



**GREYSTONE**  
ENERGY SYSTEMS INC



**QUALITY COMMITMENT  
ISO 9001:2015**

***Peace of mind  
through reliable  
HVAC Sensors***

GREYSTONE HAS AN **ISO 9001** REGISTERED QUALITY SYSTEM

## About ISO 9000

### ARE YOU BUYING SOMEONE ELSE'S PROBLEMS?

Successful organizations in today's business environment focus on doing the right things the first time, on time, every time, and always to the customer's satisfaction. Achieving this focus, while building a lasting foundation for improving business operating systems is easier said than done. We have developed a solid foundation for our Quality Program. Our adherence to known international quality management standards provides one of the strongest assurances of product/service quality available. Such things as customer and employee satisfaction, team work resolution to problems, striving for continual improvement, employee involvement and participation management are absolute necessities at Greystone Energy Systems Inc. to enable us to run a good operation.

### ABOUT ISO

Today, more than ever, there is a worldwide trend towards increasingly stringent customer expectations regarding quality. A single worldwide standard was needed to simplify international standards.

The result: The International Organization for Standardization (ISO)

This gave rise to ISO. Located in Switzerland, ISO is the specialized international agency for standardization and the source of ISO 9000 (Quality Management System). Established in 1947, it is an association of approximately 149 National Standards Bodies which each represent their own country.

ISO 9000 has become synonymous with quality. ISO 9000 translates "quality management" into a continuously improving process designed to meet or exceed customer and regulatory requirements.

## An Overview of ISO 9001 at Greystone And What It Means to You

### 1.1 - Management responsibility

This clause defines the responsibilities of senior management related to designing and implementing the quality system. It ensures that a quality policy is created, implemented, managed, followed up and understood by employees. Quality management review meetings are held annually at Greystone. Within these meetings, we review our entire quality system and adjust as necessary. We are constantly striving to achieve new goals to ensure complete customer satisfaction.

### 1.2 - Quality system

We are required to establish, document and maintain a quality system to ensure that our products conform to both customer requirements and our own. Within this clause is the need to document the quality system by creating a quality manual. The quality manual references applicable procedures within the quality system. This allows us to be consistent in all we do.

### 1.3 - Contract review

This clause encompasses how we review and change customer contracts to ensure accurate and timely delivery of our products to our customers.

### 1.4 - Document and data control

Included within this clause is the stipulation that all documentation and data must be controlled. Authorized personnel before release must approve documentation, and the revision status of all documentation is to be easily identified to eliminate the chance of using invalid or obsolete documentation. Any changes to documentation must be approved and reviewed by the person who authorized the original document. This ensures product is built right the first time, on time.

### **1.5 - Purchasing**

Procedures are required to ensure purchased products conform to requirements. All suppliers are evaluated and approved prior to purchase. Suppliers must be able to meet all of our required specifications. All purchase orders are to be approved and all requirements are to be clearly stated. This provides the assurance that the correct parts arrive on time.

### **1.6 - Control of customer supplied product**

This clause stipulates that any product supplied to Greystone Energy Systems is to be properly verified, stored and maintained. Any losses or damages are to be reported to the customer.

### **1.7 - Product identification and traceability**

Product is to be easily identified from receipt and during all stages of production and delivery. If traceability is required, product is identified with batch or serial numbers, and all data is documented.

### **1.8 - Process control**

All processes are carried out under controlled conditions. These conditions include documented procedures, suitable equipment, and compliance with applicable procedures, monitoring of parameters and characteristics, approval of processes and equipment, workmanship standards, and maintenance of equipment. This provides confidence in our production process and equipment.

### **1.9 - Inspection and testing**

All product is inspected and tested (as applicable) before receipt, as the product is in process and before shipping. Records are kept as evidence that the product was properly inspected and tested.

### **1.10 - Control of inspection, measuring and test equipment**

This ensures that all of our inspection, measuring and test equipment is controlled, calibrated and maintained at regular intervals. All of our equipment is clearly marked to enable us to determine the status at a glance. This enables us to produce accurate reading products.

### **1.11 - Inspection and test status**

All product is easily identified to allow us to determine the status of the product. Product is easily identified to allow us to determine if it has been inspected and tested before release to our customers.

### **1.12 - Control of nonconforming product**

Any product found nonconforming to requirements is identified and segregated to prevent usage. Appropriate personnel are notified of nonconforming product and results are documented for further evaluation. Results are evaluated and appropriate corrective actions are taken.

### **1.13 - Corrective and preventive action**

Action is taken in the event of actual or potential nonconformities. Problems are documented with the appropriate solution and are implemented immediately to correct or prevent recurrence.

