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MFG & SUPPLY

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QUALITY MANAGEMENT SYSTEM MANUAL

DATE: 10/14/2016

REVISION 9.4C

UNCONTROLLED COPY

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QUALITY MANUAL APPROVAL RECORD

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Quality Manual changes from last revision 9.4B - New version 9.4C

QM ISO-AS QUALITY MANAGEMENT SYSTEM MANUAL

a) REMOVED STATEMENTS ABOUT FAA-PMA MANUFACTURE. IT IS NOT RELATIVE AT THIS TIME.

b) REMOVED REFERENCES IN THE TABLES WHERE PROCEDURE/INSTRUCTION REFERENCES ARE MADE AT THE END OF SOME SECTIONS OF THIS DOCUMENT AND CHANGED TO FORM REFRENCES.

c) ADDED DAN SELAKOVICH TO QUALITY MANUAL APPROVAL

d) 5.5.1.1 ORGANIZATION - CHANGED SALES & PURCHASING MGR TO DAN SELAKOVICH.

1.0 SCOPE

1.1 GENERAL

All Products Mfg & Supply has instituted a quality management system. This manual describes its policies and company-wide control system. This quality management system addresses the requirements of ISO 9001:2008, and AS9100 Rev C. The name of the organization is All Products Mfg & Supply. The company specializes in the manufacturing of gaskets, electrical spacers, sealing devices, other non-metallic products, custom fabrication and die cutting services.

The company is classified under NAICS Code 339991

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

1.2 EXCLUSIONS

7.3 Design and Development.
All Products Mfg & Supply manufactures parts with prints and specifications provided by our customers. All Products Mfg & Supply does NOT design and develop parts for our customers. Therefore, All Products Mfg & Supply excludes all parts of clause 7.3

7.5.1.4 Post-Delivery Support.
Also excluded is clause 7.5.1.4 due to the fact that the parts being manufactured are being used in our customer's assemblies and no service or support is required.

7.5.2 Validation of Processes for Production and Service.
All processes for production of products can be verified through monitoring or measurement. All Products Mfg & Supply does not monitor the manufactured part after the customer puts their assembled or finished product into use. Therefore, All Products Mfg & Supply excludes clause 7.5.2.

2.0 NORMATIVE REFERENCES

ID	Current Quality Procedures
QP4.1	Document and Data Control
QP4.2	Control of Records
QP4.3	Configuration Management
QP5.1	Quality System Planning
QP5.2	Management Review
QP6.1	Resource Management
QP7.1	Product Realization
QP7.2	Customer Related Processes
QP7.3	Purchasing
QP7.4	Customer Property
QP7.5	Product Identification and Traceability
QP7.6	Preservation of Product
QP7.7	Control of Measuring and Monitoring
QP7.8	Risk Assessment
QP7.9	Control of Work Transfers
QP7.10	Back Up of Computer Records and Files
QP8.1	Customer Satisfaction
QP8.2	Internal Audit
QP8.3	Monitoring & Measurement of Product
QP8.4	Control of Nonconformity
QP8.5	Analysis of Data
QP8.6	Corrective Action
QP8.7	Preventive Action

See Master List for Revisions and Date of Revision

ISO 9000:2005 & ISO 9000:2008	Fundamentals & Vocabulary	
AS 9100:2009	Aerospace Standard Rev. C	

3.0 TERMS AND DEFINITIONS

For the purposes of this document, the terms and definitions given in ISO 9000 apply.

Throughout the text of this International Standard, wherever the term “product” occurs, it can also mean “service”.

AS9100B defined Key Characteristics. AS9100C revised that definition and added three new terms.

3.1 Risk

An undesirable situation or circumstance that has both a likelihood of occurring and a potentially negative consequence.

The term, Risk, is used in the standard at clauses 7.1.1, 7.1.2, 7.2.2.e, 7.4.1.f, and 8.5.3 Note.

3.2 Special Requirements

Those requirements identified by the customer, or determined by the organization, which have high risks to being achieved, thus requiring their inclusion in the risk management process. Factors used in the determination of special requirements include product or process complexity, past experience and product or process maturity. Examples of special requirements include performance requirements imposed by the customer that are at the limit of the industry’s capability, or requirements determined by the organization to be at the limit of its technical or process capabilities.

The term, Special Requirements, is used in the standard at clause 7.2.2.d.

3.3 Critical Items

Those items (e.g., functions, parts, software, characteristics, processes) having significant effect on the product realization and use of the product; including safety, performance, form, fit, function, producibility, service, life, etc.; that require specific actions to ensure they are adequately managed. Examples of critical items include safety critical items, fracture critical items, mission critical items, key characteristics, etc.

3.4 Key Characteristics.

An attribute or feature whose variation has a significant effect on product fit, form, function, performance, service life, or producibility, that requires specific actions for the purpose of controlling variation.

4.0 QUALITY MANAGEMENT SYSTEM

4.1 GENERAL REQUIREMENTS

All Products Mfg & Supply has established, documented, implemented and maintains a quality management system and continually improves its effectiveness in accordance with the requirements of the International Standard. All Products Mfg & Supply quality management system shall also address customer and applicable statutory and regulatory quality management system requirements.

To implement the Quality Management System All Products Mfg & Supply:

a) Determines processes for management activities, provision of resources, product realization and measurement needed for the quality management system and their application throughout the organization in accordance with the requirements of this International Standard.

b) Determines the sequence and interaction of these processes,

c) Sets standards and benchmarks to ensure that both the operation and control of these processes are effective,

d) Evaluates each process to determine the proper resources and information necessary to support the operation and monitoring of these processes,

e) Monitors, measures, where applicable, and analyzes these processes,

f) Implements actions necessary to achieve planned results and continual improvement of these processes.

Where All Products Mfg & Supply chooses to outsource any process that affects product conformity to requirements, All Products Mfg & Supply shall ensure control over such processes.

