# ALL PRODUCTS

## MFG & SUPPLY, INC.

## *Quality Management System Manual*

*Rev. 10.6*

Revised October 30th, 2023

*Conforms to ISO 9001:2015 and AS9100 Rev. D*

# Contents

## 0.1 Introduction

**All Products Mfg & Supply, Inc**. (**All Products**) mission is to provide total customer satisfaction with quality products leading to long term partnerships. **All Products'** employees take a proactive approach in the daily operations in order to achieve efficient and acurate manufacturing of your components.
This will lead to on-time delivery dates, which allows for the lowest cost to your company and your buyers.

**All Products** has made the "Strategic Business Decision" to develop and implement an effective Quality Management Systems (QMS). The implementation of the QMS is intended to improve and sustain the overall performance of our business and products. Examples of the benefits include:

- the ability to consistently provide products that meet customer requirements
- the ability to plan our processes and their interactions by employing the Plan-Do-Check-Act (PDCA) cycle and demostrate conformity to the QMS requirements
- the facilitating of opportunities to enhance customer satisfaction
- addressing risks and opportunities associated with its context and objectives.

The QMS Manual is considered the normative basis of reference to the International Standard and shall be used internally to provide an overview of ISO 9001:2015 and AS9100 Rev D requirements and how they apply at **All Products**. The QMS Manual is used externally to introduce the elements of our QMS to our customers and other external organizations to the extent necessary.

| Approvals | Signature | Date |
|---|---|---|
| President | _____ | _____ |
| General Manager | _____ | _____ |

## 0.2 Quality Management Principles

**All Products Mfg & Supply, Inc**. (**All Products**) has adopted and realizes the benefits of Quality Management Principles into our daily activities. The intent of the Quality Management Principles is to provide a foundation to continually improve upon the Company's performance. Subsequent sections of the QMS Manual will provide our commitments of the following Quality Management Principles elements:

- customer focus;
- leadership;
- communications and the engagement of our people;
- process approach;
- improvement;
- risk & opportunity as well as evidence-based decision making;
- relationship management.

## 0.3 Process Approach

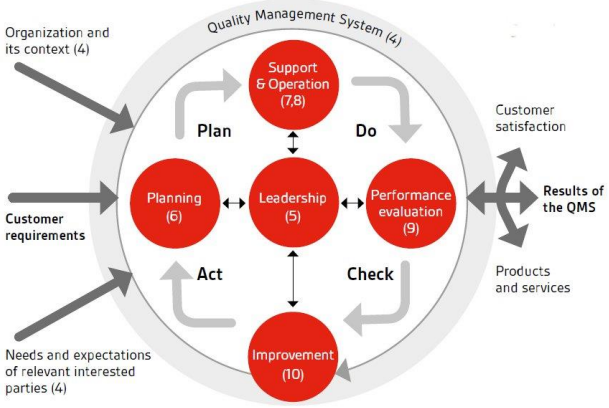
### 0.3.1 General

**All Products** has adopted the "Process Approach" into our daily operations including the PDCA Cycle. We have considered the utilization of Risk-Based Thinking Philosophy when developing, implementing, and improving the effectiveness of our Quality Management System. This approach will enable **All Products** to enhance the overall performance of the Company by effectively controlling the interrelationships and the interdependencies among the QMS processes.

The implementation of the "Process Approach" in our QMS enables:

- the understanding and consistency with achieving customer specific requirements;
- the consideration of our processes in terms of added value;
- the achievement of effective process performance;
- improvement of our processes based on the evaluation of data and information

### 0.3.2 Plan-Do-Check-Act Cycle




### 0.3.3 Risked-Based Thinking

The implementation of risk-based thinking is an essential tool for achieving and maintaining an effective QMS. **All Products** plans and implements various actions to address risks and opportunities to maximize the outcomes including, but not limited to achieving improved results and preventing negative effects of our products and QMS.

# 1.0 Scope

**All Products Mfg & Supply, Inc**. (**All Products**) has instituted a Quality Management System (QMS). This Quality Management System addresses the requirements of ISO 9001:2015 and AS9100 Rev D. **All Products Mfg & Supply, Inc**. ***Manufacture and Supply Gaskets, Electrical, Thermal Insulators and Other Non-Metallic Products***

**All Products Mfg & Supply, Inc**. (**All Products**) mission is to continually improve the quality, reliability and delivery time of our products to our customers. **All Products** exercises this responsibility through adequate training of our employees, adherence to procedures, total commitment to meeting and exceeding customer requirements, and maintaining a company focus of continuous improvement. Our objective is to deliver defect free products on time, every time.

# 2.0 Normative References

Documents related to this Quality Management System (QMS) manual include all procedures referenced within the pages of this document. Any documented Work instructions that directly or indirectly have impact on product or process and forms, or data used in conjunction with the procedures.

The following documents included also, either in whole or in part, are normatively referenced in this document and are crucial for its relevance. For dated references, only the cited edition applies.

For undated references, the latest revision (including all amendments) are applicable.

- ISO 9000:2015 Quality Management Systems – Fundamentals and Vocabulary
- ISO 9001:2015 Quality Management Systems – Requirements

# 3.0 Terms and Definitions

For the purposes of this document, the terms and definitions given in the ISO 9001:2015 and AS9100 Rev. D standard apply

# 4.0 Context of the Organization

## 4.1 Understanding the Organization and its Context

**All Products** associated documents:

QF 05-05 Opportunity Matrix Guide Chart / QF 05-06 Risk Matrix Guide Chart

To understand the Organization and its Context, **All Products** monitors and reviews relevant external and internal issues and items that may become relevant to the company's purpose and strategic direction, and may affect our ability to achieve the intended results of the QMS. These issues are reviewed and discussed at each Management Review Meeting or when management deems necessary and are actions are taken as needed.

## 4.2 Understanding the Needs and Expectations of Interested Parties

**All Products** associated documents:

QF 05-03 Interested Parties Chart

The effect or potential effect on our organizations ability to consistently provide products and services that meet our customer and applicable statutory and regulatory requirements, **All Products** will determine the following:

- the interested parties relevant to the QMS;
- the requirements of the identified interested parties relevant to the QMS;

**All Products** will continually monitor and review relevant requirements of interested parties.
Interested parties is an agenda / input item at the management review meeting or may be part of an unscheduled Management Meeting.

