SLY DESIGNS LLC

Quality Manual

Revision A

10/23/26

Structured to ISO 9001:2015

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2.0 Revision History and Approval

Rev.	Nature of changes	Approval	Date
-	Original release.	Adam	12/01/25
A	Added ISO 9001:2015 sections for leadership, planning, support, operation, performance evaluation and improvement; clarified the scope and control of the outsourced manufacturer; revised Quality Policy and process list; added Appendix A process flow and new Appendix B procedures.		10/23/26

3.0 Welcome to SLY DESIGNS LLC

Sly Designs LLC is a sleight of hand magic company. The company designs and sells sleight of hand props, tricks, methods, and related media content, both directly to the public and wholesale to retailers. Products are manufactured to Sly Designs' drawings and specifications by its contract manufacturer.

This manual is prepared for the purpose of defining the company's interpretations of the ISO 9001:2015 international standard, as well as to demonstrate how the company complies with that standard.

While this manual outlines ISO 9001:2015 compliance Sly Designs LLC has NOT been audited to be compliant and is NOT certified to be compliant in ANY way.

4.0 Quality Policy

Senior Management Team has developed the following Quality Policy which governs day-to-day operations to ensure quality. The Quality Policy is communicated and implemented throughout the organization.

Sly Designs makes props that have to work perfectly in a performer's hands, every time. Sly Designs is committed to meeting customer requirements and applicable statutory and regulatory requirements, and to continually improving its quality management system. To do this, Sly Designs:

- Establishes and communicates objective metrics for expectations of work performed
- Maintains documented procedures for practices and processes
- Requires corrective action when expectations are not met
- Plans quality into every product through engineering drawings, Quality Management Plans, and in-process checks required of its manufacturer, rather than relying on final inspection alone
- Continually improves its products, processes, and quality management system

5.0 Context of the Sly Designs Organization

Sly Designs has reviewed and analyzed key aspects of itself and its stakeholders to determine the strategic direction of the company. This requires understanding internal and external issues that are of concern to Sly Designs and its interested parties; the interested parties are identified per the document ***Context of the Organization.***

Such issues are monitored and updated as appropriate, and discussed as part of management reviews.

The issues determined above are identified through an analysis of risks facing Sly Designs and its interested parties. “Interested parties” are those stakeholders who receive our products and services, or who may be impacted by them, or those parties who may otherwise have a significant interest in our company. These parties are identified per the document ***Context of the Organization.***

This information is then used by senior management to determine the company’s strategic direction. This is defined in records of management review, and periodically updated as conditions and situations change.

Key issues and interested parties identified at this revision include the following; the ***Context of the Organization*** document holds the current list.

- **Internal issues:** a two-person team, so capacity and know-how depend on key people; dependence on a single contract manufacturer; the manufacturer's planned addition of wire EDM and injection molding.
- **External issues:** supplier lead times and material availability; imitation products and protection of proprietary methods; performer expectations that props work reliably under performance conditions; shipping damage and carrier performance.
- **Interested parties:** retail customers (performers and hobbyists); dealers and wholesale retailers; suppliers and outsourced processors; the owners; and authorities with jurisdiction over product safety and labeling.

6.0 Scope of the Sly Designs Quality Management System

Based on an analysis of the above issues of concern, interests of stakeholders, and in consideration of its products and services, Sly Designs has determined the scope of the management system as follows:

Sly Designs designs and sells sleight of hand props, tricks, methods, and related instructional media, directly to the public and through retailers. The company develops product specifications and 3D CAD models and 2D engineering drawings and specifications including tolerances, surface finish, and material requirements. Manufacturing, including CNC and manual milling and turning, laser processing, pad printing, hot foil stamping, and 3D printing (ASA/ABS), is outsourced to a contract manufacturer (the CM) and controlled as an outsourced process. Wire EDM and injection molding will be covered when the CM brings them into production.

Related-party supplier. The CM is wholly owned by Adam, who also owns 50% of Sly Designs. Sly Designs also uses the CM's workshop space for prototype development and design work. Because of this relationship, the CM is held to the same purchasing, inspection, and corrective action

requirements as any other supplier, and to keep oversight independent, Sam approves the CM's supplier evaluations and any use-as-is disposition of CM-made product.

Entertainment media content (media other than product instructions and tutorials) is outside the scope of this quality management system.

The quality system applies to all processes, activities and employees within the company. Sly Designs can be contacted at:

Web: sly-designs.com

The following clauses of ISO 9001 were determined to be not applicable to Sly Designs.

