



SHAMROCK GEAR & REPAIR LLC

QUALITY CONTROL PROGRAM

At Shamrock Gear & Repair LLC, it is understood by all of our staff members that the protective ensembles and ensemble elements we service, are used as life support devices and, the consequences of a failure involving an ensemble or ensemble element due to poor workmanship on our part, may result in an injury or death to the user. To reduce the chance of a failure, we promise that quality will always remain our primary objective and will implement a quality control program to assure the customer that the work we perform is to the highest standards possible.

The equipment employed by Shamrock Gear & Repair LLC, is identical to those in use by the original manufacturer and, all repairs will be made to the manufacturer's specifications. Where available, our staff members have been factory trained and where required, we are third party inspected and certified. Shamrock Gear & Repair LLC will comply with all manufacturer instructions, guidelines, and the like for all work performed. Shamrock Gear & Repair LLC has adopted NFPA 1851 Selection Care and Maintenance of Structural Fire Fighting Ensembles as our standard for creating a care and maintenance program.

It is the mission of Shamrock Gear & Repair LLC and the goal of this manual and our OSHA program to establish a program intended to provide a safe work environment to our staff, deliver a service that exceeds the customers expectations, and comply with all manufacturing and governing standards.

Quality Control Program Approved by:

Robert J. Leahy
General Manager

Shamrock Gear & Repair LLC	
1.0 PROCURED MATERIAL ACCEPTANCE PROGRAM	Approved: Robert J Leahy Date: September 2005 Review Due: September 2006

To ensure the materials used by Shamrock Gear & Repair LLC meet our specifications and all applicable standards, the following procedure has been adopted.

1.1 Material Receiving

A. All incoming shipments shall be:

- Opened and inspected against the packing slip to:
 - Confirm it is the correct item
 - Confirm quantity
 - Shipment is not damaged
- Entered into the shipping Receiving Log Book and:
 - Signed or initialed by the receiving technician
- If a discrepancy is discovered:
 - The shipment shall be placed back in the shipping container
- The shipping container shall be placed in the Suspense Holding area
 - The receiving technician shall be notified of the discrepancy immediately

B. Upon acceptance:

- The shipment shall be delivered to the inspection-holding table for final inspection and processing
- Only authorized personnel are permitted to conduct the final inspection
- Personnel conducting the final inspection shall
 - Confirm, again, that shipment is correct
 - Assign a control number to each item in the shipment immediately
 - The control number shall consist of the:
 - Purchase order number
 - The date received
 - The number of the item received that day
 - Example 10055-061504-01 would read as purchase order 10055, received on 15 June 04 and, was the first item received in on that day
- The control number shall be written to the item tag and the tag attached to the material
- The material and the control number shall also be entered in the Control Log Book
- Upon acceptance, materials shall be placed in service or placed in approved storage areas
 - Stored fabrics shall be enclosed in black plastic before placed in storage

1.2 Housekeeping

- A. Assure that all materials are kept clean during handling
- B. Keep receiving area clean
- C. Do not use or keep any substance in or around the material that may soil, contaminate or in any way damage the material

Shamrock Gear & Repair LLC	
2.0 MATERIAL HANDLING & STORAGE	Approved: Robert J Leahy Date: September 2005 Review Due: September 2006

To ensure that the materials used by Shamrock Gear & Repair LLC are not inadvertently damaged during handling, or storage the following procedures have been adopted.

2.1 Storage

- 1) Upon acceptance, materials shall be stored or placed in an approved location and method
 - a For fabrics placed in service:
 - The fabric shall be tagged and placed on the fabric holding racks
 - b For fabrics not placed in service:
 - The fabric shall be placed in dark plastic bags with the tag attached to the outside
 - The fabric shall be stored on the fabric storage racks
 - c For hardware:
 - The hardware shall be placed in the proper storage bin
 - Zippers shall be placed on the wall rack
 - d For thread not in service:
 - The thread shall be kept in the original plastic bags and placed on the wall rack
 - e For oils and lubricants:
 - Oils, treatments, lubricants, etc., shall be placed in the combustible materials storage locker
 - f For scrap material:
 - Usable scrap materials shall be placed in storage boxes, labeled and, placed on the storage racks
- 2) All materials are to be kept in storage areas until they are brought into service
- 3) All fabrics and threads on production tables shall be:
 - a Protected from heaters
 - b Shielded from sunlight or sources of UV light at all times