**All Products** always considers the following identified interested parties:

Customers and their end users, if any
Certifying Bodies (ie. Perry Johnson)
Suppliers
Employees
Regulatory Agencies (ie. FAA, Military)

## 4.3 Determining the Scope of the Quality Management System

**All Products** determines the boundaries and the applicability of the QMS and how it relates to our business core. **All Products** is committed to applying all applicable requirements of the International Standard to the intent and scope of our QMS. The scope of our QMS shall always be available to internal and external interested parties and maintained as documented information. The scope always considers the products **All Products** maunfactures. Availability to external interested parties will be via our website, www.APGasket.com , and our QMS PDF download.

**All Products Mfg & Supply, Inc**. (**All Products**) has instituted a Quality Management System (QMS). This Quality Management System addresses the requirements of ISO 9001:2015 and AS9100 Rev D. **All Products Mfg & Supply, Inc**. ***Manufacture and Supply Gaskets, Electrical, Thermal Insulators and Other Non-Metallic Products***

*Exclusions to the QMS*

(8.3) - Design and Development of Products and Services.

*Justification*

**All Products** manufactures parts with prints and specifications provided by customers. **All Products** does NOT design and develope parts for our customers. **All Products** verifies the our products through measurements, fit checks, and visual inspections of the product(s) to the customer drawings, specifications and quality plans. **All Products** therefore excludes (8.3) - Design and Development of Products and Services from our QMS.

## 4.4 Quality Management System and Its Processes

**All Products** associated documents:

QF 05-04 QMS Process Evaluation Guide Chart

**All Products** has established, implemented, maintains, and continually improves a quality management system, including the processes needed and their interactions, in accordance with the requirements of this International Standard.

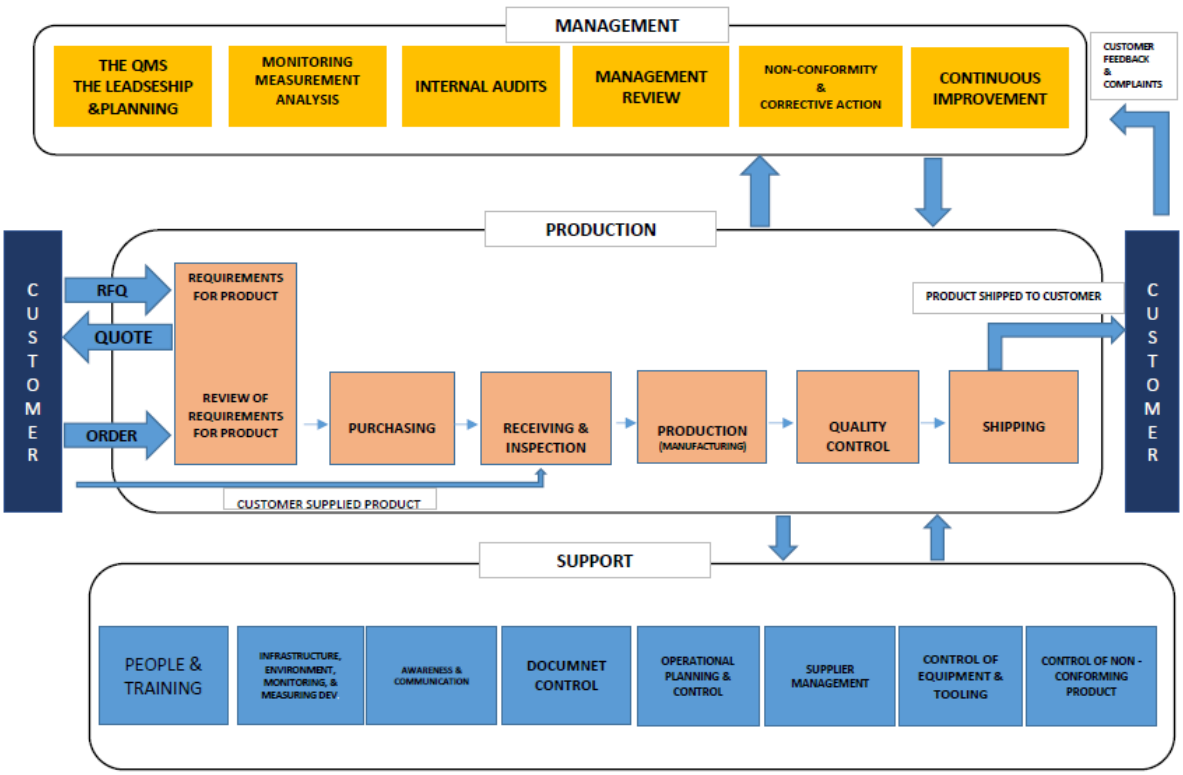
**All Products** determined the processes needed for the quality management system and their application throughout, and

- Determined the inputs required and the outputs expected from these processes;
- Determined the sequence and interaction of these processes;
- Determined and applied the criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation and control of these processes;
- Determined the resources needed for these processes and ensure their availability;
- Assigns the responsibilities and authorities for these processes;
- Addresses the risks and opportunities as determined in accordance with the requirements of 6.1;
- Evaluates processes and implement changes needed to ensure that processes achieve intended results.
- Improves the processes and the quality management system.
-

To the extent necessary, **All Products**:

- Maintains documented information to support the operation of its processes;
- Retains documented information to have confidence that the processes are being carried out as planned.

IDENTIFICATION AND INTERACTION OF PROCESSES



# 5.0 Leadership

## 5.1 Leadership and Commitment

### 5.1.1 General

Top Management is actively involved in implementing the QMS, and is accountable for its overall effectiveness. Management has initiated and fully supports the vision and strategic direction for the continued sustainability and enhancement of the QMS.

