Quality Brief

ISO 9001:2015 certified design and manufacture of specialist spring steel products

Reliable Pressings designs and manufactures specialist spring steel products under an ISO 9001:2015 quality management system that runs from design verification to dispatch. This brief summarises our certification, controls and documentation for quality managers, inspectors and procurement teams.

Certification

Item	Detail
Standard	ISO 9001:2015
Certificate number	ACS QMS 0510/03
Certification body	Alpha Certification Services (certificate can be verified on its register)
Originally certified / current issue	21 May 2023 / 28 May 2026
Valid until	20 May 2027
Scope	The design and manufacture of specialist spring steel products including but not limited to conical disc springs, Belleville washers, wave springs, wedge lock washers and bearing preload washers
B-BBEE	Level 1 contributor (Exempt Micro Enterprise)

Quality policy

Our aim is to make products that are fit for purpose, independently tested to confirm their expected performance, made with exacting workmanship, and delivered on time at a reasonable cost. Our QMS rests on seven principles: customer focus, leadership and alignment, engaging people, process structure, continuous improvement (with an emphasis on lean principles), decisions based on data, and managing relationships.

Controls through manufacture

- Design verification for each disc and stack, including finite element analysis of stresses and friction in stacks.
- Client QA hold points set in our online project tracking tool, starting with material test certificates (chemical composition, Young's modulus, uniformity).
- Heat treatment with certified Rockwell C hardness and a controlled tempering cycle; presetting (set removal) on every disc spring.
- Sampling inspection to ISO 2859-1 / ANSI/ASQ Z1.4 at AQL 1.0, the level DIN EN 16983 specifies.
- Wedge lock washers Junker tested to DIN 25201-4.

Testing and documentation

- Load characteristic curve for the individual disc spring or the assembled stack.
- Material certificate and heat treatment certificate supplied with the order.
- Independent, witnessed stack load testing by internationally accredited laboratories (CSIR or SGS Metlab), with data usually received the same day.
- A quality assurance data pack per project; the project is closed only once the customer has reviewed it.
- Full traceability: for any invoiced batch we can trace who signed off the tooling, checked the material, machined the parts and carried out hardness testing.

Nonconformity and corrective action

- All nonconformities in product, process or the quality system are investigated and the results recorded.
- We identify the root cause and check where a similar nonconformity could occur on other products or processes.
- Process owners carry out corrective and preventive action, and we monitor its effectiveness.
- Customer complaints are analysed to prevent recurrence; we keep the customer informed of the corrective action and confirm its effectiveness through their feedback. Complaints go directly to our Managing Director.
- Every product carrying a Reliable Pressings serial number has a quality warranty: any product delivered that does not meet our quality promise is replaced at our cost.

Details are set out in our procedure *Nonconformities and Corrective Action* (doc. 1020, rev. 0), available on request.

Documents available on request

ISO 9001:2015 certificate, certification audit report (stage 1 and stage 2), Quality Management Manual, Nonconformities and Corrective Action procedure (doc. 1020, rev. 0), B-BBEE affidavit and scorecard. Contact info@reliable-pressings.co.za, office +27 84 408 3981 or Ivan Uttley 076 834 1759.