2.2 Material Usage

- A. Material taken from storage for use in a repair shall have the following information noted on the Work Order form:
 - a Material Name
 - b Control Number

Shamrock Gear & Repair LLC	
3.0 PROCESS CONTROL PROGRAM JACKET/TROUSER/GLOVES/HOOD	Approved: Robert J Leahy Date: September 2005 Review Due: September 2006

JACKET & TROUSER ELEMENTS:

CAUTION:

- **READ, KNOW AND FOLLOW THE REQUIREMENTS OF Shamrock Gear & Repair LLC OSHA PROGRAM.**
- **ALWAYS WEAR DESIGNATED PPE WHEN HANDLING SOILED OR CONTAMINATED ELEMENTS.**

3.1 RECEIVE ENSEMBLE OR ENSEMBLE ELEMENTS

- A. Received via commercial shipper (such as UPS, Roadway, etc.)
 - *INSPECT* container for damage
 - If damage is visible, note on shipping documents, have driver acknowledge, and notify management
 - *CONFIRM* shipment count matches bill of lading before signing shipping documents
 - If shipment count does not match paperwork, note on shipping documents, have driver acknowledge, and notify management
- C. Open container
- D. Locate customer paperwork/packing slip/work order
 - Confirm count matches customer documentation
- E. Confirm correct items match customer documentation
- F. Confirm work instructions
 - If any of the above is not found, notify management immediately
 - Enter into shipping Receiving Log book
 - *Be sure to enter:*
 - Date
 - Customer name
 - Customer PO
 - Quantity/Count
 - Was documentation present

B. Received via walk-in customer

- Initiate Work Order
 - Document name of person dropping off the equipment
 - Document agency
 - Document exact station or address
 - ***Pay attention***, as several accounts have similar sounding names
 - Document if cleaning is required
 - Document customer instructions
 - Ask if order is a RUSH
 - If so, when is it needed by
 - Confirm shipment matches with customers paperwork/description
 - If shipment count does not match paperwork, notify management
- Enter into shipping Receiving Log book
 - Be sure to enter:
 - Date
 - Customer name
 - Customer PO
 - Quantity/Count
 - Was documentation present

3.2 TAG

- Staple part 1 of 5 part strip tag to Work Order Form
- Tag each **component** of each **element** with remaining parts of the strip tag using the tag gun
 - **Do not insert tag pin through thermal liner/moisture barrier composite except in a location that will not result in damage or leakage**

3.3 DOCUMENTATION (Work Order)

A. For No Cleaning Needed

- Initiate **Advanced Inspection**:
 - Initiate Work Order form
 - Complete all applicable sections of the Work Order
 - Manufacturing data shall be completed with information provided by the label found on each component
 - If label is missing or not readable, indicate **“unknown”** for each section
 - Check Job Guide manual to see if customer has a Job Guide in place
 - If so indicate in the correct box
 - Attach customer work instructions, if provided
 - When completing Notes section, be sure to indicate on Work Order if instructions are attached
 - Treat customer instructions as a discrepancy
 - Highlight customer instructions for the Work Order
 - Follow applicable Inspection Checklist for each element
 - If discrepancies are found:
 - List discrepancies on the Work Order In the Notes section:
 - Provide details in numerical order
 - List each discrepancy as a separate item
 - Reminder to indicate customer instructions,
 - **Be sure to indicate** if elements have components such as liners
 - Place the work order in the pocket of the component
 - Advise the Repair Department Supervisor when ready to place the component on the Repair Rack
 - Repair Supervisor will indicate where to place the components
 - When placing the component on the rack:
 - Place label on the repair Rack to show:
 - Customer
 - Number of Pieces
 - Received Date
 - Is there a “RUSH”
 - If so indicate in **RED**
 - **Indicate on label**, if order is suspended awaiting additional information or approval