To demonstrate their leadership and commitment with respect to the QMS, top management:

- has established the Quality Policy and the Quality Objectives that are compatible with the vision and strategic direction for **All Products**;
- supports the continually improvement of the effectiveness of the QMS;
- ensures that the QMS achieves its intended results;
- ensures resources are available for the QMS that are needed;
- provides direction to the integration of the QMS requirements into each business process of **All Products;**
- is committed to promoting the use of the process approach and risk-based thinking;
- is committed to the engagement, motivation and contribution of our employees throughout our QMS;
- supports other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility;
- communicates the importance of effective quality management and of conforming to the quality management system requirements throughout **All Products**;

### 5.1.2 Customer Focus

**All Products** associated documents:

QP 8.1 Customer Satisfaction / QP 7.2 Customer Related Processes

**All Products** recognizes that customer satisfaction is the key to continued success. The QMS provides for the identification of, and compliance to, customer and applicable statutory and regulatory requirements as well as identifying risks and opportunities that the conformity of the products. Top Management ensures that product conformity and on-time delivery performance are measured and that appropriate action is taken if planned results are, or will not, be achieved. These results are achieved through such activities as contract review, quality planning, process control and inspection techniques.

**All Products** will always look to maximize efficiency and optimized process performance.
Commitment of resources for both product realization and capital improvements are made, with a focus on enhancement of customer satisfaction with improved quality conformity, with reduced cost and cycle times.

## 5.2 Policy

### 5.2.1 Establishing the Quality Policy

The Quality Policy is a commitment by **All Products** top management and provides the framework for setting quality objectives, satisfying applicable requirements and supports the Company's commitment for continual improvement of the QMS. The Quality Policy is appropriate to the purpose and context of the company and supports its strategic direction. The Quality Policy is communicated and understood within the organization and is reviewed during the management review meetings for its continuing suitability to our organization. **All Products** monitors, measures, and analyzes its processes for continuous improvement. This Quality Policy is carried out and implemented at all levels in the organization.

# The Quality Policy States:

**AS THE CUSTOMER SPECIFIED,**
**DELIVERED ON TIME AND**
**COMMITTED TO CONTINUOUSLY IMPROVE QUALITY**

**AS THE CUSTOMER SPECIFIES**:
Individual commitment and responsibility in the parts manufacturing processes,
are utilized to fulfill external and internal customer requirements.

**DELIVERED ON TIME**
Individuals are informed early on in the manufacturing cycle of the customer's delivery requirements.
We pride ourselves on timely delivery---not ahead of schedule, nor behind schedule.

**COMMITED TO CONTINUOUSLY IMPROVE QUALITY**
This commitment is not only for customer quality, but the overall quality management system.

### 5.2.2 Communicating the Quality Policy

Top management ensures that the quality policy is communicated to all employees and is available to all interested parties. It is included in new employee training on the QMS to ensure it is understood and applied. The Quality Policy is posted on the employee bulletin board in the facility to maintain high standards within our organization. Any changes to the quality policy will be available to all employees and interested parties. Availability to external interested parties will be via our website, www.APGasket.com , and our QMS PDF download.

## 5.3 Organizational roles, responsibilities and authorities

**All Products** associated documents:

QF 05-02 Organizational Chart / QF 05-03 Interested Parties Chart / QF 05-04 QMS Process Evaluation Guide Chart

Top management has established the interrelation and reporting structure of personnel.
A Management Representative has been appointed by top management to oversee and manage the overall effectiveness and compliance of the QMS. The Management Representative has the following responsibility and authority to:

- ensure QMS conforms to the requirements of international standard AS9100 Rev. D;
- ensure interaction of processes and their ability to achieve planned results;
- report the results achieved by the QMS, possibilities for improvements and the need for changes;
- maintain QMS integrity when planning and implementing changes;
- promote awareness of customer focus throughout the organization;
- interface with external parties such as customers or auditors on matters relating to the QMS;
- resolve all matters pertaining to quality issues.

The Management Representative has the organizational freedom and unrestricted access to resolve matters pertaining to Quality Management System as well as to be the Company Representative with external parties, including our customers and vendors on all matters relating to the QMS.
Managers assigned responsibilities also have the authority to ensure they conform to the QMS and can resolve matters pertaining to them.

# 6.0 Planning

**All Products** associated documents:

QP 5.2 Management Review / QP 7.1 Product Realization / QP 7.8 Risk Assessment
QF 05-05 Opportunity Matrix Guide Chart / QF 05-06 Risk Matrix Guide Chart
AP 03-01-01 Estimate Sheet / AP 03-01-02 Contract Review & Risk Analysis

## 6.1 Actions to Address Risks and Opportunities

### 6.1.1 When planning for the QMS, **All Products** will consider the issues

Referred to in 4.1 and the requirements referred to in 4.2 and determine the risks and opportunities that need to be addressed to:

- give assurance that the quality management system can achieve its intended result(s);
- enhance desirable effects;
- prevent, or reduce, undesired effects;
- achieve improvement.

### 6.1.2 **All Products** will plan:

- actions to address these risks and opportunities;
- how to:
    1. integrate and implement the actions into its quality management system processes
    2. evaluate the effectiveness of these actions.

Actions taken to address risks and opportunities shall be proportionate to the potential impact on the conformity of products. Actions to address risks and opportunities are addressed in the Management Review or when management deems neccessary.

## 6.2 Quality Objectives and Planning to Achieve Them

**All Products** associated documents for all of section 6.2:

QP 5.1 Quality Product Planning / QP 7.1 Product Realization / QP 5.2 Management Review

QF 05-02 Organizational Chart / AP 05-01-01 Quality Document Change Approval

### 6.2.1 Establishing Quality Objectives

| Objective | Target | Measurement Method |
|---|---|---|
| Customer On-Time Delivery | 85% | All Products OTD report |
| Customer Returns | ≤ 2% | Shipments/Orders Rejected |
| Vendor On-Time Delivery | 80% | Vendor OTD report |
| Vendor Material Quality | 95% | Shipments Rejected |

Quality Objectives have been established at all corresponding levels and processes throughout the organization to implement the quality policy, meet and exceed requirements for product and processes, and to improve the QMS and its performance. Quality Objectives are strategic, apply to the entire Company and shall:

- be consistent with the Quality Policy;
- be measurable and monitored;
- take into account applicable requirements;
- be communicated;
- be updated as appropriate;
- be relevant to conformity of products, services and enhance customer satisfaction.

