



WESTERN HIGHWAYS
TRAFFIC SAFETY PRODUCTS

WEST1 COAST1#

TRAFFIC TRUCK BUILDERS

QUALITY ASSURANCE PROGRAM

TWO REPAIR
LOCATIONS



CERTIFIED **TMA**
REPAIR SPECIALIST

FOR MORE INFO

(940) 600-8228

(559) 785-1400

WESTERNHIGHWAYSTRAFFICSAFETY.COM

Western Highways is committed to delivering high-quality truck beds and traffic control devices.

This Quality Assurance (QA) Program outlines the systematic processes and standards adhered to ensure product quality and compliance with industry regulations.

Quality Planning

Our QA plan aligns directly with our strategic objectives and customer satisfaction goals. It details the roles, responsibilities, resources, and schedules designed to meet our stringent quality benchmarks.

Regulatory Compliance

We comply with all relevant industry standards, including Federal Highway Administration (FHWA) regulations and Manual for Assessing Safety Hardware (MASH) standards. Our processes are designed to meet or exceed state Department of Transportation (DOT) requirements.

Supplier Quality Management

We maintain high standards for materials and components through a meticulous supplier selection process. Our supplier quality management includes audits and performance evaluations to ensure compliance with our quality requirements.



Product Design & Development Controls

Our design and development process incorporates multiple stages of testing and validation to ensure that our products meet all specified requirements for functionality, safety, and reliability.



Process Control & Validation

We employ rigorous process controls, including statistical process control (SPC) and regular process validations, to ensure consistent product quality. Each critical manufacturing step is monitored and controlled to prevent deviations.



Quality Training

All employees undergo regular training in quality assurance practices and procedures. This training ensures that our team is competent and capable of maintaining the high standards expected at Western Highways.



Preventative Maintenance

A preventative maintenance program is in place for all critical equipment, which helps in reducing the likelihood of unscheduled downtimes and ensures consistent product quality.



Corrective and Preventive Actions (CAPA)

Our CAPA system is robust, providing mechanisms to address non-conformities by investigating root causes and implementing corrective measures to prevent future occurrences.



Quality Metrics and Performance Monitoring

We track performance against key quality indicators to continuously assess and improve our manufacturing processes. These metrics help in identifying areas for improvement and ensuring that quality objectives are met.



Customer Feedback & Satisfaction

Customer feedback is a cornerstone of our QA program. We regularly gather and analyze input from our clients to refine our products and services continually.



Internal Audits

Regular internal audits ensure that our QA program is effectively implemented and maintained. These audits help in identifying any discrepancies and areas for improvement.



Management Review

Management reviews are conducted periodically to ensure that the QA program remains effective and aligned with our business goals. These reviews facilitate ongoing commitment and support from top management.



Documentation and Record Keeping

We maintain detailed records of all QA activities, including audits, training, CAPA, and compliance checks. These documents are essential for ongoing monitoring and during external audits.

Conclusion

Our Quality Assurance Program is designed to ensure that every product manufactured by Western Highways meets the highest standards of quality and reliability, fulfilling both customer expectations and regulatory requirements.

Dealer License #

02758

1345 N Rabe Ave, Fresno, CA 93727

- SELMA, CA
- FT WORTH, TX

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