Forms	**Procedures / Instructions**	
QF 05-01 Identification and Interaction of Processes		

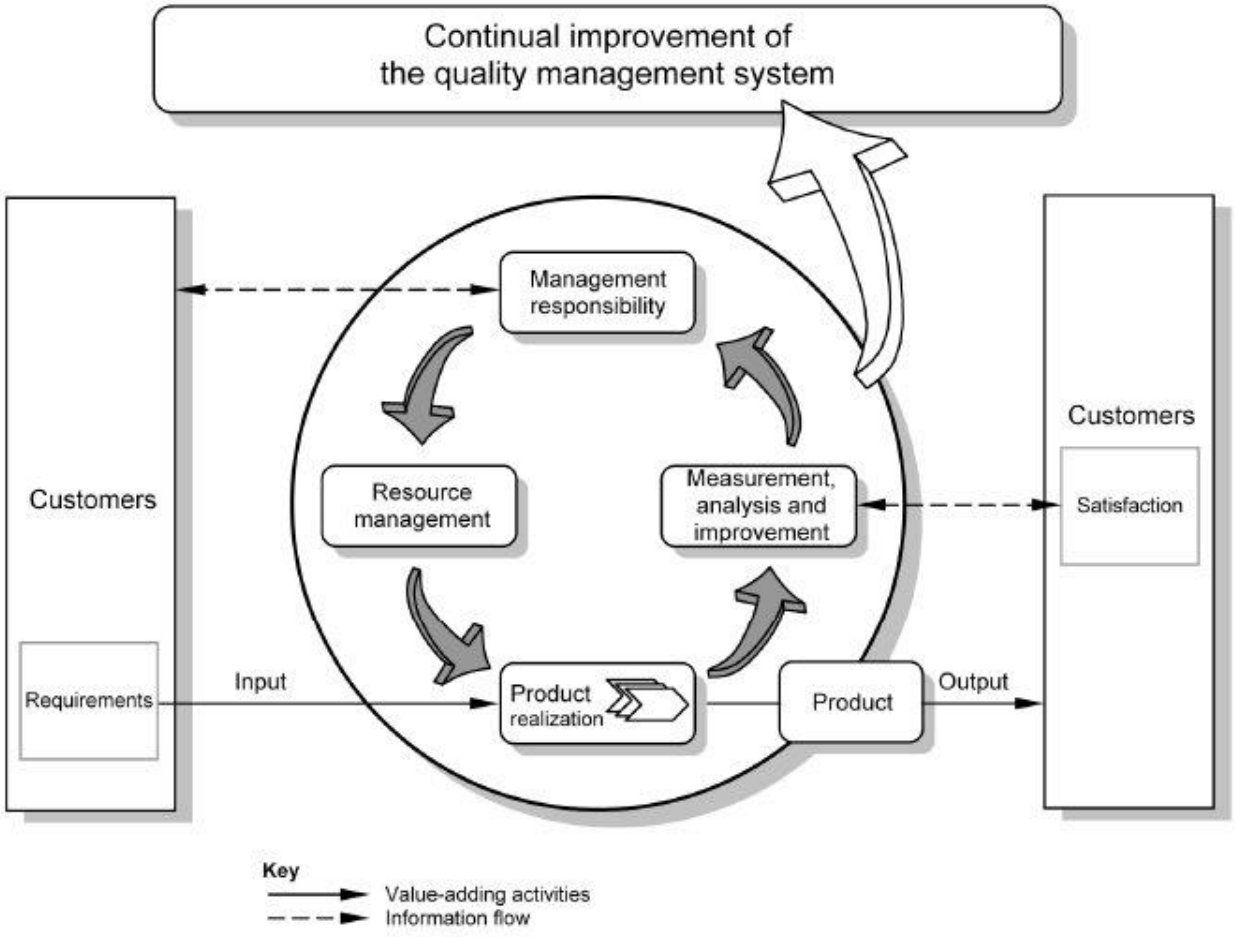
Plan-Check-Do-Act (PDCA)

Plan : establish the objectives and processes necessary to deliver results in accordance with customer requirements and All Products Mfg & Supply's policies.

Do: implement the processes.

Check: monitor and measure processes and product against policies, objectives, and requirements for the product and report the results.

Act: take actions to continually improve process performance.



Process-Based Quality Management System

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4.2 DOCUMENTATION REQUIREMENTS

4.2.1 GENERAL

The All Products Mfg & Supply Quality Management System documentation includes:

a) Statements of a quality policy and quality objectives (see 5.3),

b) This quality manual,

c) Procedures and records required by the ISO9001:2008 and AS9100 Rev C. Standards

d) Documents, including records, determined by All Products Mfg & Supply to be necessary to ensure the effective planning, operation and control of its processes.

All Products Mfg & Supply shall ensure that personnel have access to, and are aware of, relevant quality management system documentation.

4.2.2 QUALITY MANUAL

All Products Mfg & Supply shall establish and maintain a quality manual that includes,

a) The scope of this quality management system is to meet the requirements of the ISO 9001:2008 and AS9100 Rev. C Standards. All Products Mfg & Supply also does not perform processes where the resulting output cannot be verified.

b) The documented procedures established for the quality management system, or reference to them.

c) The interaction of processes of the All Products Mfg & Supply quality management systems can be found in the Appendix.

Forms	**Procedures / Instructions**	
QF 05-01 Identification and Interaction of Processes	QF 05-01 Identification and Interaction of Processes	

4.2.3 CONTROL OF DOCUMENTS

All Products Mfg & Supply established and maintains documented procedures to control all documents and data that relate to the requirements of ISO 9001:2008 and AS 9100 Rev. C, including to the extent applicable, documents of external origin, such as standards and customer drawings.

The documented procedure, QP4.1 Document and Data Control defines controls needed:

a) The president approves all documents prior to issue or use.

b) Or, the quality manager may approve procedures or forms prior to issue or use.

c) A master list file is maintained to identify the current revisions of all controlled and approved documents. The master list tracks documents and revisions of documents stored on a computer.
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d) Documents and data required for the effective functioning of the quality system are available and that relevant versions of applicable documents are available on a computer.

e) Quality records of document & data control are maintained. Documents are legible, readily identifiable, and retrievable.

f) To ensure that documents of external origin determined by All Products Mfg & Supply to be necessary for the planning and operation of the quality management system are identified and are distribution controlled.

g) Invalid and obsolete documents and data are promptly removed from all points of issue or use or otherwise assured against unintended use. Any obsolete documents retained for legal or knowledge preservation purposes are retained for future reference.