### **1.14 - Handling, storage, packaging, preservation and delivery**

Procedures exist to ensure correct handling, storage, packaging, preservation and delivery of products. This enables us to use quality components to build quality products.

### **1.15 - Control of quality records**

Quality records are identified, collected, accessed, filed, stored and maintained to demonstrate conformance to requirements.

### **1.16 - Internal quality audits**

Greystone Energy Systems performs internal audits on our quality system annually. These enable us to determine how to improve our procedures and quality system. All results are recorded and reviewed. Corrective action is taken on any discrepancies found, and a follow up is performed to ensure the effectiveness of the action taken. The results become a part of the annual management review.

### **1.17 - Training**

Documented procedures exist for training of employees. Specific needs and skills are noted to ensure complete understanding of the job functions to be performed. This provides us with confidence in our employee's abilities.

### **1.18 - Servicing**

Although we do not perform on site servicing, we have procedures in place in the event a product fails to perform to your satisfaction. These procedures ensure timely evaluation, repair/replacement and return of your product.

### **1.19 - Statistical techniques**

Statistical techniques are used for data collection, analysis and application. We use them for finding root causes of problems, nonconformity avoidance, problem analysis and risk determination.

## **Our Dedication to Quality**

Greystone Energy Systems Inc. has an ISO 9001 Quality Management System. We successfully achieved ISO 9001:2015 in December of 2017, and we are continuously improving and evolving our services, processes and procedures. We are proud of the fact that we all are committed to quality and absolute customer satisfaction and adhering to the ISO 9001:2015 standard we will achieve this.

ISO 9001:2015 specifies requirements for a quality management system for our organization so that we demonstrate our ability to consistently provide product that meets customer and applicable regulatory requirements and aims to enhance our customer satisfaction. The 2015 version of the standard focuses more on management, the customer, and continual improvement.

Greystone Energy Systems Inc. has implemented ISO 9001:2015 for the following benefits:

- \* It provides a quality management system that is designed to satisfy customer needs and expectations.
- \* It results in a valuable management resource for optimization and control of quality in relation to risk, cost and benefit consideration.
- \* It ensures continuous compliance with customer's needs.
- \* It gives confidence to both Greystone Energy Systems Inc. and our customers that intended quality is being achieved.

## Commitment to Quality in Measurement

We at Greystone Energy Systems are committed to producing a quality product and ensuring customer satisfaction. As a company with a quality system registered to ISO 9001, we take quality very seriously.

At Greystone Energy Systems, we follow documented procedures for the maintenance and calibration of all of our inspection, measuring and test equipment. This allows us to maintain confidence in the products we build, and ensures the utmost accuracy in all finished products.

All meters and gauges used at Greystone Energy Systems are verified and calibrated at regular intervals. The frequency of use determines the schedule. Most meters and gauges are calibrated annually as a minimum, and the remainder varies from every three months to every six months. Published manufacturer specifications are used in the calibration process to ensure calibration accuracy.

Meters and gauges are either verified in house by Greystone Energy Systems Engineering department, or subcontracted out to reputable companies such as Pylon Atlantic and Guildline.

All inspection, measuring and test equipment that is acceptable for use is marked with a TESTED or CALIBRATED label that indicates the date the test was performed and when it is due again. This allows our employees to quickly determine the status of all equipment before use, ensuring reliable readings.

All inspection, measuring and test equipment is safeguarded from adjustments that would invalidate the calibration setting. Safeguards include pot sealing and labels that invalidate calibration if broken or removed.

When new equipment is purchased, it must have a valid calibration certificate traceable to NIST. A valid calibrated label must also be present.

Records of equipment type, identification number, locations, frequency of tests, test results, and procedures for verification / calibration is maintained at Greystone Energy Systems. This enables us to ensure all equipment is tested and calibrated at the required intervals, and to the correct specifications.

All machinery used by Greystone Energy Systems is on a maintenance schedule to ensure proper performance, prompt customer delivery and to eliminate the possibility of breakdowns and shutdowns. Preventive maintenance is performed in accordance with the documented manufacturer guidelines, which varies from every three months to annually, depending on the machine and usage.

Machine operators keep logs of machinery use, to inform our Engineering department when further maintenance is required and if the frequency of maintenance requires adjustment because at Greystone Energy Systems we take our commitment to quality very seriously.



# GREYSTONE

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RoHS  
COMPLIANT



*Greystone Energy Systems Inc. is one of North America's largest ISO registered manufacturers of HVAC sensors and transducers for Building Automation Management Systems.*

*We have conscientiously established a worldwide reputation as an industry leader by maintaining leading-edge design technology, prompt technical support, and a commitment to on-time deliveries. We take pride in our Quality Management System which is ISO 9001 certified, assuring our customers of consistent product reliability.*