**All Products** retains documented information on the status of our quality objectives. If shortfalls are identified, management may revise objectives, issue corrective action requests, or take other appropriate actions to address the issue. Quality objectives and planning are discusseed during the Management Review meeting.

### 6.2.2 Quality Objective Planning

When planning how to achieve its quality objectives, **All Products** has determined:

- What will be done;
- What resources will be required;
- Who will be responsible;
- When it will be completed; and
- How the results will be evaluated.

## 6.3 Planning of Changes

When changes to the QMS are deemed necessary, **All Products** shall ensure the change will comply with the requirements of AS9100 Rev. D and shall consider:

- the purpose of the changes and their potential consequences;
- the integrity of QMS;
- the availability of resources;
- the allocation or reallocation of responsibilities and authorities.

**All Products** top management, the management representative and quality manager will review any changes during the management review meeting or, if necessary, an unscheduled management review meeting.

# 7.0 Support

## 7.1 Resources

**All Products** associated documents for all of section 7.1:

QP 6.1 Resource Management / QP 7.7 Control of Measuring and Monitoring / QP 4.2 Control of Records

AP 01-02-01 Competency Assessment / AP 06-01-01 Training Matrix / AP 06-01-02 Topic Training

AP 11-01-01 Calibration List / AP 11-02-01 Maintenance Log

### 7.1.1 General

**All Products** is fully committed to providing adequate resources required for the establishment, implementation, maintenance and continual improvement of our QMS. Our committed resources include:

- competent employees;
- state of the equipment;
- well maintained work environment;
- and financial resources.

The process for determining and communicating resource requirements is an integral part of our management review process. Our infrastructure resource considerations include:

- management review meeting inputs and outputs;
- capabilities and constraints on existing internal and external resources;
- requirements and expectations provided by our external providers/vendors

### 7.1.2 People

**All Products** identifies personnel training needs, provides required training, and evaluates the effectiveness of the training provided. Personnel assigned to perform specific tasks, operations and processes are qualified on the basis of appropriate education, experience or training. Employees are made aware of the relevance and importance of their activities and how they contribute to the achievement of quality objectives. Records of personnel competency and training are maintained.

### 7.1.3 Infrastructure

**All Products** determines, provides, and delegates the maintenance, if necessary, to outside services to maintain the infrastructure needed to achieve conformity to product requirements as applicable. Our infrastructure resource considerations include:

- buildings, workspace and associated utilities;
- equipment including hardware and software;
- information and communication technology.

### 7.1.4 Environment for the Operation of Processes

Management identifies and manages the human and physical factors of the work environment considered to be important to control processes and to achieve conforming of products and services. Evaluations include:

- assessment of product requirements to identify where human or physical factors may affect product quality;
- assessment of current working environment to determine if it is suitable to achieve conforming product;
- implementation of work environment improvements needed to achieve conforming product;
- continual assessment to ensure adequate human and physical factors of work environment are maintained.

### 7.1.5 Monitoring and Measuring Resources

#### 7.1.5.1 General

**All Products** has determined the necessary monitoring, measurement and resources to be initiated across our QMS. The structure of internal resources includes but is not limited to:

- monitoring and measuring equipment;
- documented evidence ;
- routine maintenance and repair of equipment;
- competent and qualified personnel.

#### 7.1.5.2 Measurement Traceability

**All Products'** ensures that monitoring and measuring equipment requiring calibration or verification is:

- calibrated or verified, or both, at specified intervals, or prior to use, using standards traceable to international or national measurement standards, or other documented standards when no standards exist;
- adjusted or re-adjusted as necessary;
- Identified in order to determine their status;
- protected from damage and deterioration during use, maintenance and storage;
- **All Products** maintains a list of monitoring and measuring equipment.
- **All Products** maintains records of the results of calibration and/or verification performed.

**All Products** contracts calibration services to verify / calibrate the measurement equipment. Records are in control of the Quality Manager. Any measuring equipment found unfit is identified and handled according to the Control of Measuring and Monitoring procedure.

### 7.1.6 Organizational Knowledge

**All Products** considers specific knowledge necessary for each operation and considers this as an important resource to ensure our people and processes are consistent and will achieve conformity of the product and services provided by **All Products**. This knowledge is maintained and available to the extent necessary within appropriate procedures. When addressing changing needs and trends, **All Products** will use this knowledge and determine how to acquire any additional knowledge that may be required.

## 7.2 Competence

**All Products** associated documents:

QP 6.1 Resource Management

AP 01-02-01 Competency Assessment / AP 06-01-01 Training Matrix / AP 06-01-02 Topic Training

**All Products** has determined to the extent necessary the below elements of competence for people performing work that may affect the effectiveness of the QMS.

- ensure employees are competent on the basis of their education, training and experience;
- ensure employees are aware of competency expectations;
- measure job performance for each employee on an annual basis;
- provide job training to the extent necessary;
- retain appropriate documented information as evidence of competence;
- take actions when necessary to assist employees that exhibit substandard competency expectations.

## 7.3 Awareness

**All Products** associated documents:

AP 06-01-02 Topic Training

**All Products** has determined to the extent necessary persons performing work are aware of:

- the Quality Policy;
- the Quality Objectives;
- the QMS and any changes thereto;
- their contribution to the QMS effectiveness, including improved performance;
- the implications of noncompliance to our QMS requirements;
- their contribution to product or service conformity;
- their contribution to product safety;
- the importance of ethical behavior.

## 7.4 Communication

Communication occurs throughout **All Products** about the importance of customer satisfaction.

**All Products** determines the internal and external communications relevant to the QMS, including:

- On what it will communicate;
- When to communicate;
- With whom to communicate;
- How to communicate; and
- Who communicates.

## 7.5 Documented Information

**All Products** associated documents to all of section 7.5:

QP 4.1 Control of Documents / QP 4.2 Control of Records / QP 7.10 BackUp of Computer Records and Files

AP 16-01-01 Quality Record Guide / AP 05-01-01 Quality Document Change Approval

### 7.5.1 General

**All Products** chose to include the following documentation in our QMS:

- This Quality System Manual including the statements of our Quality Policy and Quality Objectives;
- Documented information as required per AS9100 Rev D.
- Documented information needed by **All Products** to ensure the effective planning, operation and control of its processes.

