and feasibility checks
- Approve final engineering drawings

**\*\*Procurement:\*\***

- Source quality materials and components
- Verify supplier credentials and certifications

**\*\*Manufacturing & Assembly:\*\***

- Use standardized work instructions and checklists
- Conduct in-process and final inspections

**\*\*Installation & Support:\*\***

- Follow job-specific method statements
- Conduct post-installation testing and client sign-off
- Offer ongoing maintenance and technical support

### **7.0 Document Control**

All QMS documentation is managed under a centralized control system. Only the latest approved versions are in use. Documents are reviewed annually and updated as needed.

### **8.0 Internal Audits**

Internal quality audits are performed quarterly to verify compliance, identify gaps, and propose corrective actions. Audit results are reported to top management.

### **9.0 Corrective and Preventive Action (CAPA)**

Nonconformities are documented, root causes are analyzed, and corrective/preventive measures are implemented. Follow-up ensures effectiveness.

### **10.0 Training and Competency**

Employees receive ongoing training on quality standards, procedures, and customer expectations. Training records are maintained in the HR system.

### **11.0 Customer Feedback and Continuous Improvement**

Feedback is collected post-project and used to identify areas for improvement. Suggestions from team members and clients feed into our continuous improvement plan.

### **12.0 Compliance and Certification**

TURNSTILES.us, Inc. commits to maintaining compliance with:

- ISO 9001 principles (as applicable)
- Local building and safety codes
- Federal procurement regulations when applicable