



# ISO 9001 Quality Management System

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## QUALITY MANUAL



**Quality** is our mindset  
**Customer Satisfaction** is our aim  
**Continual Improvement** is our goal

CALPIA is proud to hold ISO 9001 certifications

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## Introduction

The California Prison Industry Authority (CALPIA) is a self-supporting, customer-focused business that provides productive work assignments for approximately 7,000 incarcerated individuals within the California Department of Corrections and Rehabilitation (CDCR) institutions. CALPIA manages over 100 manufacturing, service, and consumable operations in all 33 CDCR institutions throughout California. The goods and services produced by CALPIA are sold predominately to departments of the State of California, as well as other government entities. CALPIA's goal is to train incarcerated individuals with job skills, good work habits, basic education and job support in the community, so when paroled, they never return to prison.

## CALPIA Quality Manual

This manual describes the Quality Management System which adheres to the requirements of ISO 9001:2015. CALPIA uses this manual to plan, manage, and continually improve product and service provision to consistently meet customer requirements.

**Figure 1**

### CALPIA Motto

- Quality Products
- Changed Lives
- A Safer California

### CALPIA Vision

Changing incarcerated individuals lives through innovative job training for a safer California.

### CALPIA Mission

CALPIA is a self-supported, customer-focused organization that reduces recidivism, increases prison safety and enhances prison and public safety by providing incarcerated individuals with life-changing training opportunities for successful re-entry into the community.

### CALPIA Core Values

- Leadership
- Professionalism
- Integrity
- Teamwork
- Safety
- Accountability

## Quality Policy

CALPIA has developed a Quality Policy which governs day-to-day operations to ensure operational excellence. The Quality Policy is communicated and implemented throughout the organization, and consists of the CALPIA motto, vision, mission and core values elements (see Figure 1 below).

## CALPIA Quality Management System Scope

The scope of the CALPIA Quality Management System encompasses manufacturing and service enterprises throughout the State of California, and Central Office support functions located in Folsom, CA. CALPIA meets all provisions of the ISO 9001:2015 standard requirements without exclusion.

### Manufacturing and Service Enterprises\*

- Cleaning Products
- Fabric Products
- Healthcare Facilities Maintenance Management
- Furniture
- General Fabrication
- Laundry
- Mattresses
- Modular Buildings

\*See the CALPIA Enterprise Locations map inside the back cover

### Support Functions†

- Accounting Services
- Budgets
- Contracts and Purchasing
- Customer Service
- Health and Safety/Regulatory Compliance
- Industry Employment Program
- Legal Services
- Maintenance and Repair
- Management Information Systems
- Marketing Services
- On-Time Delivery and Transportation
- Organizational Planning
- Product Development
- Quality Management
- Sales
- Staff Development

†See CALPIA Process Interactions Map on page 4

## CALPIA Context

Context may be described as the business environment under which CALPIA operates. It encompasses the internal and external risks, opportunities, and conditions that may affect our ability to provide quality products and services, and which are relevant to our purpose and strategic direction. CALPIA monitors its business environment on an on-going basis. Both formal and informal in nature, these analyses consider both internal operational needs as well as external Stakeholder needs. Stakeholders include those parties who receive our products and may benefit or be impacted by them, or may have a significant interest in our organization (see Figure 2 below).

## Strategic Business Plan

CALPIA's Strategic Business Plan establishes the goals and measurable objectives to support the Quality Policy. This Plan is the culmination of formal risk analysis in which both the business environment and Stakeholder needs were considered. The CALPIA 2021–2024 Strategic Business Plan is available as a downloadable file by visiting [www.calpia.ca.gov](http://www.calpia.ca.gov)

### Strategic Goals

- Goal 1:** Enhance incarcerated individuals' lives to reduce recidivism
- Goal 2:** Provide high-quality, sustainable products and services
- Goal 3:** Foster continuous improvement as (a) customer-focused organization.

**Figure 2**

Internal Stakeholders*	
Internal Stakeholders*	Reason for Interest
CALPIA Employees	Responsible for realization of CALPIA products and services, mission and strategic goals
CALPIA Incarcerated Workforce	Develop vocational skills; responsible for realization of products and services
External Stakeholders*	
External Stakeholders*	Reason for Interest
CDCR	Provide infrastructure and workforce
Vendors	Supply raw materials, parts, equipment, other goods and services to CALPIA
General Public	Concerned with safety and lower crime
Government Regulators	Dictate controlling regulations that impact CALPIA
Prison Industry Board	Provide operational oversight for CALPIA
Businesses and Trade Organizations	Employ paroled CALPIA incarcerated individuals

\*Relevant stakeholders are those that provide significant risk to organizational sustainability if their needs and expectations are not met.