### 7.5.2 Creating and Updating

When creating and updating documented information **All Products** ensures the following:

- the identification and description (including title, revision ID, revision date, as appropriate);
- the format and media (digital or paper);
- the review and approval for suitability and adequacy.
  - Approval implies authorized persons and approval methods are identified for the relevant types of documented information, as determined by **All Products**.

### 7.5.3 Control of Documented Information

Documented information required to support the effectiveness of our QMS is controlled to ensure:

- it is available and suitable for use, where and when it is needed;
- it is adequately protected from loss of confidentiality, improper use, or loss of integrity.
- distribution, access, retrieval and use;
- storage and preservation, including preservation of legibility;
- control of changes;
- retention and disposition;
- prevention of the unintended use of obsolete documented information by removal or by application of suitable identification or controls if kept for any purpose.

Documented information of external origin determined to be necessary for the planning and implementation of the QMS is identified as appropriate and controlled in accordance with QMS.

Documented information retained as evidence of conformity shall be protected from unintended alterations.

Electronic documents and files are accessible by users with permission and are backed up periodically.

# 8.0 Operation

## 8.1 Operational Planning and Control

**All Products** associated documents to all of section 8.1:

QP 4.2 Control of Records / QP 4.3 Configuration Management / QP 7.1 Product Realization /
QP 5.1 Quality Product Planning / QP 8.3 Measurement of Processes / QP 8.4 Control of Nonconformity
QP 7.8 Risk Management / QP 7.9 Control of Work Transfers
AP 03-01-02 Contract Review & Risk Analysis / AP 10-01-01 Inspection Report
AP 08-02-01 Job Traveler / AP 201-AS Traveler Page 2 Blue / AP 201 Traveler Page 2 Green

Operational planning and control is required prior to new and/or revised products or processes being implemented. During the planning phase, management will identify:

- requirements for the products and services including the consideration of:
  - personal and product safety;
  - producibility and inspectability;
  - suitability of materials used;
  - prevention, detection, and removal of foreign objects;
  - handling, packaging, and preservation;
- resources needed to achieve conformity to the product and service requirements and to meet on-time delivery of products and services;
- control of the processes in accordance with the criteria;
- documented information to the extent necessary to have confidence that the processes have been carried out as planned and to demonstrate the conformity of products and services to their requirements.
- determining the processes and controls needed to manage critical items, including production process controls when key characteristics have been identified;
- establishing the controls needed to prevent the delivery of nonconforming products to the customer.

As appropriate to the company, customer requirements, and products and services, **All Products** plans and manages product realization in a structured and controlled manner to meet requirements at acceptable risk, within resource and schedule constraints.

**All Products** shall establish, implement, and maintain a product appropriate process to plan and control the temporary or permanent transfer of work, to ensure the continuing conformity of the work to requirements. The process shall ensure that work transfer impacts and risks are managed.

### 8.1.1 Operational Risk Management

**All Products** conducts a review of requirements related to the product during meetings.
Tasks assigned during this meeting. The following steps take place during the Risk Management process:

- Assignment of responsibility for risk management.
- Define risk criteria (i.e. risk acceptance, possible consequences, etc.)
- Establish how to identify, assess and communicate risk throughout product realization.
- Establish actions to mitigate risk thru the identification, implementation and management of actions that exceed the defined risk acceptance criteria.
- Establish the process to accept risks remaining after implementation of mitigating actions.

### 8.1.2 Configuration Management

**All Products** maintains a configuration management process as appropriate to the product, through flow down of information on purchase orders, drawings, or other provided media that will provide product identity and traceability requirements and ensure documented information is consistent. This will also address:

- Configuration management planning
- Configuration planning
- Change control
- Configuration status accounting
- Configuration audit

### 8.1.3 Product Safety

During the planning phase, **All Products** has identified the criteria required to control the processes needed to assure product safety during the entire product life cycle, as appropriate to the company and the product. If necessary, this criteria is implemented through the instructions provided on the Job Traveler. Any event which affects the safety of the product or the employee in regards to the product is reviewed by Top Management and new safeguards are determined and communicated. Training is provided to affected personnel.

### 8.1.4 Prevention of Counterfeit Parts

**All Products** has planned and implemented controls in our processes to ensure the prevention of counterfeit or suspect counterfeit parts and their inclusion in product(s) delivered to the customer. The processes include parts obsolescence monitoring, quarantine and reporting of suspect or detected counterfeit parts. Training is provided to personnel in awareness and prevention of counterfeit parts.

## 8.2 Requirements for Products and Services

**All Products** associated documents for all of section 8.2:

QP 7.2 Customer Related Processes / QP 7.4 Customer Property / QP 7.8 Risk Assessment /
QP 8.6 Corrective Actions / QP 7.1 Product Realization
AP 03-01-01 Estimate Sheet / AP 03-01-02 Contract Review & Risk Analysis
AP 08-01-01 Quote / AP 08-03-01 Order Acknowledgement
AP 08-02-01 Job Traveler / AP 201-AS Traveler Page 2 Blue / AP 201 Traveler Page 2 Green

### 8.2.1 Customer Communication

Communication with customers shall include:

- providing information relating to products and services;
- handling enquiries and purchase orders, including changes;
- handling customer feedback relating to products and services, including customer complaints;
- handling or controlling customer property;
- establishing specific requirements for contingency actions, when relevant.

### 8.2.2 Determining the Requirements for Products and Services

During contract review at the Request-For-Quote stage potential projects are checked to determine requirements applicable to the product including:

- any statutory and/or regulatory requirements applicable to the product.
- anyrequirements **All Products** may consider necessary.
- **All Products** has the ability to meet the defined requirements.
- any special requirements have been determined.
- any additional risks **All Products** may consider necessary to meet requirements and expectations.