B. For Cleaning Needed

- Initiate **WORK ORDER** form:
 - Complete:
 - All of Table 1
 - Date Received in Table 2
 - Place the Work Order in the temporary holding area until element has been cleaned and dried and is ready for Advanced Inspection
 - Process element into cleaning

3.4 CLEANING PROCESS

A. Advance Cleaning

- Break down each element into individual components
- Check all pockets for items
 - Open first and look in
 - Do not reach hand into pocket (sharp objects) until visually checked
- **Reminder** to indicate on work order, all components or items found
 - Liners/tools/suspenders/etc.
- Secure all closures, pocket flaps, collar flaps etc.
- **COMPLETELY** cover all exposed Velcro (hook & loop) **NO EXCEPTIONS!**
- Turn each liner inside out
- Light soiled elements or components may be taken directly into the extractor
- All elements and components that not taken directly to the extractor shall be pre-soaked
 - Place components in soak tank
 - See Operation Manual for determining detergent type and blending concentration
 - After 1 hour has passed, remove from tank and inspect
 - If components are acceptable, place in extractor and run applicable formula
 - If not acceptable:
 - Lightly brush
 - Place back in soak tank for 4 hours
 - After 4 hours, remove from tank and inspect
 - If acceptable, place in extractor
 - If not acceptable:
 - Initiate Specialized Cleaning
- Load garments into extractor
 - Outer shells **SHALL** be kept separate from liner composites
 - Close door and confirm it is secure
 - Select wash cycle
 - See Extractor Operations Manual
 - Do not add additional cleaning agents unless instructed to do so
 - **Do not ever add chlorine bleach**

B. Specialized Cleaning

- Identify type of contaminant
 - If not able to do so, contact management before processing further
 - If it is found that a contaminated element cannot be processed, contact management for further guidance
- Do not process contaminants such as:
 - Heavy metals
 - Poisons
 - Insecticides
 - Pesticides
 - If in any doubt, STOP, and contact management
- Contaminates that can be processed include:
 - Blood and other bodily fluids
 - Petroleum based products
 - Oil
 - Gasoline
 - Grease
 - Tar
 - Paint
- Blend soak tank for use
 - See Operation Manual for determining detergent type and blending concentration
- Break down each element into individual components
- Check all pockets for items
 - Open first and look in
 - Do not reach hand into pocket (sharp objects) until visually checked
- **Reminder** to indicate on work order, all components or items found
 - Liners/tools/suspenders/etc.
- Secure all closures, pocket flaps, collar flaps etc.
- **COMPLETELY** cover all exposed Velcro (hook & loop) **NO EXCEPTIONS!**
- Turn each liner inside out
- Contaminated elements or components shall not be taken directly to the extractor
- Contaminated elements or components shall be pre-soaked
- Place components in soak tank
 - Outer shells shall be kept separate from liner composites
 - After 1 hour has passed, remove from tank and lightly brush
 - Place back in soak tank for 4 hours
 - After 4 hours, remove from tank and inspect
 - If acceptable, place in extractor
 - If not acceptable apply spotting agent
 - Place back in soak tank for 12 hours or overnight
 - Remove from soak tank
- Load garments into extractor
- Outer shells **SHALL** be kept separate from liner composites
- Close door and confirm it is secure
- Select wash cycle
- See Extractor Operations Manual
- Do not add additional cleaning agents unless instructed to do so
- **Do not ever add chlorine bleach**

3.5 DRY

A. Hang Drying

- Remove from extractors and hang on drying racks
 - Do not over crowd
- Turn on drying fans and direct fan towards garments
- Do not remove tags
- Check status after 4 hours
- When dry, initiate the Advanced Inspection

B. Mechanical Drying

- Do not remove tags
- Remove from extractors and place in dryer
 - Max capacity is
 - 22 outer shells
 - 20 thermal liners
 - Do not over load
- Set heat timer (temp is pre set for 105 degrees F)
 - Time is determined by the operator
 - Do not manually over-ride controls
- Set cool timer for 10 minutes
- Turn on dryer
- Check status after 1 hour
- If not dry, extend the time and additional 45 minutes
- Repeat as necessary
- Reminder to reset cooling time to 10 minutes
- When dry, initiate the Advanced Inspection