Records associated with Control of Documents are described in Control of Records (4.2.4)

Forms	**Procedures / Instructions**	
MasterList-EXCELfile AP 06-01-01 Training Matrix AP 05-01-01 Quality Document Change Approval	QP 4.1 Document and Data Control QP 7.10 Back Up of Computer Records and Files	

4.2.4 CONTROL OF QUALITY RECORDS

All Products Mfg & Supply maintains a documented procedure for the identification, collection, indexing, access, filing, storage, maintenance and disposition of records and has established and controls quality records for the purpose of providing evidence of conformity to requirements and of the effective operation of the quality management system.

Quality records are in the form of any type of media and:

a) are maintained to demonstrate conformance to specified requirements and the effective operation of the quality system.

b) are legible, and readily retrievable.

c) are stored in suitable environment to prevent damage or deterioration and to prevent loss.

d) disposition of records is maintained

The documented procedure, QP4.2 Control of Records, defines the methods for controlling records.

All applicable records are available for review by customers and regulatory authorities in accordance with contract or regulatory requirements.

Sub-contractor quality records are maintained by the quality manager.

Forms	**Procedures / Instructions**	
AP 16-01-01 QUALITY RECORD GUIDE	QP 4.2 Control of Records	

5.0 MANAGEMENT RESPONSIBILITY

5.1 MANAGEMENT COMMITMENT

All Products Mfg & Supply's management has provided evidence of its commitment to the development and implementation of the quality management system and continually improving its effectiveness by:

a) Stressing the importance of meeting customer, statutory and regulatory requirements to all employees in the organization through training sessions.

b) Establishing the Quality Policy (Clause 5.3 Quality Policy)

c) Establishing the quality objectives (Clause 5.4.1 Quality Objectives)

d) Conducting Management Reviews of the Quality Management System (Clause 5.6

e) Evaluating personnel, training needs, equipment and work environment to ensure the proper availability of resources to accomplish the goals and objectives of the quality management system (Clause 6.0) during each Management Review meeting.

5.2 CUSTOMER FOCUS

All Products Mfg & Supply management has ensured that customer requirements are determined and are met with the aim of enhancing customer satisfaction (see 7.2.1 and 8.2.1) and that product conformity and on time performance is measured. Appropriate action is taken if planned results are not or will not be achieved.

References	Procedures / Instructions	
	QP7.2 Customer Related Processes	

5.3 QUALITY POLICY

All Products Mfg & Supply's quality policy, established and authorized by the President, is posted on the official bulletin board and delivered into the hands of the employees. It is to be reviewed during the Management Review meeting for continued suitability to the quality management system.

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.

5.4 PLANNING

5.4.1 Quality Objectives

Quality objectives are established to support All Products Mfg & Supply's efforts in achieving our quality policy. Quality objectives are measurable and monitored continuously. Quality objectives are reviewed against performance goals at each management review meeting.

Objective	Target	Measurement Method
Customer On-Time Delivery	85%	Customer late job report
Customer Returns	≤ 2%	Customer CARs
Customer Quality Scorecard	98%	Customer supplied feedback
Vendor On-Time Delivery	80%	Open Orders Folder - Purchasing
Vendor Material Quality	95%	Vendor CARs

Forms	Procedures / Instructions	
	QP7.1 Product Realization QP5.2 Management Review	

5.4.2 Quality Management System Planning

All Products Mfg & Supply's management has ensured that:

a) The planning of the quality management system is carried out in order to meet the requirements given in clause 4.1, as well as the quality objectives

b) The integrity of the quality management system is maintained when changes to the quality management system are planned and implemented with drafts of the proposed changes circulated to interested parties.

Forms	Procedures / Instructions	
	QP5.1 Quality System Planning	

5.5 RESPONSIBILITY, AUTHORITY, AND COMMUNICATION

5.5.1 Responsibility and Authority

The President of All Products Mfg & Supply is responsible for defining and documenting the policy for quality, including objectives for quality and the commitment to quality.

The quality policy is relevant to All Products Mfg & Supply's goals and the expectations and needs of its customers. The policy is communicated, understood, implemented, and maintained at all levels of the organization.

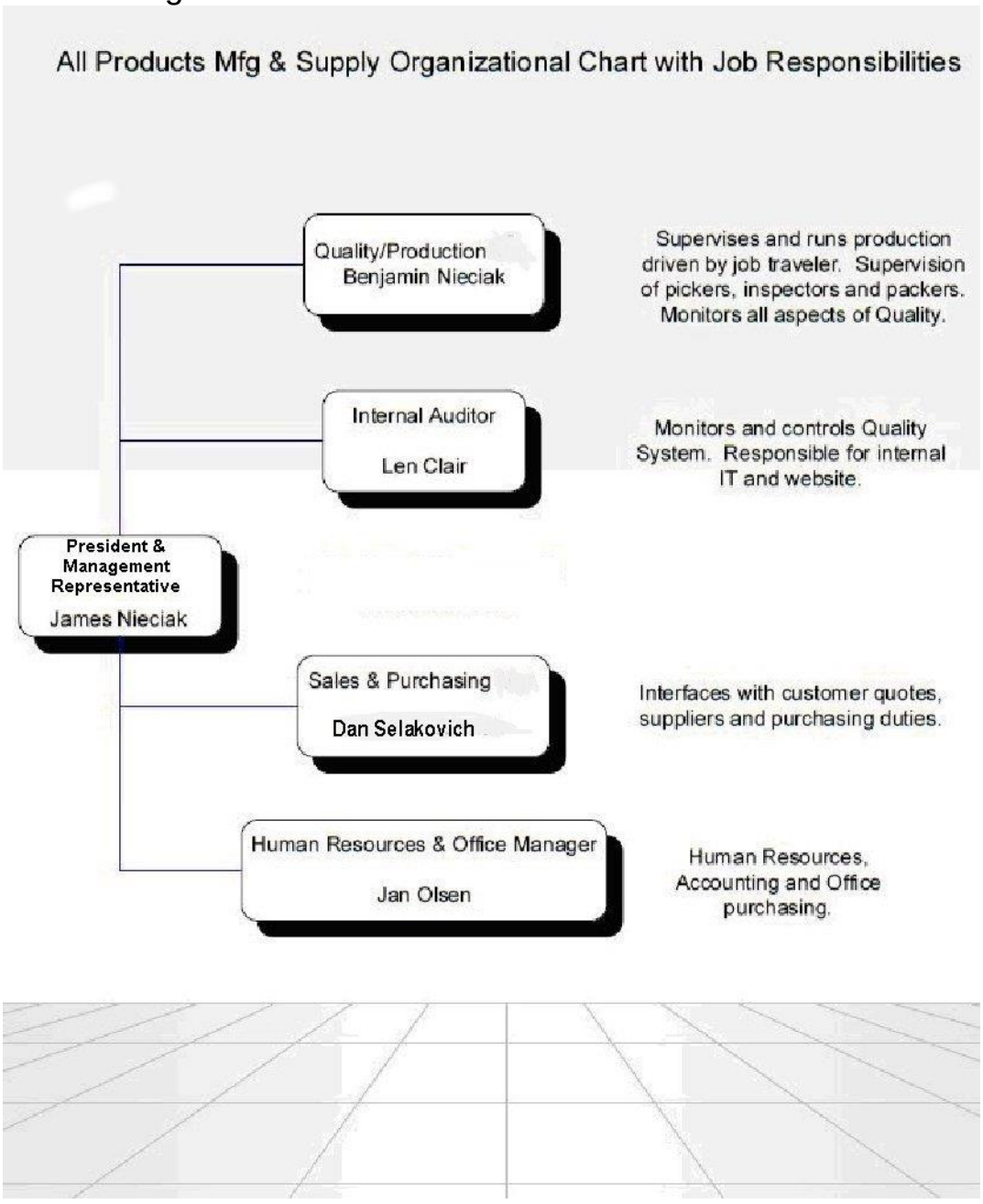
The responsibility, authority, and interrelation of all personnel who manage, perform, and verify work affecting quality is defined and documented.