### 8.2.3 Review of Requirements Related to the Product

**All Products** ensures we have the ability to meet the requirements for products and services to be offered to customers. Management conducts a contract/product review prior to committing to supply products and services to a customer. The review process at a minimum includes:

- Requirements specified by the customer, including any special requirements.
- **All Products** requirements are defined.
- Requirements not stated by the customer (such as workforce, material supplier and infrastructure).
- Any statutory and/or regulatory requirements applicable to the product.
- Any requirements on the current contract that differ from those previously expressed to **All Products** are resolved.
- **All Products** at this time also evaluates any risk associated with the contract in regard to subjects such as delivery schedules and manufacturability.

If, upon completion of the review, **All Products** determines that some customer requirements cannot be met or can only partially be met, **All Products** shall negotiate a mutually acceptable requirement with the customer.
**All Products** ensures contracts, purchase orders or other requirements differing from those previously defined, are reviewed and approved prior to incorporating into our business systems.
We retain applicable documented information of the initial review and on any new/revised customer for the products and services provided as part of the documentation for the customer.

### 8.2.4 Changes to Requirements for Products and Services

**All Products** ensures that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.

## 8.3 Design and Development of Products and Services

*EXCLUDED – SEE SECTION 4.3 FOR JUSTIFICATION*

## 8.4 Control of Externally Provided Processes, Products, and Services

**All Products** associated documents for all of section 8.4:

QP 7.3 Purchasing

AP 07-01-01 New Supplier Evaluation / AP 13-01-01 Receiving

### 8.4.1 General

All purchased materials for the manufacture of products will require hard copy or electronic purchase orders. These will clearly describe quantities, part number and/or description of the purchased materials and are subject to **All Products** specification and verified to ensure that it meets purchase requirements. **All Products** is responsible for the conformity of all purchased product. Suppliers shall be selected by **All Products** on the basis of their ability to meet our requirements or from sources defined by the customer. **All Products** will also use other methods for determining risks of a supplier's ability to meet our needs, such as tracking of on time delivery performance, and rejection history of nonconforming product. Suppliers will be reviewed by **All Products** to identify which improvements need to be made to continue to be an approved supplier or prior to becoming an approved supplier. When **All Products** feels that the quality or performance level of a customer specified supplier is substandard, we will notify our customer. Where nonconformance continues to be identified with no evidence of corrective action, **All Products** will recommend disapproving the supplier for future business. The President, General Manager or Quality Manager have authority to approve/disapprove suppliers. **All Products** maintains a register of all approved suppliers.

### 8.4.2 Type and Extent of Control

The type and extent of control required to be applied on the purchase product would depend on the effect of the purchased product on the subsequent product realization. Purchased materials are subject to inspection in accordance with the purchasing procedure to ensure purchase order requirements are met prior to release for use. Activities to verify conformance may include:

- Obtaining objective evidence of quality conformance from the supplier, such as inspection documentation, certificates of conformity and/or test reports.
- Review and acceptance of required documentation.
- Inspection of material upon receipt.
- **All Products** will accommodate contract requirements by our customers to access our facility as needed to verify product conformance.

Unless otherwise authorized by our customers, any acceptance validation by customers will not negate our responsibility to provide acceptable product or our customer's right to later reject any product found to be nonconforming.

### 8.4.3 Information for External Providers

All purchased materials and services for the manufacture of product will require purchase orders.

Purchasing documents are reviewed for adequacy and approved by purchasing personnel prior to release.

These will clearly describe quantities, part number and/or description of the purchased materials and are subject to **All Products** specification and verified to ensure that it meets purchase requirements.

Purchasing information describes the product to be purchased, including when manditory or as needed:

- requirements for approval of product;
- special requirements, critical items, or key characteristics;
- test, inspection, and verification (including production process verification);
- related instructions for acceptance by **All Products**;
- the right of access by **All Products**, our customers, and regulatory authorities to the applicable areas of facilities and to applicable documented information, at any level of the supply chain;

## 8.5 Production and Service Provision

### 8.5.1 Control of Production and Service Provision

**All Products** associated documents for section 8.5.1:

QP 7.1 Product Realization / WI 7.5.5 Foreign Object Damage Prevention / WI 7.5.1 Maintenance and Inspection

AP 10-10-03 Detailed Inspection Plan / AP 10-01-01 Inspection Report / AP 11-02-01 Maintenance Log /

AP 20-01-01 Sampling Plan

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**All Products** plans and carries out production provisions under controlled conditions. Planning considers, as applicable:

- the establishment of process controls where key characteristics have been identified;
- the identification of in-process verification points;
- the use of tooling so that measurements can be taken, particularly for key characteristics.

Controlled conditions include, as applicable:

- the availability of information that describes the characteristics of the product;
- the availability of work instructions, documented or verbally communicated, as necessary;
- the use of suitable equipment;
- the availability and use of monitoring and measuring devices;
- the implementation of monitoring and measurement;
- the implementation of release and delivery activities;
- accountability for product during manufacture (e.g., parts, quantities, split orders, nonconforming product), part accountability to ensure nonconforming parts have been identified and permanently destroyed;
- the control and monitoring of identified critical items, including key characteristics, in accordance with established processes;
- evidence that all manufacturing and inspection operations have been completed as planned, or as otherwise documented;
- the determination of methods to measure variable data (e.g., tooling, on-machine checks, inspection equipment);
- the identification of in-process inspection/verification points;
- provisions for the prevention, detection and removal of foreign objects (FOD);
- monitoring and control of utilities and supplies to the extent they affect product quality and criteria for workmanship.
- the identification and recording of products released for subsequent production use pending completion of all required measuring and monitoring activities, to allow recall and replacement if it is later found that the product does not meet requirements.

#### *8.5.1.1 Control of Equipment, Tools and Software Programs*

Production equipment, tools and software programs used to automate and control/monitor product realization processes are validated, maintained and inspected periodically.

Production equipment is validated prior to production (e.g. verification of the first article produced to customer specifications). Tools are validated and checked periodically for accuracy, preservation and condition.

#### *8.5.1.2 Validation and control of Special Processes*

Any process output that cannot be verified by subsequent monitoring or measurement may result in deficiencies becoming known only after the product has been delivered. When required by contract,

**All Products** ensures that special processes utilized in production of product, where resulting output cannot be verified by subsequent monitoring or measurement, are validated via customer approval.