3.6 ADVANCED INSPECTION

- Only authorized personnel are permitted to complete the Advanced Inspection
- To complete an **Advanced Inspection**:
 - Initiate Work Order form
 - Complete all applicable sections of the Work Order
 - Manufacturing data shall be completed with information provided by the label found on each component
 - If label is missing or not readable, indicate **“unknown”** for each section
 - Check Job Guide manual to see if customer has a Job Guide in place
 - If so indicate in the correct box
 - Attach customer work instructions, if provided
 - When completing Notes section, be sure to indicate on Work Order if instructions are attached
 - Treat customer instructions as a discrepancy
 - Highlight customer instructions for the Work Order
 - Follow applicable Inspection Checklist for each element
 - If discrepancies are found:
 - List discrepancies on the Work Order In the Notes section:
 - Provide details in numerical order
 - List each discrepancy as a separate item
 - Reminder to indicate customer instructions,
 - **Be sure to indicate** if elements have components such as liners
 - Place the work order in the pocket of the component
 - Advise the Repair Department Supervisor when ready to place the component on the Repair Rack
 - Repair Supervisor will indicate where to place the components
 - When placing the component on the rack:
 - Place label on the repair Rack to show:
 - Customer
 - Number of Pieces
 - Received Date
 - Is there a “RUSH”
 - If so indicate in **RED**
 - **Indicate on label**, if order is suspended awaiting additional information or approval

3.7 ALTERATIONS & REPAIRS

- Technician shall review project for:
 - Correct documentation
 - Information is complete
 - Information is correct
 - Documentation belongs to the element being worked on
 - Review element to determine if repair is:
 - Feasible
 - Reasonable
 - If project is not feasible or reasonable to repair:
 - Submit to Final Inspector for determination
 - Or submit to management for determination
- Alterations and repairs are to be completed using materials that have been authorized by the manufacturer
- Materials used shall be of the same type as used in the original construction to include:
 - Fabric manufacturer
 - Weight
 - Weave
 - Color
- The material control number shall be indicated on the Work Order form for all material used from stock
- All work is to be completed using manufacturer's original specifications, methods, techniques, etc.
- Where available, repairs are to be made using the manufacturer's job guides
- If a thermal liner is rebuilt, the repair technician shall install the new label
- If a moisture barrier is rebuilt, the repair technician shall install the new label
- Alterations or repairs to moisture barriers shall be limited to:
 - Gore Tex manufactured by W.L. Gore
 - Crosstech (all versions) manufactured by W.L. Gore
 - RT7100 manufactured by W.L. Gore
- Alterations or repairs to all other moisture barriers shall not be permitted
- Alterations or repairs to the moisture barrier shall be made using the manufacturer's instructions
- Alterations or repairs to the moisture barrier shall always be seamed sealed...NO EXCEPTIONS
- Seam Sealing equipment:
 - Is for authorized personnel only
 - Shall be checked to confirm program is set to "00"
 - Shall be heated to proper temperature before using
 - Follow Operating Manual attached to base of apparatus
- Upon completion of a seam sealing procedure, the technician shall perform a hydrostatic test of the repair Hydrostatic tester:
 - Is for authorized personnel only
 - Shall be set no higher than 1 psi
 - Follow Operating Manual attached to base of apparatus
- Upon request, assemblies removed from elements or components shall be saved and returned with the element
- When all work has been completed:
 - Be sure to indicate all materials used on the Work Order
 - Sign the Work Order as completed
 - Complete the correct Sewing Log.
 - Place components in the assigned holding tubs to await final inspection

