

“Exceeding customer expectations”

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1.0 QUALITY POLICY

“To exceed customer expectations by providing superior products and service and to continually improve our quality system”

S4J is committed to quality as a basic business principle.

We believe quality means providing our customers with innovative products that exceed their expectations both for accuracy and on time delivery.

Continual quality improvement is the responsibility of every employee at S4J.

Our goal as a company is to delight our customers. After all, at S4J, we recognize that it's not the promises you make, but the promises you keep.

2.0 STRATEGIC VISION

Our customers are the innovators in their respective medical equipment markets, as well as other industries. Our job is to be the “go to” source for the components needed to achieve their goals. We strive to provide the highest quality precision-turned products, such as the luer fitting and the miniature quick connect, by staying current in our manufacturing techniques and equipment, sourcing the optimal tooling, and meeting delivery expectations.

We are happy to partner with our customers at the design stage to ensure that an appropriate balance between optimal design and optimal cost effectiveness for manufacturability is achieved.

As we are often a “sole source supplier” to many companies, we understand our responsibility in helping our customers meet their regulatory requirements in addition to maintaining stable pricing, reliable quality and on-time delivery.

3.0 ABOUT US

S4J Manufacturing Services, Inc., established in 1965, is a second generation, family owned company specializing in the production of ultra precision components, reusable Luer Lock connectors, Quick Connects, and miscellaneous adaptors. Our customers, over 1000 companies worldwide, are typically manufacturers of medical equipment and devices for biomedical and laboratory applications.

S4J Manufacturing Services, Inc. operated in New Jersey for 35 years. In 1999 we relocated to Cape Coral, Florida. Our facility was designed around the product lines we manufacture; complete with the ability to electroless nickel plate our brass components in house. The result is a dedicated facility for the manufacture of fittings from bar stock to completed, ready to ship, components.

- Our quality management system is ISO 9001:2015 Registered.

- Our commitment to utilizing modern manufacturing techniques allows us to maintain extremely tight tolerances and specifications.
- Our knowledgeable, courteous customer service staff is equipped with on-line data for immediate information on inventory, prices, delivery, and order updates.
- Our technical staff is available to assist customers with questions about our products and the manufacturability of a custom request. We are happy to partner with our customers at the design stage to ensure an appropriate balance between optimal design and optimal cost effectiveness.
- "Special is Standard" at S4J; nearly fifty percent of our efforts are devoted to custom parts and assemblies. Designs for custom parts are treated as confidential material.

We are committed to keeping abreast of the ever-changing demands of the medical industry, and have been leaders in the design of new products and materials to meet these demands. We encourage our customers to communicate their needs as we strive to develop solid working relationships. We are always interested in hearing ideas on how we may improve our products or our services.

4.0 SCOPE OF QUALITY MANAGEMENT SYSTEM

Our Quality Management System is implemented to ensure our ability to provide consistent products that meet customer requirements and the requirements of ISO 9001:2015 through our continual improvement towards total customer satisfaction and the achievement of business excellence. The scope of this quality management system applies to the design and production of ultra precision components, reusable luer lock connectors, quick connects, and miscellaneous adapters.

Our post-delivery activities are limited to actions required by our sales policies and warranty provisions as well as contractual obligations with individual customers.

4.0 QUALITY OBJECTIVES

S4J's Quality Objectives are provided below:

OBJECTIVE	GOAL
Reduce Controllable RMAs	99% Quality Acceptance Yearly Average (end of FY)
On Time Deliveries	98% On Time Yearly Average (end of FY)

5.0 PROCEDURES MANUAL

The attached flow chart shows the identification, sequence and interaction of our processes. The numbering in the flowchart references the relevant procedures in our procedures manual.