Adequate resources are provided and trained personnel assigned for management, performance of work, and prevention and verification activities.

Verification activities include inspection, testing and monitoring of the production process and product on a frequency as needed.

Quality System effectiveness and suitability versus the quality policy are reviewed by the Management Representative prior to quality review meetings.

5.5.1.1 Organization



5.5.2 Management Representative

The President is the Management Representative. His authority & responsibility includes:

a) The implementation and maintenance of the quality system in accordance with ISO 9001:2008 and AS 9100 Rev C:

b) Reporting on the performance of the quality system to employees for review and as a basis for the improvement of the quality system.

c) Ensures that all employees are aware of customer requirements

d) Unrestricted access to top management to resolve Quality Management issues

5.5.3 Internal Communication

All Products Mfg & Supply's management has ensured that appropriate communication processes are established within the organization and that communication takes place regarding the effectiveness of the quality management system.

5.6 MANAGEMENT REVIEW

5.6.1 General

The quality management system is to be reviewed by top management at least once a year. The purpose of the review is to ensure the system is suitable, adequate and effective. The review shall also assess the needs for improvement and address any needed changes in the quality management system, the quality policy and quality objectives. Records from management reviews are maintained (see 4.2.4).

Forms	**Procedures / Instructions**	
	QP5.2 Management Review	

5.6.2 Review Input

The input to management review shall include information on:

a) Review of audit results, both internal and registrar audits.

b) A summary of customer feedback which includes customer complaints and customer praise

c) On time shipping performance and rejection percentage

d) The corrective and preventive actions initiated throughout the review period and their status

e) Follow-up actions from previous management reviews

f) Any changes in processes or procedures that could affect the quality management system

g) Recommendations for improvement of the system based on information provided during the review.

Forms	Procedures / Instructions	
	QP5.2 Management Review QP4.2 Control of Records	

5.6.3 Review Output

The management review shall be documented with the publishing of the minutes of the meeting. These minutes shall include the following:

A summary of information presented during the meeting

a) Any decisions and actions to be taken to improve the effectiveness of the quality management system and its processes and procedures

b) Any decisions and actions to be taken to improve the effectiveness of product related to customer requirements

c) Any decisions and actions to be taken to address resource needs

Forms	Procedures / Instructions	
	QP5.2 Management Review QP4.2 Control of Records QP8.5 Analysis of Data	

6.0 RESOURCE MANAGEMENT

6.1 PROVISION OF RESOURCES

All Products Mfg & Supply's management shall determine and provide the resources needed by:

a) Implementing and maintaining the quality management system and continually improve its effectiveness. (see 4.1)

b) Enhancing customer satisfaction by meeting customer requirements (see 7.2.1)

6.2 HUMAN RESOURCES

6.2.1 General

Personnel performing work affecting conformity to product requirements shall be competent on the basis of appropriate education, training, skills and experience.

6.2.2 Competence, Training and Awareness

All Products Mfg & Supply's management has performed the following to ensure competent, aware and trained personnel

a) Documenting the necessary competence for personnel performing work affecting conformity to product requirements.

b) Where applicable, providing training or take other actions to achieve the necessary competence.

c) Evaluating the effectiveness of the training.

d) Training personnel of the relevance and importance of their activities and how they contribute to the quality system and to the achievement of the quality objectives.

e) Maintaining appropriate records of education, training, skills and experience (see 4.2.4).

Forms	**Procedures / Instructions**	
AP 01-02-01 Competency Assessment AP 06-01-01 Training Matrix	QP6.1 Resource Management	

6.3 INFRASTRUCTURE

All Products Mfg & Supply has determined, provided for and maintains the infrastructure needed to achieve conformity to product requirements. Infrastructure includes, as applicable:

a) buildings, workspace and associated utilities,

b) process equipment (both hardware and software)

c) supporting services (such as information systems).

Forms	**Procedures / Instructions**	
AP 11-02-01 Maintenance Log		

6.4 WORK ENVIRONMENT

All Products Mfg & Supply quality manager will oversee facility management to ensure the work environment is maintained properly for achieving a quality product. Such factors include, but are not limited to:

a) Safety and ergonomics

b) Light

c) Cleanliness

d) Space

7.0 PRODUCT REALIZATION

7.1 PLANNING OF PRODUCT REALIZATION

All Products Mfg & Supply has planned and developed the processes needed for product realization. Planning of product realization is consistent with the requirements of the other processes of the quality management system (see 4.1). When inspection activities are subcontracted, the subcontracted activity shall be consistent with the purchasing requirements. Quality planning for the product and product verification includes the following:

a) Quality planning activities define and document how quality objectives and requirements will be met and the resources required to meet those objectives and requirements. Quality plans for the design, and use of tooling are controlled by the customer. **Other aspects for the product can include:**

- **product and personal safety**
- **reliability, availability and maintainability**
- **producibility and inspectability**
- **suitability of parts and materials used in the product**
- **selection and development of software**
- **recycling or final disposal of the product at the end of it's life.**

b) Process and documents are established to provide resources specific to the product.

c) Required verification, validation, monitoring, measurement, inspection and test activities specific to the product and the criteria for product acceptance.

d) Records needed to provide evidence that the realization processes and resulting product meet requirements. (see 4.2.4)

e) Configuration management appropriate to the product.

f) Resources to support the use and maintenance of the product

Appropriate process controls are established and control plans developed if the customer has identified key characteristics.