**All Products** may document processes for validation as follows:

- **All Products** defines the criteria for review and approval of the processes;
- approves the equipment and qualification of personnel;
- utilizes specific methods and procedures;
- validates the requirements for records;
- re-validates these processes to achieve the planned results.

#### *8.5.1.3 Production Process Verification*

**All Products** will use a representative item from the first production run of a part to verify it meets requirements. This process shall be repeated when changes occur that invalidate the original results (e.g., engineering changes, process changes, tooling/fixturing changes). This activity is often referred to as First Article Inspection. **All Products** also uses a sampling plan to better ensure product conformity throughout the production process.

All documented information from the verification will be kept on file.

### 8.5.2 Identification and Traceability

**All Products** associated documents for section 8.5.2:

QP 7.1 Product Realization / QP 8.3 Measurement of Processes / QP 7.5 Product Identification and Traceability

QP 4.2 Control of Records

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**All Products** identifies and maintains product traceability requirements that can include:

- Identification of product by suitable means as appropriate, throughout the production process and delivery, in order to identify any differences between the actual configuration and the agreed configuration. **All Products** identifies product status with respect to monitoring and measurement requirements throughout product realization.
- The ability to trace all the products manufactured from the same batch of raw material or from the same manufacturing processes.
- For a product, a record of its production (manufacture/inspection/verification) to be retrievable.

**All Products** maintains product identity and status in accordance with the Product Identification and Traceability procedure

If product traceability is required per customer contract, statutory and/or regulatory, or other established requirement, records of product identification are established and maintained.

## 8.5.3 Property Belonging to Customers or External Providers

**All Products** associated documents for section 8.5.3:

QP 7.4 Customer Property / QP 4.2 Control of Records

**All Products** will exercise control and care of customer property in accordance with the Customer Property procedure. **All Products** will verify the condition of the property upon receipt and maintain its identification as such. Safeguards with respect to handling, storage and preservation will be performed in accordance with the associated procedure. Any customer property found to be lost, damaged or otherwise unsuitable for use will be documented, reported to the customer, and records of such will be maintained. Customer product can include intellectual property and personal data.

## 8.5.4 Preservation

**All Products** associated documents for section 8.5.4:

QP 7.6 Preservation of Product / QP 4.2 Control of Records

WI 7.5.5 Foreign Object Damage Prevention

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Preservation processes include identification, verification, handling, packaging, storage and protection. When special requirements are applicable in accordance with product specifications and statutes or regulations to a given product, the Job Traveler will define, as applicable, provisions for:

- Special cleaning requirements.
- Prevention, detection and removal of foreign objects.
- Special handling for sensitive products.
- Marking and labeling, including safety warnings.
- Shelf life control and stock rotation.
- Special handling for hazardous materials.

## 8.5.5 Post-Delivery Activities

**All Products** does not provide maintenance, installation or training to customers on any of the products it manufactures.

**All Products** will provide post-delivery support for the following as applicable:

- Investigation and reporting when a problem is detected upon or after delivery of an **All Products** product.
- Customer feedback.

## 8.5.6 Control of Changes

**All Products** shall review and control changes for production or service operations to the extent necessary to ensure continuing conformity of customer or internal requirements. Changes for production may be initiated as a result of:

- modernization based on the context of the organization analysis results;
- needs of interested parties, or customer feedback ;
- manufacturing when vulnerability is detected and (or) opportunities for improvement are identified.

Management reviews and monitors changes that affect production and ensures changes are distributed and controlled. Results of the changes, the persons authorizing the change, and any necessary actions arising are maintained in management review meeting records.

## 8.6 Release of Products and Services

**All Products** associated documents for section 8.6:

QP 8.3 Monitoring and Measurement of Product / QP 8.5 Analysis of Data / QP 7.3 Purchasing

AP 20-01-01 Sampling Plan / AP 10-01-01 Inspection Report /

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**All Products** monitors and measures the characteristics of the product in receiving inspection, in-process inspection, and final inspection to verify that requirements have been met. Documented procedures have been established for product inspection. Documented records and information of inspection include evidence of conformity with the acceptance criteria and traceability to the person authorizing the release. Records of inspection are maintained. **All Products** will ensure any documented information required to accompany the product is included with the product and/or emailed to the appropriate customer representative.
The Job Traveler / inspection sheets contain evidence of conformity and person(s) authorizing release.

## 8.7 Control of Nonconforming Product

**All Products** associated documents for section 8.7:

QP 8.4 Control of Nonconformity / QP 4.2 Control of Records

**All Products** ensures that product that does not conform to specified requirements is prevented from unintended use or delivery. The controls and related responsibilities and the authorities for dealing with nonconforming product are defined In QP 8.4 Control of Nonconformity.
Where applicable, **All Products** shall deal with nonconforming product by one or more of the following ways:

- by taking action to eliminate the detected nonconformity.
- by authorizing it's use, release or acceptance under concession by a relevant authority and where applicable, by the customer.
- by taking action to prelude its original intended use or application.
- by taking action appropriate to the effects, or potential effects, of the nonconformity when nonconforming product is detected after delivery or use has started.
- by taking actions necessary to contain the effect of the nonconformity on other processes or products.

In addition to any contract or regulatory authority reporting requirements, **All Products** shall provide for timely reporting of delivered nonconforming product that may affect reliability or safety. Notification shall include a clear description of the nonconformity, which includes as necessary, parts affected, customer or organization part numbers, quantity, and dates delivered.

Where required by contract, the use or repair of nonconforming products is reported to the customer for concession. Nonconforming products may be accepted with or without repair, provided customer authorization is obtained. Material shipped under a customer authorized concession is properly identified and recorded per customer requirements. **All Products** shall not use dispositions of use-as-is or repair are not used unless specifically authorized by the customer, if the nonconformity results in a departure from the contract requirements.
The nonconforming product dispositioned for scrap is conspicuously and permanently marked until rendering unsuitable for use in completed products.
Repaired or reworked products are re-inspected in accordance with the quality plan and documented procedures.
Quality records of nonconforming product activity are maintained.

