



Vision  
Mission  
& Values

C.J. Robinson Company  
P.O Box 217  
East Greenville, PA 18041  
Phone: 215.679.3970  
Fax: 215.679.3761

# QUALITY POLICY

January 12

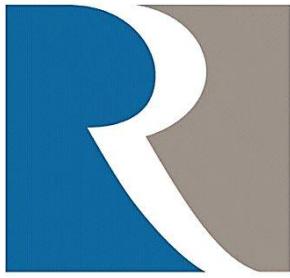
# 2012

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C.J. Robinson Company is totally committed to understanding and meeting the quality needs and expectations of all our customers.

C.J. Robinson Company has a proud reputation for delivering quality components.

We have established a comprehensive quality assurance system that allows our company to meet all of the requirements of the quality assurance standard.



# Vision Mission & Values

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**The C. J. Robinson Company strives to achieve premier supplier status in wax and related markets through our commitment to meeting customer's dynamic needs.**

**We will achieve this by:**

- ✓ **Attention To Detail In Our Sales And Technical Support**
- ✓ **Innovative Development**
- ✓ **Manufacturing And Logistics Excellence**
- ✓ **The Vigilance Of Our Customer And Supplier Partnering**

**C. J. ROBINSON COMPANY**

Tax ID#23-2842400

**Date of Corporation:** 5/96 (PA)

**Telephone:** 215.679.3970

**Fax:** 215.679.3761

**Toll Free:** 1-800-930-4761

**Website:** [www.cjrobinson.com](http://www.cjrobinson.com)



**BUSINESS CORRESPONDENCE**

C.J. Robinson Company  
P.O. Box 217  
East Greenville, PA 18041

**PRODUCTION & SHIPPING**

C.J. Robinson Company  
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East Greenville, PA 18041

**REMITTANCE**

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**C.J. ROBINSON COMPANY PERSONNEL**

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**Director of Operations:**

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Contact us!



**Maintenance:**

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# 1. CONTRACT REVIEW

**1.1** C.J. Robinson Company offers both standard and customer specific products to meet each customer's needs. Standard products are offered should they be deemed to meet a customer query at standard rates. Specialist service requirements differ from one customer to another (and from one contract to another), therefore each tends to be quoted for the specific contract.

**1.2** Once a proposal is accepted by the customer, or an order is placed, it is recorded and reviewed to establish that the requirements of the order are adequately defined and documented, any differences from the proposal are resolved, and that C.J. Robinson Company is capable of fully satisfying the customers' requirements.

**1.3** In addition to the original order/ contract specification the customer may also request addition/ variation work to be undertaken by the C.J. Robinson Company. In these circumstances the work content is documented and agreed with the customer prior to execution to ensure that no ambiguity exists. An example may be a change of labeling or packaging requirements.

# 2. DESIGN CONTROL

**2.1** All Design activities are strictly controlled to ensure that the design output information complies with customer/ contract requirements, and all design input data.

**2.2** Design activities within C.J. Robinson Company are normally associated with customer acceptance of existing standard wax products or those specifically designed to meet a customer's specific requirement. They are planned by the President, Sales Manager and Sample/R&D personnel. They are subject to regular management review and verification by President and Sales Manager and where relevant, agreement with the Customer.

**2.2** The design input and output items are documented. This is in the form of a recommended formulation and specification logged in the "CJT" technical issue system; the computerized packaging and labeling system and in the pricing log system and notes are recorded in a design. Design output documentation is produced (e.g. batch ticket) and reviewed to ensure that it:

- ✓ Meets The Design Input (***batch ticket utilizing specified raw materials***)
- ✓ References The Design Input Or Appropriate Criteria (***specification limits***)
- ✓ Identifies All Of The Characteristics Which Are Critical To The Safe And Effective Operation Of The System (***packaging, labeling and cost criteria***)

**2.3** All changes to the design criteria, input or output are subject to strict review and documentation control procedures.

### **3. DOCUMENTATION & CHANGE CONTROL**

**3.1** All documentation utilized within C.J. Robinson Company related to the management system itself, or to the execution of individual customer contracts is controlled to ensure that it is issued to the appropriate personnel, under the correct level of authority, is revised and reissued as necessary, and all obsolete versions are removed from the point of use.

Such documentation typically includes: Specifications, Customer Orders, Plans/ Drawings, Quality Assurance Manual/ Operating Procedures, MSDS and Safety Procedures.

**3.2** The Quality Assurance Manual, Procedures and Quality Plans are maintained by the Site Manager who ensures that the appropriate items, at the correct revision levels, are issued to all who need them within the Company.

**3.3** Operating Procedures are maintained by Site support personnel (QC, Maintenance Manager) who ensure that appropriate documents are available within the site, and are issued at the correct revision levels. External suppliers of documentation are contacted regularly to ascertain that the documents held remain current. E.g. MSDS

**3.4** All changes to documents are reviewed and approved by the person responsible for the original issue and, where appropriate, the nature of the change is indicated on the document. Master copies of the revised documents are retained as records of the changes and renewed as necessary to ensure clarity.