3.8 FINAL INSPECTION

- The Final Inspector shall perform an Advanced Inspection
- The Final Inspector shall confirm that:
 - All repairs were completed:
 - With the highest quality of workmanship
 - In accordance to the specifications of the manufacturer
 - In accordance to the items listed on the Work Order
 - Seamstresses have signed and dated the work order upon completion
 - Any additional or follow-on repairs, that were noted, were completed
 - If a thermal liner was rebuilt, the repair technician installed the new label
 - If a moisture barrier is rebuilt, the repair technician installed the new label
 - If Final Inspection indicates no discrepancy:
 - Re-assemble the components to make up the element
 - Enclose all equipment that came with the element
 - Check to be sure that all securing hardware is engaged
 - Submit for final processing
 - If Final Inspection indicates a discrepancy:
 - Return the component to the Repair Department Supervisor
- The Final Inspector shall be responsible for processing elements or components that will be condemned/retired
 - Final Inspector shall have authority to condemn
 - Management shall also have the authority and can override all
 - When an element or component is to be condemned:
 - The Final Inspector shall complete the Condemned Report
 - The element shall be placed in a shipping bag
 - The original Condemned Report shall be inserted in the bag
 - A copy of the Condemned Report shall be attached to the Work Order
 - The Work Order shall be labeled as "CONDEMNED"
 - Submit for final processing
 - If an element is retired at any point during the cleaning or repair process:
 - The user shall not be invoiced
 - The user shall be offered the opportunity to have the element returned
 - If the user elects not to have the element returned:
 - The labels shall be cut out and destroyed
 - The element shall be destroyed and disposed of

3.9 FINAL PROCESSING

- Input all required information into database
 - Use the information on Work Order
- Create barcode, if needed
- Use heat press to attach barcode onto component
 - Attach a barcode to all components of the element
- Confirm that the repair technician installed the new label if the thermal liner was rebuilt
- Confirm that the repair technician installed the new label if the moisture barrier was rebuilt
- When finished:
 - Fold neatly, close primary and pocket closures
 - Place in shipping bag but do not seal until paperwork is inserted
 - Insert Final Report/Packing List into the shipping bag and seal
 - If condemned, Insert Condemned Report in bag
 - Attach label to garment bag indicating:
 - Barcode
 - Date serviced
 - Element and size
 - Fire Department
 - Users name
 - If shipping:
 - Place in shipping container
 - Initiate shipping/holding
 - Complete Shipping Out Bound Log
 - Schedule shipment
 - If will Call:
 - Contact customer to advise order is ready
 - Place element on holding rack
 - Have customer sign Pick-Up Log Book when received

3.10 SHIPPING or HOLDING

- All orders are to be shipped complete unless advised differently
- Partial orders are to be placed in holding status:
 - When in holding, all elements shall be on shelves or boxed
- When boxed, the outside of the box shall indicate
 - Customer name
 - Customer P.O.
 - If item is from LNC and being dropped shipped, indicate:
 - Item is from LNC and include P/O on box
 - Item count
 - Weight
- Complete Shipping Out Bound Log
- Schedule shipment
- If being picked up by customer, notify customer of competition
 - Have customer sign Pick-Up Log Book

3.11 INVOICING

- All Work Orders and invoice information shall be submitted to management
- Invoice shall be checked for correct prices, and entered into database
- New invoice is printed and mailed to customers for payment

Shamrock Gear & Repair LLC	
4.0 PROCESS CONTROL PROGRAM	Approved: Robert J Leahy Date: September 2005 Review Due: September 2006
BOOTS	

BOOTS:

CAUTION:

- **READ, KNOW AND FOLLOW THE REQUIREMENTS OF Shamrock Gear & Repair LLC OSHA PROGRAM.**
- **ALWAYS WEAR DESIGNATED PPE WHEN HANDLING SOILED OR CONTAMINATED ELEMENTS.**

4.1 RECEIVE BOOT ELEMENTS

A. Received via commercial shipper (such as UPS, Roadway, etc.)

- *INSPECT* container for damage
- If damage is visible, note on shipping documents, have driver acknowledge, and notify management
- *CONFIRM* shipment count matches bill of lading before signing shipping documents
- If shipment count does not match paperwork, note on shipping documents, have driver acknowledge, and notify management
- Open container
- Locate customer paperwork/packing slip/work order
- Confirm count matches customer documentation
- Confirm correct items match customer documentation
- Confirm work instructions
- If any of the above is not found, notify management immediately
- Enter into shipping Receiving Log book
 - *Be sure* to enter:
 - Date
 - Customer name
 - Customer PO
 - Quantity/Count
 - Was documentation present