CALPIA divisions, departments and enterprises employ various planning, monitoring, and reporting methods to achieve the organization's strategic goals. Methods may include: informal risk analysis, structured project management, goal setting, process review and corrective action.

## Quality Management System Processes

CALPIA utilizes a process approach for its management system. By identifying and managing the top-level processes discretely, CALPIA reduces the potential for nonconforming products and services. In doing so, nonconformities and potential risks are identified and acted upon in real time, within each of the top-level processes.

### Top-Level CALPIA Processes

1. Organizational Planning and Management Review
2. Product Development
3. Sales and Customer Order Processing
4. Product Manufacturing and Service Provision
5. Customer Product and Service Support

Each process may be supported by other tasks or sub-processes. Monitoring and control of top level processes ensures effective implementation and oversight of all subordinate processes (see CALPIA Process Interactions Map on page 4).

## Outsourced Processes

Any process performed in whole or in part by a third party is considered an "outsourced process". CALPIA's outsourced processes include:

- Calibration Services
- Compliance Audit Services
- Consultative Services
- Equipment Installation and Repair
- Furniture Installation and Repair
- Product and Materials Testing/Validation
- Shipping and Transportation Services
- Space Planning
- Training Services

Outsourced processes are controlled via the formal contract bid process and periodic vendor performance reviews.

## Organizational Knowledge Base

Organizational knowledge ensures the on-going sustainability of CALPIA operations. Of particular importance, documented procedures, known collectively as "ISO Documents", support CALPIA's top-level and supporting processes (see Figure 3 below).

**Figure 3**

CALPIA Knowledge Base	
Resource Type	Description
CALPIA Documents Library Online	Repository for CALPIA policies, plans, procedures, manuals, guidelines, work instructions, forms, logs
Human Resources	<ul style="list-style-type: none"> <li>• Core Competencies Plans</li> <li>• Duty Statements</li> <li>• Personnel Action Request Database</li> <li>• Succession Plans</li> <li>• Upward Mobility Plans</li> </ul>
Knowledge Repositories and Collaborative Software Technology	<ul style="list-style-type: none"> <li>• Audits and CAPA Database</li> <li>• Customer Relationship Management Software</li> <li>• Customer Service Management Software</li> <li>• Enterprise Resource Planning Software</li> <li>• IEP Employability Tracking Database</li> <li>• Project Management Database</li> <li>• Regulatory Compliance Database</li> <li>• System Management and User Support Database</li> </ul>
Training	<ul style="list-style-type: none"> <li>• Instructor-Led Training</li> <li>• Learning Management Database</li> <li>• On Demand E-Learning</li> <li>• Self-Paced Study</li> </ul>

# CALPIA Quality Management System Review

Quality Management System effectiveness is reviewed at least bi-annually via Management Review Team meetings. This meeting is chaired by the Quality Management Representative and attended by top level divisional Executives and Department Managers. Meeting agenda items include: results of previous meeting action items, internal and external risks and opportunities, effectiveness of processes to produce conforming products and services, customer satisfaction, quality objectives, effectiveness of corrective action, audit results, performance of external providers, adequacy of resources, and opportunities for improvement.

