



NEW MEXICO CORRECTIONS DEPARTMENT

Secretary
Alisha Tafoya Lucero

CD-110800 Corrections Industries Quality Control	Issued: 07/26/06 Effective: 07/26/06	Reviewed: 06/30/20 Revised: 06/04/14
Alisha Tafoya Lucero, Cabinet Secretary		<i>Original Signed and Kept on File</i>

AUTHORITY:

NMSA 1978, Corrections Industries Act, Sections 33-8-1, as amended.

REFERENCE:

- A. ACA Expected Practice 5-7A-4459, *Performance Based Expected Practices for Adult Correctional Institutions*, 5th Edition.
- B. ACA Standard 2-CI-6A-6, 2-CI-6A-11, 2-CI-6A-12, and 2-CI-6F-3, *Standards for Correctional Industries*, 2nd Edition.

PURPOSE:

To ensure that Corrections Industries has a viable, comprehensive and effective quality control procedure that is periodically assessed. **[2-CI-6F-3]**

APPLICABILITY:

All staff and all inmate employees of Corrections Industries.

FORMS:

None

ATTACHMENTS:

None

DEFINITIONS:

None

POLICY: [5-7A-4459]

- A. There shall be written product specifications, drawings, and bills of materials for each item regularly produced in industry. **[2-CI-6A-6]**

- B. A set inspection and inspection record keeping system shall be set-up and maintained at each Corrections Industries facility, to enable a proper, effective and accountable quality control system to be used and enforced.
- C. A viable comprehensive and effective quality control procedure shall be used in all aspects of Industries operations. It will provide for inspection of the following;
- Incoming raw materials;
 - Periodic inspection of work in process;
 - Final inspection of finished goods; and
 - A written inspection and production route sheet on each item or production job produced or manufactured by Corrections Industries.

The quality control procedures shall ensure that defects will be discovered at the manufacturing facility, so as to ensure that defective products will not be delivered to the customer.

- D. At a minimum, product support, product return policies and warranties shall be comparable to the marketplace. **[2-CI-6A-12]**
- E. There shall be a formalized and active customer service program which provides periodic feedback to ensure customer satisfaction. **[2-CI-6A-11]**
- F. Corrections Industries shall establish standard procedures to recover merchandise rejected by authorized customers based on acceptable criteria.
- G. Corrections Industries will guarantee that merchandise manufactured using approved work orders comply with acceptable design criteria, meet production standards, and delivery by the agreed upon delivery date.



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CD-110801 Corrections Industries Quality Control Responsibility and Inspections	Issued: 07/26/06 Effective: 07/26/06	Reviewed: 06/30/20 Revised: 06/04/14
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AUTHORITY:

Policy CD-110800

PROCEDURES: [5-7A-4459] [2-CI-6F-3]

A. General:

1. There shall be written product specifications, drawings, and bills of materials for each item regularly produced in industries. [2-CI-6A-6]
2. There shall be a formalized and active customer service program which provides periodic feedback to ensure customer satisfaction. Customer satisfaction is essential for repeat business and continued markets necessary to run an industry. Customer surveys shall be issued at the time of delivery. [2-CI-6A-11]

B. Responsibility:

1. Each manufacturing facility shall establish and maintain a quality control program using sight inspection through all phases of construction. Responsibility for conducting these inspections shall be as follows:
2. The facility manager or designee shall appoint a quality control inspector and a back-up inspector (this may be the shop supervisor or designee in each shop). This inspector shall be one of the full-time staff members assigned to the facility.
 - a. Quality control inspector shall:
 - 1) Ensure that all rough materials are inspected to ensure they are the right grade, quality and quantity to produce the items it was purchased for.
 - 2) Conduct inspections of each production station to ensure that the items being produced meet all specifications for size, configuration, color, finish and overall quality to ensure customer satisfaction.
 - 3) Ensure that manufactured items are handled, stored, loaded and delivered in such a way as to ensure that all items are delivered to the customer in new, unmarred, undamaged and in fully serviceable condition.
 - 4) Ensure that a routing card is prepared and attached to each item or batch, and that each production crew signs off on the routing card when the item leaves their area.
 - 5) Keep the shop supervisor and the facility manager apprised of all quality control problems so that steps can be taken to correct them.

b. Delivery driver shall:

Ensure that all items being delivered have passed the quality control inspections and are free of defects, unless the item is a factory second.

- 1) In those cases where seconds are being delivered, the delivery driver is responsible for ensuring that the items and the delivery ticket are clearly marked as a second.
- 2) In the case where the driver's inspection turns up a defective item assigned for delivery, he/she is to refuse to accept the item for delivery unless he/she is directed, in writing, by the facility manager or higher authority.

c. Facility manager or designee shall:

- 1) Ensure that all quality control measures are in place and being enforced.
- 2) Personally inspect all major orders produced at his/her facility. (A major order shall be defined as any order consisting of twenty or more items or in the case of the print shop five thousand items).
 - a) During the inspection process, if it is determined that a piece of furniture is not of the highest quality for whatever reason and should be classified as a second, the facility manager or designee will inspect that particular piece and make the decision on the classification.
 - b) If a particular piece is classified as a second, the facility manager or designee shall mark the number 2 and his initials underneath the product in an area where it cannot be seen by the customer, but shall be a permanent mark using a magic marker.