B. Received via walk-in customer

- Initiate Work Order
 - Document name of person dropping off the equipment
 - Document agency
 - Document exact station or address
 - Especially if it is:
 - Clark County
 - Las Vegas City
 - **Pay attention**, as several accounts have similar sounding names.
 - Document if cleaning is required
 - Document customer instructions
 - Ask if order is a RUSH
 - If so, when is it needed by
 - Confirm shipment matches with customers paperwork/description
 - If shipment count does not match paperwork, notify management
- Enter into shipping Receiving Log book
 - Be sure to enter:
 - Date
 - Customer name
 - Customer PO
 - Quantity/Count
 - Was documentation present

4.2 TAG

- Staple part 1 of 5-part strip tag to Work Order Form
- Tag the pull-up strap of each boot element with remaining parts of the strip tag using the tag gun
 - **Do not insert tag pin through thermal liner/moisture barrier composite except in a location that will not result in damage or leakage**

4.3 CLEANING PROCESS

A. Advance Cleaning

- If applicable, break down each boot into individual components
- If applicable, secure the boot closures
- If applicable, cover all exposed Velcro Hook with Velcro Pile
- Insert the shaft, support tube (perforated) and secure top with plastic tie strap
- Place each boot into the mesh processing bag and secure with zipper
- Place boots in soak tank for 2 hours
 - See Operation Manual for determining detergent type and blending concentration
 - After 1 hour has passed, remove from tank and inspect
 - Lightly brush
 - Place back in soak tank for 4 hours
 - After 2 hours, remove from tank and inspect
 - If acceptable, place in extractor
 - If not acceptable notify management
- Load boots into extractor
 - Load four (4) boots per chamber
 - Secure boot in chamber with tie straps
 - Close door and confirm it is secure
 - Select wash cycle
 - See Extractor Operations Manual
 - Do not add additional cleaning agents unless instructed to do so
 - **Do not ever add chlorine bleach**

4.4 DRY

- Remove from extractors and place on drying racks
 - Do not remove support tubes
 - Be sure to position boot correctly on drying rack
- Turn on drying fans and direct fan towards boots
- Check status after 24 hours
 - Leather boots will take approximately 48 hours to dry
 - Boots must be completely dry inside and outside
- When dry, submit for Advance Inspection

4.5 ADVANCED INSPECTION

- Only authorized personnel are permitted to complete the Advanced Inspection
- To complete an **Advanced Inspection**:
 - Initiate Work Order form
 - Complete all applicable sections of the Work Order
 - Manufacturing data shall be completed with information provided by the label found on each component.
 - If label is missing or not readable, indicate **“unknown”** for each section.
 - Check Job Guide manual to see if customer has a Job Guide in place
 - If so indicate in the correct box
 - Attach customer work instructions, if provided
 - When completing Notes section, be sure to indicate on Work Order if instructions are attached
 - Treat customer instructions as a discrepancy
 - Highlight customer instructions for the Work Order
 - Follow applicable Inspection Checklist for boots
 - Indicate in the notes section on Work Order that boots need to be finished
 - If other discrepancies are found:
 - List discrepancies on the Work Order In the Notes section:
 - Provide details in numerical order
 - List each discrepancy as a separate item
 - Reminder to indicate customer instructions,
 - **Be sure to indicate** if boots have components
 - Place the work order in the boot
 - Advise the Repair Department Supervisor when ready to place the component on the Repair Rack
 - Repair Supervisor will indicate where to place the components
 - If repairs are necessary, Repair Supervisor will process as directed in section 4.6 Boot Repair
 - If no other repairs are needed, process as directed in section 4.7 Finishing Work
 - When placing the boots on the rack:
 - Place label on the repair Rack to show:
 - Customer
 - Number of Pieces
 - Received Date
 - Is there a “RUSH”
 - If so indicate in **RED**
 - **Indicate on label**, if order is suspended awaiting additional information or approval