- **Clause 8.5.3, Property belonging to customers or external providers:** Sly Designs does not currently hold or use property owned by customers or suppliers.
- **Service provision:** Sly Designs provides products only, so requirements specific to services do not apply.

7.0 QMS Processes

Sly Designs has adopted a process approach for its management system. By identifying the top-level processes within the company, and then managing each of these discretely, this reduces the potential for nonconforming products and services discovered during final processes or after delivery. Instead, nonconformities and risks are identified in real time, by actions taken within each of the top-level processes.

Note: not all activities are considered "processes" – the term "process" in this context indicates the activity has been elevated to a higher level of control and management oversight. The controls indicated herein are applicable only to the top-level processes identified.

The following top-level processes have been identified for Sly Designs:

- New Product Design
- Quality Planning (Quality Management Plans)
- Inspection and Product Release
- Product Manufacturer/Supplier QA Program Oversight
- QA of incoming inventory
- Shipping
- Quoting/Order Fulfillment

Each process may be supported by other activities, such as tasks or sub-processes. Monitoring and control of top level processes ensures effective implementation and control of all subordinate tasks or sub-processes.

Each top-level process has a ***Process Definition*** document which defines:

- applicable inputs and outputs
- process owner(s)

- applicable responsibilities and authorities
- applicable risks and opportunities
- critical and supporting resources
- criteria and methods employed to ensure the effectiveness of the process
- quality objectives related to that process

The sequence of interaction of these processes is illustrated in Appendix A.

Note: Appendix A represents the typical sequence of processes, and may be altered depending on customer or regulatory requirements at the job or contract level, as needed.

Additional QMS documented procedures have been developed to support the QMS and its processes; these are listed in Appendix B. This list only provides some top-level procedures, and may not reflect the entirety of all QMS documentation.

Each process has at least one objective established for it; this is a statement of the intent of the process. Each objective is then supported by at least one "metric" or key performance indicator (KPI) which is then measured to determine the process' ability to meet the quality objective.

Throughout the year, metrics data is measured and gathered by process owners or other assigned managers, in order to present the data to Senior Management Team. The data is then analyzed by Senior Management Team in order that Senior Management Team may set goals and make adjustments for the purposes of long-term continual improvement.

The specific quality objectives for each process are defined in the applicable ***Process Definition***.

Metrics, along with current standings and goals for each objective, are recorded in records of management review.

When a process does not meet a goal, or an unexpected problem is encountered with a process, the corrective and preventive action process is implemented to research and resolve the issue. In addition, opportunities for improvement are sought and implemented, for the identified processes.

Any process performed by a third party is considered an "outsourced process" and must be controlled, as well. The company's outsourced processes, and the control methods implemented for each, are defined in ***Outsourced Processes***.

8.0 Leadership and Responsibilities

Sly Designs is owned equally by its two founders, who together form the Senior Management Team:

- **Sam, Co-Owner and Creative Director:** owns product concepts, effects, methods, performance testing, and customer-facing content; approves new concepts and final product feel and function.
- **Adam, Co-Owner and Director of Engineering and Quality:** owns engineering drawings, oversight of the contract manufacturer, inspection, corrective action, and the quality management system. Adam is the management representative for the QMS.

Senior Management Team demonstrates leadership and commitment to the QMS by taking accountability for its effectiveness; ensuring the Quality Policy and quality objectives fit the direction of the company; building QMS requirements into everyday design, manufacturing, and shipping work; providing the resources the QMS needs; and reviewing its performance at management review.

Customer focus. Sly Designs' customers are performers. A prop that binds, flashes, wears, or fails in performance exposes the performer, so every product is designed, built, and inspected to function reliably and repeatably in hand. Customer feedback, returns, and complaints are reviewed and fed into corrective action and design changes.

Responsibilities and authorities for each top-level process are assigned in the applicable ***Process Definition***. Anyone who finds a nonconformity has the authority to stop work and quarantine product until it is dispositioned.

9.0 Planning

Risks and Opportunities

Risks and opportunities are identified and addressed per ***Risk and Opportunity Management***, for the company as a whole (***Context of the Organization***) and for each top-level process (***Process Definition***). At the product level, risk is addressed through design and through the product's Quality Management Plan, which identifies critical characteristics and the controls applied to them. Actions are proportionate to the potential effect on product conformity and customer satisfaction.