## CALPIA Quality Management Section

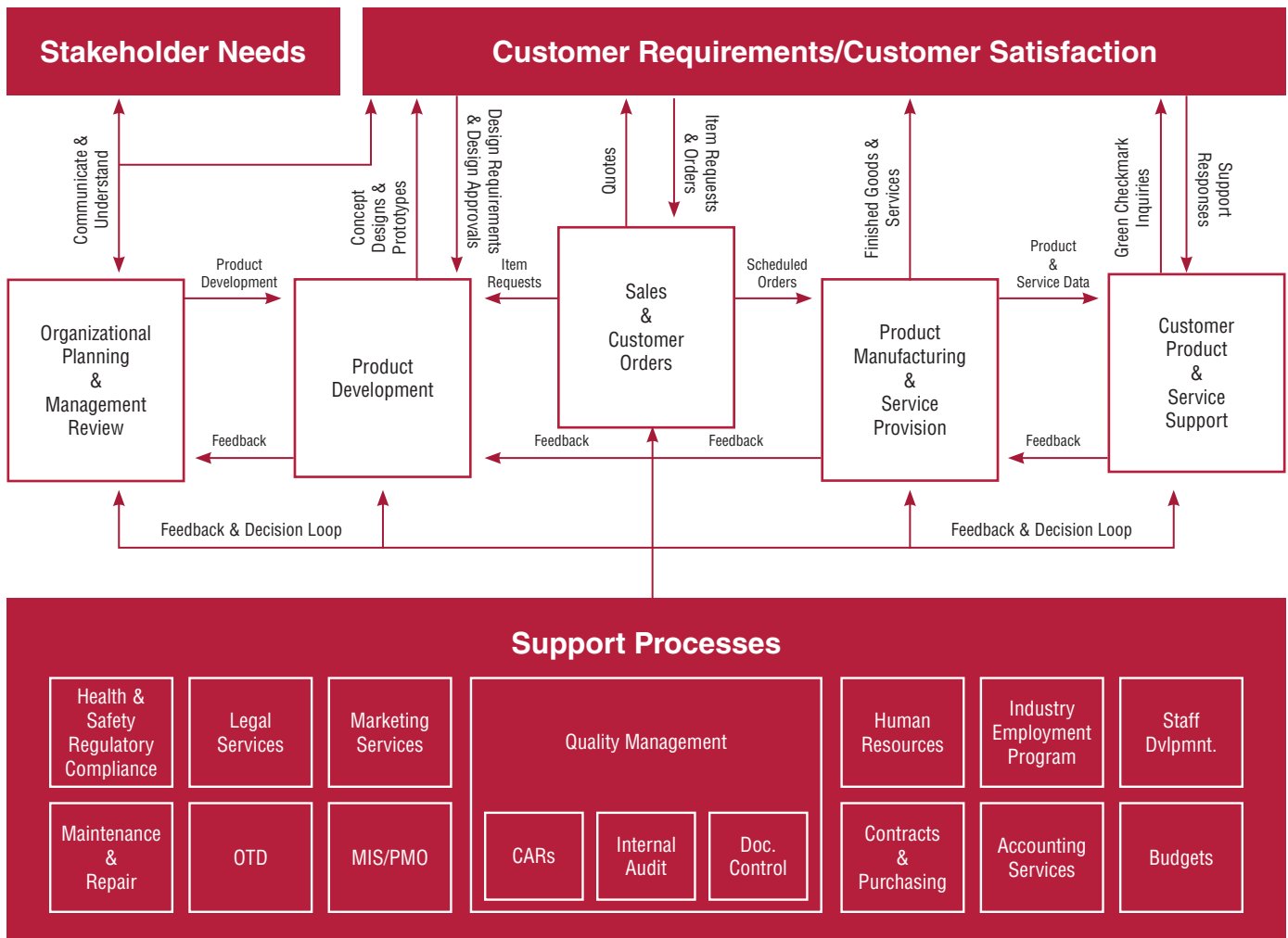
The Quality Management Section supports the implementation and on-going certification requirements of the ISO 9001 Quality Management System standard. To this end, QMS conducts numerous activities which enhance provision of CALPIA quality products/services, promote continual improvement in enterprise and support operations, and further CALPIA's Mission.

## Quality Management Activities

- Manage CALPIA Document Control Activities
- Conduct Quality Audits
- Develop Training Programs to Support Continual Improvement
- Facilitate the Corrective Action Request Process
- Oversee ISO 9001 Certifications and Expansions to New Enterprises

**QMS conducts numerous activities which enhance provision of CALPIA quality products/services, promote continual improvement in enterprise and support operations, and further CALPIA's Mission.**