4.6 BOOT REPAIR

- Shamrock Gear & Repair LLC does not have the ability to perform repairs at this time
- Shamrock Gear & Repair LLC has been authorized to work directly with the boot manufacturer and their supplier to return boots for repairs
- Repair Department Supervisor will process boots for shipping back to manufacturer's supplier
 - Be sure to initiate purchase order
 - Attach purchase order to each pair of boots
 - When ready, give to shipping department for processing
 - Indicate shipment in sewing room log and in shipping room log
 - Place documentation in temporary holding area
- When boots are returned:
 - Shipping department will pull documentation from holding area and insert into boots
 - Boots shall be placed back into the repair department for finishing

4.7 FINISHING WORK

- Leather Boots
 - Remove tie strap
 - Re-dye the boot using Kiwi based brand leather dye, black
 - Use caution not to dye reflective trim on boots
 - Apply polish to leather portion of boot:
 - Only use the silicon based polish
 - Work polish into boot using polishing wheel
 - Re-treat the leather portion of boot with Kiwi brand leather conditioner
 - Work well into boot
 - Apply 2nd layer of polish to leather portion of boot
 - Work polish into boot using polishing wheel
 - Finish buff using buffing wheel
 - Re-treat the boot with Kiwi brand Camp-Dry leather protector, silicon spray
 - Remove support tube
 - Take boots to final inspection area for final inspection and processing
- Rubber Boots
 - Remove tie strap
 - Apply silicon and rubber conditioner and allow to dry
 - Buff using polishing wheel
 - Finish buff using buffing wheel
 - Remove support tube
 - Take boots to final inspection area for final inspection and processing

4.8 FINAL INSPECTION

- The Final Inspector shall perform an Advanced Inspection
- The Final Inspector shall confirm that:
 - All repairs were completed:
 - With the highest quality of workmanship
 - In accordance to the specifications of the manufacturer
 - In accordance to the items listed on the Work Order
 - Technician has signed and dated the work order upon completion
 - If Final Inspection indicates no discrepancy:
 - Re-assemble the boots to make up the complete element
 - Check to be sure that all securing hardware is engaged
 - Submit for final processing
 - If Final Inspection indicates a discrepancy:
 - Return the component to the Repair Department Supervisor
- The Final Inspector shall be responsible for processing elements or components that will be condemned/retired
 - Final Inspector shall have authority to condemn
 - Management shall also have the authority and can override all
 - When an element or component is to be condemned:
 - The Final Inspector shall complete the Condemned Report
 - The element shall be placed in a shipping bag
 - The original Condemned Report shall be inserted in the bag
 - A copy of the Condemned Report shall be attached to the Work Order
 - The Work Order shall be labeled as “CONDEMNED”
 - Submit for final processing
 - If boots are retired at any point during the cleaning or repair process:
 - The user shall not be invoiced
 - The user shall be offered the opportunity to have the boots returned
 - If the user elects not to have the boots returned:
 - The labels shall be cut out and destroyed
 - The boots shall be destroyed and disposed of

4.9 FINAL PROCESSING

- Input all required information into database
 - Use the information on Work Order
- Create barcode, if needed.
- Use heat press to attach barcode into each boot
- When finished:
 - Place boots in shipping bag but do not seal until paperwork is inserted
 - Insert Final Report/Packing List into the shipping bag and seal
 - If condemned, Insert Condemned Report in bag
 - Attach label to garment bag indicating:
 - Barcode
 - Date serviced
 - Element and size
 - Fire Department
 - Users name
 - If shipping:
 - Place in shipping container
 - Initiate shipping/holding.
 - Complete Shipping Out Bound Log
 - Schedule shipment
 - If will Call:
 - Contact customer to advise order is ready
 - Place element on holding rack
 - Have customer sign Pick-Up Log Book when received