Quality Objectives

Quality objectives are set for each top-level process as described under QMS Processes. Objectives are measurable, monitored, communicated, and updated at management review. Typical objectives include:

- customer returns for defects: below [__]% of units shipped
- corrective action reports closed by their due date: [__]%

Further objectives, such as on-time shipment and supplier quality, will be added as tracking matures.

Planning of Changes

Changes to the QMS, products, or processes are planned and carried out per ***Change Management***, considering the purpose and consequences of the change, the resources needed, and who is responsible.

10.0 Support

Resources and Infrastructure

Sly Designs provides the people, design software, and storage and shipping space needed to run the QMS. Prototype development and design work are performed in the CM's workshop space by arrangement with the CM. Production equipment is provided by the CM and includes a CNC mill, CNC lathe, manual mill, manual lathe, laser, pad printer, hot foil stamper, and 3D printers (ASA/ABS), with wire EDM and injection molding planned. Sly Designs requires the CM to qualify new equipment before production use and to maintain its equipment, per ***Validation of Equipment*** and ***Preventive Maintenance***.

Work Environment

Storage and shipping areas are kept clean and organized so that finished product is protected from damage and contamination. The CM is required to keep finished-surface parts separate from chips, coolant, and abrasive operations.

Monitoring and Measuring Resources

Gauges and instruments used to accept product are calibrated by the CM per ***Calibration of Equipment***: each is uniquely identified, calibrated at defined intervals against standards traceable to NIST, and labeled with its calibration status. If a gauge is found out of tolerance, previous results made with it are evaluated and affected product is reviewed. Uncalibrated tools are not used for product acceptance. Sly Designs reviews the CM's calibration records as part of supplier oversight.

Organizational Knowledge

Product knowledge, including methods, drawings, specifications, Quality Management Plans, and lessons learned from corrective actions, is retained in controlled storage so that it is not dependent on any one person. Proprietary methods are protected from unauthorized disclosure.

Competence, Training, and Awareness

Anyone whose work affects product quality is competent on the basis of education, training, or experience, per ***Hiring and Training***, and records of competence are kept. Personnel are made aware of the Quality Policy, relevant quality objectives, their contribution to the QMS, and the consequences of not meeting requirements.

Communication

Internal communication is direct and daily; QMS decisions are recorded at management review or in the relevant record. External communication with customers and dealers is through the website, email, and direct contact, and with suppliers through purchase orders and drawings.

Documented Information

Documents are controlled per ***Control of Documents***: drawings and procedures carry a revision level, only current revisions are available at the point of use, and obsolete revisions are removed or marked. Records are controlled per ***Control of Records***, retained for at least [__] years, and backed up electronically.

11.0 Operation

Operational Planning: Quality Management Plans

Quality is planned in, not inspected in. Before production release, each product or product family has a Quality Management Plan (QMP) that defines:

- the drawings and revision levels, material and surface finish specifications
- critical characteristics and how each is controlled
- the manufacturing sequence and the steps performed by the CM and any sub-tier suppliers
- in-process inspection points, methods, gauges, and sample sizes
- first article inspection requirements
- final inspection and functional (performance) check
- packaging, labeling, and the records to be kept

Customer Requirements

Retail product requirements are defined in published product listings. Dealer, wholesale, and custom orders are reviewed per ***Quoting and Order Acceptance*** before acceptance to confirm quantities, pricing, delivery, and any special requirements, and that Sly Designs can meet them. Order changes are confirmed with the customer and communicated internally.

Design and Development

New products are developed per ***Design Control***. Typical stages are: concept and effect definition; engineering design and 2D drawings with tolerances, surface finish, and material specifications; prototyping; design review; verification by inspection to the drawing; validation by performance testing in hand; and release to production with an approved QMP. Design changes are reviewed, approved, and recorded by drawing revision.

Control of Externally Provided Products and Processes

The CM is Sly Designs' primary outsourced manufacturer. The CM and other suppliers are selected, evaluated, and monitored on quality and delivery per ***Purchasing*** and ***Outsourced Processes***, and approved suppliers are listed. Purchase orders state the part number, drawing revision, material, finish, quantity, and any certifications required (such as material certifications or a certificate of conformance). Incoming product is inspected per ***Receiving*** and the applicable QMP. Supplier nonconformances are reported to the supplier and may require a supplier corrective action.

Production

Sly Designs requires the CM to carry out production under controlled conditions: current drawings and QMPs at the point of use; CNC programs and setups verified; a first piece inspected on each setup; in-process checks made per the QMP; only calibrated gauges used for acceptance; and inspection records supplied with each lot.