If necessary, procedures are developed, as appropriate, to ensure meeting specified requirements for products, projects, (e.g. audits, management meetings) or contracts.

The amount and nature of receiving inspection is dependent on the amount of control exercised by the supplier and the recorded evidence of conformance provided.

In process inspection and testing are in accordance with the quality plan and any documented procedures.

All final inspection and testing are in accordance with the quality plan and any documented procedures to complete the evidence of conformance of the finished product to the specified requirements.

The quality plan and any documented procedures for final inspection and tests require confirmation that all previously required inspections and tests have been successfully complete and that required documentation is available to be shipped. Packaging, packing and marking is verified to requirements.

No product is dispatched until all activities specified in the quality plan and documented procedures have been satisfactorily completed.

First Production Article: A process is provided, as appropriate, for the inspection of the first production article.

Forms	**Procedures / Instructions**	
AP 10-01-01 Inspection Report	QP7.1 Product Realization QP8.3 Measurement of Processes	

7.1.1 Project Management

As appropriate to All Products Mfg & Supply and our product, All Products Mfg & Supply shall plan and manage product realization in a structured and controlled manner to meet requirements at acceptable risk, within resource and schedule constraints.

7.1.2 Risk Management

All Products Mfg & Supply has established, implemented and maintained a process for managing risk to the achievement of applicable requirements that includes as appropriate to the organization and the product.

a) assignment of responsibilities for risk management,

b) definition of risk criteria,

c) identification, assessment and communication of risks throughout product realization

d) identification, implementation and management of actions to mitigate risks that exceed the defined risk acceptance criteria

e) acceptance of risks remaining after implementation of mitigating actions

Forms	**Procedures / Instructions**	
AP 03-01-02 Contract Review & Risk Analysis	QP7.8 Risk Assessment	

7.1.3 Configuration Management.

All Products Mfg & Supply has established, implemented and maintains a configuration management process that includes, as appropriate to the product;

a) configuration management planning

b) configuration identification

c) change control

d) configuration status accounting

e) configuration audit.

7.1.3.1 Policy

All Products Mfg & Supply has established and maintains a procedure for Configuration Management and for coordination of these activities.

7.1.3.2 Key System Components

The scope of this policy includes all tenders, orders received, or changes for purchase of products. All tenders are reviewed prior to acceptance through a documented process.

7.1.3.3 Review of Tenders

The requirements are adequately defined and documented, any contract or accepted orders requirements differing from those in the tender are resolved, and capability is maintained to meet requirements. Upon acceptance of contract amendments, all effective functions are advised of the impact. (QP 4.3).

7.1.3.4 Records

Records associated with 7.1.3 Configuration Management are as described in QP 4.2 Control of Records.

Forms	**Procedures / Instructions**	
	QP 4.2 Control of Records QP 4.3 Configuration Management	

7.1.4 Control of Work Transfers

All Products Mfg & Supply has established, implemented and maintains a process to plan and control the temporary or permanent transfer of work; from one organization facility to another, from the organization to a supplier, from one supplier to another supplier, and to verify the conformity of the work to requirements.

Forms	**Procedures / Instructions**	
	QP 7.9 Control of Work Transfers	

7.2 CUSTOMER-RELATED PROCESSES

7.2.1 Determination of Requirements Related to the Product

All Products Mfg & Supply has established and maintains a documented procedure for the determination of requirements of the customer.

The scope of this policy includes all contracts, tenders or orders received for the purchase of products. The requirements are adequately defined and documented. These requirements can be any of the following:

a) Customer specified requirements, including delivery

b) Requirements not stated by the customer, but necessary for specified or intended use.

c) Any regulatory and statutory requirements applicable to the product

d) Additional requirements considered necessary by All Products Mfg & Supply.

Forms	**Procedures / Instructions**	
AP 03-01-02 Contract Review & Risk Analysis AP 03-01-01 Estimate Sheet	QP7.2 Customer Related Processes QP7.8 Risk Assessment	

7.2.2 Review of Requirements Related to the Product

Tenders, orders or contracts are reviewed prior to acceptance through a documented process. This review shall be conducted prior to the All Products Mfg & Supply's commitment to supply a product to the customer.

The review verifies that:

a) the requirements are adequately defined and documented.

b) any contract or accepted order requirements differing from those in the tender are resolved. Contract amendments are reviewed and approved through a similar process. Upon acceptance of contract amendments, all affected functions are advised of the impact

c) statutory and regulatory requirements applicable to the product

d) special requirements of the products

e) risks (e.g. material scarcity, short delivery time frame) have been identified (7.1.2)

Records of the results of the review and actions arising from the review are maintained (see 4.2.4). Where the customer provides no documented statement of requirement, the customer requirements shall be confirmed by All Products Mfg & Supply before acceptance. Where product requirements are changed, All Products Mfg & Supply will ensure that relevant documents are amended and that relevant personnel are made aware of the changed requirements.

Forms	**Procedures / Instructions**	
AP 03-01-02 Contract Review & Risk Analysis AP 03-01-01 Estimate Sheet	QP7.2 Customer Related Processes QP7.8 Risk Assessment	

7.2.3 Customer Communication

All Products Mfg & Supply has determined and implemented effective arrangements for communicating with customers in relation to:

a) Product information (see 7.2.2)

b) Inquiries, contracts or order handling, including amendments (See 7.2.2)

c) Customer feedback, including customer complaints (see 8.2)

Forms	Procedures / Instructions	
	QP7.2 Customer Related Processes QP8.6 Corrective Actions	

7.3 DESIGN AND DEVELOPMENT

Design and Development is not a function of All Products Mfg & Supply and is excluded from this manual.