### **4. PURCHASING**

**4.1** Suppliers of products, materials and services, where unspecified by a customer contract, are selected on their ability to meet the company's requirements given due consideration to the quality, statutory obligations, timescale and cost. A list of approved suppliers and sub-contractors is maintained which is compiled on the following criteria:-

- a) Previous performance in supplying to similar specifications and requirements. (e.g Wax Refineries)
- b) Stocking of high volume standard items supplied with a statement of conformity. (e.g COA)
- c) Recommendation by other similar purchasers or manufacturers of equipment.
- e) A trial order and evaluation of performance.

**4.2** All supplies and sub-contracts are subject to an authorized Purchase Order providing full clarification of the type and extent of supply.

**4.3** Should a new supplier be proposed, they will be analyzed by capability and subject to acceptance on the authority of the appropriate company manager. (e.g. new raw material or engineering supplier)

## **5. CUSTOMER SUPPLIED ITEMS**

**5.1** Goods received from customers (i.e. toll processing items to be slabbed or prilled) are always visually inspected at the receipt stage, with any un-declared non-conformance being immediately reported to the customer.

## **6. PROCESS CONTROL**

**6.1** All productive work is planned and undertaken in accordance with the C.J. Robinson Company manufacturing procedures, and any specific documents agreed for individual contracts (e.g. contract specifications, such as toll prilling operations).

**6.2** Work instructions (Batch tickets) are provided to meet agreed contract specifications.

**6.3** Quality control lab work is carried out to ensure product specification limits are adhered to.

## **7. RECEIVING INSPECTION**

**7.1** All liquid storage tanks and stores areas are maintained as secure as practical. All items received C.J. Robinson Company are identified and verified in accordance with the requirements of the Delivery Note and Purchase Order, and are inspected for correct identity, quantity and any signs of damage.

**7.2** All goods received are documented and, in the event of non-conformance, the items are placed in a reject area or labeled to ensure identification. The extent of the non-conformance is noted and subject to disposition review by nominated personnel.

## **8. INSPECTION AND TESTING**

**8.1** Inspection and testing is carried out on completion of batch manufacturing procedures with results being documented. Should batches not be acceptable against the agreed contract and specification criteria they will either be adjusted or identified for a subsequent evaluation and decision. All adjusted batches are subject to a re-inspection to ensure acceptability.

**8.2** On completion of batch production, further performance testing may be carried out to ensure customer requirements will be fulfilled. (e.g. a candle may be made for such an application)

## **9. PRODUCTION & MEASURING EQUIPMENT**

**9.1** Production and measuring equipment held is maintained in good condition, and capable of safe and effective operation within a specified tolerance of accuracy. Test and measuring equipment is regularly inspected or calibrated to ensure that it is capable of accurate operation, by comparison with external sources traceable back to approved standards.

## **10. INDICATION OF INSPECTION STATUS**

**10.1** As goods are inspected, the status is defined by location in stores, with all non-conforming items being placed in a reject area or marked as reject for review. The status of work in progress is established by markings or associated documentation recording the inspections undertaken and their acceptability.

## **11. NON-CONFORMING ITEMS PREVENTIVE & CORRECTIVE ACTION**

**11.1** Once non-conforming items have been noticed they are identified by location, associated documents, or specific markings to prevent their inadvertent use. All non-conforming items and customer complaints are subject to review and rectification by nominated personnel. The type and extent of non-conformity is documented in order to establish trends and identify possible areas for improvement.

**11.2** The corrective action required to prevent recurrence is evaluated, documented, and its effective implementation is monitored. All rectification is subsequently re-inspected to ensure complete customer satisfaction.

**11.3** All employees are encouraged to suggest improvements in methods, materials, suppliers, and sub-contractors.

## **12. HANDLING, STORAGE, PACKAGING, PRESERVATION & DELIVERY**

**12.1** The identification of materials is confirmed by the presence of a manufacturers/ suppliers part number or description label, or other marking for each item. The identification of the item may be on the packaging or on the item itself, and this identification remains in place for as long as possible, provided it does not hamper effective use of the item. Materials and consumables are not identified by the company where they are obvious to a trained/ experienced employee, however, should a risk of misinterpretation exist between two or more types of material these will be marked in a suitable manner to ensure that no ambiguity exists.

- 12.2** All items with serial/batch numbers are recorded individually.
- 12.3** Materials and goods received, whether the property of C.J. Robinson Company or others, will, as far as practicable, be protected and their quality preserved until such time as they are transferred to a customer, or disposed of to a third party. The objective is to prevent deterioration and damage whilst in storage, or in the process of transportation.

## **13. RECORDS**

- 13.1** Storage facilities are allocated which ensure that all stored records are identifiable and retrievable, and the storage areas are free from damp and other agents which could cause premature deterioration.
- 13.2** Where records are maintained on computer magnetic media, and these are subject to "back-up" at regular intervals, with the "back-up" information being stored in a protected location to ensure security from loss/ damage of active data.

All records are retained for a minimum of 2 years.

## **14. TRAINING**

- 14.1** The policy of C.J. Robinson Company is to ensure that all personnel are trained and experienced to the extent necessary to undertake their assigned activities and responsibilities effectively. The company generally procures and recruits employees capable of meeting the technical, skill, experience and educational requirements of the company's activities.
- 14.2** All staff and senior employees are responsible for recommending the training needs of others and for ensuring that all employees allocated specific tasks are suitably qualified and experienced to execute those tasks. Once training needs are identified these are provided under the responsibility of the respective management personnel.
- 14.3** Full records are maintained of all training undertaken by employees.