Identification and traceability. Product is identified by part number and lot or batch, and its inspection status (awaiting inspection, accepted, rejected) is clear at all times, per ***Identification and Traceability***.

Preservation. Product is handled, stored, and packaged to protect finishes and function through delivery, per ***Preservation of Product***.

Special processes. Processes whose output cannot be fully verified by later inspection (such as anodizing, plating, or heat treating) are qualified and controlled per ***Special Processes***.

Post-delivery. Sly Designs supports customers with instructions and tutorials and handles returns and warranty claims, feeding the results into corrective action.

Release of Product

Product is not shipped until the checks in its QMP are complete and it has been accepted by an authorized person. Release records identify who released the product.

Control of Nonconforming Product

Nonconforming product is identified and segregated (red tag or reject bin) to prevent use or shipment, and is dispositioned per ***Control of Nonconforming Product*** as rework, scrap, return to supplier, or use as is. Use as is requires approval by both members of Senior Management Team and is not

permitted where function or safety is affected. Reworked product is re-inspected. Nonconformances are recorded, and significant or repeat issues are escalated to a corrective action report.

12.0 Performance Evaluation

Monitoring, Measurement, and Analysis

Process metrics, inspection results, supplier performance, and customer data are collected throughout the year and analyzed at management review to evaluate product conformity, process performance, and the effectiveness of the QMS.

Customer Satisfaction

Customer satisfaction is monitored through reviews, returns, complaints, dealer feedback, and repeat orders.

Internal Audit

Internal audits are conducted at least annually per ***Internal Audits*** to confirm that the QMS conforms to this manual and to ISO 9001:2015 and is effectively implemented. Where practical, auditors do not audit their own work; Sam and Adam audit each other's areas, or an outside auditor is used. Findings are addressed through corrective action.

Management Review

Senior Management Team reviews the QMS at least annually per ***Management Review***. Inputs include the status of prior actions, changes in context, customer feedback, quality objectives and metrics, nonconformities and corrective actions, audit results, supplier performance, resources, risks and opportunities, and improvement opportunities. Decisions and actions are recorded.

13.0 Improvement

Nonconformity and Corrective Action

Significant, repeat, or customer-reported problems are handled through a formal corrective action report (CAR) per ***Corrective and Preventive Action***. Each CAR records the problem, containment, root cause analysis (such as 5-Why or fishbone), the corrective action, verification of effectiveness, and closure. Drawings, QMPs, procedures, and risk assessments are updated as needed so the problem does not recur.

Continual Improvement

Sly Designs continually improves the suitability and effectiveness of the QMS using the Quality Policy, quality objectives, audit results, data analysis, corrective actions, and management review.

Appendix A: Overall Process Sequence & Interaction

The typical sequence of the top-level processes is shown below. Order acceptance (step 8) can occur at any point for build-to-order products, and step 10 closes the loop back into design and planning.

Step	Process	Key output / quality gate
1	Market need or product idea	Concept approved by Senior Management Team
2	New Product Design	Drawings released; design verified and validated in hand
3	Quality Planning	Quality Management Plan approved before production
4	Supplier QA Program Oversight / Purchasing	CM approved; purchase orders state all requirements
5	QA of Incoming Inventory	Receiving inspection accepted per QMP
6	Manufacturing (CM)	First piece and in-process checks per QMP; records supplied
7	Inspection and Product Release	Final inspection and functional check; release authorized
8	Quoting / Order Fulfillment	Order reviewed and accepted; product picked from released stock
9	Shipping	Correct items, protected packaging, shipped on time
10	Feedback and Improvement	Customer feedback, metrics, CARs, and management review feed back to steps 2 and 3

Appendix B: Subordinate QMS Procedures

The following procedures are planned and will be written and released as the QMS is implemented.

- Calibration of Equipment
- Change Management
- Context of the Organization
- Control of Documents
- Control of Nonconforming Product
- Control of Records
- Corrective and Preventive Action
- Design Control
- Validation of Equipment
- Identification and Traceability
- Inspection and Test (including First Article Inspection)
- Internal Audits
- Management Review
- Outsourced Processes
- Preservation of Product
- Preventive Maintenance
- Purchasing
- Quality Management Plans
- Quoting and Order Acceptance
- Receiving
- Risk and Opportunity Management
- Special Processes
- Hiring and Training