7.4 PURCHASING

7.4.1 Purchasing Process

All Products Mfg & Supply establishes and maintains a documented procedure to ensure that purchased products conform to specified requirements, including product from sources defined by the customer.

All Products Mfg & Supply:

a) maintains a list of Approved Suppliers in QuickBooks,

b) supplier performance is monitored and is used as a basis for establishing the level of controls to be implemented,

c) defines the necessary actions to take when dealing with suppliers that do not meet requirements,

d) ensures where required that both, All Products Mfg & Supply and all suppliers use customer approved special process sources,

e) defines the process, responsibilities and authority for the approval, status decision, changes of the approval status and conditions for a controlled use of suppliers depending on their approval status

f) determines and manages the risk when selecting and using suppliers (7.1.2)

Subcontractors are assessed and selected on their ability to meet requirements including quality system and any specific quality-assurance requirements. The extent and control exercised over a subcontractor are defined. Quality records are maintained on subcontractor assessment and procurement history (4.2.4)

All Products Mfg & Supply ensures that both the supplier and all subcontractors use customers approved special process sources, as required by contract.

Forms	**Procedures / Instructions**	
AP 07-01-01 New Supplier Evaluation	QP7.3 Purchasing	

7.4.2 Purchasing Information

Purchasing documents describe the products ordered including **where applicable**:

a) the title, number, and issue of the quality-system standard to be applied,

b) requirements for qualification of personnel,

c) quality management system requirements,

d) **the identification and revision status of specifications, drawings, process requirements, inspection/verification instructions and other relevant technical data.**

e) **Requirements for design, test, inspection and related instructions for acceptance.**

f) **Requirements for test and design approval, inspection/verification, investigation or auditing.**

g) **Requirements regarding the need for the supplier to notify All Products Mfg & Supply, of all nonconforming and any changes in product or process.**

h) **Record retention requirements, and,**

i) **Right of access by All Products Mfg & Supply, our customer and regulatory authorities to the applicable areas of all facilities at any level of the supply chain involved in the order and to all applicable records.**

All Products Mfg & Supply ensures all purchasing documents are reviewed.

Forms	**Procedures / Instructions**	
	QP7.3 Purchasing	

7.4.3 Verification of Purchased Product

All Products Mfg & Supply does inspection & testing to verify that specified requirements are met.

The amount and nature of receiving inspection are dependent on the amount of control exercised by the supplier and the recorded evidence of conformance provided.

Subcontracted Inspection Activities: Subcontracted inspection activities are controlled consistent with the requirements of Clause 7.4.

Where purchased products are to be verified at the subcontractors premises the verification arrangements and method of product release are specified in the purchasing documents.

Customer representatives may verify conformance to requirements as specified in the purchasing documents. Such verification is not used by All Products Mfg & Supply as evidence of effective control of quality by the subcontractor.

Verification by the Customer does not absolve All Products Mfg & Supply of the responsibility to provide an acceptable product, nor will it preclude subsequent rejection by the customer.

Right of Entry: Where applicable, provisions in subcontracts allow the supplier, customer, and regulatory agencies right of entry to any place necessary to determine and verify the quality of contracted work, records, and material.

Delegation of Supplier Verification to Subcontractors: The requirements for the delegation of product verification to a subcontractor are defined, and a list of the delegations is maintained.

Requirements Flowdown: Quality system requirements are flowed down to subcontractors to the extent necessary to ensure that characteristics not verifiable upon receipt are adequately controlled by the subcontractor. Key characteristics requirements are flowed down where applicable.

Forms	Procedures / Instructions	
AP 13-01-01 Receiving	QP7.3 Purchasing	

7.5 PRODUCTION AND SERVICE PROVISION

7.5.1 Control of Production Provision

All Products Mfg & Supply identifies, plans, and controls production processes that directly affect quality. Controlled conditions shall include, as applicable,

a) The availability of information that describes the characteristics of the product,

b) The availability of work instructions, as necessary,

c) The use of suitable equipment,

d) The availability and use of monitoring and measuring equipment,

e) The implementation of monitoring and measurement,

f) The implementation of product release,

g) Accountability for all product during production,

h) Evidence that all production and inspection/verification operations have been completed as planned, or as otherwise documented,

i) Provision for the prevention, detection and removal of foreign objects,

j) Monitoring of utilities and supplies such as compressed air, electricity and chemical products to the extent they affect product quality,

k) Criteria for workmanship, specified in a clear practical manner (e.g., written standards, representative samples or illustrations).

Planning shall consider, as appropriate:

- **Establishing, implementing and maintaining appropriate processes to manage critical items, including process controls where key characteristics have been identified,**
- **Designing, manufacturing and using tooling to measure variable data,**
- **Identifying in-process inspection/verification points when adequate verification of conformance cannot be performed at later stages of realization.**

7.5.1.1 Product Process Verification

All Products Mfg & Supply uses a representative item from the first production run of a new part or assembly to verify that the production processes, production documentation and tooling are capable or producing parts and assemblies that meet requirements. This process shall be repeated when changes occur that invalidate the original results.

7.5.1.2 Control of Production Process Changes

The President and Production Manager are identified as personnel authorized to approve changes to production processes. All Products Mfg & Supply controls and documents changes affecting processes, production, equipment, tools or software programs. The results of these changes will be assessed to confirm that the desired effect has been achieved without adverse effects to product conformity.

7.5.1.3 Control of Production Equipment, Tools and Software Programs

Production equipment, tools and software programs used to automate and control/monitor product realization processes are validated prior to release for production and shall be maintained. Storage requirements, including periodic preservation/ condition checks are defined for production equipment in tooling or storage.

Forms	Procedures / Instructions	
AP 11-02-01 Maintenance Log AP 10-10-03 DIP Form AP 10-01-01 Inspection Report	QP 7.1 Product Realization WI 7.5.5 Foreign Object Damage Prevention WI 7.5.1 Maintenance and Inspection	

7.5.1.4 Post Delivery Support

The parts being manufactured by All Products Mfg & Supply are being used in our customer's assemblies and no post delivery support is required. Therefore Clause 7.5.1.4 is excluded.