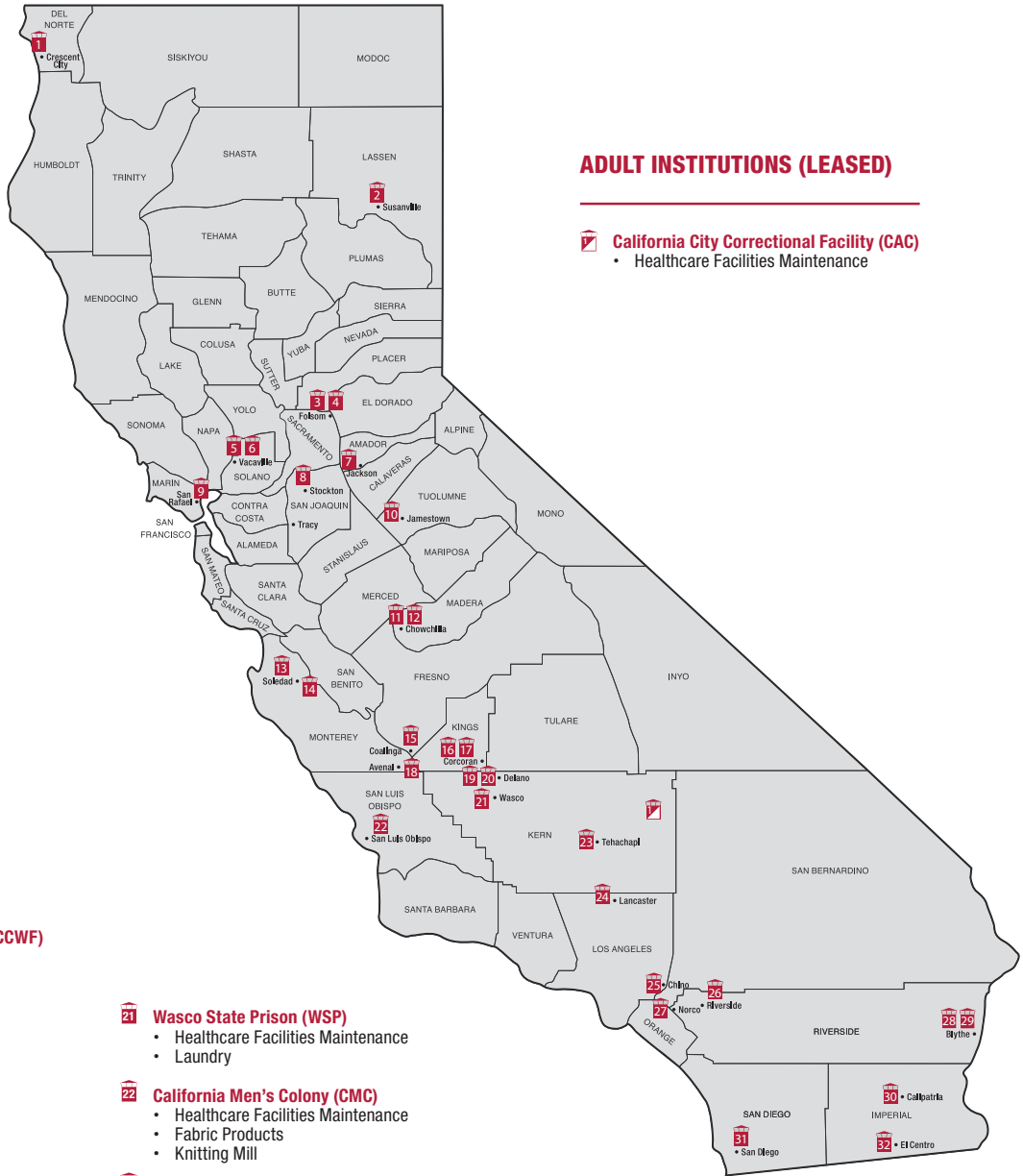
## CALPIA Process Interactions Map



# CALPIA ISO 9001 Certified Enterprises

## ADULT INSTITUTIONS

- 1 Pelican Bay State Prison (PBSP)**
  - Healthcare Facilities Maintenance
  - Laundry
- 2 High Desert State Prison (HDSP)**
  - Healthcare Facilities Maintenance
- 3 Folsom State Prison (FSP)**
  - Healthcare Facilities Maintenance
  - Modular Building
- 4 CSP Sacramento (SAC)**
  - Healthcare Facilities Maintenance
  - Laundry
- 5 California Medical Facility (CMF)**
  - Healthcare Facilities Maintenance
- 6 CSP Solano (SOL)**
  - Healthcare Facilities Maintenance
  - Laundry
- 7 Mule Creek State Prison (MCSP)**
  - Healthcare Facilities Maintenance
  - Fabric Products
  - Laundry
- 8 California Health Care Facility (CHCF)**
  - (No Enterprises)
- 9 CSP San Quentin (SQ)**
  - Healthcare Facilities Maintenance
  - Mattress
- 10 Sierra Conservation Center (SCC)**
  - Healthcare Facilities Maintenance
  - Fabric Products
- 11 Valley State Prison (VSP)**
  - Healthcare Facilities Maintenance
  - Laundry
  - Optical
- 12 Central California Women's Facility (CCWF)**
  - Healthcare Facilities Maintenance
- 13 Correctional Training Facility (CTF)**
  - Healthcare Facilities Maintenance
  - Fabric Products
  - Furniture
- 14 Salinas Valley State Prison (SVSP)**
  - Healthcare Facilities Maintenance
- 15 Pleasant Valley State Prison (PVSP)**
  - Healthcare Facilities Maintenance
- 16 CSP Corcoran (COR)**
  - Healthcare Facilities Maintenance
  - Laundry
- 17 Substance Abuse Treatment Facility (SATF)**
  - Healthcare Facilities Maintenance
- 18 Avenal State Prison (ASP)**
  - Healthcare Facilities Maintenance
  - Furniture
  - Laundry
- 19 North Kern State Prison (NKSP)**
  - Healthcare Facilities Maintenance
- 20 Kern Valley State Prison (KVSP)**
  - Healthcare Facilities Maintenance