4.10 SHIPPING or HOLDING

- All orders are to be shipped complete unless advised differently
- Partial orders are to be placed in holding status:
 - When in holding, all elements shall be on shelves or boxed
- When boxed, the outside of the box shall indicate
 - Customer name
 - Customer P.O.
 - If item is from LNC and being dropped shipped, indicate:
 - Item is from LNC and include P/O on box
 - Item count
 - Weight
- Complete Shipping Out Bound Log
- Schedule shipment
- If being picked up by customer, notify customer of competition
 - Have customer sign Pick-Up Log Book

4.11 INVOICING

- All Work Orders and invoice information shall be submitted to management
- Invoice shall be checked for correct prices, and entered into database
- New invoice is printed and mailed to customers for payment

Shamrock Gear & Repair LLC	
5.0 RETURN PROCEDURE	Approved: Robert J Leahy Date: September 2005 Review Due: September 2006

In the event a ensemble or ensemble element is to be returned from a customer as a result of an error, the following procedures have been adopted.

5.1 Notification

- Upon notification of an error requiring the return of an ensemble or ensemble element, a member of management shall:
 - Issue an RGA number.
 - The number shall be comprised of “RGA” followed the month, day, year, and number based on numerical order.
 - An example is RGA061202-01.
 - This would read Returned Goods Authorization, for June 12th, 02 and is the first return of that day.

5.2 Returned Items

- Upon receipt of a returned item, a member of management shall inspect the component to confirm the discrepancy.
- The element and component shall be re-tagged and a Work Order form completed.
- The following information shall be included on the Work Order form:
 - “RETURN” shall be written to the top of the Work Order form.
 - Customer name.
 - Date of return.
 - Confirmation of discrepancies.
 - Name of person making the initial repair.
 - Name of the final inspector.

5.3 Corrective Action

- Process as directed in Section 3.0.

5.4 Potential Impact on other Ensembles or Elements

- If there is a possibility of the discrepancy or defect, in either workmanship or material, being found on other garments the following procedures are to be followed:
 - A member of management shall:
 - Contact the supplier of the material and:
 - Advise them of the concern.
 - Ask for direction.
 - Contact the affected customers to:
 - Advise them of the concern.
 - What corrective action needs to be taken.
 - Initiate a recall of the affected ensembles or ensemble elements.

Shamrock Gear & Repair LLC	
6.0 Training Criteria	Approved: Robert J Leahy Date: September 2005 Review Due: September 2006

For quality to become a reality, Shamrock Gear & Repair LLC provides its entire staff with initial training and reoccurring training to assure that the services we provide are the best we can do and, comply with manufacturing and governing standards.

6.1 Training

- Where available, senior members of management shall attend factory training programs.
 - Upon return, senior members of management shall act as trainers for other members of Shamrock Gear & Repair LLC, Inc. staff.
- Where available, Shamrock Gear & Repair LLC, Inc. shall arrange for manufacturers to provide on site training.
- Staff members shall be provided with operating manuals that cover:
 - OSHA Programs that is applicable to Shamrock Gear & Repair LLC
 - Manufacturer technical support documents.
 - Shamrock Gear & Repair LLC programs.
 - Employee manuals.
- All employees shall be trained as follows:
 - Initial Shamrock Gear & Repair LLC, OSHA training upon hire.
 - Refresher Shamrock Gear & Repair LLC, OSHA training as directed by NOSHA.
 - Task training for job task assigned.

6.2 Skills Assessment

- Senior members of management shall regularly evaluate the skills of the staff members.
- Evaluations shall be completed:
 - No more than 120 days.
 - As deemed necessary.
- Evaluations will be conducted as follows:
 - Watch one staff member over a week.
 - A member of management will evaluate quality, efficiency, and variety of work performed.
 - At the end of the week, member of management will discuss concerns and job effectiveness with the staff member.
 - Staff member will also be able to voice concerns and requirements of their job.
- If it is found that staff members are not meeting quality standards, manufacturing standards or governing standards a retraining program shall be implemented.

ATTACHMENT #1

Wash Formulas

ATTACHMENT #2

Work Order/Documentation

ATTACHMENT #3

Soak Tank Formulas