7.5.2 Validation of Processes for Production Provision

All processes for production of products can be verified through monitoring or measurements. All Products Mfg & Supply does not monitor the manufactured part after the customer puts their assembled or finished product into use. Therefore, Clause 7.5.2 is excluded.

7.5.3 Identification and Traceability

All Products Mfg & Supply ensures that products are identified and traceable from receipt through delivery when contractually required, or at the option of management. All Products Mfg & Supply also follows procedures for inspection & testing to verify that specified requirements are met.

Traceability requirements can include:

a) when required by contract, procedures are maintained for product identification including unique identification of products, lots or batches throughout the product life. (4.2.4)

b) the ability to trace all products manufactured from the same batch of raw material, or from the same manufacturing batch, to the destination (i.e. delivery)

Quality records of product identification are maintained. (4.2.4)

Forms	Procedures / Instructions	
	QP7.5 Product Identification & Traceability QP8.3 Measurement of Processes	

7.5.4 Customer Property

All Products Mfg & Supply ensures that products furnished by customers are verified, stored and maintained and will exercise care with customer property while it is under our control or being used by All Products Mfg & Supply.

Suitability of customer-supplied products is verified.

Unsuitable or lost, damaged products are recorded and reported to the customer by All Products Mfg & Supply and records are maintained. (4.2.4)

Procedures are maintained to incorporate customer materials into appropriate inventory control systems.

Forms	Procedures / Instructions	
	QP7.4 Customer Property QP4.2 Control of Records	

7.5.5 Preservation of Product

All-Products Mfg & Supply ensures that products are controlled through handling, storage, packaging, preservation and delivery in such a manner that product integrity is maintained from receipt to delivery in order to maintain conformity to requirements. As applicable, preservation shall include identification, handling, packaging, storage and protection. Preservation shall also apply to the constituent parts of a product.

All Products Mfg & Supply's preservation of product shall also include, where applicable in accordance with product specifications and applicable statutory and regulatory requirements, provisions for:

a) cleaning
b) prevention, detection and removal of foreign objects
c) special handling for sensitive products
d) marking and labeling including safety warnings
e) shelf life control and stock rotation, and
f) special handling for hazardous materials.

Forms	Procedures / Instructions	
	QP7.6 Preservation of Product QP4.2 Control of Records WI 7.5.5 Foreign Object Damage Prevention	

7.6 Control of Monitoring and Measuring Equipment

All-Products Mfg & Supply ensures that Inspection Measuring and Test Equipment (IMTE) used to demonstrate the conformance of the product to the specified requirements are controlled, calibrated, and maintained on all equipment.

Definition: Inspection, measuring and test equipment (IMTE) includes all types of equipment used by any supplier or subcontractor personnel to verify materials, product, processes, or other inspection, measuring and test equipment. This includes tooling used as a media of inspection, test hardware, test software, automated test equipment (ATE), and plotters used to produce inspection media.

Where test software or comparative references such as test hardware are used as suitable forms of inspection, they are checked to prove that they are capable of verifying the acceptability of products prior to release for use during production and will be rechecked at prescribed intervals. The extent and frequency of such checks are documented and records maintained as evidence of control. (4.2.4)

If contractually required, measurement system design data is made available to our customers or their representatives for verification of functional adequacy.

Inspection, measuring and test equipment have the necessary accuracy and precision versus the determined measurements to be made.

The process considers recall of inspection equipment, as appropriate.

Inspection measuring and test equipment is identified with a suitable indicator or approved identification record to show the calibration status. Where necessary to ensure valid results, measuring equipment shall:

a) be calibrated or verified, or both, at specific intervals, or prior to use, against measurement standards traceable to international or national measurement standards; where no such standards exist, the basis used for calibration or verification shall be recorded. (4.2.4)

b) be adjusted or re-adjusted as necessary;

c) have identification in order to determine its calibration status;

d) be safeguarded from adjustments that would invalidate the measurement result;

e) be protected from damage and deterioration during handling, maintenance and storage.

Environmental conditions are suitable for the calibrations, inspections, measurements, and tests being performed.

A list of gauges, measuring and test equipment is maintained.
Quality records of calibration and adjustments are maintained. (4.2.4).

Forms	**Procedures / Instructions**	
AP 11-01-01 Calibration List	QP7.7 Control of Measuring and Monitoring QP4.2 Control of Records	

8.0 MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.1 GENERAL

All Products Mfg & Supply has planned and implemented the monitoring, measurement, analysis and improvement processes needed;

a) to demonstrate conformity to product requirements, (8.3 Measurement of Processes)

b) to ensure conformity of the quality management system, (8.2.2 Internal Quality Auditing)

c) to continually improve the effectiveness of the quality management system. (8.5.1 Continual Improvement)

Forms	Procedures / Instructions	
	QP8.3 Monitoring and Measurement of Product QP8.2 Internal Audit QP4.2 Control of Records QP8.5 Analysis of Data QP5.2 Management Review	

8.2 MONITORING AND MEASUREMENT

8.2.1 Customer Satisfaction

As one of the measurements of the performance of the quality management system, the All Products Mfg & Supply has monitored information relating to customer perception as to whether All Products Mfg & Supply has met customer requirements.

Information to be monitored and used for the evaluation of customer satisfaction shall include, but is not limited to, product conformity, on time delivery performance, customer complaints and corrective action requests. All Products Mfg & Supply has developed and implemented plans for customer satisfaction improvement that addresses deficiencies identified by these evaluations, and assess the effectiveness of the results.

Forms	Procedures / Instructions	
	QP8.1 Customer Satisfaction QP4.2 Control of Records	

8.2.2 INTERNAL AUDIT

All Products Mfg & Supply maintains a documentation for implementing internal quality audits at planned intervals to verify whether the quality management system and results:

a) comply with planned arrangements to the requirements of the International Standard and to the Quality Management System requirements established by All Products Mfg & Supply.

b) 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 (see 4.2.4)

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 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 (see clause 8.5.2).

The results of internal quality audits are an integral part of the input to management review activities (see 5.6)

Forms	**Procedures / Instructions**	
AP 01-01-01 Audit Planning Matrix	QP8.2 Internal Audit QP4.2 Control of Records	

8.2.3 Monitoring and Measurement of Processes

All Products Mfg & Supply applies suitable methods for monitoring and, where applicable, measurement of the quality management system processes. These methods demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, correction and corrective action shall be taken, as appropriate.