## ADULT INSTITUTIONS (LEASED)

- California City Correctional Facility (CAC)**
  - Healthcare Facilities Maintenance

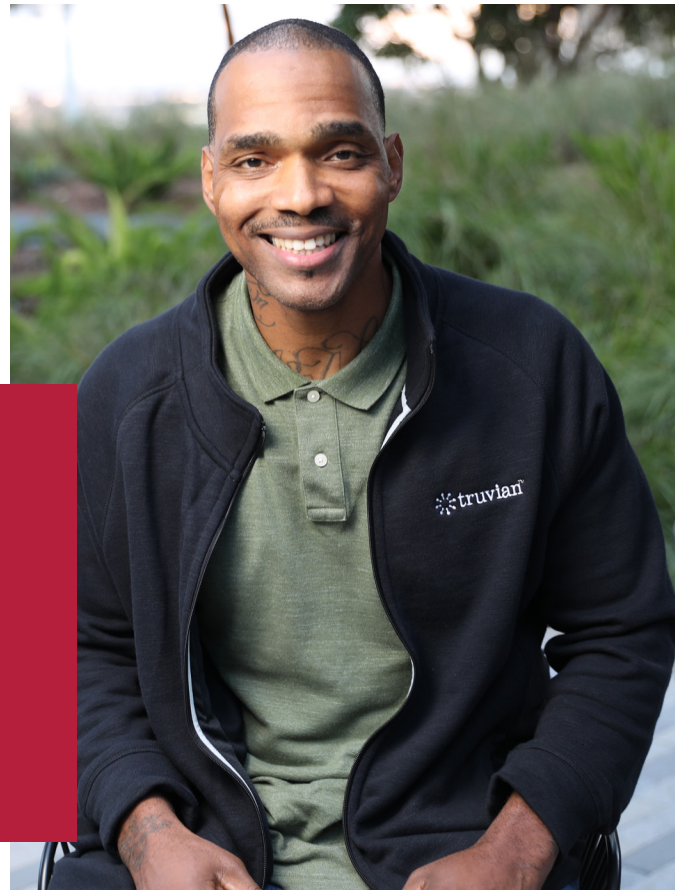
- 21 Wasco State Prison (WSP)**
  - Healthcare Facilities Maintenance
  - Laundry
- 22 California Men's Colony (CMC)**
  - Healthcare Facilities Maintenance
  - Fabric Products
  - Knitting Mill
- 23 California Correctional Institution (CCI)**
  - Healthcare Facilities Maintenance
  - Fabric Products
- 24 CSP Los Angeles County (LAC)**
  - Cleaning Products
  - Healthcare Facilities Maintenance
  - Laundry
- 25 California Institution for Men (CIM)**
  - Healthcare Facilities Maintenance
  - Laundry
- 26 California Rehabilitation Center (CRC)**
  - Healthcare Facilities Maintenance
- 27 California Institution for Women (CIW)**
  - Healthcare Facilities Maintenance
  - Fabric Products

- 28 Chuckawalla Valley State Prison (CVSP)**
  - Healthcare Facilities Maintenance
  - Laundry
- 29 Ironwood State Prison (ISP)**
  - Healthcare Facilities Maintenance
- 30 Calipatria State Prison (CAL)**
  - Healthcare Facilities Maintenance
- 31 R.J. Donovan Correctional Facility (RJD)**
  - Healthcare Facilities Maintenance
  - Laundry
- 32 Centinela State Prison (CEN)**
  - Healthcare Facilities Maintenance
  - Fabric Products

# CALPIA SUCCESS STORY

*Why we do what we do!*

**TIMOTHY JACKSON** is the owner, founder, and CEO of Quality Touch Cleaning Systems in Southern California. His business is expanding thanks to the training he learned through CALPIA's Healthcare Facilities Maintenance (HFM) program at the California City Correctional Facility. Timothy graduated from CALPIA's HFM program and returned to his community in 2017. He and his team clean office buildings, legal firms, and bio-tech companies like Truvian Sciences. Timothy is married and has started growing his family.



“ I am so blessed to have graduated from CALPIA's program learning those job skills employers value. I am a proud business owner and committed to making work environments the cleanest and safest they can be by cleaning beyond what the eye can see. Thank you CALPIA.”

- TIMOTHY JACKSON



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