C. Inspections:

1. Raw material inspection:

All raw materials shall be inspected upon receipt by the shop supervisor originating the purchase. This inspection is to ascertain that the materials received match the purchase orders description for the item(s) purchased. The receiving inspection is to also ensure that the item(s) purchased and received are the correct quantity and quality for their intended use.

2. Production inspections:

Formal inspections of all items manufactured by Corrections Industries shall be conducted through all stages of construction. When an inmate employee or inmate construction team feels that they have completed their portion of the assembly or manufacture of an item, they shall inform the shop supervisor or the quality control supervisor that the item is ready for inspection. The supervisor will then inspect the item. If the item is of good quality and meets all specifications the inspector and the inmate(s) that produced the item shall sign the route card for that item before it leaves each work station.

3. Pre-delivery inspection:

Prior to delivery of any item manufactured by Corrections Industries, a final inspection of the item shall be made by the quality control supervisor or the shop supervisor and the delivery driver. This final inspection shall be noted on the route card for the item and the delivery ticket. The delivery driver shall be held responsible for ensuring that no items are delivered before this final inspection is done and recorded.

4. Final quality and quantity control inspection:

This shall be conducted by the delivery driver and the customer. When the delivery driver arrives at the designated delivery site shall present the customer or the customer's agent with the Corrections Industries delivery ticket and a copy of the Corrections Industries warranty and freight claims instructions. The driver shall then ask the customer or the customer's agent to inspect the item(s) being delivered. Upon completion of the customer's inspection the customer shall:

- a. Sign the delivery ticket accepting the item(s) without reservation;
- b. Sign the delivery ticket accepting the item(s) with exceptions noted on delivery ticket, and a written claim submitted to Corrections Industries central office;
- c. Sign the delivery ticket indicating refusal of the order, with the reason for refusal noted on the delivery ticket.

D. Customer Work Order Rejection Criteria: [2-CI-6A-12]

1. At a minimum, product support, product return policies and warranties shall be comparable to the marketplace.
2. The facility manager is responsible for ensuring that the assigned work orders are completed according to specifications by the agreed upon delivery date; delivery tickets are prepared and the manager of the distribution center is notified that the merchandise is ready for delivery.
3. The manager of the distribution center will acknowledge the request for delivery, schedule the pick-up, and advise the driver and appropriate facility manager of the designated delivery date.
4. Delivery of Merchandise:
 - a. The driver is responsible for delivering the merchandise to the customer in the condition in which it was released to him/her.
 - b. The driver shall inspect all merchandise to be delivered and note acceptance on the delivery ticket by signing his/her name on the caption "Inspected by Driver" (fill in the blank).
 - c. Upon delivery of merchandise, the driver should sign his name on the caption

"Delivered by Driver" and obtain the signature and printed name of the customer accepting the merchandise.

- d. In the event the customer refuses to accept the merchandise, the driver will document the deficiencies or circumstances, notify the manager of the distribution center and return the merchandise to the distribution center. Drivers will not commit Corrections Industries to a subsequent delivery schedule.
5. Warranty:
- a. Corrections Industries guarantees the products to be free of defects in materials and craftsmanship for a period of one (1) year from the date of shipment.
 - b. Products requiring service after the warranty period will be prorated.
 - c. Goods damaged during delivery must be documented on the delivery ticket upon receipt.
 - d. All warranty claims must include the delivery date and the relevant work order number. Any repairs or replacements must be authorized by the Division Director or designee.
6. Procedure for Repairing/Replacing Rejected Merchandise:
- a. The manager of the distribution center will inspect rejected merchandise to determine the gravity of the necessary repairs and notify the appropriate facility manager. Based on determination of the severity of the damage, minor repairs will be done at Corrections Industries, Central New Mexico Correctional Facility (CNMCF), if possible. If the repair is extensive, the facility managers will be notified and the first available transportation will be used to move the rejected merchandise to the originating facility.
 - b. Once the rejected merchandise is received at the originating facility, the facility manager and supervisor will inspect the item, assesses the damage, and initiate a Job Cost Sheet.
 - c. The Job Cost Sheet (JCS) will be prepared for each piece of rejected merchandise and any additional costs required to renovate the merchandise will be identified. Once the item is repaired and the JCS completed, the manager of the distribution center will be notified to schedule a new delivery date.
 - d. After the merchandise has been delivered, one (1) copy of the JCS form will be attached to the original work order and the second copy to the financial officer for disposition.
 - e. It is critical for accounting purposes that realistic costs be used during refurbishment of the merchandise so an accurate assessment can be made of real costs.