In the event of nonconformity, All Products Mfg & Supply will:

a) take appropriate action to correct the nonconforming process,

b) evaluate whether the process nonconformity has resulted in product nonconformity,

c) determine if the process nonconformity is limited to a specific case or whether it could have affected other processes or products

d) identify and control any nonconforming product. (see 8.3)

All results of measuring and monitoring of processes will be discussed in the Management Review meetings. Quality Goal benchmarks will be determined for each process monitored in an effort for continuous improvement. If a process shows the potential for a quality problem, a preventive action shall be issued for that process.

Forms	**Procedures / Instructions**	
AP 8.7C CAR AP 8.7P PAR	QP8.2 Internal Audit QP8.5 Analysis of Data QP8.6 Corrective Actions QP8.7 Preventive Action QP5.2 Management Review	

8.2.4 Monitoring and Measurement of Product

All Products Mfg & Supply monitors and measures the characteristics of the product to verify that product requirements have been met. This is carried out at appropriate stages of the product realization process in accordance with the planned arrangements. (clause 7.1) Evidence of conformity with the acceptance criteria is maintained.

Measurement requirements for product acceptance is documented and includes:

a) criteria for acceptance or rejection,
b) where in the sequence measurement operations are performed,
c) required records of the measurements results at a minimum indication of acceptance or rejection.
d) any specific measurement instruments required and any specific instructions associated with their use.

When critical items, including key characteristics, have been identified, All Products Mfg & Supply ensures they are controlled and monitored in accordance with the established processes.

No incoming product will be used until inspections are conducted and conformance to requirements is verified. When All Products Mfg & Supply uses sampling inspection as a means of product acceptance, the sampling plan shall be justified on the basis of recognized statistical principles and appropriate for use.

Certified test reports have not been required. If they become a contract requirement, the type and frequencies of validation analysis will be established.

All final inspection and testing are in accordance with the quality plan and any documented procedures to complete the evidence of conformance of the finished product to the specified requirements.

The quality plan and any documented procedures for final inspection require confirmation that all previously required inspections have been successfully complete and that required documentation is available to be shipped. Packaging, packing and marking is verified to requirements. Records shall indicate the person(s) authorizing release of product for delivery to the customer.

All Products Mfg & Supply shall ensure that all documents required to accompany the product are present at delivery.

Nonconforming products are identified and handled as specified. (See 8.3).

Forms	**Procedures / Instructions**	
AP 20-01-01 Sampling Plan	QP8.3 Monitoring and Measurement of Product QP8.5 Analysis of Data	

8.3 CONTROL OF NONCONFORMING PRODUCT

All Products Mfg & Supply 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 Mfg & Supply shall deal with nonconforming product by one or more of the following ways:

a) by taking action to eliminate the detected nonconformity.

b) by authorizing it's use, release or acceptance under concession by a relevant authority and where applicable, by the customer.

c) by taking action to prelude its original intended use or application.

d) by taking action appropriate to the effects, or potential effects, of the nonconformity when nonconforming product is detected after delivery or use has started.

e) 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 Mfg & Supply 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 Mfg & Supply 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. (4.2.4)

Forms	**Procedures / Instructions**	
	QP8.4 Control of Nonconformity QP4.2 Control of Records	

8.4 ANALYSIS OF DATA

All Products Mfg & Supply identifies the statistical techniques required to monitor the effectiveness of the quality management system and to evaluate where continual improvement of the quality management system can be made. Also, the president or managers may identify the need for statistical techniques at any time to conduct studies on process capability, effectiveness of the quality policy, etc.

a) Customer satisfaction is monitored and analyzed (8.2.1)

b) Conformity to product requirements (8.2.4)

c) Characteristics and trends of processes and products, including opportunities for preventive action (8.2.3 and 8.2.4)

d) Suppliers (7.4)

Forms	Procedures / Instructions	
	QP8.5 Analysis of Data QP7.3 Purchasing QP8.2 Internal Audit	

8.5 IMPROVEMENT

8.5.1 Continual Improvement

All Products Mfg & Supply is committed to continually improve the effectiveness of the quality management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management review**. All Products Mfg & Supply monitors the implementation of improvement activities and evaluates the effectiveness of the results**.

Forms	Procedures / Instructions	
AP 05-01-01 Quality Document Change		

8.5.2 Corrective Action

All Products Mfg & Supply has established and maintains a documented procedure for implementing corrective actions.

Any corrective action taken to eliminate the cause of actual nonconformities is to a degree appropriate to the magnitude of problems and commensurate with the risks encountered.

Changes to the documented procedures resulting from corrective action are implemented and recorded. (clause 4.2.4)

The procedures for corrective action include:

a) reviewing nonconformities (including customer complaints)

b) determining the causes of nonconformities,

c) evaluating the need for action to ensure that nonconformities do not recur,

d) determining and implementing action needed..

e) records of the results of action taken (clause 4.2.4)

f) reviewing the effectiveness of the corrective action taken,

g) flowing down corrective action requirements to a supplier when it is determined that the supplier is responsible for the nonconformity,

h) specific actions where timely and/or effective corrective actions are not achieved,

i) determining if additional nonconforming product exists based on the causes of the nonconformities and taking further action when required.

Forms	**Procedures / Instructions**	
AP 8.7C CAR	QP8.6 Corrective Action	

8.5.3 Preventive Action

All Products Mfg & Supply has established and maintains a documented procedure for implementing preventive actions.

Any preventive action taken to eliminate the caused potential nonconformities is to a degree appropriate to the magnitude of problems and commensurate with the risks encountered.

Changes to the documented procedures resulting from corrective and preventive action are implemented and recorded. (4.2.4)

The procedures for preventive action include:

a) determining potential nonconformities and their causes,

b) evaluating the need for action to prevent occurrence of nonconformities,

c) determining and implementing action needed,

d) records of results of action taken (4.2.4),

e) reviewing the effectiveness of the preventive action taken.

Forms	**Procedures / Instructions**	
AP 8.7P PAR	QP8.7 Preventive Action	

APPENDIX

SEE MASTER LIST FOR DOCUMENTS FOLLOWING

ALL PRODUCTS MFG & SUPPLY QUALITY MANUAL