# 9. PERFORMANCE EVALUATION

## 9.1 Monitoring, Measurement, Analysis, and Evaluation

**All Products** associated documents for section 9.1:

QP 8.3 Monitoring and Measurement of Product / QP 8.1 Customer Satisfaction /

QP 8.5 Analysis of Data / QP 8.6 Corrective Actions

AP 10-01-01 Inspection Report / AP 8.7C Corrective Action Report /

AP 08-02-01 Job Traveler / AP 201-AS Traveler Page 2 Blue / AP 201 Traveler Page 2 Green

### 9.1.1 General

**All Products** plans, implements, and utilizes monitoring, measurement, analysis to assess and improve the effectiveness of our operations with respect to meeting customer expectations, as well as insuring our own viability. These processes serve to:

- Show that our products conform to customer requirements.
- Show that **All Products** QMS conforms to requirements.
- Provide data to support continual improvement of the effectiveness of the QMS.

**All Products** retains appropriate documented information as to these results.

### 9.1.2 Customer Satisfaction

**All Products** management uses several sources of information to assess customer satisfaction and customer perception as it relates to our performance:

- Internal and external feedback is reviewed for product acceptance and delivery performance measures on an on-going basis.
- Corrective actions are maintained to ensure effective measures are taken to address customer product and process quality issues.
- Customer communications such as reports, phone calls or other communications pertaining to quality and delivery performance are reviewed by the Quality Manager, in a timely manner to ensure that corrective actions are implemented when necessary.

### 9.1.3 Analysis and Evaluation

**All Products** determines, collects and analyses appropriate data to demonstrate the performance and effectiveness of the QMS and to evaluate where continual improvement of the QMS can be made.

The analysis of this data provides information relating to:

- Customer satisfaction.
- Conformance to product requirements.
- Characteristics and trends of processes and products including opportunities for preventive action.
- Supplier performance so that it does not impact customer satisfaction.
- Effectiveness of actions taken to address risks and opportunities.

## 9.2 Internal Audit

**All Products** associated documents for section 9.2:

QP 8.2 Internal Audit / QP 4.2 Control of Records

**All Products** maintains a documented procedure for internal quality audits. Internal audits are performed annually prior to the management review. The internal audit verifies QMS requirements and the results:

- comply with planned arrangements to the requirements of the International Standard and to the QMS requirements established by **All Products**.
- determines its effectiveness and is maintained.

Audits are conducted by assigned personnel independent of those having direct responsibility for the activity being audited. The selection of auditors and conduct of audits shall ensure objectivity and impartiality of the audit process. Auditors shall not audit their own work.

A documented procedure is established to define the responsibilities and requirements for planning and conducting audits, establishing records and reporting results. Quality records of internal quality audit activity are maintained.

Results of the audit are documented and communicated to management responsible for the activity audited.
The management personnel responsible for the activity shall ensure that any necessary corrections and corrective actions are taken or submitted without undue delay to eliminate detected nonconformities and their causes.

Follow-up audit activities verify and record the implementation and effectiveness of the corrective action taken.

The results of internal quality audits are an integral part of the input to management review activities.

## 9.3 Management Review

**All Products** associated documents for section 9.3:

QP 5.2 Management Review / QP 4.2 Control of Records / QP 8.5 Analysis of Data

### 9.3.1 General

**All Products** Top Management reviews the quality system at planned intervals (currently once per calendar year as a minimum), sufficient to ensure its continuing suitability, adequacy and effectiveness in satisfying customer QMS requirements. The Management Review includes accessing its opportunities for improvement, the need for changes to the QMS including the company's Quality Policy and Objectives. Management Review records including any inputs or outputs, are maintained in accordance with section 7.5.3.

### 9.3.2 Management Review Inputs

The Management Review meeting will include the following topics as a minimum: Internal Audits, Quality Objectives, Customer Feedback (Scorecard Data, Complaint Data, Nonconforming Product Data), supplier performance, process performance and product conformance data, On-Time Delivery performance, Corrective Action Status, the effectiveness of actions taken to address risks and opportunities, Follow-up Action Items from prior Management Reviews, changes in internal and external issues relevant to the QMS, any recommendations for improvement and QMS adequacy and suitability.

### 9.3.3 Management Review Outputs

Actions and decisions relating to the topics discussed at the Management Review meeting are included in the Management Review report and include as a minimum: Any improvements to the effectiveness of the QMS and its processes, Improvement of product related to customer requirements, any resource needs, and identification of risks. Responsibility for required actions is assigned to members of the management review team during the meeting.

# 10. Improvement

**All Products** associated documents for section 10:

QP 8.6 Corrective Actions / QP 8.4 Control of Nonconformity / QP 5.2 Management Review

AP 05-01-01 Quality Document Change Approval / AP 8.7C Corrective Action Report

## 10.1 General

**All Products** determines and selects opportunities for improvement and implements necessary actions to meet customer requirements and enhance customer satisfaction. Examples:

- improving production and capabilities to meet requirements as well as to address future needs and expectations;
- correcting, preventing or reducing undesired effects;
- improving the performance and effectiveness of the QMS.

## 10.2 Nonconformity and Corrective Action

**All Products** initiates actions to eliminate the cause of nonconformities in order to prevent recurrence. Corrective actions are appropriate to the effects of the nonconformities encountered. When nonconformity occurs, corrective action procedures are initiated and implemented. Examples of actions taken include:

- taking action to control and correct it;
- reviewing and analyzing the nonconformity;
- determining the causes of the nonconformity, including, as applicable, those related to human factors;
- determining if similar nonconformities exist, or could potentially occur;
- implementation of any action needed;
- review of the effectiveness of any corrective action taken;
- updating risks and opportunities determined during planning, if necessary;
- making changes to the QMS, if necessary;
- flow down corrective actions to external provider, if they are responsible for nonconformity;
- take specific actions when timely and effective corrective actions are not achieved.

Nonconformity and Corrective Action documented records, which include the nature of the nonconformities and any subsequent actions, and the results of any corrective actions, are maintained.

## 10.3 Continual Improvement

**All Products** continually improves the effectiveness of the QMS through the use of the quality policy, quality objectives, audit results, analysis of data, corrective actions and management review. Additional continuous improvement opportunities can result from lessons learned and problem resolutions.

All improvement activities are monitored for effectiveness and efficiency.